

S. No _____

Issued to _____

Tender

For

Purchase of IT Equipments

And

Software Licenses

PUNJAB LAND RECORDS SOCIETY

Office of the Director of Land Records
Kapurthala Road, Jalandhar, Punjab

Telephone : (0181) 6572009

www.plrs.org.in

Bid No. :

Serial No. of Document : _____

Issued to : _____

Against request No. : _____

Dated : _____

And payment of cost of bid document for Rs. 1000/- (Rupees One Thousand Only) to be paid in demand draft (DD) or cash only.

Name of the bank and Address: _____

Demand Draft No. and date: _____

Bid document issued on _____

Authorized Signatory

BID SUMMARY

Bid No.	EMD (Rs.) in shape of bank Demand Draft	Bid Document Cost (Rs.) Non-refundable	Last Date & Time	
			Bid Submission	Bid Opening
	Rs. 3,50,000	Rs. 1000	08.03.2011 at 12 noon	09.03.2011 at 2:00 pm

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SECTION I

INVITATION FOR BIDS

Punjab Land Records Society (PLRS) invites bids from the established, reputed and experienced firm or consortium of firms etc. for the setting up of Data Centre/Server Room at MGSIPAP, Sector 26, Chandigarh as per the details given in this tender document:

Bid conditions

1. Bidders are advised to study the Bid Document carefully. Submission of Bids shall be deemed to have been done after careful study and examination of the Bid Document with full understanding of its implications.
2. Sealed offers prepared in accordance with the procedures enumerated in Clause 1 of Section II should be submitted to the **Punjab Land Records Society** not later than the date and time laid down, at the address given in the **Schedule for Invitation to Bid** under Clause 6. (Given below)
3. The Bidder must furnish Earnest Money Deposit (EMD) for Rs. 3,50,000/- (Rs. Three lacs Fifty Thousand Only) in favour of **Member Secretary, Punjab Land Records Society (PLRS)**, "payable at Jalandhar", in the envelope containing the Pre-Qualification bid. Failing which the bid will be rejected.
4. This Bid document is not transferable.
5. The tenders of only those bidders, who have purchased the documents in their names, will be considered. In case bidder downloads the tender from website, then, he has to submit the tender document cost in the envelope containing the Pre-Qualification bid.
6. The **Punjab Land Records Society (PLRS)** reserves the rights to reject any bid or all the bids without assigning any reasons and revising quantity, fine-tuning specifications as per its requirement before opening the commercial bids.
7. The bidder will accept all conditions of the Bid Document unconditionally or depending upon the decisions of the Tender Evaluation Committee.
8. **Schedule for Invitation to Bid:**

- a) Name of the concern by whom the bids are called on behalf of the Government of Punjab is:

Punjab Land Records Society (PLRS)
O/o Director land Records, Punjab
Kapurthala Road, Jalandhar, Punjab.

- b) Addressee and Address at which Bids are to be submitted:

Punjab Land Records Society (PLRS)
O/o Director land Records, Punjab
Kapurthala Road, Jalandhar, Punjab.

- c) Pre Bid Meeting time and date

**28.02.2011 at 11:00 am in Conference Hall,
Committee room, 4th floor.
Mini secretariat.
Sector-9
Chandigarh**

d) Latest time and date for submission of completed bids:

**08.03.2011 at 4:00 pm
Punjab Land Records Society (PLRS)
O/o Director land Records, Punjab
Kapurthala Road, Jalandhar, Punjab.**

e) Place Time and Date of opening of Pre-qualification bids:

**09.03.2011 at 10:30 am
Committee room, 4th floor.
Mini secretariat.
Sector-9
Kapurthala Road, Jalandhar, Punjab.**

f) Technical bids of only the Pre-qualified bidders will be **opened and scrutinized at the same time (same date as 'e' above)** and if need be, on the following day(s) to be announced on the spot.

g) Date till which the bid is valid: **180 days from last date of submission of bids.**

Note: The Client shall not be responsible for any postal delays about non-receipt/ non-delivery of the documents. All late bids/ incomplete bids would be rejected out rightly.

SECTION II INSTRUCTIONS TO BIDDERS

A. Introduction

1 Procedure for Submission of Bids

It is proposed to have a **Three-Cover System** for this bid.

- a) Pre-qualification documents (2 copies) in one cover.
- b) Technical Bid (2 copies) in one separate cover.
- c) Commercial Bid (2 copies) in another separate cover.

1.1 The Bidders must place their pre-qualification, technical and commercial bids in three separate envelopes, super-scribed with separate **Bid titles** as follows:

A. PRE QUALIFICATION BID

B. TECHNICAL BID

C. COMMERCIAL BID

1.2 The Bidder shall have to qualify the pre-qualification Bid.

1.3 **Pre-Qualification Bids** will be opened on the prescribed date and time.

1.4 **Technical Bids** of only those Bidders will be opened who qualify the **Pre-Qualification round** after the initial processing of pre-qualification bid on the same day or at a date and time to be notified on the same day. The technical specifications may be fine-tuned before calling for the revised Commercial bids.

1.5 **A minimum time of 1 day** would be allowed for the submission of the **revised Commercial Bids**, if so required, based on the fine tuned specification as in Para 1.4 or otherwise by only those Bidders who will qualify both the Pre-Qualification Bid and the Technical Bid and would be **opened immediately thereafter**.

1.6 Each copy of the Pre-qualification document should be covered in a separate sealed cover super-scribing the wording '**Pre-qualification document**'. Both copies should be separately marked as "**original copy**" and "**first copy**" **respectively**. Thereafter, both the copies should be put in a single sealed cover super-scribing the wording "**Pre-qualification document**".

- 1.7 Each copy of Technical Bid of the Bid should be covered in a separate sealed cover super-scribing the wording “**Technical Bid**”. Both copies should be separately marked as “**original copy**” and “**first copy**” **respectively**. Thereafter, both the copies should be put in a single sealed cover super-scribing the wording “**Technical Bid**”.
- 1.8 **Please note that commercial aspects (prices, cost, charges, etc.) should not be indicated in the Pre-qualification Bid or the Technical Bid and should be quoted only in the Commercial Bid.**
- 1.9 Each copy of Commercial Bid of the Bid should be covered in a separate sealed cover super-scribing the wording “**Commercial Bid**”. Both copies should be separately marked as “**Original copy**” and “**First copy**” **respectively**. Thereafter, both the copies should be put in a single sealed cover super-scribing the wording “**Commercial Bid**”. **Commercial Bid should only indicate prices in the prescribed format.**
- 1.10 The cover thus prepared should also indicate clearly the name and address of the Bidder to enable the Bid to be returned unopened in case it is received “**Late**”.
- 1.11 The bids received late and declared late by the Bid Evaluation committee after the last date and time for receipt of bids prescribed in the bid document or otherwise shall be rejected and/or returned unopened to the Bidder.
- 1.12 Each copy of the bid should be a complete document with Index & page numbering and should be bound as a volume. Different copies must be bound separately.

2 **Cost of Bid document**

- 2.1 The Bidder shall bear all costs associated with the preparation and submission of its Bid, including cost of presentation for the purposes of clarification of the bid, if so desired by the Client and Client will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Bidding process.

- 3 The Bidder is expected to carefully examine all instructions, forms, terms and specifications in the Bid Document. Failure to furnish all information required in the Bid Document or submission of a bid not substantially responsive to the Bid Document in every respect will be at the Bidder’s risk and may result in the rejection of the bid.

4 Clarification regarding Bid Document

4.1 A prospective Bidder requiring any clarification of the Bid Document may notify the Client in writing at the Client's mailing address indicated in Clause 6 of Section I. The Client will respond in writing to any request for clarification of the Bid Document, received, not later than 7 days prior to the last date for the receipt of bids prescribed by the Client. Written copies of the Client response (including an explanation of the query but without identifying the source of Inquiry will be sent to all prospective Bidders who have received the Bid Documents.

5 Amendment of Bid Document.

5.1 At any time upto the last date for receipt of bids, the Client, may, for any reason, whether at his own initiative or in response to a clarification requested by a prospective Bidder, modify the Bid Document by an amendment.

5.2 The amendment will be notified in writing or by telex or cable or e-mail to the prospective Bidders who have received the Bid Documents and will be binding on them.

5.3 In order to afford prospective Bidders reasonable time or otherwise for any other reason, in which to take the amendment into account in preparing their bids, the Client may, at his discretion, extend the last date for the receipt of Bids.

B. Preparation of Bids

6 Language of Bids

6.1 The Bids prepared by the Bidder and all correspondence and documents relating to the bids exchanged by the Bidder and the Client, shall be written in the English language, provided that any printed literature furnished by the Bidder may be written in another language so long as accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.

7 Documents Comprising the Bids

7.1 Conditional bids shall not be entertained.

7.2 The Bids prepared by the Bidders shall comprise of following components (Bid documents are to be submitted in the order of pre-qualification clauses along index page no., otherwise bid may be disqualified):

- a) Bid Proposal sheet duly filled in, signed and complete in all respects. (Performa -I)
- b) Qualifying data duly filled in as per relevant Performa provided in the bid proposal that the Bidder is eligible to bid and is qualified to perform the contract, if its bid is accepted (Performa -II)
- c) The Bidder must furnish **Earnest Money Deposit (EMD)** of Rs. 3,50,000/- (Rupees Two lac only) which shall be in the form of Bank Guarantee or Demand Draft drawn on any scheduled bank in favour Punjab Land Records Society "payable at Jalandhar", failing which the bid will be rejected. This earnest money is to be submitted along with the pre-qualification documents. The EMD of the Successful bidder would be retained until the completion of the contract.
- d) **Company Financial Status:** The Bidder must have an average annual turnover of minimum Rs 3 Crores for the preceding last three financial years. The Bidder should have been making profit for last two years.
- e) The Bidder must be an OEM partner / authorized dealer with authorization certificate for computing products being quoted.
- f) The bidder should support centres in Punjab & Chandigarh (own or through authorized service providers).
- g) The bidder should deliver the list of service engineers.
- h) The bidder must have valid PAN issued by income tax authorities India
- i) The bidder must have valid State Sales Tax and CST number.
- j) The Bidder shall give a certificate regarding use of Quality components for IT resources.
- k) The bidder would indicate make and model of the equipment and the components that would be supplied by him.
- l) The Bidder must have executed 2 (two) similar projects/ supplied data center /Server Room equipment of value Rs. 1 crore and more, in last 3 years.

Note: Bidder should submit documentary evidence as proof for qualifying the above mentioned pre-qualification criteria.

Technical Bid shall consist of the following: -

- (a) Technical Deviations, if any, from the terms and conditions and specifications as specified in the Bidding Documents (Performa-III). Failing which, it would be assumed that there are no technical deviations and the full responsibility lies on the Bidder.
- (b) Technical Brochures of the product quoted and also current certifications asked for in the detailed technical specifications should also be enclosed.
- (c) The Technical specifications may be fine-tuned on the basis of discussions with various Bidders during Pre-bid meeting and/ or Technical Bid evaluation process. The revised commercial bids, if required, would then be called on the basis of fine tuned specifications.

Commercial Bid consisting of the following: -

- (a) Bid prices for the fine-tuned Technical Specifications duly filled, signed and complete as per the Price Schedule on the prescribed Quotation Performa (Performa-IV).
- (b) **Price Schedule – Part - I:** The bidder is required to submit total charges in first part, which will be used for evaluation purposes [Performa Part I].
- (c) **Unit Price Schedule – Part -II:** The bidder is required to submit unit rates.
 - Punjab land Records Society (PLRS) may issue order(s) for any quantity/ item as per its requirements within six months and the bidder shall be required to supply and install the requisite units at the specified locations.
 - The prices will be valid for a period of six months from the date of issue of work order.
 - Bidder may note that the accumulated cost of all items under Part-II of Price Bid must match with total quoted charges (under Part-I of Price Bid) as per given quantities.
- (d) Commercial Deviations, if any, from the terms and conditions and specifications as specified in the Bidding Documents (Performa-V).
- (e) PLRS reserves the right to negotiate with L1 bidder.

9. Pre – bid meeting

The representatives of the bidders are invited to attend the pre-bid meeting at their own cost which shall take place at the venue time and date stipulated in section I clause 8.c of this tender document. The purpose of the meeting will be to clarify issues and to answer questions on any matter that may be raised at that stage. No further queries will be entertained thereafter. The bidder is requested to submit any questions in writing to the Member Secretary, PLRS Jalandhar. Any modifications to the document which may become necessary as a result of pre-bid meeting shall be issued through corrigendum which will be made available through official website of PLRS. Therefore, bidders are requested to visit the website on regular basis for checking necessary updates. Non attendance at the pre-bid meeting will not be a cause of disqualification of the bidder.

Pre bid meeting: the queries may be addressed at the email id: techteam.plrs@gmail.com before 1.3.2011

SECTION - III

TERMS AND CONDITIONS OF THE BID

- 1.1 The client reserves the right to carry out the capability assessment of the Bidders and the client's decision shall be final in this regard.
- 1.2 The individual signing the bid or other document, in connection with the bid must certify as to whether he or she has signed as:
 - a). A " Sole proprietor " of the firm or constituted attorney of such sole proprietor.
 - b). A partner of the firm, if it be partnership, in which case he must have authority to refer to arbitration disputes concerning the business partnership either by virtue of the partnership agreement or a power of attorney. In the alternative, all the partners should sign the bid.
 - c). Constituted attorney of the firm, if it is a company
 - d) Lead partner of the consortium.
- 1.3 The bidder shall not sub-contract any part of the contract without written permission of the client.

2 STANDARDS:

The Goods supplied under this contract shall conform to the standard mentioned in the Fine tuned Technical Specifications, and when no applicable standards are mentioned, to the authoritative standards. Such Standard shall be the latest issued by the concerned institution governing that standard.

3 INSTALLATION PERIOD :

The Supply and Installation period would be **6 weeks** from the date of signing/ award of contract.

- 3.1 The delivery period should be adhered to as will be mentioned in the Award of Contract. The supply shall actually be deemed to have been complete on the actual date of entire installation of all components/ items.
- 3.2 The equipment including hardware, software, networking components and power peripherals including batteries shall be installed by the bidder.

4 DELAY IN THE BIDDER'S PERFORMANCE & PENALTY:

- 4.1 The bidder shall submit a performance Bank Guarantee of 10% of the total contract value within 2 (two) weeks of the signing/ award of contract and would be valid for warranty period.
- 4.2 An unexcused delay by hardware provider in the performance of its installation obligations shall render him liable to any or all of the following penalties:-
 - 4.2.1 In the event of delay in the supply and installation or non/ partial installation of the equipment within the period stipulated above, the bidder shall be liable to pay a penalty @ 0.5% per week or part thereof for the delay for first and second week. Thereafter,for delay beyond two weeks

penalty shall be @ 1.0% per week or part thereof, subject to a maximum of 5% of the total contract value, after which PLRS shall be at liberty to cancel the contract. For the purpose of this clause, part of a week shall be considered to be a full week.

4.2.2 Forfeiture of earnest money/ Security.

4.3 Hiding of facts, misrepresentation, corrupt practices by the Bidder if revealed at any stage, would amount to forfeiture of EMD and subsequently the firm may also be blacklisted.

5 Standard of performance

Successful bidder shall carry out the supply order and carry out its obligations under the contract with due diligence, efficiency and economy in accordance with generally accepted norms techniques and practices used in the industry. Successful bidder shall also adhere to professional implementation and support services during the execution of the project. The client may carry out benchmarking of sample equipments to be provided by the Successful bidder before and / or immediately after the delivery/ installation of equipment.

It shall employ appropriate advanced technology and safe and effective equipment, machinery, material and methods. Hardware Provider shall always act in respect of any matter relating to this contract, as faithful advisors to the client and shall, at all times, support and safeguard the clients legitimate interests in any dealings with the third party.

6 Use of contract documents and information

6.1 Successful bidder shall not, without the client's prior written consent, disclose the contract or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of client in connection therewith to any person other than a person employed by Successful bidder in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.

6.2 Successful bidder shall not without the purchaser's prior written consent, make use of any document or information.

6.3 Any document other than the contract itself shall remain the property of the client and shall be returned (in all copies) to the client on completion of the service provider's performance under the contract if so required by the client.

7 SCHEDULE OF PAYMENT:

7.1 The payment terms shall be as per follows:

7.1.1 50% of the total contract value will be released to the bidder after successful delivery and installation of all items.

7.1.2 10% of the total contract value will be released to the bidder after successful running for period of atleast one month and acceptance by PLRS. The date of acceptance by PLRS will be considered as the date of go-live. The PLRS would give acceptance certificate and this certificate would be collected by the successful bidder.

- 7.1.3 The remaining 40% will be paid in 6 equal half-yearly installments. The first half-yearly installment would be due after six months from the date of go-live.

8 WARRANTY PERIOD:

- 8.1 The successful bidder will be responsible for a comprehensive onsite warranty of three years for all hardware items.
- 8.2 Successful bidder will not remove the equipment without the written permission of PLRS.
- 8.3 The response time for attending the faults will be as per SERVICE LEVEL REQUIREMENTS.
- 8.4 The successful bidder will do preventive maintenance (PM) once in three months for hardware Systems running. The PM may generally be done on Non-working days/ Beyond General Shift Hours with the prior permission of the person or officer concerned.
- 8.5 In case of default, the client will have the right to arrange maintenance at the risk and cost of successful bidder, from any other source and shall adjust the charges from the payment due to successful bidder. Client decision shall be final in this regard and will be binding on the successful bidder

9 PRICE FALL:

- 9.1 The prices charged for the Hardware items supplied under the contract by the bidder shall in no event exceed the lowest price at which Hardware Provider sells the Hardware or offers to sell Hardware of identical description to the Department of the Central or State Government or any Statutory undertaking of the central or State Government, as the case may be, before the supply of IT resources.
- 9.2 If, at any time during the said period the bidder reduces the sale price, sells, or offers to sell such hardware items to any person/organization including the purchaser or any Department of State or Central Government or any statutory Undertaking of the Central or State Government as the case may be, at a price lower than the price chargeable under the contract, the bidder shall forthwith notify such reduction, or sale or offer to sell to the purchaser and the price payable under the contract for the supply of material after the date of coming into force of such reduction or sale or offer to sell shall stand correspondingly reduced.

10 TAXES AND DUTIES:

The bidder shall be entirely responsible for all taxes, levies, cess, octroi, duties, license fees, etc.

11 Suspension:

- 11.1 The client may by a written notice of suspension to the successful bidder, suspend all payments to the successful bidder under the contract, if the successful bidder failed to perform any of its obligations under this contract provided that such notice of suspension:

11.1.1 Shall specify the nature of the failure.

11.1.2 Shall request the bidder to remedy such failure within a specified period from the date of issue of such notice.

12 Termination for default:

12.1 The client may, without prejudice, to any other remedy for breach of contract, by written notice of default sent to the bidder, terminate the contract in whole or in part if:

12.1.1 The bidder fails to deliver any or all of the obligations within the time period(s) specified in the contract, or any extension thereof granted by the client.

12.1.2 The bidder fails to performs any other obligation(s) under the contract.

12.1.3 The successful bidder shall be given maximum of two opportunities of 20 days each to improve his service level and meet the obligations as per the contract.

13 Termination for insolvency:

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

14 “No claim” Certificate:

The bidder shall not be entitled to make any claim, whatsoever, against the client under or by virtue of or arising out of this contract nor shall the client entertain or consider any such claim, if made by the bidder after he shall have signed a “no claim” certificate in favour of the client in such forms as shall be required by the client after the works are finally accepted.

15 Documents prepared by the bidder to be the Property of the Client

All plans, drawings, specifications, designs and other documents prepared by the bidder in the execution of the contract shall become and remain the property of the client, and before termination or expiration of this contract, the bidder shall deliver all such documents to the client under the contract along with the detailed inventory thereof.

16 Confidentiality:

The bidder and their personnel shall not, either during the term or after expiration of this contract, disclose any proprietary or confidential information relating to the services, contract or the client’s business or operations without the prior written consent of the client.

17. Passing of Property:

Ownership shall not passed to the PLRS unless and until the hardware , software and the documentation thereof have been installed , tested and accepted to the entire satisfaction of the PLRS.

17 Force Majeure:

17.1 Notwithstanding the provisions of the bid, the bidder shall not be liable for forfeiture of its performance security, liquidated damages or termination for

default, if and to the extent that, its delay in performance are other failure to perform its obligations under the contract is the result of an event of Force Majeure.

17.2 For purposes of this Clause, "Force Majeure" means an event beyond the control of the bidder and not involving the bidder and not involving the bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the client either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes

17.3 If a Force Majeure situation arises, the bidder shall promptly notify the client in writing of such conditions and the cause thereof. Unless otherwise directed by the client in writing, the bidder shall continue to perform its obligations under the contract as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The client may terminate this contract, by giving a written notice of minimum 30 days to the bidder, if as a result of Force Majeure, the bidder being unable to perform a material portion of the services for a period of more than 60 days.

18 Governing Language:

The contract shall be written in the language of the bid, as specified by the client, in the instructions to the bids. Subject to clause 6 of Section II, that language version of the contract shall govern its interpretation. All correspondence and other documents pertaining to the contract which are exchanged by the parties shall be written in that same language.

19 OTHER CONDITIONS:

19.1 Risk purchase at the cost of bidder will be made on the failure of the bidder to make supply as per Terms and Conditions. The difference of excess in cost thus incurred will be received from the bidder in a suitable manner and even from his pending bills, earnest money or security whichever is available.

19.2 All disputes, differences, claims and demands arising under or pursuant to or touching the contract shall be referred to the arbitrator(s) as per the provisions of the arbitration Act. Such arbitration shall be held at Chandigarh/ Jalandhar.

19.3 In all matters and disputes arising there under, the appropriate Courts at Chandigarh alone shall have jurisdiction to entertain and try them.

Section IV

DETAILED SCOPE of WORK AND TECHNICAL SPECIFICATIONS

1. The Successful bidder would be the turkey solution provider responsible for carrying out the following tasks during the period of three years:

1.1 Supply, Installation, Repair and Maintenance, Troubleshooting of IT infrastructure and system software, applications software as per detailed specifications given below:

Table 1:- Hardware Items

S. No	Name of the Item	Qty
1	SERVERS – Database	3
2	SERVERS – CLR Application	2
3	Anti Virus server base(Forefront Client Security subscription based)	8
4	IP KVM SWITCH	1
5	SAN STORAGE (5 TB)	1
6	SAN SWITCH	1
7	SWITCH	1
8	SERVER / STORAGE RACKS	1
9	UPS (POWER) of 10 KVA	1
10	Web Server connector Windows 2008 R2 External Connector	1
11	Firewall server Forefront Treat Management Gateway 2010 enterprise Edition	1

1.2 Apart of above hardware items PLRS has the option to procure the software items mentioned in Table 2 below , from any source or the successful bidder through this tender. PLRS reserves the right to procure any of the software items from any other source other than the successful bidder. However, in all the scenarios, the software will have to be installed, configured by the successful bidder as per the requirements of the PLRS (as per the topology/ architecture by Microsoft)

Table 2:- Software Items

1	SQL Server 2008 R2 Standard Edition Processor Based OLP	6
2	SQL Server 2008 R2 Enterprise Edition Processor Based OLP	4
3	Windows Server 2008 R2 Enterprise Edition OLP	6

1.3 Existing equipments:

PLRS has already procured the following equipments shown in following table-3 which shall be integrated by the successful bidder:

Hardware Items		
1	SERVERS – Database	03
2	SERVERS – CLR Application	02
3	SERVERS – Management & other Applications a. Domain Controller b. Firewall server c. Ftp server	03
4	SAN STORAGE (5 TB)	1
5	SAN SWITCH	1
6	SWITCH	1
7	SERVER / STORAGE RACKS	1
8	UPS (POWER)	10 KVA
9	PRECISION COOLING (according to no. of servers e.g for 8 servers) (not available on DGS&D rate contract)	LOT
Software items:		
1	SQL Server 2008 R2 Standard Edition Processor Based OLP	2
2	Windows Server 2008 R2 Enterprise Edition OLP	2
3	Windows 2008 R2 External Connector	1

1.4. In case , if some equipment other than mentioned in those mentioned in table 1 , 2 and 3 above, is required for installation or configuration of Data Center / Server Room , then it will be the responsibility of Successful bidder to provide the same at no additional cost.

1.5 The quantity mentioned above may vary for certain items at the time of implementation , as per the requirement of the department. The decision of competent authority in this behalf will be final. For any increase or decrease of items unit rate shall determine the actual payable amount.

1.6 Bidder should quote only one option (specifying only make and model) of products and should not quote multiple options for ease of evaluation.

1.7 Setting up Local Area Network (LAN) whereby connecting the above hardware to be provided by the successful bidder with router of state wide area network in the adjoining room.

1.8 Keep the infrastructure including hardware , software, networking up and running condition as per the service level agreement by providing the post implementation support and services including :

- a. Operations and management of all hardware and system software products

- b. Deploying appropriate number of professionals to ensure the service level / uptime agreed in the Service Level Agreement (SLA). For installation, maintenance, troubleshooting and repair purposes.
 - c. Provide support and services for all the other components of system like power systems, networking, system software, software products and services etc.
- 1.9 PLRS would provide power supply from mains and DGSET. Thereafter the successful bidder has to make appropriate provision for required power points for installation of the infrastructure.
 - 1.10 In case ,the site needs to be shifted to some other location then it will be responsibility of the successful bidder to do so .
 - 1.11 Proper earthing, conduit, wiring, voltage stabilizers as required for data center /Server Room.
 - 1.12 Setting up of requisite furniture and other conveniences for personnel.
 - 1.13 Taking regular system backups in the best available technology. Provisioning of LAN storage of backed up data. Periodic system backup would need to be taken to ensure timely availability and reduce the risk factor. The Successful bidder will be solely responsible for providing requisite media for taking such backups on regular basis.
 - 1.14 Monitor and track the server performance and take corrective actions to optimize the performance.
 - 1.15 Deployment of Anti-Virus, anti-spam tools etc to meet the requirement of project. The operator will ensure the latest anti-virus definition and tool kit and guarding the system against virus infections.
 - 1.16 The operator will be responsible for co-operating and coordinating for all kind of tests and inspections and audits to be performed either by PLRS.
 - 1.17 Insuring compliance to the uptime and performance requirements.
 - 1.18 Proactive and Preventive measures against any crash / failure of services / servers.
 - 1.19 Prevent maintenance of hardware, caring out the necessary repairs and replacement of parts wherever needed to keep performance level of hardware.
 - 1.20 Periodic performance tuning of the system as needed to comply with SLA requirements on a continuous basis.
 - 1.21 Monitor and optimize the network traffic.
 - 1.22 Perform all activities required for network administration and support which will include but not limited to configuration and trouble shooting of switches , local networks and other network equipments and appliances etc.
 - 1.23 Conduct regular backup for all data bases in accordance with the backup and archive policies and conduct recovery whenever required.
 - 1.24 Testing of backup media shall be undertaken from time to time to ensure availability of data.
 - 1.25 Ensure successful deployment of website applications on the web server and their integration with backend database server.
 - 1.26 Ensure troubleshooting of servers for their best performance and availability.

1.27 Performance monitoring and tuning of databases, updating of databases(including upgrading databases from Transaction Log) on regular basis including managing changes of database schemas, disk space, storage, user roles.

1.28 Maintain the security setting and configuration of deployed firewall components.

2. DETAILED TECHNICAL SPECIFICATION: (The specification defined below may be fine tuned after the pre-bid conference or Technical bid evaluation)

A. SERVERS

Blade Servers - Database	
CPU	Configured with 4 * Intel X7560 processor & scalable to four processor on same chipset with in the box.
Memory	Server should be supplied with 32 GB memory and scalable to 1TB.Should support Advanced memory protection technologies like AECC, memory mirroring and memory lockstep mode.
HDD	Should be configured with 3 x 146GB @ 15k rpm SAS or SSD drives. The internal storage should be configured in RAID 5 for OS. Hard drives to be hot-pluggable and of small form factor. Storage controller capable of providing RAID 0, 1 configurations with upgradeability to 256 MB Battery Backed Up Write Cache
Expansion Slots / Ports	Should have a minimum of 4 PCIe based slot and simultaneously host interconnects of Ethernet,FC fabrics. Server to provide two network ports for connectivity to Ethernet switch. Should have Lan-on-Motherboard feature providing 10Gb speeds in the design supporting technologies in TOE,iSCSI and RD7MA Ports to be available for USB,Network and management
Management	Should provide remote management software capable of providing graphical interface, virtual media and multi-factor authentication. Server management software should be of the same brand as the supplier. Server management software capable of providing role-based security, alerts of critical component

	failure (Hard drive, memory, CPU) and notify the same using email, pager, SMS.
Blade Servers – CLR Applications	
CPU	Server class chipset 5600 Series processors to be configured with two 2.4 GHz, 80W - Quad-core 2 processor.
Memory	Server should be supplied with 32 GB memory and scalable to 1 TB. The server should provide Twelve (12) DDR3 Registered or Unbuffered DIMM Memory Slots. Should support Advanced memory protection technologies like AECC, memory mirroring and memory lockstep mode.
HDD	Should be configured with 3 x 146GB @ 15k rpm SAS drives. The internal storage should be configured in RAID 1 for OS. Hard drives to be hot-pluggable and of small form factor. Storage controller capable of providing RAID 0, 1 configurations with upgradeability to 256 MB Battery Backed Up Write Cache
Expansion Slots / Ports	Should have a minimum of 2 PCIe based slot and simultaneously host interconnects of Ethernet, FC fabrics. Server to provide two network ports for connectivity to Ethernet switch. Should have Lan-on-Motherboard feature providing 10Gb speeds in the design supporting technologies in TOE, iSCSI and RDMA Ports to be available for USB, Network and management
Management	Should provide remote management software capable of providing graphical interface, virtual media and multi-factor authentication. Server management software should be of the same brand as the supplier. Server management software capable of providing role-based security, alerts of critical component failure (Hard drive, memory, CPU) and notify the same using email, pager, SMS.
Blade Servers – Management & other Application Servers	

CPU	Server class chipset 5600 Series processors to be configured with one 2.4 GHz, 80W - Quad-core 2 processor.
Memory	Server should be supplied with 8 GB memory and scalable to 96 GB. The server should provide Twelve (12) DDR3 Registered or Unbuffered DIMM Memory Slots. Should support Advanced memory protection technologies like AECC, memory mirroring and memory lockstep mode.
HDD	Should be configured with 3 x 146GB @ 15k rpm SAS drives. The internal storage should be configured in RAID 1 for OS. Hard drives to be hot-pluggable and of small form factor. Storage controller capable of providing RAID 0, 1 configurations with upgradeability to 256 MB Battery Backed Up Write Cache
Expansion Slots / Ports	Should have a minimum of 2 PCIe based slot and simultaneously host interconnects of Ethernet, FC fabrics. Server to provide two network ports for connectivity to Ethernet switch. Should have Lan-on-Motherboard feature providing 10Gb speeds in the design supporting technologies in TOE, iSCSI and RDMA Ports to be available for USB, Network and management
Management	Should provide remote management software capable of providing graphical interface, virtual media and multi-factor authentication. Server management software should be of the same brand as the supplier. Server management software capable of providing role-based security, alerts of critical component failure (Hard drive, memory, CPU) and notify the same using email, pager, SMS.
Cabinet/Chassis for Blade Servers with following configuration	
Chassis	Support for full height and half height blades in the same enclosure holding upto 14 Intel Xeon Servers Same enclosure should support Intel Xeon/AMD Opteron/RISC/EPIC based blades Same enclosure should support server, storage and expansion blades to enable consolidation of hardware Should support simultaneous housing of Ethernet, FC, iSCSI, IB interconnect fabrics offering Hot

	Pluggable & Redundancy as a feature for the mentioned I/O devices
Ethernet Switch	Ethernet Switching Modules to be provided in redundant configuration for Connecting to all the blade servers to external Switch. Configuration should help minimize the Ethernet Cables
Management Module	System Management Port to allow simultaneous management access of multiple Blade Servers in the Chassis. GUI, console-based deployment server to set up multiple OS and application configurations and Drag-and-drop servers into configurations
Power Modules	The enclosure should be populated fully with power supplies of the highest capacity available with the vendor. Power supplies should support N+N as well as N+1 redundancy configuration, where N is greater than 1. Should offer choice of a single phase or 3 phase power subsystem for flexibility in connecting to datacenter power enabled with technologies for lower power consumption Guaranteeing complete availability even on failure of any 2 power units across the enclosure.
Cooling	Each blade enclosure should have a cooling subsystem consisting of redundant hot pluggable fans or blowers enabled with technologies for improved power consumption and acoustics
Management Software	<ul style="list-style-type: none"> • Should be able to perform comprehensive system data collection and enable users to quickly produce detailed inventory reports for managed devices. Software should save the Reports for further analysis. • Should provision for a single console to monitor multiple enclosures • Should support simultaneous remote access for different servers in the enclosure • The management/controlling software's must be from the OEM itself • Management Software Licenses for a fully populated Blade Enclosure should be given • The software should provide Role-based (admin, user, operator, etc) security which allows effective delegation of management responsibilities by

	<p>giving systems administrator's granular control.</p> <ul style="list-style-type: none"> • The management software should provide proactive notification of actual or impending component failure alerts. • Should support automatic event handling that allows notification of failures via e-mail. • Should be able to perform comprehensive system data collection and enable users to quickly produce detailed inventory reports for managed devices. Software should save the Reports in some format for further analysis. • Should help to proactively identify out-of-date BIOS, drivers, and Server Management agents and enable the remote update of system software/firmware components. • The server performance monitoring software should be able to detect, analyzes, and explain hardware bottlenecks. Also it should be able to log the data over time and allow it to replay the same in a short time frame for performance analysis. • The Deployment software should provide for User friendly GUI/ console-based deployment to set up and install multiple OS and application configurations in individual blade server. • The blade system should have the capability of managing all the blades in the Enclosures simultaneously capable of monitoring both physical and virtualized environments with single signon capability for all devices in the enclosure
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b. IP BASED KVM SWITCH:

An IP based KVM switch with minimum 16 RJ45 ports to provide secured remote access of the Servers through LAN, WAN supporting multiple Server Platform like PS2,USB,SUN and Serial and Multiple OS support like Windows 2008, MAC, UNIX, LINUX etc. shall be installed in the Data Centre /Server Room.

c. SAN STORAGE

Robust storage (Storage Area Network) equipment shall be installed in the data centre /Server Room for online storage of the data. The detailed specification is as follows:

Operating System & Clustering Support	<ol style="list-style-type: none"> 1. The storage array should support industry-leading Operating System platforms including: <i>Windows Server 2003, 2008</i>, VMware, Sun Solaris, HP-UX, IBM-AIX and Linux. 2. Offered Storage Shall support all above operating systems in Clustering.
Capacity & Scalability	<ol style="list-style-type: none"> 1. The Storage Array shall be offered with 5TB RAW Capacity using 300GB FC drives.
Processing Power	Offered controllers shall be based on RISC/MIPS based processor technology to ensure that there is no bottleneck for IO communication.
Architecture & Processing Power	<ol style="list-style-type: none"> 1. The storage array should support dual, redundant, hot-pluggable, active-active array controllers with RISC based processors for high performance and reliability 2. Storage Array shall have Real Time / Embedded Unix Operating system to avoid frequent Firmware upgrades and shall not be based on General purpose operating system. 3. Storage Array shall have Switched Architecture for Disk drive connectivity. 4. Controllers shall be true active-active so that a single Logical unit can be shared by both controllers at the same time
No Single point of Failure	<ol style="list-style-type: none"> 1. Offered Storage Array shall be configurable in a No Single Point of configuration including Array Controller card, Cache memory, FAN, Power supply etc. 2. For high availability and performance, bidder shall ensure that each and every drive shelf is being controlled through at-least 4 back-end controller ports.
Disk Drive Support	Offered Storage Array shall support 4Gbps dual-ported 146/ 300 / 400 / 450GB / 600GB hot-pluggable Enterprise FC hard drives, Minimum of 73GB SSD Drives along with S-ATA/F-ATA (1TB) drives in the same device shelf.
Cache	<ol style="list-style-type: none"> 1. Offered Storage Array shall be given with Minimum of 14GB cache in a single unit out of which atleast 3GB shall be usable write cache. 2. Cache shall be used only for data and control information. Cache shall not be loaded for the OS overhead.. 3. Cache shall be dynamically managed for Read and Write operations. 4. Shall have dynamic management of Cache block size.
Raid Support	<ol style="list-style-type: none"> 1. Offered Storage Subsystem shall support Raid 0/ 1 / 1+0/ 5/ Raid 6.

	2. Storage subsystem shall support expansion of both Disk group and raid group dynamically at both storage and Host level as per defined policies.
Data Protection	Incase of Power failure, Storage array shall be able to hold data in the cache for at-least 96 hours of time or destage to disk drives. Bidders shall ensure that in case of de-staging, dual redundant Standby power supplies are configured, For optimal data protection, storage shall support distribution of metadata on more than one drive shelf.
Host Ports & Back-end Ports	Offered Storage shall have minimum of 8 host ports for connectivity to servers & minimum of 8 device ports for Disk shelf connectivity
Ports Bandwidth	Offered storage shall be end to end 4Gbps where each drive and drive shelf shall be connected through dual active-active paths.
Global Hot Spare	1. offered Storage Array shall support distributed Global hot Spare for offered Disk drives. 2. Atleast 2 Global hot spare drive shall be configured for every 50 drives.
Load Balancing & Muti-path	Multi-path and load balancing software shall be provided, if vendor does not support MPIO functionality of Operating system.
Maintenance	Offered storage shall support online non-disruptive firmware upgrade for both Controller and disk drives.
Re-build time	For better re-build times in case of disk failure, offered storage rebuild operations shall not depends upon the number of drives in the raid group.
Business Copy	1. Shall support Snapshot, Capacity free snapshot without locking the disk space, Full physical copy (Clone). 2. Shall support incremental re-synchronization of business copy with Primary volume. 3. Shall support more than 48 business copy of a given production volume. 4. Shall be able to create business copy on different raid set as compared to Production volume. 5. Shall be able to create Clone operation on low performance SATA / FATA drives.
Storage Array Configuration & Management Software	1. Vendor shall provide Storage Array configuration and Management software. 2. Software shall be able to manage more than one array of same family.
Performance Management	Vendor shall also offer the performance management software for Storage Array.

Remote Replication	<ol style="list-style-type: none"> 1. Storage shall support both Synchronous and Asynchronous replication at controller level. 2. Shall support continuous replication to Remote location without using any buffering technology inside cache at Primary location for better Recovery Point Objective. 3. Shall support replication across all models of the offered family.
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d. SAN SWITCH

Specifications
Architecture/Scalability/Performance/Management:
Minimum Dual SAN switches shall be configured where each SAN switch shall be configured with minimum of 8 Ports scalable to 24 ports.
Required scalability shall not be achieved by cascading the number of switches and shall be offered within the common chassis only
Should deliver 8 Gbit/Sec Non-blocking architecture with 1:1 performance for up to 24 ports in a energy-efficient fashion
Should protect existing device investments with auto-sensing 1, 2, 4, and 8 Gbit/sec capabilities.
The switch should be rack mountable
Non disruptive Microcode/ firmware Upgrades and hot code activation.
The switch shall provide Aggregate bandwidth of 192 Gbit/sec: 24 ports × 8 Gbit/sec (data rate) end to end.
Switch shall have support for web based management and should also support CLI.
The switch should have USB port for firmware download, support save, and configuration upload/download.
Offered SAN switches shall be highly efficient in power consumption. Bidder shall ensure that each offered SAN switch shall consume less than 60 Watt of power.
Switch shall support POST and online/offline diagnostics, including RAS trace logging, environmental monitoring, non-disruptive daemon restart, FCping and Pathinfo (FC traceroute), port mirroring (SPAN port).
Intelligent Networking:
Offered SAN switch shall support services such as Quality of Service (QoS) to help optimize application performance in consolidated, virtual environments. It should be possible to define high, medium and low priority QOS zones to expedite high-priority traffic
The switch shall be able to support ISL trunk up to 64 Gbit/sec between a pair of switches for optimal bandwidth utilization and load balancing.
SAN switch shall support to restrict data flow from less critical hosts at preset bandwidths.

It should be possible to isolate the high bandwidth data flows traffic to specific ISLs by using simple zoning

The Switch should be configured with the Zoning and shall support ISL Trunking features when cascading more than 2 numbers of SAN switches into a single fabric.

Offered SAN switches shall support to measure the top bandwidth-consuming traffic in real time for a specific port or a fabric which should detail the physical or virtual device.

e. SWITCH

Specifications
Product/Performance Specifications
DES-1026G • (24) Port 10/100Mbps plus (2) Port 10/100/1000Mbps
MAC Address Table Size • 8,000
Switch Fabric • 8.8Gbps Capacity
Transmission method • Store-and-Forward
Diagnostic LEDs • Per unit: Power
• Per port: Link/Activity, 100Mbps (Ports 1-24)
Link/Activity, 1000Mbps (Ports 25-26)
QoS • 802.1p (4 Queues)
Interface Options
RJ-45 • 10BASE-T, 100BASE-TX & 1000BASE-TX
• Universal UTP Cable Recognition for Straight-through or Crossover Cables
Network Protocol and Standards
IEEE • 802.3 Ethernet, 802.3u Fast Ethernet, 802.3ab Gigabit Ethernet, 802.3x Flow Control, 802.1p QoS
Electrical & Emissions Summary
Emissions • CE Mark Class A, FCC Class A, VCCI-A
Power Supply • 100~240VAC 50/60Hz, Internal Universal Power Supply, 11.75 Watts
Safety Agency Certifications and Environmental
Safety • cUL, RoHS Compliant
Temperature • Operating: 32°-104°F (0°~ 40°C)
• Storage: -14°-158°F (-10°~ 70°C)
Humidity • Operating: 10% ~ 90% RH, Non-Condensing
• Storage: 5% ~ 90% RH, Non-Condensing
Physical Specifications
Dimensions (W x H x D) • 17.32 x 5.51 x 1.73 in. (440 x 140 x 44 mm)
Weight • 6.17 lbs. (2.8 kg.)
Warranty and Support Information
Warranty • 5 Year Warranty*
Ordering Information
Part Number • Description
DES-1026G • Unmanaged Layer 2 Switch with (24) Port 10/100Mbps plus (2) Ports

f. POWER

This specification of power describes the operation and functionality of a continuous duty, IGBT front end three-phase, Uninterruptible Power System (UPS). The UPS shall be 2(N+1) redundant & shall be scalable in future on demand. Both the ups shall be connected to two different input electrical panels. The system shall be comprised of hot swappable / user replaceable UPS and battery modules of the same make , which shall operate in parallel, and be configured for N+1 redundant operation at a given load. Each UPS module contains a full rated input rectifier, full rated inverter, and battery charger. The system shall have a user-replaceable continuous duty single bypass static switch module. Each set of ups should have hot swappable redundant control modules, redundant logic power supplies inbuilt in it. Unit should supply with a single LCD interface display which will show all the parameters & allows doing all the functional settings. System static switch shall be capable of being fed from the same input as the rectifier or a separate input. All of the above system components shall be housed in standard 42U rack.

g. SERVER / NETWORK RACKS

Rack enclosure systems shall be most flexible and can easily be reconfigured – keeping pace with your changing needs. And, given that the technology refresh rate for IT (server and networking) equipment is typically 12-18 months, this underscores the importance of choosing a scalable enclosure platform.

Technology compaction is forcing more and more equipment into less and less space resulting in higher heat generation inside an enclosure, which underscores the importance of having advance cooling with extra perforation at front & rear doors.

S/No.	Specifications for Server Racks
	SUMMARY
	General Specifications.
	The unit shall be designed to provide a secure, managed environment for server and networking equipment.
	The unit shall conform to EIA-310 Standard or Indian equivalent
	The unit shall be available with a vertical equipment mounting space of 42U or (1U=1.75” or 44.45mm).
	Physical Specifications
	The unit shall have 42U height with minimum 1000 depth. Width Shall be adjustable between 600MM to 750mm.
	The 42U and units shall support a static load of 1200KG.

S/No.	Specifications for Server Racks
	The front door of unit shall be reversible so that it may open from either side.
	The units shall have 3/2 perforated front door, perforated split rear doors, and removable side panels
	All racks shall have IP20 protection and shall be inherently earthed or grounded directly to the frame.
	The unit shall provide adequate ventilation to provide airflow required by the major server manufacturers.
	The unit shall have clearance for wiring access of at least 3” between the inside surface of the front door and front mounting face of the vertical mounting rails.
	The unit shall have clearance for wiring access of at least 1.5” between the side panel and the vertical mounting rails.
	The unit shall include front door lock, rear door lock and side panel lock that are keyed the same
	The unit shall have mounting provisions for optional door alarm switch to monitor access to the enclosure doors.

Instructions: Please attach the specification, make, model and other technical details of the product(s) in technical bid envelope. The minimum indicative specifications are given above.

Note

- The client reserves the right to vary the quantity of the equipment at the time of awarding the contract.

4.0 DEVIATIONS

We declare that all the services shall be performed strictly in accordance with the fine tuned Technical specifications and other bid document except the deviations as mentioned in the Technical deviation Performa (Performa-III) Further we agree that additional conditions, if any, found in the proposal documents, other than those stated in deviations Performa, shall not be given effect to.

5.0 BID PRICING

We further declare that the prices stated in our proposal are in accordance with your terms & conditions in the bidding document.

6.0 QUALIFYING DATA

We confirm having submitted in qualifying data as required by you in your bid document. In case you require any further information/documentary proof in this regard before evaluation of our bid, we agree to furnish the same in time to your satisfaction.

7.0 CONTRACT PERFORMANCE SECURITY

We hereby declare that in case the contract is awarded to us, we shall submit the performance Guarantee Bond in the form of Bank Guarantee as per terms of bid document.

- 7.1 We hereby declare that our proposal is made in good faith, without collusion or fraud and the information contained in the proposal is true and correct to the best of our knowledge & belief.
- 7.2 Bid submitted by us is properly sealed and prepared so as to prevent any subsequent alteration and replacement.
- 7.3 We understand that you are not bound to accept the lowest or any bid you may receive.

Thanking you,

Yours faithfully,
(Signature)

Date:

Name:

Place:

Designation:

Business Address:

Seal

Performa -II

PARTICULARS OF BIDDER & MANUFACTURER

BIDDER'S PARTICULARS FOR BID NO. _____

1. Name of the Bidder _____
2. Address of the Bidder _____

4. Year of Establishment _____
5. Annual turnover of the firm for the _____
last 3 successive years.
6. Name of the Dept./Institution where _____
the supply of hardware/Networking has _____
already been done _____
7. Service facilities available for maintenance _____

8. Bidder's proposal number & date _____
9. Name & address of the officer _____
to whom all references shall _____
be made regarding this bid _____
Telephone _____ Fax No. _____
10. Name of the consortium firm (If any) _____

11. Address of the consortium firm (If any) _____

As of the this date the information furnished in all parts of this form is accurate and true to the best of my knowledge.

Witness:

Signature _____

Signature _____

Name _____
Designation _____
Address _____

Company _____
Date _____

Name _____
Designation _____
Address _____

Company _____
Date _____

Company Seal

(With name & designation of the person signing the bid)

PRE-QUALIFICATION CHECKLIST & ORDER IN WHICH DOCUMENTS ARE SUBMITTED

Name of bidder: _____

S. No.	Condition / Item	Yes/ No
1.	Bid Proposal sheet duly filled in, signed and complete in all respects. (Performa -I)	
2.	Qualifying data duly filled in as per relevant Performa provided in the bid proposal that the Bidder is eligible to bid and is qualified to perform the contract, if its bid is accepted (Performa -II)	
3.	The Bidder must furnish Earnest Money Deposit (EMD) of Rs. 3,50,000/- (Rupees Two lac only) which shall be in the form of Bank Guarantee or Demand Draft drawn on any scheduled bank in favour of Member Secretary, Punjab Land Records Society "payable at Jalandhar", failing which the bid will be rejected. This earnest money is to be submitted along with the pre-qualification documents.	
4.	Company Financial Status: The Bidder must have an average annual turnover of minimum Rs 3 Crores for the preceding last three financial years. The Bidder should have been making profit for last two years.	
5.	The Bidder must be an OEM partner / authorized dealer with authorization certificate for computing products being quoted.	
6.	The Bidder must have executed 2 (two) similar project of value Rs. 1 crore and more, in last 3 years	
7.	The bidder should support centres in Punjab & Chandigarh (own or through authorized service providers).	
8.	The bidder should deliver the list of service engineers.	
9.	The bidder must have valid PAN issued by income tax authorities India	
10.	The bidder must have valid State Sales Tax and CST number.	
11.	The Bidder should have a fully functional office in Chandigarh/Mohali.	
12.	The Bidder shall give a certificate regarding use of Quality components for IT resources.	
13.	The bidder would indicate make and model of the equipment and the components that would be supplied by him.	

Performa-III

TECHNICAL DEVIATIONS

Subject: For supply, installation and maintenance of IT equipments.

Dear Sir,

Following are the Technical deviations & variations from the exceptions to the specifications of **providing Hardware items for Different projects**. These deviations and variations are exhaustive. Except these deviations and variations, the entire work shall be provided as per your specifications and documents.

Sr. No.	Clause No.	Page No.	Statement of deviations and variations
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Date

Signature

Name

Place

Seal

Performa-IV

PRICE SCHEDULE (In Rs.)- Part I

Total Project Cost (Rs in Crore) for items mentioned in table I of price schedule part-II	
In Figures	
In Words	

Performa-V**PRICE SCHEDULE (In Rs.)- Part II****Table – 1:- Hardware Items**

Sr. No.	Item Description	Qty.	Unit price (In Rs. Including all taxes)	Total price (*) (In Rs. Including all taxes)
1	SERVERS – Database	3		
2	SERVERS – CLR Application	2		
3	Anti Virus server base(Forefront Client Security subscription based)	8		
4	IP KVM SWITCH	1		
5	SAN STORAGE (5 TB)	1		
6	SAN SWITCH	1		
7	SWITCH	1		
8	SERVER / STORAGE RACKS	1		
9	UPS (POWER) of 10 KVA	1		
10	Web Server connector Windows 2008 R2 External Connector	1		
11	Firewall server Forefront Treat Management Gateway 2010 enterprise Edition	1		
			Grand total	(A)

Note 1: To be evaluated on grand total (A)

Table 2:- Software Items

Sr. No.	Item Description	Qty.	Unit price (In Rs. Including all taxes)	Total price (*) (In Rs. Including all taxes)
1	SQL Server 2008 R2 Standard Edition Processor Based OLP	6		
2	SQL Server 2008 R2 Enterprise Edition Processor Based OLP	4		
3	Windows Server 2008 R2 Enterprise Edition OLP	6		

Note: PLRS reserves the right to procure the items mentioned in the table-2 above from any other source (other than successful bidder), if so required.

Performa-VI

COMMERCIAL DEVIATIONS

Subject: For supply, installation and maintenance of IT equipments.

Dear Sir,

Following are the Commercial deviations & variations from the exceptions to the specifications of providing **hardware items in Different projects**. These deviations and variations are exhaustive. Except these deviations and variations, the entire work shall be provided as per your specifications and documents.

Sr. No.	Clause No.	Page No.	Statement of deviations and variations
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Date

Signature

Name

Place

Seal

Service Level Requirements

Service Level Agreements are agreed upon performance metrics subject to reporting and measurement and subject to the service level penalties.

A Log/SLA monitoring register would be maintained to measure and monitor the service levels.

Sr.No	Measurement	Target	Penalty
1	Data Center /Server Room Uptime	>= 99%	For every 0.25% degradation in the uptime there will be penalty of 1% of half yearly installment
2	Physical Security	100%	Equal to the cost of the equipment lost
3	Breach of security (Hacking of site, Virus Attack)	>=99%	For every 0.25% degradation in the uptime there will be penalty of 1% of half yearly installment
4	SDC Storage availability	>=99%	For every 0.25% degradation in the uptime there will be penalty of 1% of half yearly installment
5	SDC Server availability including OS, Database, Application running on	>=99%	For every 0.25% degradation in the uptime there will be penalty of 1% of half yearly installment
6	"Resolution Time" is defined as total time between receipt of the incidence and resolution of the incidence.	100% of the calls which were registered under various severity levels to be resolved within resolution time set for each severity	For every 0.25% degradation in the uptime there will be penalty of 1% of half yearly installment
		Unresolved Calls	Penalty to be levied as defined in the section for respective components as given below

Severity for critical components

The severity level of each component defines by its importance in the infrastructure and its impact in case of failure as detailed below.

Severity Level-1

Denial of services/ Standard Compliance due to total breakdown/ failure of any one of the equipment/ component installed. Apart from this hacking of website / data, Virus Attack (Malicious code) effecting Database system, System Software, data etc. will also come under severity level 1.

Severity Level-2

Denial of services/ Standard Compliance due partial breakdown/ failure of any one of the equipment/ component installed. However if the partial denial of services is impacting critical users like Hon'ble CM, the Ministers, Secretaries and other senior officials the incident will come under Severity level 1. Apart from this Spamming will also come under severity level 2.

Severity Level-3

Partial or total failure/ breakdown of any equipment/ component installed in the datacenter without disrupting any services and failure/ delay in undertaking and completing different network management or Data center /Server Room activities.

Table: Severity levels along with Response time and Resolution time

Severity	Response Time	Resolution Time
1	15 Minutes	Within 4 Hours
2	30 Minutes	Within 12 Hours
3	60 Minutes	Within 24 Hours

- Downtime shall be considered as per service window defined above and net impact on operations with reference to the time of incident receipt (helpdesk call/Written Request).
- If a severity one incident reoccurs within two hours of resolution, downtime will be calculated from time of first occurrence.
- 100% of the calls will be attended to within the stipulated response time - Measured on a half yearly basis.

- 100% of the calls will be closed within the stipulated resolution time - Measured on a half yearly basis
- The resolution times will be considered with respect to the service window.