

Tele: 23385536
Reply should be addressed to
Director (IT)

TATRAKSHAK MUKHYALAYA
Coast Guard Headquarters
National Stadium Complex
New Delhi – 110001

Quoting: IT/3014/DISHA/Hardware

23 Feb 17

INVITATION OF ONLINE BIDS FOR OPEN TENDER ENQUIRY NO.
CGHQ/IT/DISHA/HARDWARE/2016-17
SUPPLY, INSTALLATION, UPGRADATION AND INTEGRATION OF SERVER,
STORAGE AND TAPE LIBRARIES - INDIAN COAST GUARD

Dear Sir/Madam

1. **"Online bids" (Under two bid system)** are invited by the **Directorate of IT, Coast Guard Headquarters** for supply of items listed in **Part II** of this RFP. **Manual bids shall not be accepted. Tenders from black listed/ banned firms shall not be accepted.** Tender document can be viewed and downloaded from **Indian Coast Guard web site www.indiancoastguard.gov.in (for reference only)** and **CPPP site <https://eprocure.gov.in/eprocure/app>** as per the schedule given in **CRITICAL DATE SHEET** mentioned below:-

CRITICAL DATE SHEET

SL.	DESCRIPTION	DATE & TIME
(a)	Published Date	23 Feb 2017 (1100 Hrs)
(b)	Bid Document Download / Sale Start Date	23 Feb 2017 (1100 Hrs)
(c)	Clarification Start Date	23 Feb 2017 (1200 Hrs)
(d)	Clarification end date	17 Mar 2017 (0900 Hrs)
(e)	Pre-bid meeting	02 Mar 2017 (1400 Hrs)
(f)	Bid submission start date	23 Feb 2017 (1300 Hrs)
(g)	Bid Document Download / Sale End Date	20 Mar 2017 (0900 Hrs)
(h)	Bid Submission End Date	20 Mar 2017 (1000 Hrs)
(j)	Technical Bid Opening Date	22 Mar 2017 (1400 Hrs)
(k)	Opening of Commercial Bids	Will be intimated in due course after technical evaluation by TEC

2. The address and contact numbers for sending online bids or seeking clarifications regarding this RFP are given below:-

The Director General
(for Director IT)
Coast Guard Headquarters
National Stadium Complex, New Delhi-110001
Tele: 011-23385536, Fax: 011-23388090
Email: vprotect@indiancoastguard.nic.in

3. This RFP is divided into five Parts as follows:

- a. Part I - Contains General Information and Instructions for the Bidders about the RFP such as the time, place of submission and opening of tenders, Validity period of tenders, etc.
- b. Part II - Contains essential details of the items/services required, such as the Schedule of Requirements (SOR), Technical Specifications, Delivery Period, Mode of Delivery and Consignee details.
- c. Part III - Contains Standard Conditions of RFP, which will form part of the Contract with the successful Bidder.
- d. Part IV - Contains Special Conditions applicable to this RFP and which will also form part of the contract with the successful Bidder.
- e. Part V - Contains Evaluation Criteria and Format for Price Bids.

4. This RFP is being issued with no financial commitment and the Buyer reserves the right to change or vary any part thereof at any stage. Buyer also reserves the right to withdraw the RFP, should it become necessary at any stage.

5. You are requested to comply with all the terms and condition mentioned in the RFP and certificate in this regard is to be endorsed on the quote submitted by your firm. Relaxation/deviation of terms/conditions if any, should be clearly brought out for consideration, however acceptance of same will solely be at discretion of Coast Guard. Part I, II, III, IV & V of the RFP are enclosed herewith.

6. Para marked with "Blank" will not be considered as part of RFP. Bid documents may be scanned with 100 dpi with black and white option, in PDF format which helps in reducing size of the scanned document. Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>.

7. Tenderer/Contractor are advised to follow the instructions provided in the 'Instructions to the Contractors/Tenderer for the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>'.

Yours sincerely,



(B. Dinakaran)
Commandant

Joint Director (IT)
for Director General

Enclosures: -

- (a) **Appendix-'A'** : Technical Requirements
- (b) **Appendix-'B'** : Covering Letter to Bid Submission
- (c) **Appendix-'C'** : Covering Letter to Technical Bid
- (d) **Appendix-'D'** : Technical Bid Compliance Sheet
- (e) **Appendix-'E'** : Covering Letter to Commercial Bid
- (f) **Appendix-'F'** : Commercial Bid Format
- (g) **Appendix-'G'** : Abbreviations & Terminologies
- (h) **Appendix- 'H'** : Instructions for Online Bidders

PART I – GENERAL INFORMATION

1. Last date and time for depositing the Bids: as per critical date sheet.

The online Bids (both technical and Commercial, in case two bids are called for) should be uploaded as per this RFP by the due date and time. The responsibility to ensure this lies with the Bidder.

2. Manner of depositing the Bids: Online Bids should be scanned and uploaded before due date and time. Late tenders will not be considered. No responsibility will be taken for technical delay or not uploading of bids of Bid documents. Bids sent by FAX or e-mail will not be considered. Samples and EMD to be deposited manually at addressed mentioned in para 2 ibid before opening of Technical bid.

3. Time and date for opening of Bids: as per critical date sheet.

(If due to any exigency, the due date for opening of the Bids is declared a closed holiday, the bids will be opened on the next working day at the same time or on any other day/time, as intimated by the buyer).

4. Address for submission of EMD: DIT, CGHQ.

5. Place of opening of the Bids: CGHQ (Directorate of IT).

6. Two-Bid system:

(a) The case is being processed on two-bid system and, the technical bids shall be opened as per critical date sheet mentioned in this tender document. The evaluation of technical Bid based on requisite documents received online by the tenderers will be carried out by a board of officers. The details of firms found compliant after TEC evaluation will be uploaded on the Central Public Procurement Portal (<https://eprocure.gov.in/eprocure/app>).

(b) The Commercial Bids of only those Bidders whose technical bids meet all the stipulated (Technical) requirements shall be opened. The date of opening will be intimated to the Bidders through Central public Procurement Portal(<https://eprocure.gov.in/eprocure/app>)

7. Forwarding of Bids – Bids should be prepared, signed, scanned and uploaded by the Bidders on their original memo / letter pad. The copies of PAN No, TIN No, CST & VAT, bank details and other enclosures as per part II of RFP and are to be signed/self attested and scanned with 100 dpi in black and white option in PDF format.

8. Details of Pre-bid Meeting:- as per critical date sheet.

A pre-bid meeting will be held to answer any queries or clarify doubts on RFP and submission of proposals. The authorized representatives are requested to attend. Particulars of personnel (only Indian nationals) attending the pre bid meeting is to be communicated for necessary arrangements at least two days in advance.

9. Clarification regarding contents of the RFP: A prospective bidder who requires clarification regarding the contents of the bidding documents shall notify to the Buyer in writing by the clarifications as per critical date sheet at address at mentioned above.

10. Modification and Withdrawal of Bids: The Bidder may modify (resubmit) his bid on line after submission, as per the provisions available on the portal. No bid shall be modified after the deadline for submission of bids.

(a) If bidder desires to withdraw before bid submission closing date/time, he may do so **online** in the portal. EMD (in case) submitted in physical form shall be returned offline. However, the cost of the tender will not be refunded to the firm.

(b) No bid may be withdrawn in the interval between the deadline for submission of bids and expiry of the period of the specified bid validity.

11. Clarification regarding contents of the Bids: During evaluation and comparison of bids, the Buyer may, at its discretion, ask the bidder for clarification of his bid. The request for clarification will be given in writing and no change in prices or substance of the bid will be sought, offered or permitted. No post-bid clarification on the initiative of the bidder will be entertained.

12. Rejection of Bids: Canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection with forfeiture of EMD. Conditional tenders will be rejected.

13. Unwillingness to quote: Bidders unwilling to quote should ensure that intimation to this effect reaches by fax/e-mail before the due date and time of opening of the Bid, failing which the defaulting Bidder may be delisted for the given range of items as mentioned in this RFP.

14. Validity of Bids: The Bids should remain valid for **90 days** from the date of opening of tenders from the last date of submission of the Bids.

15. Earnest Money Deposit: - Bidders are required to submit Earnest Money Deposit (EMD) for amount of **Rs 5,65,000.00 (Rupees Five lakh sixty five thousand only)** in favour of "PCDA(N), Mumbai". The EMD may be submitted "**manually**" on or before opening of technical bid in the form of an Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the public sector banks or a private sector bank authorized to conduct government business as per Form DPM-16 (Available in MoD website and can be provided on request). EMD is to remain valid for a period of forty-five days beyond the final bid validity period. EMD of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30th day after the award of the contract. The Bid Security of the successful bidder would be returned, without any interest whatsoever, after the receipt of Performance Security from them as called for in the contract. EMD is not required to

be submitted by those Bidders who are registered with the Central Purchase Organization (e.g. DGS&D), National Small Industries Corporation (NSIC) or any Department of MoD or MoD itself. The EMD will be forfeited if the bidder withdraws or amends impairs or derogates from the tender in any respect within the validity period of their tender. Hard Copy of original instruments in respect cost of earnest money be delivered to the Director General, Coast Guard Headquarters, National Stadium, New Delhi- 110 001 on or before bid opening date/time as mentioned in critical date sheet

PART II – ESSENTIAL DETAILS OF ITEMS/SERVICES REQUIRED

1. **Schedule of Requirements** – List of items / services required is as follows: -

- (a) Supply of Storage, Backup Appliances, Tape Libraries and Backup Software
- (b) Upgradation of two in number HPE C3000 Blade System (inbuilt with 04 blade Servers each) for High Availability and 48 GB Memory
- (c) Installation, transportation, integration, testing and support for Servers, Storages, Backup Appliances, Backup Software in High-Availability configuration, Remote Replication between Coast Guard Primary Server Room (PSR) and Disaster Recovery Server Room (DRSR). Onsite installation and support for 03 year.
- (d) ICG specific installation/ maintenance manuals, video/ audio training material, and training of ICG personnel – 04 Nos. on administration of server/ storage/ tape library systems.

2. **Technical Details:**

- (a) Technical Specifications: - Supply, installation, upgradation, support of storage, servers as per **Appendix-'A'**: -
- (b) Vendor qualification criteria: -
 - (i) Should have authorised partner of OEM and should have certified manpower as required.
 - (ii) Should be provided with Manufacture Authorisation Form (MAF) certificate specific to Coast Guard from duly authorised official of OEM. MAF should clearly mention that vendor have required expertise to provide services have required certified personnel.

3. **Two-Bid System:** - The case is being processed on two-bid system and, only the Technical Bid would be opened online at the time and date mentioned in Critical Date Sheet. Bidders are required to furnish clause by clause compliance of specifications bringing out clearly the deviations from specification, if any. **No price should be indicated in the Technical Bid.** Date of opening of the Commercial Bid will be intimated after Technical evaluation. Commercial Online bids of only those firms will be opened; whose Technical bids are found compliant/suitable after Technical evaluation is done by the Buyer. The following documents form part of online technical bid which should be scanned and uploaded in PDF format:-

- (a) In respect of Two-bid system, Bidders are required to furnish clause by clause compliance of specifications bringing out clearly the deviations from specification, if any. The Bidders are advised to submit technical compliance statement as per Technical Bid format in **Appendix-'D'** alongwith **Appendix - 'C'**.
- (b) Signed and scanned copy of Demand draft/PO in favour of the PCDA(N), Mumbai for **Rs 500/- (Rupees Five hundred only)** towards tender fee and EMD amount or Copy of valid registration certificate regarding the firm's registration with

DGS & D / NSIC /Defence Organisation (MOD) if held, for exemption of EMD. Tender Fee and EMD to be submitted **manually** on or before bid submission end date.

(c) Self attested & scanned Copy of (i) bank details (ii) Tin No. Certificate (iii) CST Certificate (iv) VAT Certificate (v) PAN No and (vi) Certificate of acceptance of terms and conditions of RFP.

(d) Detailed breakdown of each item need to be provided as per **Annexure-1 of Appendix-'F'** format. Individual taxes need to be added as separate columns. **L1 shall be decided on overall cost of complete package consists of all bill of material and at base cost.**

(e) Bid should be submitted with covering letter as per **Appendix-'B'** along with checklist in **Annexure-1 of Appendix-'B'**.

Note : (i) Signed & scanned copy of Technical Bids should be uploaded by Bidder under their original memo / letter pad.

(ii) Failure to submit any of above documents will render the bid invalid

(iii) Buyers reserve the right to cancel any bid without assigning any reason.

(iv) Tender Fee and EMD to be submitted manually on or before bid submission end date.

4. **Delivery Period** –The job is to be completed within **04 months** from the date of issue of job/ work order. Please note that contract can be cancelled unilaterally by the buyer in case the job is not completed within the contracted period. Extension of contracted period will be at the sole discretion of the buyer, with applicability of LD clause.

5. **INCOTERMS for Delivery and Transportation:** - CGHQ, Mumbai, Kolkata & PSR location.

6. **Consignee details - The Director General
{for D(IT)}
National Stadium Complex, New Delhi**

PART III – STANDARD CONDITIONS OF RFP

The Bidder is required to give confirmation of their acceptance of the Standard Conditions of the Request for Proposal mentioned below which will automatically be considered as part of the Contract concluded with the successful Bidder (i.e. Seller in the Contract) as selected by the Buyer. Failure to do so may result in rejection of the Bid submitted by the Bidder.

1. **Law:** The Contract shall be considered and made in accordance with the laws of the Republic of India. The contract shall be governed by and interpreted in accordance with the laws of the Republic of India.

2. **Effective Date of the Contract:** The contract shall come into effect on the date of signatures of both the parties on the contract (Effective Date) and shall remain valid until the completion of the obligations of the parties under the contract. The deliveries and supplies and performance of the services shall commence from the effective date of the contract.

3. **Arbitration:** All disputes or differences arising out of or in connection with the contract shall be settled by bilateral discussions. Any dispute, disagreement or question arising out of or relating to the contract or relating to construction or performance, which cannot be settled amicably, may be resolved through arbitration. The standard clause of arbitration is as per Forms DPM-7, DPM-8 and DPM-9.

4. **Penalty for use of Undue influence:** The seller undertakes that he has not given, offered or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any person in service of the buyer or otherwise in procuring the contracts or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the present contract or any other contract with the Government of India for showing or forbearing to show favour or disfavour to any person in relation to the present contract or any other contract with the Government of India. Any breach of the aforesaid undertaking by the seller or any one employed by him or acting on his behalf (whether with or without the knowledge of the seller) or the commission of any offers by the seller or anyone employed by him or acting on his behalf, as defined in chapter IX of the Indian Penal Code, 1860 or the Prevention of Corruption Act, 1986 or any other Act enacted for the prevention of corruption shall entitle the buyer to cancel the contract and all or any other contracts with the seller and recover from the seller the amount of any loss arising from such cancellation. A decision of the buyer or his nominee to the effect that a breach of the undertaking had been committed shall be final and binding on the seller. Giving or offering of any gift, bribe or inducement or any attempt at any such act on behalf of the seller towards any officer/employee of the buyer or to any other person in a position to influence any officer/employee of the buyer for showing any favour in relation to this or any other contract, shall render the seller to such liability/ penalty as the buyer may deem proper, including but not limited to termination of the contract, imposition of penal damages, forfeiture of the Bank Guarantee and refund of the amounts paid by the buyer.

5. **Agents / Agency Commission:** -The Seller confirms and declares to the Buyer that the Seller is the original manufacturer of the stores/provider of the services referred to in this Contract and has not engaged any individual or firm, whether Indian or foreign whatsoever, to intercede, facilitate or in any way to recommend to the

Government of India or any of its functionaries, whether officially or unofficially, to the award of the contract to the Seller; nor has any amount been paid, promised or intended to be paid to any such individual or firm in respect of any such intercession, facilitation or recommendation. The Seller agrees that if it is established at any time to the satisfaction of the Buyer that the present declaration is in any way incorrect or if at a later stage it is discovered by the Buyer that the Seller has engaged any such individual/firm, and paid or intended to pay any amount, gift, reward, fees, commission or consideration to such person, party, firm or institution, whether before or after the signing of this contract, the Seller will be liable to refund that amount to the Buyer. The Seller will also be debarred from entering into any supply Contract with the Government of India for a minimum period of five years. The Buyer will also have a right to consider cancellation of the Contract either wholly or in part, without any entitlement or compensation to the Seller who shall in such an event be liable to refund all payments made by the Buyer in terms of the Contract along with interest at the rate of 2% per annum above LIBOR rate. The Buyer will also have the right to recover any such amount from any contracts concluded earlier with the Government of India.

6. **Access to Books of Accounts:** - In case it is found to the satisfaction of the Buyer that the Seller has engaged an Agent or paid commission or influenced any person to obtain the contract as described in clauses relating to Agents/Agency Commission and penalty for use of undue influence, the Seller, on a specific request of the Buyer, shall provide necessary information/ inspection of the relevant financial documents/information.

7. **Non-disclosure of Contract documents:** - Except with the written consent of the Buyer/ Seller, other party shall not disclose the contract or any provision, specification, plan, design, pattern, sample or information thereof to any third party.

8. **Liquidated Damages:** In the event of the seller's failure to submit the Bonds, Guarantees and Documents, supply the stores/goods and conduct trials, installation of equipment, training, etc. as specified in this contract, the buyer may, at his discretion, withhold any payment until the completion of the contract. The buyer may also deduct from the seller as agreed, liquidated damages to the sum of **0.5%** of the contract price of the delayed/undelivered stores/services mentioned above for every **week** of delay or part of a week, subject to the maximum value of the Liquidated Damages being not higher than **10%** of the value of delayed stores.

9. **Termination of Contract:** The buyer shall have the right to terminate this contract in part or in full in any of the following cases: -

(a) The job is not completed for causes not attributable to Force Majeure for more than (one month) after the scheduled date of completion.

(b) The seller is declared bankrupt or becomes insolvent.

(c) The job is not completed due to causes of Force Majeure by more than (two months) provided Force Majeure clause is included in contract.

(d) The buyer has noticed that the seller has utilised the services of any Indian/Foreign agent in getting this contract and paid any commission to such individual/company etc.

(e) As per decision of the Arbitration Tribunal.

10. **Notices:** Any notice required or permitted by the contract shall be written in the English language and may be delivered personally or may be sent by FAX or registered pre-paid mail/airmail, addressed to the last known address of the party to whom it is sent.

11. **Transfer and Sub-letting:** NA

12. **Patents and other Industrial Property Rights:** NA

13. **Amendments:** No provision of present contract shall be changed or modified in any way (including this provision) either in whole or in part except by an instrument in writing made after the date of this contract and signed on behalf of both the parties and which expressly states to amend the present contract.

14. **Taxes and Duties:**

(a) **In respect of Foreign Bidders:** - N/A

(b) **In respect of Indigenous bidders**

(i) General

1. If bidder desires to ask for excise duty or Sales Tax / VAT extra, the same must be specifically stated. In the absence of any such stipulation, it will be presumed that the prices include all such charges and no claim for the same will be entertained.

2. If reimbursement of any Duty/Tax is intended as extra over the quoted prices, the bidder must specifically say so. In the absence of any such stipulation it will be presumed that the prices quoted are firm and final and no claim on account of such duty/tax will be entertained after the opening of tenders.

3. If a bidder chooses to quote a price inclusive of any duty/tax and does not confirm inclusive of such duty/tax so included is firm and final, he should clearly indicate the rate of such duty/tax and quantum of such duty/tax included in the price. Failure to do so may result in ignoring of such offers summarily.

4. If a bidder is exempted from payment of any duty/tax upto any value of supplies from them, he should clearly state that no such duty/tax will be charged by him up to the limit of exemption which he may have. If any concession is available in regard to rate/quantum of any Duty/tax, it should be brought out clearly. Stipulations like, the said duty/tax was presently not applicable but the same will be charged if it becomes leviable later on, will not be accepted unless in such cases it is clearly stated by a bidder that such duty/tax will not be charged by him even if the same becomes applicable later on. In respect of the Bidders, who fail to comply with this requirement, their quoted prices shall be loaded with the quantum of such duty/tax which is normally applicable on the item in question for the purpose of comparing their prices with other Bidders.

5. Any change in any duty/tax upward/downward as a result of any statutory variation in excise taking place within contract terms shall be allowed to the extent of actual quantum of such duty/tax paid by the supplier. Similarly, in case of downward revision in any duty/tax, the actual quantum of reduction of such

duty/tax shall be reimbursed to the buyer by the seller. All such adjustments shall include all reliefs, exemptions, rebates, concession etc. if any obtained by the seller.

(ii) Customs Duty: - As applicable

(iii) Excise Duty: -

1. Where the excise duty is payable on advalorem basis, the Bidder should submit along with the tender, the relevant form and the Manufacturer's price list showing the actual assessable value of the stores as approved by the Excise authorities.

2. Bidders should note that in case any refund of excise duty is granted to them by Excise authorities in respect of Stores supplied under the contract, they will pass on the credit to the Buyer immediately along with a certificate that the credit so passed on relates to the Excise Duty, originally paid for the stores supplied under the contract. In case of their failure to do so, within 10 days of the issue of the excise duty refund orders to them by the Excise Authorities the Buyer would be empowered to deduct a sum equivalent to the amount refunded by the Excise Authorities without any further reference to them from any of their outstanding bills against the contract or any other pending Government Contract and that no disputes on this account would be raised by them.

(iv) Sales Tax / VAT

1. If it is desired by the bidder to ask for Sales tax / VAT to be paid as extra, the same must be specifically stated. In the absence of any such stipulation in the bid, it will be presumed that the prices quoted by the bidder are inclusive of sales tax and no liability of sales tax will be developed upon the buyer.

2. On the Bids quoting sales tax extra, the rate and the nature of Sales Tax applicable at the time of supply should be shown separately. Sales tax will be paid to the seller at the rate at which it is liable to be assessed or has actually been assessed provided the transaction of sale is legally liable to sales tax and the same is payable as per the terms of the contract.

(v) Octroi Duty & Local Taxes: -

1. Normally, materials to be supplied to Government Departments against Government Contracts are exempted from levy of town duty, Octroi Duty, Terminal Tax and other levies of local bodies. The local Town/Municipal Body regulations at times, however, provide for such Exemption only on production of such exemption certificate from any authorised officer. Seller should ensure that stores ordered against contracts placed by this office are exempted from levy of Town Duty/Octroi Duty, Terminal Tax or other local taxes and duties. Wherever required, they should obtain the exemption certificate from the Buyer, to avoid payment of such local taxes or duties.

2. In case where the Municipality or other local body insists upon payment of these duties or taxes the same should be paid by the Seller to avoid delay in supplies and possible demurrage charges. The receipt obtained for such payment

should be forwarded to the Buyer without delay together with a copy of the relevant act or bylaws/ notifications of the Municipality of the local body concerned to enable him to take up the question of refund with the concerned bodies if admissible under the said acts or rules

15. **Pre-Integrity Pact Clause:** - N/A

PART IV – SPECIAL CONDITIONS OF RFP

The Bidder is required to give confirmation of their acceptance of Special Conditions of the RFP mentioned below which will automatically be considered as part of the Contract concluded with the successful Bidder (i.e. Seller in the Contract) as selected by the Buyer. Failure to do so may result in rejection of Bid submitted by the Bidder.

1. **Performance Guarantee:**

(a) **Indigenous cases:** The bidder will be required to furnish a Performance Guarantee by way of Bank Guarantee through a public sector bank or a private sector bank authorized to conduct government business (ICICI Bank Ltd., Axis Bank Ltd or HDFC Bank Ltd.) for a sum equal to **10%** of the contract value within 30 days of receipt of the confirmed order. Performance Bank Guarantee should be valid up to 60 days beyond the date of warranty. The specimen of PBG is given in Form DPM-15 (Available in MoD website).

2. **Option Clause:** - The contract will have an Option Clause, wherein the Buyer can exercise an option to procure an additional 50% of the original contracted quantity in accordance with the same terms & conditions of the present contract. This will be applicable within the currency of contract. The Bidder is to confirm the acceptance of the same for inclusion in the contract. It will be entirely the discretion of the Buyer to exercise this option or not.

3. **Repeat Order Clause** – Not Applicable.

4. **Tolerance Clause** – To take care of any change in the requirement during the period starting from issue of RFP till placement of the contract, Buyer reserves the right to 100% plus/minus increase or decrease the quantity of the required goods upto that limit without any change in the terms & conditions and prices quoted by the Seller. While awarding the contract, the quantity ordered can be increased or decreased by the Buyer within this tolerance limit.

5. **Payment Terms** - It will be mandatory for the Bidders to indicate their bank account numbers and other relevant e-payment details so that payments could be made through ECS/EFT mechanism instead of payment through cheques, wherever feasible. A copy of the model mandate form prescribed by RBI to be submitted by Bidders for receiving payments through ECS is at Form DPM-11 (Available in MoD website). The payment will be made on supply of item.

6. **Payment terms for Foreign Sellers:** - NA

7. **Advance Payments:** No advance payment(s) will be made. Stage wise payment as per para 5 above.

8. **Paying Authority:** PCDA (Navy), Mumbai.

9. **Fall clause** - The following fall clause will form part of the contract placed on successful bidder -

a. The price charged for the services provided under the contract by the seller shall in no event exceed the lowest prices at which the seller provides service or offer to services of identical description to any persons/Organisation including the purchaser or any department of the Central government or any Department of state

government or any statutory undertaking the central or state government as the case may be during the period till jobs as per the orders placed during the currency of the rate contract is completed.

b. If at any time, during the said period the service provider, provides service to any person/organisation including the buyer or any Department of central Govt. or any Department of the State 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 shall forthwith notify such reduction in service provided to the Director general of Supplies & Disposals and the price payable under the contract for the services of such reduction of service shall stand correspondingly reduced.

c. The seller shall furnish the following certificate to the Paying Authority along with each bill for payment for supplies made against the Rate contract – “We certify that there has been no reduction in services charged to the Government under the contract herein and such services have not been offered/sold by me/us to any person/organisation including the purchaser or any department of Central Government or any Department of a state Government or any Statutory Undertaking of the Central or state Government as the case may be upto the date of bill/the date of completion of job against all orders placed during the currency of the Rate Contract at price lower than the price charged to the government under the contract.

10. **Exchange Rate Variation Clause:** - NA

11. **Risk & Expense clause:** -

(i). Should the software / media stores or any installment thereof not be delivered within the time or times specified in the contract documents, or if defective delivery is made in respect of the stores or any installment thereof, the Buyer shall after granting the Seller 45 days to cure the breach, be at liberty, without prejudice to the right to recover liquidated damages as a remedy for breach of contract, to declare the contract as cancelled either wholly or to the extent of such default.

(ii). Should the software/media or any installment thereof not perform in accordance with the specifications / parameters provided by the SELLER during the check proof tests to be done in the BUYER's country, the BUYER shall be at liberty, without prejudice to any other remedies for breach of contract, to cancel the contract wholly or to the extent of such default.

(iii). In case of a material breach that was not remedied within 45 days, the BUYER shall, having given the right of first refusal to the SELLER be at liberty to purchase, manufacture, or procure from any other source as he thinks fit, other stores of the same or similar description to make good: -

a. Such default.

b. In the event of the contract being wholly determined the balance of the stores remaining to be delivered thereunder.

(iv). Any excess of the purchase price, cost of manufacturer, or value of any stores procured from any other supplier as the case may be, over the contract

price appropriate to such default or balance shall be recoverable from the SELLER. Such recoveries shall not exceed 2% of the value of the contract.”.

12. **Force Majeure clause:** a. Neither party shall bear responsibility for the complete or partial nonperformance of any of its obligations (except for failure to pay any sum which has become due on account of receipt of goods under the provisions of the present contract), if the non-performance results from such Force Majeure circumstances as Flood, Fire, Earth Quake and other acts of God as well as War, Military operation, blockade, Acts or Actions of State Authorities or any other circumstances beyond the parties control that have arisen after the conclusion of the present contract.
- b. In such circumstances the time stipulated for the performance of an obligation under the present contract is extended correspondingly for the period of time of action of these circumstances and their consequences.
- c. The party for which it becomes impossible to meet obligations under this contract due to Force Majeure conditions, is to notify in written form the other party of the beginning and cessation of the above circumstances immediately, but in any case not later than 10 (Ten) days from the moment of their beginning.
- d. Certificate of a Chamber of Commerce (Commerce and Industry) or other competent authority or organization of the respective country shall be a sufficient proof of commencement and cessation of the above circumstances.
- e. If the impossibility of complete or partial performance of an obligation lasts for more than 6 (six) months, either party hereto reserves the right to terminate the contract totally or partially upon giving prior written notice of 30 (thirty) days to the other party of the intention to terminate without any liability other than reimbursement on the terms provided in the agreement for the goods received.

13. **Buy-Back offer :** - NA

14. **Specification:** - The following Specification clause will form part of the contract placed on successful Bidder –

- a. The Seller guarantees to meet the specifications as per Part-II of RFP and to incorporate the modifications to the existing design configuration to meet the specific requirement of the Buyer Services as per modifications/requirements recommended after the Maintenance Evaluation Trials. All technical literature and user manuals shall be amended as the modifications by the Seller before supply to the Buyer. The Seller, in consultation with the Buyer, may carry out technical upgradation/alterations in the design, technical literature/user manuals and specifications due to change in manufacturing procedures, indigenisation or obsolescence. This will, however, not in any way, adversely affect the end specifications of the equipment. Changes in technical details, repair and maintenance techniques alongwith necessary tools as a result of upgradation/alterations will be provided to the Buyer free of cost within (30) days of affecting such upgradation/alterations.

15. **OEM Certificate:** - Coast Guard specific MAF certificate to be obtained from OEM and submitted as part of technical bid.

16. **Export License:** - NA
17. **Earliest Acceptable Year of Manufacture:** - All supplied items should be manufactured in year 2016 or latest, should not fall under End-of-Life (EOL) or End-of-Sale on delivery date to Buyer. OEM also should provide product support for atleast 05 years from the date of End-of-Sale (EOS). Life certificate to be enclosed with the Bill and also submitted as part of technical bid.
18. **Buyer Furnished Equipment:** - NA
19. **Transportation:** NA
20. **Air lift:** - The following Airlift clause will form part of the contract placed on successful Bidder - Should the Buyer intend to airlift all or some of the stores, the Seller shall pack the stores accordingly on receipt of an intimation to that effect from the Buyer. Such deliveries will be agreed upon well in advance and paid for as desired by the Buyer.
21. **Packing and Marking:** - The following Packing and Marking clause will form part of the contract placed on successful Bidder
 - a. The Seller shall provide packing and preservation of the equipment and spares/goods contracted so as to ensure their safety against damage in the conditions of land, sea and air transportation, transshipment, storage and weather hazards during transportation, subject to proper cargo handling. The Seller shall ensure that the stores are packed in containers, which are made sufficiently strong, and with seasoned wood. The packing cases should have hooks for lifting by crane/fork lift truck. Tags with proper marking shall be fastened to the special equipment, which cannot be packed.
 - b. The packing of the equipment and spares/goods shall conform to the requirements of specifications and standards in force in the territory of the Seller's country.
 - c. Each spare, tool and accessory shall be packed in separate cartons. A label in English shall be pasted on the carton indicating the under mentioned details of the item contained in the carton. A tag in English with said information shall also be attached to six samples of the item. If quantity contracted is less than six then tag shall be affixed to complete quantity contracted of the item. The cartons shall then be packed in packing cases as required.
 - i. Part Number:
 - ii. Nomenclature:
 - iii. Contract annex number:
 - iv. Annex serial number:
 - v. Quantity contracted:
 - d. One copy of the packing list in English shall be inserted in each cargo package, and the full set of the packing lists shall be placed in Case No.1 painted in a yellow colour.
 - e. The Seller shall mark each package with indelible paint in the English language as follows:-
 - i. EXPORT
 - ii. Contract No. -----
 - iii. Consignee -----

- iv. Port / airport of destination -----
- v. Ultimate consignee -----
- vi. SELLER -----
- vii. Package No. -----
- viii. Gross/net weight: -----
- ix. Overall dimensions/volume: -----
- x. The Seller's marking.

f. If necessary, each package shall be marked with warning inscriptions: <Top>, "Do not turn over", category of cargo etc.

g. Should any special equipment be returned to the Seller by the Buyer, the latter shall provide normal packing, which protects the equipment and spares/goods from the damage of deterioration during transportation by land, air or sea. In this case the Buyer shall finalize the marking with the Seller.

22. **Quality:** The quality of the software with media provided according to the present Contract shall correspond to the technical conditions and standards valid for the deliveries of the same services for in seller's country or specifications enumerated as per RFP and shall also include therein modification to the services suggested by the buyer. Such modifications will be mutually agreed to. The seller confirms that the services to be provided under this Contract shall be latest and shall incorporate all the latest improvements and modifications thereto.

23. **Quality Assurance:** - N/A.

24. **Inspection Authority:** The inspection will be carried out by the Team nominated by Directorate of Information Technology, CGHQ on completion of the job. The mode of inspection will be departmental inspection

25. **Pre-Dispatch Inspection:** - NA

26. **Joint Receipt Inspection:** - NA

27. **Franking clause:** - NA

28. **Claims:** - NA

29. **Warranty:-**

a. The following Warranty will form part of the contract placed on the successful bidder –

i. Except as otherwise provided in the invitation tender, the seller hereby declares that the goods, stores articles sold/supplied / services provided to the Buyer under this contract shall be of the best quality and workmanship and new in all respects and shall be strictly in accordance with the specification and particulars contained/mentioned in contract. The seller hereby guarantees that the said services (including fixing of bugs) would continue to conform to the description and quality aforesaid for a period of **36 months** from the date of provisioning of the said services to the buyer and notwithstanding the fact that the buyer may have inspected and/or approved the said services, if during the aforesaid period of 36 months the goods, stores articles sold/supplied are discovered not to conform to the description and quality aforesaid not giving

satisfactory performance or have deteriorated, and the decision of the buyer in that behalf shall be final and binding on the seller and the buyer shall be entitled to call upon the seller to provide the entire services or such portion thereof as is found to be defective by the buyer within a reasonable period, or such specified period as may be allowed by the buyer in his discretion on application made thereof by the seller, and in such an event, the above period shall apply to the services provided from the date of rectification mentioned in warranty thereof, otherwise the seller shall pay to the buyer such compensation as may arise by reason of the breach of the warranty therein contained.

ii. The seller warrants that the goods/software supplied/installed under the contract conform to technical specifications prescribed and shall perform according to the said technical specifications.

iii. The seller warrants for a period of 36 months from the date of installation and commissioning, that the goods/stores/ software developed and installed/supplied under the contract and each component used in the manufacture thereof shall be free from all types of defects/failures.

iv. If within the period of warranty, the goods are reported by the buyer to have failed to perform as per the specifications, the seller shall either replace or rectify the same free of charge, within a maximum period of 45 days of notification of such defect received by the seller, provided that the goods are used and maintained by the buyer as per instructions contained in the Operating Manual.

v. The seller shall associate technical personnel of the Maintenance agency and Quality Assurance Agency of the buyer during warranty repair and shall also provide the details of complete defects, reasons and remedial actions for defects.

30. **Product Support:** - The following Product Support clause will form part of the contract placed on successful Bidder –

a. The Seller agrees to provide Product Support for the software, subcontracted from other agencies/ manufacturer by the Seller for a period of **36 months** after the delivery and commissioning of software application as part of software supply.

b. In the event of any obsolescence during the above mentioned period of product support in respect of any component/ sub-system/ software, it is the liability of the seller to provide the alternate in free of cost.

c. Any improvement/modification/ up gradation being undertaken by the Seller or their sub suppliers on the software being purchased under the Contract will be communicated by the Seller to the Buyer and, if required by the Buyer, these will be carried out by the Seller at Buyer's cost.

31. **Annual Maintenance Contract (AMC) Clause :** - N/A

32. **Engineering Support Package (ESP) clause :** - NA

33. **Price Variation (PV) Clause:** - NA

PART V – EVALUATION CRITERIA & PRICE BID ISSUES

1. **Evaluation Criteria** - The broad guidelines for evaluation of Bids will be as follows:
 - (a). Only those Bids will be evaluated which are found to be fulfilling all the eligibility and qualifying requirements of the RFP, both technically and commercially.
 - (b). The Lowest Bid will be decided upon the lowest price quoted by the particular bidder as per the Price Format given at Para 2 below. The consideration of taxes and duties in evaluation process will be as follows:
 - i. In cases where only indigenous Bidders are competing, L1 shall be decided on overall cost of complete package consists of all bill of material and at base cost (Exclusive of taxes).
 - (c). The Bidders are required to spell out the rates of Customs duty, Excise duty, VAT, Service Tax, etc in unambiguous terms; otherwise their offers will be loaded with the maximum rates of duties and taxes for the purpose of comparison of prices. If reimbursement of Customs duty / Excise Duty / VAT is intended as extra, over the quoted prices, the bidder must specifically say so. In the absence of any such stipulation it will be presumed that the prices quoted are firm and final and no claim on account of such duties will be entailed after the opening of tenders. If a bidder chooses to quote a price inclusive of any duty and does not confirm inclusive of such duty so included is firm and final, he should clearly indicate the rate of such duty and quantum of excise duty included in the price. Failure to do so may result in ignoring of such offers summarily. If a bidder is exempted from payment of Customs duty / Excise Duty / VAT duty upto any value of supplies from them, they should clearly state that no excise duty will be charged by them up to the limit of exemption which they may have. If any concession is available in regard to rate/quantum of Customs duty / Excise Duty / VAT, it should be brought out clearly. Stipulations like, excise duty was presently not applicable but the same will be charged if it becomes leviable later on, will not be accepted unless in such cases it is clearly stated by a bidder that excise duty will not be charged by him even if the same becomes applicable later on. In respect of the Bidders who fail to comply with this requirement, their quoted prices shall be loaded with the quantum of excise duty which is normally applicable on the item in question for the purpose of comparing their prices with other Bidders. The same logic applies to Customs duty and VAT also.
 - (e). If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price will prevail and the total price will be corrected. If there is a discrepancy between words and figures, the amount in words will prevail for calculation of price.
 - (f). The Lowest Acceptable Bid will be considered further for placement of contract / Supply Order after complete clarification and price negotiations as decided by the buyer. The buyer will have the right to award contracts to different Bidders for being lowest in particular items. The buyer also reserves the right to do Apportionment of

Quantity, if it is convinced that Lowest bidder is not in a position to supply full quantity in stipulated time.

2. The bidders are required to **UPLOAD** following:

(a) The Commercial bid format is provided as **BoQ.xls** along with this tender document at **<https://eprocure.gov.in>**. Bidders are advised **to download this BoQ.xls** as it is and quote their offer in the permitted column. **Bidders are also to fill the duties & Taxes columns as applicable**

(b) The Price Bid Format as per **Appendix-'F'** and bidders are required to fill this up correctly with full details, as required. Determination of L-1 will be done based on total of basic prices (**not including** levies, taxes and duties levied by Central/State/Local governments such as excise duty, VAT, Service tax, Octroi/entry tax, etc on final product) of all items/requirements as mentioned above.

Appendix-'A'

(Refer to Para-2(a)(i),(ii),(iii) of Part-II of RFP)

TECHNICAL REQUIREMENTS - SUPPLY, INSTALLATION, UPGRADATION AND INTEGRATION OF SERVER, STORAGE AND TAPE LIBRARIES - INDIAN COAST GUARD

1. Background.

(a) Indian Coast Guard is the fourth armed force of Indian Union and is mandated to take actions as deemed fit to protect India's maritime and other national interests in the maritime zones of India. Coast Guard carry out surveillance of 7,500 kms long coastline, 2.02 million Sq Km of Exclusive Economic Zone (EEZ) and over 06 million Sq Kms of Indian Maritime Search & Rescue Region (ISRR) to enforce Indian and International maritime laws and to provide swift Search and Rescue (SAR) support across ISSR using conventional assets such as ships and aircraft.

(b) Coast Guard as part of ongoing digitization efforts intend to design, implement & manage host of software systems such as Integrated Pay & Disbursement System (IPADS), E-Office, Electronic Pre-Arrival Notification on Security (E-PANS), Coast Guard Email & Collaboration System etc. Deployment of enterprise grade software applications need reliable primary server room, disaster recovery server room and MPLS/VSAT network connectivity to connect all CG Units & allied offices.

(c) Accordingly, Coast Guard intend to design, deploy and maintain IT infrastructure for IPADS project including MPLS networking and managed Tier-III certified datacenter services from Govt. of India organisations/ CPSU. High-level IT infrastructure as envisaged is placed as **Annexure-I to Appendix-A.**

2. Scope of work. Supply, installation, support of storage, servers and accessories as following: -

(a) Supply of unified storage, backup appliance, tape library, backup software and SAN switch. Detailed specification as per **Section-A to E of Annexure-III to Appendix-A** respectively.

(b) Upgradation of existing 02 in number HPE C3000 Blade System (with inbuilt 04 blade Servers) for High Availability and minimum of 48 GB Memory. The existing HPE C3000 Blade System to be packed, transported from CGRHQ (NE) and Buvik, Mumbai to the location of Primary Data Center of Seller. Details of existing servers/ storages as placed at **Annexure-II to Appendix-A.**

(c) Installation, integration, testing and support for Servers, Storages, Backup Appliances, Backup Software in High-Availability configuration, Remote Replication between PSR and DRSR. Onsite installation and support for 03 years as following: -

Onsite Installation

- (i) Installation, configuration, testing of HPE C3000 Blade Systems, SAN storage system, tape library in High-Availability (HA) configuration at PSR
- (ii) Installation of backup software to establish Disk-Disk-Tape (D2D2T) configuration at PSR.
- (iii) Installation, configuration, testing of HPE C3000 Blade Systems, SAN storage system, tape library in HA configuration at PSR
- (iv) Installation of backup software to establish Disk-Disk-Tape (D2D2T) configuration at PSR.
- (v) Establish primary SAN storage remote replication, backup appliance remote replication between PSR and DRSR.

Transportation of HP C3000 Blade Systems

- (vi) ICG has HP C3000 Blade Systems with 04 blade servers of 01 set each presently available at Mumbai and Kolkata locations. These servers need to be packaged, transported to PSR as required.
- (vii) Unpacking and installation as per requirement
- (viii) Replacement/ repair of items should be the responsibility of vendor in case of incidents of damages/ lost items while transit.

Onsite and Offsite Support

- (ix) Provide support on requirement basis without additional charges
 - (x) Installation of PSR/ DRSR server/ storage systems as on when required
 - (xi) Onsite backup & recovery support as on when required
 - (xii) Provide 24x7 contact numbers, support email, Service Level Agreement (SLA)
- (d) ICG specific installation/ maintenance manuals, interactive high-definition video/ audio training material, and training of ICG personnel – 04 Nos. on administration of server/ storage/ tape library systems. Details as following.
- (i) Detailed training/ instructions high-definition video/ screenshots with suitable sub-titles need to be provided which should include steps involving unpacking of each PSR/ DRSR related hardware/ software, upgradation of servers, installation, configuration, installation, maintenance etc.
 - (ii) Multimedia tutorial should have sub-titles, audio, zooming of particular area as required, and should follow solution document structure. It should be delivered as standalone DVD and web application, preferably HTML5 compliant.
 - (iii) Vendor should provide detailed solution/ planning document on receipt of work order and should commence work only after approval of solution/ planning document. All training video/ steps should follow procedures as mentioned in solution/ planning document.
 - (iv) Installation and configuration of Windows 2012 Data Center, Windows Storage Server 2012 and Linux Servers as required to support software in scope. Windows 2012 Data Center edition shall be provided by Buyer.

(v) Installation/ maintenance manuals be prepared for administrator with detailed technical details and 'Quick User Manual' for normal users.

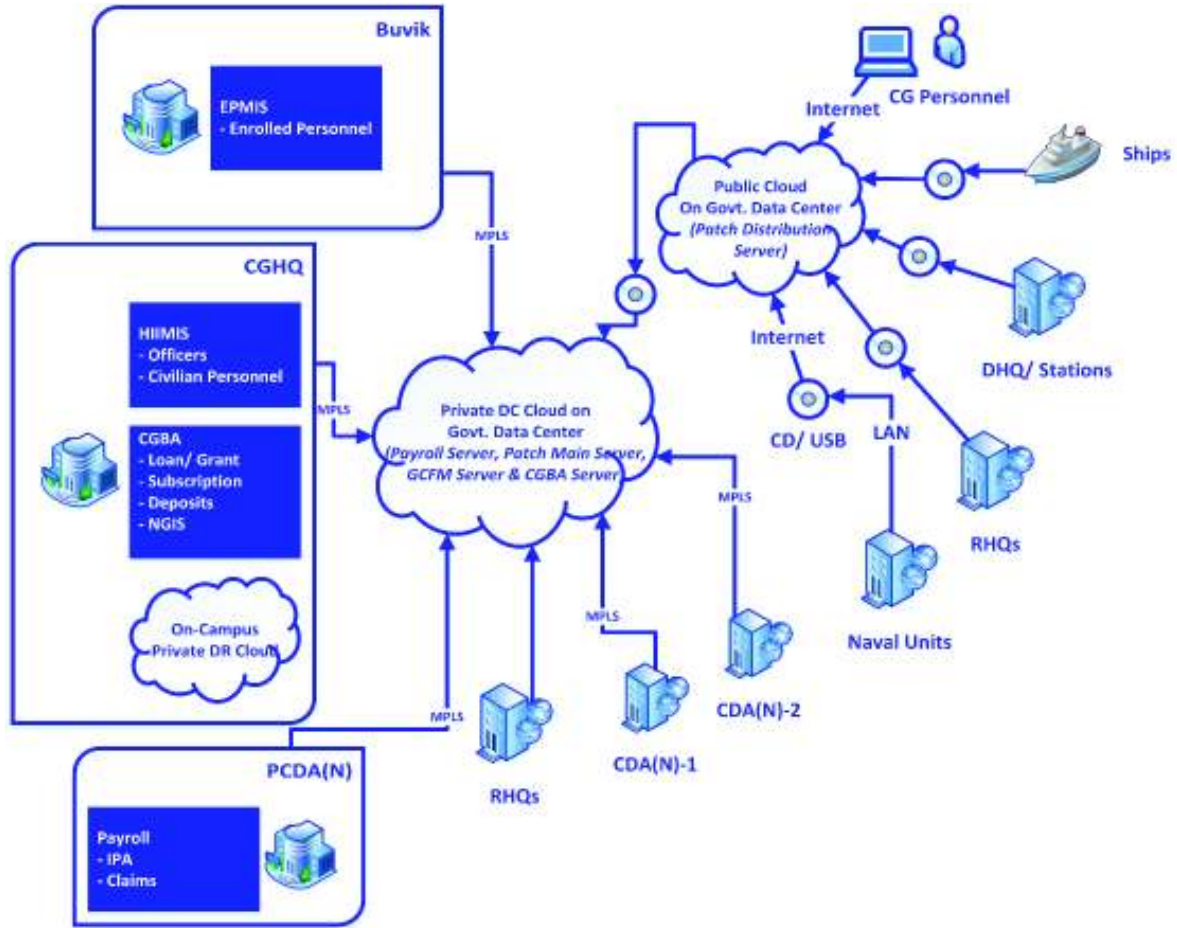
(vi) Administration and Quick User manuals should include major activities including but not limited to Installation, configuration, testing and maintenance procedures to establish Servers/Storage/Tape Library in High-Availability mode in 'Disk to Disk to Tape' architecture, backup/ recovery, Recovery Time Objective (RTO)/ Recovery Point Objective (RPO) scenarios, steps to recover from various disaster scenarios, Remote Replication, File Server Setup, backup/recovery of file server/ Virtual Machine/ Email/ Oracle Database using vendor provided backup software.

(vii) Training of ICG personnel – 04 Nos. on administration of server/ storage/ tape library systems. Training should include on-job training, various disaster recovery scenarios, SLA, procedure to raise service tickets, key features of hardware/ software as relevant to ICG environment, concepts of DDT, backup & recovery, remote replication, SAN/NAS/ Tape storage, Windows Storage Server 2012, Block & File type storages, High-Availability features, data center best practices to ensure highest availability/ utilization of resources, virtualisation/ cloud, SAN architecture, start/ shutdown procedures etc. Trainer should be certified and experienced in the field of server, storage and backup/ recovery domains.

Note: Bidders are requested to refrain from attaching additional unwanted documents.

Annexure-I to Appendix-'A'
(Refer to Para-1(c) of Appendix-'A')

ARCHITECTURE OF MANAGED IT INFRASTRUCTURE
(Sample IT infra as envisaged for IPADS deployment)



DISHA ARCHITECTURE

Annexure-II to Appendix-'A'

(Refer to Para-2(b) of Appendix-A)

**EXISTING BLADE SYSTEMS, SERVERS AND STORAGE SYSTEMS
AT PSR AND DRSR**

1. Storage Spec – CGHQ/New Delhi

SI	Main Product	Main Serial	Qty.
(a)	HPE 3PAR StoreServ 7400 2-N Storage (QR483A)	7CE438POSO	1
(b)	HP 3PAR 7000 Service Processor (QR516B)	SGHS080GDX	1
(c)	HP StoreEasy, HP 3PAR FileController-V2 (E7X02A)	SGH511YN2C	1

2. HP Server Spec-CGHQ/New Delhi

SI	Main Product	Main Serial	Qty.
(a)	Blade Enclosure, HP C7000	SGH511V0L3	1
(b)	Blade Server, 8-Core, 600GB SAS, 2.4GHz, 20MB L1 Cache, 16GB RAM, Intel Xeon E5- 2665, HP BL460C G8	SGH511V0A4, SGH511V0A1, SGH511V09W, SGH511V0A0, SGH511V0A2, SGH511V09Y, SGH511V0A3, SGH511V09X	8
(c)	Blade Switch, HP 6125G	6C74490061, 6C74490068	2
(d)	Blade FC Switch, Brocade 8Gb SAN Switch	CN8506B00D, CN8506B016	2

3. HP Blade Systems at Mumbai & Kolkata (which are to be transported to PSR)

SI	Main Product	Qty. at Mumbai	Qty. at Kolkata
(a)	Blade Enclosure, HP C3000	1	1
(b)	Blade Server, 8-Core, 2.4GHz, 20MB L1 Cache, 16GB RAM, Intel Xeon E5-2665, HP BL460C G8	4	4
(c)	Blade Switch, HP 6125G	1	1

Annexure-III of Appendix-'A'
(Refer to Para- __ of Appendix-'A')

DETAILED TECHNICAL SPECIFICATIONS –
UNIFIED STORAGE, BACKUP APPLIANCE, BACKUP SOFTWARE, TAPE
LIBRARY AND SAN SWITCH

Section-A - **Unified Storage**

Srl.	Parameters	Technical Specification-Unified Storage	Complied (Yes/No)
1.0.1	Converge / Unified Storage	Offered Storage array shall be a true converge / unified storage with a single Microcode / operating system instead of running different Microcode / Operating system / Controllers for File, block and object services respectively.	
1.0.2	Operating System & Clustering Support	The storage array should support industry-leading Operating System platforms including: <i>Windows Server 2008, Windows 2012, VMware, Sun Solaris, HP-UX, IBM-AIX, OpenVMS and Linux.</i>	
1.0.3	Capacity & Scalability	1. The Storage Array shall be offered with 15 TB Capacity using 1.2TB SAS drives. 2. Storage shall be scalable to minimum of 500TB using 900GB drives.	
1.0.4	Cache	1. Offered Storage Array shall be given with Minimum of 48GB cache in a single unit and shall be scalable to 96GB without any controller change. 2. Cache shall be used only for Data and Control information. OS overhead shall not be done inside cache. 3. Offered Storage array shall also have additional support for Flash Cache using SSD / Flash drives. Both File services as well as Block operations shall be able to utilize flash cache. Minimum of 1TB Flash cache shall be supported. 4. If Flash cache is not supported inside the storage array then vendor shall ensure that offered storage array shall be scalable to minimum of 256GB DRAM cache without any replacement or upgrade of controllers.	

Srl.	Parameters	Technical Specification-Unified Storage	Complied (Yes/No)
1.0.5	Processing Power	<p>1. Offered Storage architecture shall be based on purpose built ASIC, XOR engine so that there shall be no load on the storage CPU during Raid Parity calculations.</p> <p>2. In case vendor doesn't have above ASIC functionality then additional 16GB read and write cache shall be provided per controller pair to balance the performance.</p>	
1.0.6	Architecture & Processing Power	<p>Controllers shall be true active-active so that a single logical unit can be shared across all offered controllers in symmetrical fashion, while supporting all the major functionalities like Thin Provisioning, Data Tiering etc.</p>	
1.0.7	No Single point of Failure	<p>Offered Storage Array shall be configured in a No Single Point of configuration including Array Controller card, Cache memory, FAN, Power supply etc.</p>	
1.0.8	Disk Drive Support	<p>Offered Storage Array shall support 6Gbps dual-ported 300 / 600 / 900 /1200GB hot-pluggable Enterprise SAS hard drives, Minimum of 400GB SSD Drives along with SAS MDL 1TB / 2TB / 3TB / 4TB drives.</p>	
1.0.9	RAID Support & Virtualization	<p>1. Offered Storage Subsystem shall support RAID 0, 1 , 1+0, 5 and RAID 6.</p> <p>2. Offered storage array shall have native virtualization support so that Raid 1. Raid 5, Raid 1+0, Raid 6 can be carved out from a logical space instead of dedicating separate physical disks for each application.</p> <p>3. Every supplied disk shall be able to participate into multiple and different raid sets simultaneously.</p> <p>4. In case vendor doesn't have above functionality, then 20% additional raw capacity shall be provided for each type of disk to balance out the capacity utilization.</p>	
1.0.10	Data Protection	<p>In case of Power failure, Storage array shall have de-stage feature to avoid any data loss.</p>	
1.0.11	Protocols	<p>Offered Storage array shall support all well-known protocols like FC, ISCSI, FCOE, SMB 3.0, NFS V4, NDMP etc.</p>	

Srl.	Parameters	Technical Specification-Unified Storage	Complied (Yes/No)
1.0.12	Host Ports and Back-end Ports	<p>1. Offered Storage shall have minimum of 4 host ports for connectivity to servers running at 8Gbps speed and shall be scalable to 8 host ports. Offered Storage shall also support:</p> <p>a. Additional Quad number of 10Gbps ISCSI / FCOE ports.</p> <p>b. Along with ISCSI / FCOE ports, additional Quad number of 10Gbps IP ports or eight numbers of 1Gbps IP ports for File services operations.</p> <p>3. Offered storage shall have two additional IP ports for the storage based replication.</p> <p>4. Offered storage shall have minimum of 16 SAS lanes running at 6Gbps speed and shall be scalable to 32 SAS lanes without any controller change.</p>	
1.0.13	Global Hot Spare	<p>1. Offered Storage Array shall support distributed Global hot Spare for offered Disk drives.</p> <p>2. Global hot spare shall be configure as per industry practice.</p>	
1.0.14	Performance and Quality of Service	<p>1. Shall have capability to use more than 30 drives per array group or raid group for better performance.</p> <p>2. Storage shall be provided with Performance Management Software.</p> <p>3. Offered storage array shall support quality of service for critical applications so that appropriate and required response time can be defined for application logical units at storage. It shall be possible to define different service / response time for different application logical units.</p> <p>4. Quality of service engine shall allow to define minimum and maximum cap for required IOPS / bandwidth for a given logical units of application running at storage array.</p>	

Srl.	Parameters	Technical Specification-Unified Storage	Complied (Yes/No)
		5. It shall be possible to change the quality of service Response time, IOPS, bandwidth specification on basis of real time.	
1.0.15	Thin Provisioning and Space Reclaim	<p>1. Offered storage array shall be supplied with Thin provisioning and Thin Re-claim to make the volume thin for an extended period of time for complete array supported raw capacity.</p> <p>2. Thin Re-claim (Zero Page reclaim) inside storage subsystem shall be automatic in nature and there shall be no need to run any utility inside storage for same.</p> <p>3. Thin Re-claim inside storage shall not cause any overloading of Storage CPU and shall be able to claim the Zero pages even during peak load without any performance impact</p> <p>4. For effective capacity utilization, thin reclaim maximum unit shall be 16KB. Vendor shall provide the documentary proof for same.</p> <p>5. Offered storage array shall be tightly integrated with VMware so that Eager zero disks layout can be used with thin provisioning and thin re-claim.</p>	
1.0.16	Maintenance	Offered storage shall support online non-disruptive firmware upgrade for both Controller and disk drives.	
1.0.17	Snapshot / Point in time copy / Clone	<p>1. Offered Storage shall have support to make the snapshot and full copy (Clone) on the thin volumes if original volume is created on thick or vice-versa.</p> <p>2. The storage array should have support for both controller-based as well as file system based snapshots functionality (At-least 1024 copies for a given volume or a file store).</p> <p>3. Storage array shall have functionality to re-claim the space from Thin Provisioned Deleted snapshot automatically. Vendors</p>	

Srl.	Parameters	Technical Specification-Unified Storage	Complied (Yes/No)
		shall provision at-least 20% additional space over and above the actual requirements, if space re-claim from thin provisioned deleted snapshot is not possible automatically.	
1.0.18	Quota Management and Antivirus Scanning	<ol style="list-style-type: none"> 1. For file services operations, offered storage shall support both user level as well as file level hard and soft quota. 2. For file services operations, offered storage shall support integration with industry leading antivirus vendors like Symantec and MacAfee. 	
1.0.19	Storage Array Configuration & Management Software	<ol style="list-style-type: none"> 1. Vendor shall provide Storage Array configuration and Management software. 2. Software shall be able to manage more than one array of same family. 	
1.0.20	Storage Tiering	<ol style="list-style-type: none"> 1. Offered storage shall support dynamic migration of Volume from one Raid set to another set while keeping the application online. 2. For effective data tiering, Storage subsystem shall support automatically Policy based Sub-Lun Data Migration from one Set of drive Tier to another set of drive tier. 	
1.0.21	Remote Replication	<ol style="list-style-type: none"> 1. The storage array should support storage controller based data replication at the array controller level from existing HPE 3PAR 7400 storage available with Coast Guard 2. The Storage array shall also support three ways (3 Data Centers) replication to ensure zero RPO in native fashion without using any additional replication appliance. 3. Replication shall support incremental replication after resumption from Link Failure or failback situations. 	

Section-B - **Backup Appliance**

Srl.	Technical Specifications - Backup Appliance	Compliance (Yes/No)
1.0.1	Offered Disk to disk backup device shall be space efficient and shall not consume more than 2U of rack space.	
1.0.2	Offered device shall be offered with Minimum of 24TB of raw space scalable to 48TB with just a license upgrade, without adding the disk drives.	
1.0.3	Offered device shall be protected with hardware raid 6 from the factory so that no raid configuration is required in field.	
1.0.4	Offered device shall support emulation of both VTL and NAS target like CIFS.	
1.0.5	Offered device shall have the ability to configure at-least combination of 20 tape Libraries & NAS targets along with 20,000 or more Cartridge slots in the single appliance.	
1.0.6	Offered device shall have capability to deliver selective restore from disk Library itself.	
1.0.7	Offered Device shall integrate and utilize customer's current tape backup infrastructure in the following aspects (a) Compatibility with the existing backup server / media servers at customer. (b) Compatibility with existing tape library and tape drives (c) Compatibility with existing backup software	
1.0.8	Offered device shall have integrated de-duplication license and shall have optional support for replication to remote location in a low bandwidth mode so that only unique – Non Duplicated data flows to remote location.	
1.0.9	Offered device shall support intelligence for understanding Source based (At Client application level, Backup Server level and media server level) de-duplication so that only unique – Non duplicated data copies to offered device.	
1.0.10	Offered device shall support receiving non duplicated data from remote locations or branch office directly from the application servers / Client servers in low bandwidth mode without using any backup or replication based device at remote location / Branch office.	
1.0.11	Ability to flexibly emulate tape drive/ tape formats LTO-Gen4, LTO-	

Srl.	Technical Specifications - Backup Appliance	Compliance (Yes/No)
	Gen5, and LTO-Gen6 etc.	
1.0.12	Offered device shall have Minimum of 4 x 10Gbps IP, 4 x 8Gbps FC and minimum of 4 x 1Gbps IP connection.	
1.0.13	Offered disk based backup device shall also support encryption functionality.	
1.0.14	Offered disk based backup appliance shall have flexibility to enable or disable the de-duplication for a given virtual tape library or CIFS share.	
1.0.15	Offered disk based backup appliance shall support VLAN tagging. Offered IP ports shall also support Port bonding in Adaptive Load balancing as well as in Active-backup mode.	
1.0.16	Offered device shall support rated write performance of at-least 4TB per hour in native mode.	
1.0.17	Offered device shall supported rated write performance, when enabled with source level de-duplication, of at-least 10TB/hr.	

Section-C - **Tape Library**

Srl.	Technical Specifications – Tape Library	Compliance (Yes/No)
1.0.0	Offered Tape Library shall support Native data capacity of 280TB (uncompressed) expandable to 700TB (2.5:1compressed) using LTO-7 Technology.	
1.0.1	Tape Library shall provide web based remote monitoring capability.	
1.0.2	The Tape Library unit shall be configured with 4 FC LTO Gen-7 Tape Drives.	
1.0.3	Tape Library shall be scalable to four FC LTO-7 drives within the same frame.	
1.0.4	Offered tape library shall be offered with minimum of 48 Cartridge slots and barcode reader	
1.0.5	Tape Drive Architecture in the Library shall conform to INCITS/T10 SCSI-3 standard or newer standards.	
1.0.6	Offered LTO-7 drive in the Library shall conform to the Data rate matching technique for higher reliability.	
1.0.7	Offered LTO-7 drive in the library shall offer optional WORM support and embedded AES 256 bit encryption.	
1.0.8	Offered Library shall be provided with a hardware device like USB key, separate appliance etc. to keep all the encrypted keys in a redundant fashion.	
1.0.9	Offered LTO-7 drive shall have native speed of 300MB/sec.	
1.0.10	Offered tape Library shall have partitioning support and shall support at-least two number of partition so that configured drives can have owned partition and slots.	
1.0.11	Tape Library shall provide native Fiber connectivity to SAN Environment.	
1.0.12	For optimal Performance. Tape Library shall provide native 8Gbps FC interface connectivity to SAN switches.	
1.0.13	Tape Library shall be offered with minimum of 48 slots and barcode reader.	

Srl.	Technical Specifications – Tape Library	Compliance (Yes/No)
1.0.14	Tape library shall support removable magazine and mail slot.	
1.0.15	Tape Library shall have GUI Front panel.	
1.0.16	Tape Library shall have option for redundant power supply.	
1.0.17	Tape Library shall be supplied with software which can predict and prevent failures through early warning and shall also suggest the required service action.	
1.0.18	Offered Software shall also have the capability to determine when to retire the tape cartridges and what compression ratio is being achieved.	

Section-D - **Backup Software**

Srl.	Technical Specifications - Backup Software	Compliance (Yes/ No)
1.0.1	Should be available on various OS platforms such as Windows, Linux and UNIX platforms	
1.0.2	Shall support industry leading cluster solution such as MSCS, MC Service Guard, Veritas Cluster.	
1.0.3	Shall have same GUI across heterogeneous platform to ensure easy administration.	
1.0.4	Should support tape mirroring of the same job running concurrently with primary backup.	
1.0.5	Should allow creating tape clone facility after the backup process.	
1.0.6	Shall be configured in such a fashion that no extra license for client and media servers is required while moving from LAN to SAN based backup.	
1.0.7	Shall be configured with unlimited client and media licenses for both SAN based backup and LAN based backup.	
1.0.8	Must not require separate licensing when upgrading from a lower end server (1-2 CPU-based server) to higher end server (4-and CPU-based server)	
1.0.9	Should support either the Capacity based model or Application based model of licensing	
1.0.10	Supports the capability to write up to 32 data streams.	
1.0.11	Support de-multiplexing of data cartridge to another set of cartridge for selective set of data for faster restores operation to client/servers.	
1.0.12	Has in-built media management and supports cross platform device and media sharing in SAN environment. It provides a centralized scratched pool thus ensuring backups never fail for media.	
1.0.13	Has in-built frequency and calendar based scheduling system.	
1.0.14	Has certified "hot-online" backup solution for different type of Enterprise databases and applications	
1.0.15	Shall also support granular recovery for VMware , Exchange server, Share point Portal	
1.0.16	Should support Non Staged Granular recovery in VMWare	
1.0.17	The proposed backup software should use the same API for software and hardware deduplication	
1.0.18	Should support backup to disk /VTL / Deduplication Device	

Srl.	Technical Specifications - Backup Software	Compliance (Yes/ No)
	via Fiber channel	
1.0.19	Should support the more secure Encrypted Control Communication	
1.0.20	The proposed backup software should give the option to allow de duplication to be done either on the Application Server or on the Backup Server or at the Target Device.	
1.0.21	Should support backup to cloud	
1.0.22	The proposed backup software should support both on-premise and secure hosted backup solution	
1.0.23	Shall support synthetic full backup / Virtual full backups.	
1.0.24	Shall be able to copy data across firewall.	
1.0.25	Shall support automatic skipping of backup during holidays.	
1.0.26	Must support at least AES 256-bit encryption capabilities.	
1.0.27	Should support the option of prioritizing backups for each schedule	
1.0.28	Should support meta data replication	
1.0.29	Should support the backup of Virtual machine disk in parallel	
1.0.30	Should support missed job execution	
1.0.31	Should support Advanced Scheduling options	
1.0.32	Should be able to recover only critical volumes and later restore other volumes that were backed up in separate sessions.	
1.0.33	Should be capable to supporting 99,999 backup sessions in day	
1.0.34	Should be capable of supporting 1000 concurrent sessions	
1.0.35	Should be able to support maximum of 40 Million files per directory	

Section-E **SAN Switch**

Srl.	Technical Specifications – SAN Switch	Compliance (Yes/ No)
1.0.1	Minimum Dual SAN switches shall be configured where each SAN switch shall be configured with minimum of 12 Ports scalable to 24 ports.	
1.0.2	Required scalability shall not be achieved by cascading the number of switches and shall be offered within the common chassis only.	
1.0.3	Should deliver 16 Gbit/Sec Non-blocking architecture with 1:1 performance for up to 24 ports in an energy-efficient, optimized 1U form factor.	
1.0.4	Should protect existing device investments with auto-sensing 4, 8, and 16 Gbit/sec capabilities.	
1.0.5	The switch shall support different port types such as FL_Port, F_Port, E_Port, EX_Port.	
1.0.6	The switch should be rack mountable.	
1.0.7	Offered Switch shall be provided with redundant FAN and shall have option for redundant power supply.	
1.0.8	Non-disruptive Microcode/ firmware / Software Upgrades and hot code activation.	
1.0.9	The switch shall provide Aggregate bandwidth of 768 Gbit/sec end to end in full duplex mode.	
1.0.10	Switch shall have support for Adaptive Networking 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.	
1.0.11	SAN switch shall support to restrict data flow from less critical hosts at preset bandwidths.	
1.0.12	SAN switch shall support Fibre Channel Integrated Routing for selective device sharing while maintaining remote fabric isolation for higher levels of scalability and fault isolation.	
1.0.13	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.	
1.0.14	The switch shall be able to support ISL trunk up to 128 Gbit/sec between a pair of switches for optimal bandwidth utilization and load balancing.	
1.0.15	SAN switch shall support to isolate the high bandwidth data flows traffic to specific ISLs.	

Srl.	Technical Specifications – SAN Switch	Compliance (Yes/ No)
1.0.16	Switch shall support to measure the top bandwidth-consuming traffic in real time for a specific physical or virtual device, or end to end across the fabric.	
1.0.17	Switch shall have support for web based management and should also support CLI.	
1.0.18	The switch shall support advanced zoning and ACL to simplify administration and significantly increase control over data access.	
1.0.19	SAN switch shall have support to configure the switches with alerts based on threshold values for temperature, fan status, Power supply status, port status.	
1.0.20	Switch shall support POST and online/offline diagnostics, including RASrtrace logging, environmental monitoring, non-disruptive daemon restart, FCping and Pathinfo (FC traceroute), port mirroring (SPAN port).	
1.0.21	The switch should have USB port for firmware download, support save, and configuration upload/download.	
1.0.22	Offered SAN switches shall be highly efficient in power consumption. Bidder shall ensure that each offered SAN switch shall consume less than 100 Watt of power.	

Section-F **Upgradation of HP C3000 Blade System (In-built with HP BL460C G8 Servers 04 nos.)**

Srl.	Technical Specifications – Upgradation of HP C3000 Blade System	Compliance (Yes/ No)
1.0.1	Upgrade memory of each server to have 48 GB.	
1.0.2	Upgrade to provide High-Availability. All components as required to be provided.	

Appendix-'B'
(Refer to Para-5 of RFP)

Company letter head

[Date]

The Director General
{for D(IT) }
Directorate of IT, Coast Guard Headquarters
New Delhi – 110 001

Dear Sir,

**SUB: SUPPLY, INSTALLATION, UPGRADATION AND INTEGRATION OF
SERVER, STORAGE AND TAPE LIBRARIES - INDIAN COAST GUARD**

1. Refer to your RFP No.IT/3014/DISHA/Hardware dated 23 Feb 2017.
2. This is to notify you that our company intends to submit a proposal for "Supply, installation, upgradation and integration of server, storage and tape libraries at Server Rooms of Coast Guard".
3. Primary and Secondary contacts for our company are:

	Primary Contact	Secondary Contact
Name:		
Title:		
Company Name:		
Address:		
Phone:		
Mobile:		
Fax:		
E-mail:		

4. We confirm that the information contained in this response as per **Annexure-1 of Appendix-'B'** or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to the Indian Coast Guard is true, accurate, verifiable and complete.

Dated this Day of 2017

(Signature) (In the capacity of)

Duly authorized to sign

Sincerely,

[SYSTEM INTEGRATOR'S NAME]

Name

Title

Signature

Date

(Name and Address of Company) Seal/Stamp of System Integrator

CERTIFICATE AS TO AUTHORISED SIGNATORIES

I, certify that I am of the, and that who signed the above response is authorized to bind the corporation by authority of its governing body.

Date

(Seal here)

Annexure-1 of Appendix-'B'

(Refer to Para-5 of RFP, Para-4 of Appendix-B)

CHECKLIST & INDEX OF BID

1. RFP with enclosures

Sl.	Details	Bid Page No.	Check (Yes/No)
(a)	Bid submission covering letter (<i>Appendix-'B'</i>)		
(b)	Technical Bid with Covering letter. Covering letter &EMD to be placed inside sealed cover (<i>Appendix-'C'</i>)		
(c)	RFP acknowledgement & compliance (<i>Copy of RFP duly signed on each page</i>)		
(d)	Technical Compliance (<i>Appendix-'D'</i>)		
(e)	Technical Solution document		
(f)	Bill of Material & Sizing of Solution sheet(<i>Annexure-II of Appendix-'D'</i>)		
(g)	Commercial Bid (<i>Appendix-'F'</i>) with Covering letter(<i>Appendix-'E'</i>). Covering letter to be placed inside sealed cover along with bid.		

2. Technical Brochures/ Data Sheets/ Manuals

Sl.	Technical Brochures/ Data Sheets/ Manuals	Bid Page No.	Check (Yes/No)
(a)	Brochure & Datasheet of Software		
(b)	<i>Any other documents as required</i>		

3. List of Enclosures

Sl.	Appendix Description	Bid Page No.	Check (Yes/No)
(a)	Technical Offer with EMD, if applicable(In separate sealed cover)		
(b)	Commercial Offer (In separate sealed cover)		

Note:

- (a) The check list as above is to be fully completed and enclosed along with the bid covering letter along with technical bid.
- (b) The technical bid shall, additionally, consist of the following documents in the sequence given below: -
 - (i) Index page indicating the technical bid contents with appropriate page numbers.
 - (ii) Deviations, assumption and exclusions from Scope of Work.
- (c) In case necessary documentary proofs are not enclosed the firm would be rejected during Technical Evaluation.

Signature with date & Stamp of Firm

Covering letter format for Technical Bid

(Company letter head) [Date]

To

The Director General
{for D(IT) }
Directorate of IT, Coast Guard Headquarters
New Delhi-110 001

Dear Sir,

**SUB: SUPPLY, INSTALLATION, UPGRADATION AND INTEGRATION OF
SERVER, STORAGE AND TAPE LIBRARIES - INDIAN COAST GUARD**

1. Refer to your RFP No.IT/3014/DISHA/Hardware dated 23 Feb 2017.
2. Having examined the bid document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer for "Supply, installation, upgradation and integration of server, storage and tape libraries at Server Rooms of Coast Guard" as required and outlined in the RFP for Indian Coast Guard. To meet such requirements and provide such services as required are set out in the bid document.
3. We attach hereto the bid technical response as required by the bid document as per format in **Appendix-'D'**, which constitutes our proposal. We undertake, if our proposal is accepted, to provide all the functional and non functional requirements of the solution put forward in Part II of the RFP or such features as may subsequently be mutually agreed between us and Indian Coast Guard or its appointed representatives. We agree for unconditional acceptance of all the terms and conditions set out in the bid document and also agree to abide by this bid response for a period of SIX (06) MONTHS from the date of submission of bids and it shall be valid proposal till such period with full force and virtue. Until within this period a formal contract is prepared and executed, this bid response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and Indian Coast Guard.
4. We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules and other documents and instruments delivered or to be delivered to Indian Coast Guard is true, accurate and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead Indian Coast Guard as to any material fact.

TECHNICAL COMPLIANCE SHEET

(*Note: Vendor to upload duly ink-signed copy of RFP alongwith technical compliance sheet. Details of following RFP clauses as per RFP issued by this Office*)

SI.	RFP Clause	RFP Requirement	Compliance (Yes/No), deviations if any
01.	RFP Covering letter, Para-1 to 7	Covering letter for RFP No.IT/3014/DISHA/Hardware dated 23 Feb 2017 of Coast Guard Headquarters, New Delhi	
02.	Part-I of Encl.-I:- General Information		
(a)	Para-1	Last date and time for depositing the Bids	
(b)	Para-2	Manner of depositing the Bids	
(c)	Para-3	Time and date for opening of Bids	
(d)	Para-4	Address of Submission of EMD	
(e)	Para-5	Place of opening of the Bids: [DIT,CGHQ, New Delhi]	
(f)	Para-6	Two-Bid system	
(g)	Para-7	Forwarding of bids	
(h)	Para-8	Clarification regarding contents of the RFP	
(j)	Para-9	Modification and Withdrawal of bids	
(k)	Para-10	Clarification regarding contents of the bids	
(l)	Para-11	Rejection of Bids	
(m)	Para-12	Unwillingness to Quote	
(n)	Para-13	Validity of Bids	
(p)	Para-14	Earnest Money Deposit	
03.	Part II – Essential Details of Items/Services required		
(a)	Para-1	Schedule of Requirements.	
(b)	Para-2	Technical Details. Detailed compliance submitted as per Appendix-'A' .	
(c)	Para-3	Two bid system	
(d)	Para-4	Delivery Period	
(e)	Para-5	INCOTERMS for Delivery and Transportation	
(f)	Para-5	Consignee Details	
04.	Part III – Standard Conditions		
(a)	Para-1	Law	
(b)	Para-2	Effective Date of the Contract	

Sl.	RFP Clause	RFP Requirement	Compliance (Yes/No), deviations if any
(c)	Para-3	Arbitration	
(d)	Para-4	Penalty for use of Undue influence	
(e)	Para-5	Agents / Agency Commission	
(f)	Para-6	Access to Books of Accounts	
(g)	Para-7	Non-disclosure of Contract documents	
(h)	Para-8	Liquidated Damages	
(j)	Para-9	Termination of Contract	
(k)	Para-10	Notices	
(l)	Para-11	Transfer and Sub-letting	
(m)	Para-12	Patents and other Industrial Property Rights	
(n)	Para-13	Amendments	
(p)	Para-14	Taxes and Duties	
(q)	Para-15	Pre-Integrity Pact Clause	
05.	Part IV – Special Conditions		
(a)	Para-1	Performance Guarantee	
(b)	Para-2	Option Clause	
(c)	Para-3	Repeat Order Clause	
(d)	Para-4	Tolerance Clause	
(e)	Para-5	Payment Terms for Indigenous Sellers	
(f)	Para-6	Payment terms for Foreign Sellers	
(g)	Para-7	Advance Payments	
(h)	Para-8	Paying Authority	
(j)	Para-9	Fall clause	
(k)	Para-10	Exchange Rate Variation Clause	
(l)	Para-11	Risk & Expense clause	
(m)	Para-12	Force Majeure clause	
(n)	Para-13	Buy-Back offer	
(p)	Para-14	Specification	
(q)	Para-15	OEM Certificate	
(r)	Para-16	Export License	
(s)	Para-17	Earliest Acceptable Year of Manufacture	
(t)	Para-18	Buyer Furnished Equipment	
(u)	Para-19	Transportation	
(v)	Para-20	Air lift	
(w)	Para-21	Packing and Marking	
(x)	Para-22	Quality	
(y)	Para-23	Quality Assurance	

Sl.	RFP Clause	RFP Requirement	Compliance (Yes/No), deviations if any
(z)	Para-24	Inspection Authority	
(aa)	Para-25	Pre-Dispatch Inspection	
(ab)	Para-26	Joint Receipt Inspection	
(ac)	Para-27	Franking clause	
(ad)	Para-28	Claims	
(ae)	Para-29	Warranty	
(af)	Para-30	Product Support	
(ag)	Para-31	AMC Clause	
(ah)	Para-32	ESP Clause	
(aj)	Para-33	PV Clause	
06.	Part V – Evaluation Criteria & Price Bid issues		
(a)	Para-1	Evaluation Criteria	
(b)	Para-2	Price Bid Format	

Annexure-I to Appendix-'D'
(Refer to Para-3(a) & (b) of Appendix-'D')

SCHEDULE OF REQUIREMENT & TECHNICAL SPECIFICATION COMPLIANCE

SL.	QR Requirement	QR Specification	Compliance (Yes/ No). Deviations, if any.
01.	Schedule of Requirements <i>(Para-1, Part-II of RFP)</i>	<p>(a) Supply of Storage, Backup Appliances, Tape Libraries and Backup Software</p> <p>(b) Upgradation of two in number HPE C3000 Blade System (inbuilt with 04 blade Servers each) for High Availability and 48 GB Memory</p> <p>(c) Installation, transportation, integration, testing and support for Servers, Storages, Backup Appliances, Backup Software in High-Availability configuration, Remote Replication between Coast Guard Primary Server Room (PSR) and Disaster Recovery Server Room (DRSR). Onsite installation and support for 03 year.</p> <p>(d) ICG specific installation/ maintenance manuals, video/ audio training material, and training of ICG personnel – 04 Nos. on administration of server/ storage/ tape library systems.</p>	
02.	Technical Details <i>(Para-2, Part-II of RFP)</i>	<p>(a) <u>Technical Specifications</u>: - Supply, installation, upgradation, support of storage, servers as per Appendix-'A'</p> <p>(b) <u>Vendor qualification criteria</u>: -</p> <p>(i) Should have authorised partner of OEM and should have certified manpower as required.</p> <p>(ii) Should be provided with Manufacture Authorisation Form (MAF) certificate specific to Coast Guard from duly authorised official of OEM. MAF should clearly</p>	

SL.	QR Requirement	QR Specification	Compliance (Yes/ No). Deviations, if any.
		mention that vendor have required expertise to provide services have required certified personnel.	

Covering letter format for Commercial Bid.

Company letter head

[Date]

The Director General
{for D(IT) }
Directorate of IT, Coast Guard Headquarters
New Delhi – 110 001

Dear Sir,

**SUB: SUPPLY, INSTALLATION, UPGRADATION AND INTEGRATION OF
SERVER, STORAGE AND TAPE LIBRARIES - INDIAN COAST GUARD**

1. Refer to your RFP No.IT/3014/DISHA/Hardware dated 23 FEB 2017.
2. Having examined the bid document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer for "Supply, installation, upgradation and integration of server, storage and tape libraries at Server Rooms of Coast Guard" as required and outlined in the RFP for Indian Coast Guard. To meet such requirements and provide such services as required are set out in the bid document.
3. We attach hereto the bid of commercial response as required by the bid document, which constitutes our proposal. We undertake, if our proposal is accepted, to provide all the functional and non functional requirements of the solution put forward in Part II of the RFP or such features as may subsequently be mutually agreed between us and Indian Coast Guard or its appointed representatives. We agree for unconditional acceptance of all the terms and conditions set out in the bid document and also agree to abide by this bid response for a period of SIX (06) MONTHS from the date of submission of bids and it shall be valid proposal till such period with full force and virtue. Until within this period a formal contract is prepared and executed, this bid response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and Indian Coast Guard.
4. We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules and other documents and instruments delivered or to be delivered to Indian Coast Guard is true, accurate and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead Indian Coast Guard as to any material fact.
5. We agree that you are not bound to accept the lowest or any bid response

ABBREVIATIONS & TERMINOLOGIES

Terminology	Description
AD	Active Directory
ATS	Annual Technical Support, provided by OEM for patches, upgrades, remote support etc.
CAL	Client Access License
CDA(N)	Controller of Defence Account (Navy). Sub-ordinate offices of PCDA(N) located at various places of India.
CGHQ	Coast Guard Headquarters, New Delhi
CIFS	Common Internet File System. Dialect of SMB.
D2D2T	Disk-to-Disk-to-Tape. An approach to computer storage backup and archiving in which data is initially copied to backup storage on a disk storage system and then periodically copied again to a tape storage system
DISHA	Digital Infrastructure Services for Hosting Applications. A project of Coast Guard to deploy managed IT infrastructure.
DRSR	Coast Guard Disaster Recovery Server Room at Coast Guard Headquarters, New Delhi.
EMS	Electronic Mail System
EOL	End-of-Life. Product of end of useful life and OEM cease to support.
EOS	End-of-Sale
FC	Fibre Channel
FCoE	Fibre Channel Over Ethernet
Gbps	Giga bits per second
GPON	Gigabit Passive Optical Network
HA	High-Availability. A configuration to provide maximum availability of IT infrastructure & services.
HQ.	Headquarter
ICG	Indian Coast Guard
IPADS	Integrated Pay And Disbursement System (IPADS). It is envisaged to

Terminology	Description
	automate the Pay and Allowances of ICG personnel including online submission of Genforms, claims and various forms affecting IPA (Individual Pay Account). The IPADS shall act as centralized accounting system for pay related activities at PCDA (N), all CDAs, and management of personnel related activities at RHQs, CGHQ and Buvik.
iSCSI	Internet Small Computer System Interface
MAF	Manufacture Authorisation Form
NAS	Network Access Storage
NDMP	Network Data Management Protocol
NFS	Network File System. Similar to SMB.
OEM	Original Equipment Manufacturer
PSR	Coast Guard Primary Server Room at Data Center of the SI.
RHQ	Coast Guard Regional Headquarters
SAN	Storage Area Network. A dedicated high-speed network (or subnetwork) that interconnects and presents shared pools of storage devices to multiple servers.
SFP	Small Form-factor Pluggable transceiver. Used to connect network devices with fiber cables.
SI	System Integrator
SMB	Server Message Block. To access files systems over a network as if they were local.

Instructions for Online Bid Submission:

1. The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

2. More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

3. **Registration**

(a) Bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "**Online bidder Enrollment**" on the CPP Portal which is free of charge.

(b) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.

(c) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.

(d) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.

(e) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.

(f) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

4. **Searching for tender documents**

(a) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.

(b) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

(c) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

5. **Preparation of bids**

(a) Bidder should take into account any corrigendum published on the tender document before submitting their bids.

(b) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents – including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

(c) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

(d) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

6. **Submission of bids**

(a) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

(b) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.

(c) Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.

(d) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.

(e) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed,

the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

(f) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

(g) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

(h) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

(j) Upon the successful and timely submission of bids (ie after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

(k) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

7. **Assistance to bidders**

(a) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

(b) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.