

REQUEST FOR INFORMATION (RFI)
SECURE MANAGEMENT OF VOICE ACCESS AND DATA
(SeMVAD)

1. The Ministry of Defence, Government of India, intends to establish the core IT Infrastructure to ICG Ashore units for Secure Management of Voice Access and Data Management as part of the SeMVAD project.
2. This Request for Information (RFI) consists of three parts as indicated below:-
 - (a) **Part I.** The first part of the RFI incorporates operational characteristics and features that should be met by the equipment. Few important technical parameters of the proposed equipment are also mentioned.
 - (b) **Part II.** The second part of the RFI states the methodology of seeking response of vendors. Submission of incomplete response format will render the vendor liable for rejection.
 - (c) **Part III.** Guidelines for Framing Criteria for Vendor Selection/Pre Qualification in Buy Indian (IDDM), Buy (Indian) and Buy & Make (Indian) Cases.

PART-I

3. **Intended Use of Equipment (Operational Requirements).** The Government of India has unveiled "Digital India"- an ambitious programme to "transform India into digitally empowered society and knowledge economy". In the same direction GoI has directed the Armed Forces to transform into "Digital Armed Forces" and take necessary steps towards achieving the same. I.A.W GoI initiative Indian Coast Guard has also initiated the "Project SeMVAD", wherein it is intended to connect the all ICG Ashore units for secure voice access and data communication by enabling the Voice over Internet Protocol to reside the data inside ICG perimeter. The broad requirement of the project are as under:-
 - (a) Delivery, installation, integration & commissioning of 43 in nos. 42 U zero touch Remote Office Branch Office (ROBO) servers.
 - (b) Delivery, installation, integration & commissioning of requisite hardware and software for the VoIP based IP telephones.

(c) 02 year warranty and 03 years All Inclusive Annual Maintenance Contract (AIAMC).

(d) Bidder to provide following manpower for the duration of three years for the support of ROBO, VoIP services & maintaining the secured cyber posture of ICG:-

- (i) Five in nos. (L2 level) manpower for the ROBO servers.
- (ii) Five in nos. (L2 level) manpower for the VoIP services.
- (iii) Two in nos. Cyber Security expert.

(e) Training of approx. 50 nominated ICG personnel on the provisioned services.

4. **Important Technical Parameters.** The project is intended to address the Digitisation imperatives of the Indian Coast Guard by establishing a Secure Management of Voice Access and Data Management at ICG Ashore units under the project "SeMVAD" with creation of enabling digital infrastructure to pave the way for systematic digitisation of secure voice access and data. The Government of India has unveiled "Digital India"- an ambitious programme to "transform India into digitally empowered society and knowledge economy". In the same direction GoI has directed the Armed Forces to transform into "Digital Armed Forces" and take necessary steps towards achieving the same. I.A.W GoI initiative Indian Coast Guard has also initiated the "Project SeMVAD", wherein it is intended to connect the 43 ICG ashore units for secure voice access and data communication by enabling the Voice over Internet Protocol to reside the data inside ICG perimeter.

5. The high level scope under the Project "SeMVAD" is as mentioned below:-

(a) **Core IT Infrastructure.** Remote Office Branch Office (ROBO) servers are home to the computational power, storage, and applications which are necessary to support IT requirements to meet the objectives of Digital Coast Guard. This zero touch ROBO server infrastructure along with modular network rack provision for connectivity in the ICG network and CG cloud services on high availability basis. The ROBO servers ensures reliable availability of CG cloud IT services through ICG network as well as local network. In addition, various critical services such as campus LAN, VoIP based telephone, various in-house application hosting, Next Generation Firewall (NGFW), Data Backup and storage devices for data shares etc. can be performed by specialised ROBO servers. Various features and component of ROBO servers are as follows:-

- (i) Zero Touch operation.
- (ii) Online Remote accessibility along with Online Camera

- (iii) Built in online UPS.
- (iv) Single/ Multiple Smart Power Distribution unit.
- (v) Biometric Access Control.
- (vi) In Built Temperature Sensor.
- (vii) In built humidity sensor.
- (viii) Automatic Fire Alarm with In-Built automatic Fire extinguisher System.
- (ix) Modular Data Rack with Smart Rack Cooling Unit.
- (x) Automatic Rodent Repellent.
- (xi) Centralised Health Monitoring.
- (xii) Hyper Converged Appliance (HCA) 03 Nodes Servers
- (xiii) Minimum compute 20 Core/ 2.4 Ghz, Dual processor, 256 GB RAM
- (xiv) Storage – 1.64 TB X 3 with virtual SAN including 01 TB SSD
- (xv) Single/ Multiple L2/ L3 network switches minimum 8 port.
- (xvi) Software Defined WAN.
- (xvii) Next Generation Firewall
- (xviii) Backup software
- (xix) Latest windows servers or compatible OS
- (xx) Vulnerability assessment reports of all component.
- (xxi) All the software should have perpetual license for the use at the enterprise level.

(b) **Secure Voice Management through VoIP.** ICG has established the MPLS/ VSAT connectivity in 80 ICG site in pan India. Establishment of VoIP based secured voice management system at ICG sites will enhance interunit secure communication. The VoIP services will assist ICG units to communicate

among ICG' units using centralised intercom facility in a secured manner without a requirement to use STD facility. Further, the system will also permit these units to communicate outside ICG using PRI lines. Users will also be able to make secured video call using executive phone and to send receive fax digitally.

6. **Training.** The Bidder is required to train approx. 50 in nos. nominated personnel on operability and maintenance aspects (L1 and L2) of provided ROBO servers and VoIP telephones solutions along with general aspects of FAQs and SOPs.

7. **Warranty and AIAMC.** The project also envisaged two year warranty support followed by three years AIAMC of all products and services to be delivered as part of this project. All spares, maintenance support, upgrades, patches and renewal of software/ enterprise/ database licences are to be provided free of cost during the period of warranty and AIAMC. Bidder to provide the OEM specified date for life cycle support for each product. All update and upgrades must be covered under the warranty.

8. **On-site Manpower.** The project also envisages positioning of 12 number of OEM certified on-site manpower (L2) by the vendor to support 24x7 operations of the Digital Infrastructure.

9. **Integration with Existing Hardware, Network.** The project also envisages integration/ assimilation of the existing hardware available in the interim data centre of ICG. Presently 25 in nos. ICG sites are utilising the ROBO servers and VoIP telephone services. These all sites are being monitored by the Data Centre. Bidder to provide a solution of VoIP based telephone services which can be integrated with the existing services. Further, ICG has deployed CISCO CUCM 12.0 as central servers for unified communication. The system supports IP telephony, video conferencing, messaging. The servers deployed with Gateway for PRI/SIP, Operator console workstation/ Software, Gateway for FXO, Session Mediation Enterprise (SME) software and user license. Also, bidder to provide a single pane of glass for the centralised monitoring of all ROBO servers which includes existing ROBOs also.

10. **Indigenous Content.** Minimum expected Indigenous content is 60% by cost of the overall project value. Bidder to list out the product wise indigenous and non-indigenous content.

11. **Vendors should confirm that following conditions are acceptable:-**

(a) The solicitation of offers will be as per 'Single Stage-Two Bid System'. It would imply that a 'Request for Proposal' would be issued soliciting the technical and commercial offers together, but in two separate sealed envelopes. The validity of commercial offers would be at least 18 months from the last date of submission of offers.

(b) The technical offers would be evaluated by a Technical Evaluation Committee (TEC) to check its compliance with RFP.

- (c) Amongst the vendors cleared by TEC, a Contract Negotiations Committee would decide the lowest cost bidder (L-1) and conclude the appropriate contract.
- (d) Vendor would be bound to provide product support for time period specified in the RFP, which includes spares and maintenance tools/jigs/fixtures for field and component level repairs.
- (e) The vendor would be required to accept the general conditions of contract given in the Standard Contract Document at Chapter VI of DAP.
- (f) **Integrity Pact (if applicable)**. An integrity pact along with appropriate IPBG is a mandatory requirement in the instant case (**Refer Annexure I to Appendix M of Schedule-I of DAP-2020**).
- (g) **Performance-cum-Warranty Bond**. Performance-cum-Warranty Bond both equal to 5% value of the contract inclusive of taxes and duties is required to be submitted after signing of contract.

PART-II

12. **Procedure for Response.**

- (a) Vendors must fill the form of response as given in **Vendor Information Proforma and Request for Information Questionnaire**. Apart from filling details about company, details about the exact product meeting other generic technical specifications should also be carefully filled. Additional literature on the product can also be attached with the form.
- (b) The filled form should be dispatched at under mentioned address
- To,
 The Director General
 [for Principal Director (IT)]
 Coast Guard Headquarters
 National Stadium Complex
 Purana Quila Road
 New Delhi - 110001
 Email ID: dte-it@indiancoastguard.nic.in
- (c) Last date of acceptance of filled form is **10 Nov 23**. The vendors short listed for issue of RFP would be intimated.

13. The Government of India invites responses to this request only from reputed System Integrators with commensurate experience in delivering, implementing and supporting complex IT projects in the Government Sector. The end user of the equipment is Indian Coast Guard.

14. This information is being issued with no financial commitment and the Ministry of Defence reserves the right to change or vary any part thereof at any stage. The Government of India also reserves the right to withdraw it should it be so necessary at any stage. The acquisition process would be carried out under the provisions of DAP.

REQUEST FOR INFORMATION: PROCEDURE FOR RESPONSE

Request for information for

1. The Indian Coast Guard is planning to procure the core IT Infrastructure and Secure Voice Access and Data Management Hardware and Software to ICG Ashore units as part of the SeMVAD project. With the view to identify probable vendors who can undertake the said project, reputed System Integrators with commensurate experience in delivering, implementing and supporting complex IT projects in the Government Sector are requested to forward information on the product/ solutions which they can offer. The parameters/ broad specifications of the item are mentioned in the questionnaire attached as per Appendix B. In addition the vendors are required to furnish details as per Pro forma at Annexure II to Appendix A.

2. Apart from the information as per the Appendices the vendors may also forward technical details/product brochures/literature etc. pertaining to the item in question.

3. The required information/ details may please be forwarded at the following address by

(a) User Directorate (Furnish postal address, telephone No, Fax No and Email ID).

To,
The Director General
[for Principal Director (IT)]
Coast Guard Headquarters
National Stadium Complex
Purana Quila Road
New Delhi - 110001

Annexure II to Appendix A

VENDOR INFORMATION PROFORMA

1. **Name of the Vendor/Company/Firm**

(Company profile including Share Holding pattern, in brief, to be attached)

2. **Type (Tick the relevant category)**

Original Equipment Manufacturer (OEM) Yes/No

Authorised Vendor of foreign Firm Yes/No (attach details, if
yes) Others (give specific details)

3. **Contact Details**

Postal Address:

City: _____ State: _____

Pin Code: _____ Tele: _____

Fax: _____ URL/Web Site: _____

Email: _____

4. **Local Branch/Liaison Office/Agent (if any).**

Name & Address: _____

Pin code: _____ Tel: _____ Fax: _____

Email: _____

5. **Financial Details.** Category of Industry (Large/ Medium/ Small Scale): _____.

6. **Certification by Quality Assurance Organisation**

Name of Agency	Certification	Applicable from (Date &Year)	Valid till (Date & Year)

7. **Details of Registration**

Agency	Registration No.	Validity (Date)	Equipment
GeM			
DGQA/DGAQA/DGNAI			
OFB			
DRDO			
Any other Government Agency			

8. **Membership of FICCI/ASSOCHAM/CII or other Industrial Associations.**

Name of Organisation _____ Membership Number _____

9. **Equipment/Product Profile (to be submitted for each product separately)**

(a) Name of Product: _____
 (IDDM Capability be indicated against the product)
 (Should be given category wise for e.g. all products under night vision devices to be mentioned together)

(b) Description (attach technical literature):

(c) Whether OEM or Integrator: _____

(d) Name and address of Foreign collaborator (if any):

(e) Industrial Licence Number: _____

(f) Indigenous component of the product (in percentage):

(g) Status (in service/design & development stage):

(h) Production capacity per annum:

(j) Countries/agencies where equipment supplied earlier (give details of quantity supplied):

(k) Estimated price of the equipment

10. Alternatives for meeting the objectives of the equipment set forth in the RFI.

11. Any other relevant information:_____

12. **Declaration.** It is certified that the above information is true and any changes will be intimated at the earliest.

Note: Paragraph 44 and Appendix F to Chapter II may be referred.

(Authorised Signatory)

REQUEST FOR INFORMATION: QUESTIONNAIRE

Ser No	Specifications/ Parameters	Reply
1.	General Parameters	
(a)	Is your company an Indian Vendor as defined at Paragraph 20 of Chapter I of DAP 2020 that is to say, "An Indian Entity" registered under the relevant Indian laws and complying with all regulations in force applicable to the industry. Also please specify whether your entity is a company, subsidiary, an associate company (as defined in the Companies Act, 2013), a consortium or a Joint Venture (JV).	
(b)	Has any of your Business dealing or business dealings with any of your allied entities been suspended or banned, by MoD/ SHQ or any Government Department or organization (as defined in Guidelines for Penalties in Business Dealings with Entities issued vide Ministry of Defence, D (Vigilance) MoD ID No 31013/I/2006-D (Vig) Vol II dated 21 Nov 2016). A self-declaration duly certified by a practicing company law expert is to be enclosed.	
(c)	Have any of your company's Promoters and/ or Directors have been declared as wilful defaulters in connection with any previous/ ongoing/ prospective contracts concluded/ proposed to be concluded with MoD/ SHQs/any other Ministries/ Government organisations. A self-declaration duly certified by a practicing company law expert is to be enclosed.	
(d)	Have you registered in India under the Indian Companies Act 1956/ LLP Act 2008 / Partnership Act 1932 and should have been operating for the last five years as on the date of publishing of Tender/ RFP notice (including name change/impact of mergers or acquisitions).	
2.	Technical Parameters	
(a)	Please specify, whether your firm is a manufacturing entity, a System Integrator or	

	an OEM partner.	
(b)	Please specify number of years of experience in delivery, implementation and support of complex IT projects. Documents in support of the experience claimed must be enclosed.	
(c)	Have you provisioned/ implementation/ support of ROBO servers and VoIP based IP telephones	
(d)	Copy of Certifications like Gartner Quadrant/ ISO9001/ CMMi3 or more (specifying development/ service/ acquisition models) /ISO27001, if held to be attached. How old is your ISO certification (years).	
(e)	Whether the vendor has any existing partnership with OEMs for long term product support for provisioning of ROBO servers and VoIP telephone equipment.	
3.	Financial Parameters	
(a)	<u>Average Annual Turnover.</u> Minimum average annual turnover for last three financial years, ending 31 st March of the previous financial year to be specified. A self-certification/ extracts of audited balance sheets duly verified by a practicing chartered accountant/ company secretary to be attached.	
(b)	<u>Net Worth.</u> Net worth of entities, ending 31 st March of the previous financial year to be specified. A self-certification/ extracts of audited balance sheets duly verified by a practicing chartered accountant/ company secretary to be attached.	
(c)	<u>Insolvency.</u> A self-declaration duly signed by the Board of Directors/ authorised signatory certifying that the entity should not be under insolvency resolution as per Indian Bankruptcy Code at any stage of procurement process from the issuing of RFP to the signing of contract to be submitted.	
(d)	<u>Credit Rating (Desirable Financial Parameter).</u> Long term credit rating as on 31 st March of the previous financial year equivalent to CRISIL rating on Corporate	

	Credit Scale as CCR-BBB or better issued by credit rating agencies recognized by SEBI to be specified. Relevant supporting documents to be attached.	
(e)	<u>Road Map for meeting 60% IC content.</u> Vendor should clearly specify the envisaged roadmap for meeting the IC content requirements of the project. However, if meeting the specified IC content is not considered feasible by the vendor, maximum IC content which can be complied is to be clearly indicated.	
(f)	Project Implementation Timeline. Envisaged timelines for implementation of the project is to be clearly indicated for the delivery, implementation, commissioning and manpower positioning for ROBO and VoIP solutions.	
(g)	<u>Project Cost.</u> Estimated financial implications for complete project along with breakdown of major components to be indicated as under:- (a) ROBO servers (b) Hardware/software for the VoIP solutions(bidder to provide unit price for all component required for the central site and client site) (c) AIAMC (d) Onsite manpower (e) Installation & commissioning charges for all 43 ICG sites.	

Note: Any vendor furnishing false information will be liable for action as per existing guidelines. Bidders to provide the self-certified relevant documents or work completion certificate. Also, bidder to provide relevant MAF from OEM.