

Government of India
Ministry of Communications & [Information Technology](#),
Department of Posts
[Centre for Excellence in Postal Technology](#),
Postal Training Centre [Campus](#), Mysore-570010

Dated: 05/12/2011

NOTICE INVITING TENDER
Short tender Notice

No. ST-2/Data Centre/2011-12

Sealed Tenders are invited for and on behalf of the President of India for **Outsourcing of Data Centre Support Services including network administration** from the eligible tenderers. The tenders will be received up to 1430 hrs on 29/12/2011, which will be opened at 1500 hrs on 29/12/2011. In the event of specified date for tender opening being or is declared as a closed holiday for Government Offices then the tenders will be accepted and opened on the next working day at the time mentioned already indicated.

Scope of Work

Outsourcing of Data Centre Support Services including network administration as detailed in Annexures II & III of this [Notice Inviting Tender](#).

Earnest Money Deposit to be submitted: Rs. 20,000/- (Rupees Twenty thousand only)

Interested parties may view and download the tender document containing the detailed terms & conditions, from the website www.indiapost.gov.in or www.ptcmysore.gov.in.

[Pre-bid meeting and Site Inspection](#)

[A pre-bid meeting will be held at 1500 Hrs on 14/12/2011 at Postal Training Centre \(PTC\), Conference hall. The undersigned shall have the option to modify terms and](#)

conditions mentioned in the NIT based on the feedback of pre-bid meeting. If found necessary during the pre-bid meeting, the undersigned could consider visit of the bidder to the reference site mentioned in the NIT.

Joint Director
Postal Training Centre,
Mysore-570010

Government of India
Ministry of Communications & Information Technology,
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Postal Training Centre campus, Mysore-570010

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SECTION-I: PREAMBLE

➤ **1.01 Introduction**

Data Centre at Centre for Excellence in Postal Technology, Postal Training Centre Mysore is equipped with 72 active servers, 2 Communication racks with communication & networking equipment, 3 Server Racks and 1 SAN Rack (3 TB storage). The details of equipment are given in **Annexure I**.

The key roles required to be performed by the successful bidder are :

- Data Centre operation support.
- Windows Operating Platform support.
- RDBMS support on SQL server 200X.
- Backup and Restore services.
- Assets Management.

Some of the regular/ongoing tasks include server administration, LAN administration, SAN administration, Backup administration, Database administration, Asset Management Services for infrastructure including Servers, Desktops, Printers, Networking equipment, Peripherals etc.

The above activities are being coordinated by the in-house professionals of the CEPT, Mysore. The in-house professionals need to be assisted in the above activities.

1.02 Scope of work

This tender aims to **Outsource Data Centre Support Services including network administration** in Center for Excellence in Postal Technology, PTC Campus, Mysore. The scope of this tender includes positioning of qualified and trained technical professionals at site to provide the services as per the details in **Annexure II & III**.

CEPT will provide access to the sites where services are to be provided, place to sit for operational work and information about Data Centre and resources required for providing required services.

1.03 Eligibility Criteria:

A)

- a. Bidder should have a turnover of Rupees one crore or more per year during 2009-10 and 2010-11. The turnover for each year refers to bidding firm alone and not the composite turnover of its subsidiaries/ sister concerns etc. Proof to be enclosed.
- b. The bidder must have a valid ISO 9001:2000 certificate for Data Centre Services. Copy of the Certificate to be enclosed.
- c. Authorization from the M/s. Hewlett Packard (OEM) for undertaking support mentioned in the Tender. Authorization letter from OEM to be attached.
- d. Bidder should have its office(s) in Mysore or Bangalore. Address proof and contact details are to be enclosed.
- e. Should have experience of atleast two years in providing Data Centre Support Services to organizations having Data Centres with more than 50 Servers, Fiber Channel Network and Enterprise class Backup Solution.

B) The bidder must submit the following documents in addition to the documents mentioned above in a separate envelope duly sealed with wax superscribed '**Technical Bid Envelope**'. **In the absence of these documents, the tender will be rejected:**

- i). The tender document of the successful bidder will be treated as Contract. Therefore, the Authorized Signatory should affix signature and seal on every page of the tender document and enclose the same as a part of Technical Bid
- ii). Receipt issued by Income Tax authority in support of the bidder having submitted the latest I.T. return.
- iii) PAN number of the firm allotted by the Income Tax authorities should be submitted along with the technical bid.
- iv) Attested copies of Articles of Association (in case of registered firm), Bye-laws and certificates of registration (in case of registered co-operative Societies), partnership deed (in case of partnership firm).
- v) Audited Balance sheet for 2009-10 and 2010-11.
- vi) Documents in support of agency's experience of latest two years in providing Data Centre Support Services to organizations having Data Centres with more than 50 Servers, Fiber Channel Network and Enterprise class Backup Solution.
- vii) Bidder should furnish a list of two clients to whom similar services have been provided. Proof about undertaking similar services, successful

- completion to be attached.
- viii) The Bidder should give an undertaking that it will follow all directives of the Government, applicable to itself (firm) and its employees.
 - ix) Central Sales Tax No. (Proof to be enclosed):
 - x) Local Sales Tax No. (Proof to be enclosed):
 - xi) ESI Registration No.(Proof to be enclosed) :
 - xii) EPF Registration No. (Proof to be enclosed):
 - xiii) Service Tax No.(Proof to be enclosed) :

2. Relevant portions, in the documents submitted in pursuance of eligibility criterion A(a) to (e) and B (i) to (xiii) mentioned above, may be highlighted. If a tender is not accompanied by all the documents mentioned at A & B, the same would be rejected outright. Undertaking for subsequent submission of any of the above documents will not be entertained under any circumstances.

3. **Technical Bid** format is given at **Annexure- IV**

SECTION-II: MAIN TERMS AND CONDITIONS

2.01 Specifications

Specifications of the Services required in the Data Centre are given at **Annexures II & III**. Bidders should quote for all the items mentioned in Annexures II& III; otherwise this bid will be rejected from consideration under this tender.

2.02 Submission of Bids

The bid should be submitted in two parts in separate wax sealed envelopes Viz. Technical bid and financial bid. The envelopes containing the Technical & Financial bids must be enclosed in a separate wax sealed envelope and reach the Assistant Director (Admin) Postal Training Centre, Mysore-570010 complete in all respects, **latest by 1430 hrs on 29/12/2011**; otherwise they will be rejected.

2.03 Opening and Validity of the Bids

- i. The technical bids will be opened on **29/12/2011 at 1500 hrs** at Postal Training Centre Mysore.
- ii. The bids shall be valid for a minimum period of 90 days from the date of tender opening.
- iii. The rates quoted in the accepted bid shall be valid for a period of at least two years (24 Months) from the date of placing the initial order. No request will be considered for upward revision of charges during the period of contract.

2.04 Delay in Submission of Bids

CEPT will not be responsible for any delay by the vendor in the submission of the bids.

2.05 Manner of Submission of Bids

The offers submitted by Telex/fax/e-mail or any manner other than what has been specified in Clauses 2.07 and 2.08 below, will not be considered. No further correspondence in this regard will be entertained.

2.06 Earnest Money Deposit (EMD)

The Bid should also contain relevant supporting documents and Earnest Money Deposit(EMD) of Rs.20,000 (Rupees Twenty thousand only) by way of Account Payee Demand Draft / Pay Order from any commercial bank, drawn in favor of "Joint Director Postal Training centre, Mysore-10" payable at Mysore. No Bank Guarantee will be accepted in lieu of EMD.

2.07 Submission Procedure

The bid should be submitted in two separate inner covers addressed to the Assistant Director (Admin) Postal Training Centre, Mysore-570010 as follows:

Part – I EMD and Technical Bid as per **Annexure IV**

Part – II Financial Bid as per **Annexure V**

The envelope sealed & superscripted "**Tender for Data Centre Support Services including network administration –Technical Bid**" would contain bidder details as per **Annexure-IV** of the tender document and other documents in support of clause 1.03 above.

The second envelope sealed & superscripted "**Tender for Data Centre Support Services Financial Bid Annexure-V**" would contain the financial bid. It will be opened only for technically qualified bidders on a notified date in the presence of Bidder's representative (only one). A Tender Evaluation Committee would examine the commercial offers to select the L1 vendors as per the prescribed criterion.

2.08 The outer cover in which these two sealed covers are placed should be addressed to the Assistant director (Admin) Postal Training Centre, Mysore-570010 duly superscripted "**Data Centre Support Services -Tender No., Due Date**".

2.9 Opening and Processing of Technical and Commercial Bids

The outer sealed cover containing EMD receipt, Technical Bid and Financial Bid cover only will be opened in the first instance in the presence of Tenderer or his representative **at 1500 hrs on 29/12/2011**. Only one representative per tenderer would be permitted to be present at the time of opening the bids.

A duly constituted Technical Evaluation Committee (TEC) will evaluate the Technical Bids on the basis of eligibility criteria as per Service

requirement(described at Annexure-II , [Annexure –IV and Clause 1.03](#)) and the bids which fail to meet the eligibility criteria may be technically rejected. TEC may visit, if considered necessary, facilities where agency is already providing Data Centre Support Services. Technical committee may, at its own discretion, decide to inspect the bidder's/User's work premises to evaluate and ascertain the details as furnished by the bidder in their bid and bidder's competence to perform the offered services. All expenses relating to the visits will be borne by CEPT, Mysore. Based on the evaluation results, bidders will be short listed and the names of the short listed bidders will be further announced. The technically qualified bidders will be considered further for financial evaluation.

2.10 Opening of Financial Bids and evaluation

The financial bids of only technically short listed bidders will be opened in the presence of their representatives on a specified date and time to be intimated to the respective bidders, and the same will be evaluated by a duly constituted Tender Evaluation Committee (TEC).

2.11 Right of rejection and debarring

The undersigned reserves the right to reject any bid at on technical / procedural / commercial / financial ground without assigning any reason. The decision of the undersigned as per above will be final and no representation of any kind will be entertained on the above. Any attempt by any bidder to bring pressure of any kind, may result in rejection of the bid and forfeiture of the EMD and the bidder may be liable to be debarred from bidding for tenders in future for a period of at least three years.

2.12 Validity of the bid

The selected bid will be valid for a period of 24 (twenty four) months in the first instance. It may be extended for a further period of maximum 24 (Twenty four) months depending upon the need for continuity and competitiveness of the prices.

However the undersigned reserves the right to terminate the bid at any time before the expiry of 24 months period, either initial or extended, by issuing a notice of one month to the bidder on any administrative grounds.

2.13 Quotation of Prices

The prices should be quoted in Indian Rupees as per the format given at Annexure – V. Service Tax, Sales Tax etc. as applicable, should be quoted separately. Price should include all charges incurred for providing Data Centre Support Services. The rates quoted and accepted in the Annexure-V will be paid to the successful bidder. No other payment will be made. Request of any type, for enhancement, additional payment will not be entertained.

2.14 General Conditions

(1) Any conditions mentioned by the bidder in the bids submitted will not be binding on CEPT. All the terms and conditions for providing Data Centre Support Services will be as mentioned herein and no change in the terms and conditions is acceptable. Alterations, if any, in the tender bid should be attested properly by the bidder by affixing full signature of the authorized signatory, failing which, the bid is liable to be rejected.

(2) In the event of the bidder's Company or the concerned Division of the Company is taken over / bought over by another company, all the obligations under the agreement should be passed on for compliance by the new company / division in the negotiation for their transfer.

(3) The bidder shall honor all aspects of fair trade practices in all their dealings.

(4) The bidder shall be responsible for any damage to equipment, property and third party liabilities or any loss to the Department caused by acts or omissions of its professionals positioned at the sites referred to in the Tender. All equipment shall be used only for the purpose of carrying out legitimate business and shall not be put into any other use.

(5) CEPT stands absolved for any liability on account of death or injury sustained by any person deployed by the successful bidder during the performance of this service and also for any damages or compensation due to any dispute between the bidder and its manpower.

(6) The bidder will indemnify CEPT of all legal obligations to its professionals deputed to work on CEPT sites.

(7) No deviations from these terms and conditions will be accepted. Any violation there of will lead to rejection of the bid and forfeiture of EMD.

(8) Ambiguities in specifications and in price quotes should be strictly avoided.

(9) CEPT has only hired technical services from the agency. The manpower deployed by it for this purpose will be its employees and they will have no right for absorption in CEPT at any stage.

(10) The skill set and experience for each category of technical support professionals is given as **Annexure-III**. These are mandatory requirements, non compliance of anyone of these requirements shall result into the rejection of the bid from consideration under this tender.

(11) The deputed professionals must be on the bidder's payroll.

(12) The bidder shall sign an NDA (Non-Disclosure-Agreement) to the effect that neither the bidder nor any of its employees shall disclose/share any information, willfully or otherwise they acquire during the course of executing the Tender or subsequently with any unauthorized person, firm or agency.

(13) Bidder should have capacity to deploy technically competent/ trained manpower to meet requirements mentioned in the Tender within 10 days from the date of placing of work order. Detailed list of employees with their qualification, certification and experience to be submitted within 1(One) week of receiving the work order.

(14) If the bidder quotes less manpower than what is specified in the bid, the bid shall be rejected.

2.15 Subletting:

Selected bidder shall not assign or sublet this contract or any part of it to any other agency in any form. In event of doing so, it shall result in termination of contract and forfeiture of Security Deposit. During the period of contract, if the bidder provides such services to any other user at lower price, it has to extend such lower rates to CEPT from date of offering such lower rates.

2.16 Security Deposit and Refund of EMD

In the case of unsuccessful bidders whose tenders are not considered for placing order, the Earnest Money Deposit will be refunded without any accrued interest within one month of the final decision for selection. In the case of tenderers whose tenders are accepted for placing the order, tenderers will have to submit a **security deposit of 10% of order value** along with its acceptance in the form of Bank Guarantee of any commercial bank for the duration of the contract. CEPT will have the right to invoke the security deposit without assigning any reason if performance of the successful bidder is not found up to the mark or is in violation of tender conditions. On submission of Security Deposit their EMD would be released without any interest accrued on such fiscal deposits.

2.17 Schedule for Deployment of Services

The successful bidder shall start providing Data Centre Support Services as mentioned in the Tender within ten days from the date of placing of work order. Any unjustified and unacceptable delay in delivery of services beyond the delivery schedule as per Order will render the agency liable for penalty as per penalty clause. Thereafter CEPT holds the option for cancellation of the order and getting the work done from alternative sources at the cost and risk of the defaulting agency. Any extra expenditure incurred by the undersigned for getting the work done from other bidders / open market due to the failure of the successful bidder to provide services within the scheduled time as mentioned in the job/work order, will be recovered from the successful bidder through Security Deposit or pending bills or other dues, if any, or by raising claims accordingly.

2.18 Submission of Invoices and Payment

Payment will be released monthly on completion of the month. The successful bidder will submit pre-receipted bills in triplicate for each month at the end of the month along with certificate from the CEPT Coordinator regarding satisfactory performance related to the various services.

The payment will be processed expeditiously to release payments within 10 days of receipt of bills.

Payments shall be subject to deductions of applicable penalty amount where the bidder does not fulfill the agreed terms & conditions, as the case may be. All payments shall be made subject to deduction of TDS (Tax Deduction at Source) as per the income- Tax Act, 1961 and any other applicable taxes, from time-to-time.

2.19 Service Assurance

For the purpose of measuring and assessment of service level, all logged problems shall be classified as Critical, Major and Minor as per the following definition. The classification will be decided by the Data Centre in-charge / Joint Director/ Director or any other nominated official and may change based on the perception of the problem, on case to case basis.

Critical

A problem that affects more than 10% of Data Centre Services is classified as Critical. E.g. Failure of a Network, Cooling Units, Power Failures etc.(In addition, CEPT may define certain Equipments, services as critical for e.g. Storage/Network Devices/Backup Devices etc., depending on the need and priorities of user departments and state departments.

Major

A problem which affects more than 5% and upto 10% of Data Centre Services at anytime due to non availability of important services.

Minor

These problems that affects a single user or a small group of users. Minor problems may also be due to partial availability of a service. The bidder should ensure following Response time for the above three categories of calls.

Problem Category Response Time

Critical	- Immediately
Major	- 5 minutes
Minor	- 10 Minutes

Bidder shall meet the above mentioned problem response time targets. If the problem is not responded to within the stipulated time, penalty shall apply. Proper call logs shall be maintained.

2.20 Deployment of Services

1. The successful bidder shall deploy only qualified, certified, experienced and appropriately trained manpower as per the job requirements and qualifications indicated at Annexure-II & III for providing Data Centre Support Services. The bidder shall provide details of qualification, training and experience of manpower to undersigned before deployment. If undersigned finds that manpower being deployed does not have required qualification and experience, the bidder shall be informed and the bidder should take corrective measures immediately.

2. The bidder shall take a declaration from every individual deployed for the services that they have not been involved in any case with the Police/ any security Agency of Government of India. The bidder should obtain Police Verification report for each person deployed and keep them on its records.

3. The bidder firm shall keep with it, the present and permanent address, contact numbers (Phone/ Mobile number), e-mail address, educational and technical qualification, specimen signature, two passport size photographs in respect of each person deployed and furnish these details/information to the undersigned before deployment. The bidder shall supply valid I-cards to all the professionals deployed for Data Centre Support Services at CEPT.
4. The bidder/ professionals deployed for Data Centre Support Services at CEPT shall not develop any direct/indirect business/commercial relationship with the user/client organizations of CEPT.
5. The deployed persons shall maintain office decorum. They shall be courteous, polite, co-operative and committed to the work given to them. They may be required to work on holidays, shifts and beyond office hours as per project requirements, for which no extra payment will be made.
6. The bidder will ensure that no information, about the software, hardware, network and the policies of the CEPT and its client organizations, is taken out in any form from the Data Centre. For this a separate **“Non Disclosure Agreement”** needs to be signed within 2 weeks after receipt of work order as mentioned at Para 2.14 (12).

2.21 Penalty Clauses

1. The bidder must provide all the technical manpower within ten days from the date of placing of work order failing which penalty as mentioned at Para 9 of terms and conditions in Annexure-II subject to maximum of the value of security deposit, after which work order will be cancelled and Security Deposit will be forfeited.
2. In case of non-performance of supplied technical manpower, being absent for longer duration, misbehavior, any other reason that is unacceptable, the undersigned reserves the right to reject the candidature of that personnel. In such case the bidder shall be liable to provide replacement of that manpower, within 24 hours from reporting of such eventuality. If the bidder fail to do so penalty as mentioned at Para 9 of terms and conditions in Annexure-II will be levied.
3. Penalty as mentioned at Para 9 of terms and conditions in Annexure-II will be levied against the absence of any deployed person from assigned place of duty.
4. If the selected bidder is not able to fulfill its obligations under the contract, which includes non-completion of work, CEPT reserves the right to select another Agency to accomplish the work. Any cost, excess expenditure, damages etc., resulting out of the same shall have to be borne by the successful bidder.
5. The bidder shall ensure that salaries are given to the deployed technical manpower in time and that the bidder shall be responsible for all and any of eventual default or violation of labour laws applicable to such cases.
6. If the bidder does any malpractice in payment to any deployed technical manpower, its security deposit will be forfeited and his job order will be cancelled.
7. At place/site of deployment where the bidder is providing services as per the tender conditions, if any of the items is found missing, or in case of occurrence of any theft or damage to Government of India property for which the bidder or the

persons provided by the bidder are found responsible, the bidder shall have to pay the cost of loss /damage as decided by the competent authority.

8. Damage caused due to carelessness in handling of hardware & software, the bidder shall be liable to be penalized to the tune of value of involved products including the opportunity cost for the project component associated with such mishandling.

2.21 Arbitration

If any difference arises concerning this agreement, its interpretation or on the payment to be made there under, the same shall be settled by mutual consultations & negotiations. If attempts for conciliation do not yield any results within a period of 30 days, either of the parties may make a request to the other party for submission of the dispute for decision of by an arbitral tribunal containing a sole arbitrator. Such request shall be accompanied with a panel of names of three persons to act as the sole arbitrator. In case of such arbitrator refusing, unwilling or becoming incapable to act or his mandate having been terminated under Law, another arbitrator shall be appointed in the same manner from among the panel of three persons to be submitted by the claimant. The arbitration proceedings shall take place at Bangalore and shall be conducted in English. The provisions of Arbitration and Conciliation Act 1996 and the rules framed there under and in force shall be applicable to such proceedings.

2.22 Applicable law

The Contract shall be governed by the laws and procedures established by Government of India, within the frame-work of applicable legislations and enactments made from time to time concerning such techno commercial dealings/processing.

2.23 Miscellaneous

Any other terms & conditions, mutually agreed prior to finalization of the contract shall be binding on the successful bidder and on the undersigned, during the period of the contract. Default of any terms and conditions of the tender will result in rejection of the bid and forfeiture of EMD/Security deposit, accordingly.

Joint Director
Postal Training Centre,
Mysore-570010

Annexure I
Details of Servers and Network Equipments in the Data Center

Blade Enclosures		
RACK-1		
Enclosure	Make/Model	Server Type
Encl 1	HP proliant BL460c - 6 Nos and HP proliant BL680c G5 - 3 Nos	Application
Encl 2	HP proliant BL860C - 8 Nos.	Database
Encl 3	HP proliant BL680C - 8 Nos.	Application
SAN RACK 2		
EMC Clariion		1
Server Rack3		
MAKE/MODEL	Server Type	
HP PROLIANT DL 580 G5	Application	
HP PROLIANT DL 580 G5	Application	
HP INTEGRITY RX 2620	Database	
HP INTEGRITY RX 2620	Database	
HP PROLIANT DL 580 G5	Application	
HP PROLIANT ML 570	Application	
WIPRO NET SERIES	Application +DB	
WIPRO NET SERIES	Application+ DB	
Server RACK 4		
MAKE/MODEL	Server Type	
HP PROLIANT ML 570	Application	
HP PROLIANT ML 570	Database	
HCL	Database	
HP PROLIANT ML 570	Application	
HP ML 350G	Application	
HP ML 350G	Application	
DATA CENTRE Network Equipments Rack 5		
Cisco 3845 Routers		2
Cisco ASR1004		1
Cisco 1841 Routers		1
Cisco Catalyst 5000 Switch		1
Radware LinkProof 100 Load Balancer		2
Cisco 6500 Series VSS Switches		2
LinkSys SGE200 P switches		3
Checkpoint R70		2
Checkpoint Eventia Smart Reporter		1

HP GBE2c Switches (in Baldeenclousres)	14	
HP Fibre Pass-through Switches (in Blade enclosures)	2	
RACK-6		
Enclosure	Make/Model	Server Type
Encl 1	HP proliant BL460c G6 - 9 Nos	Application
RACK-7		
Enclosure	Make/Model	Server Type
Encl 1	HP proliant BL680C G5- 8 Nos.	Application +DB
Encl 2	HP proliant BL680C G5- 8 Nos.	Application
Encl 3	HP proliant BL680C G5- 8 Nos.	Idle

Annexure II

Service Requirements

1. Data Centre Support Operations :

The Data Centre support operations as mentioned in the Tender have to be provided onsite full time at Data Centre on all working days from 0900 A.M. to 0600 P.M. and on requirement basis at other times.

The activities include:

- ✓ Monitoring of Website/Database/Application and Coordination with Users in case of any problem or downtime.
- ✓ Monitor and log the state of environmental conditions like power and AC in the Data Centre
- ✓ Coordinate with Data Centre Staff, team to resolve any problems and issues related to the Data Centre including but, not limited to, environment conditions, power, air-conditioning, UPS, LAN, racks, fire, dust, cleanliness etc
- ✓ Provide first level of support for any issues related to the Data Centre services and equipment such as Storage, Switches, Servers etc installed in the Data Centre. The detailed list of ICT infrastructure in Data Centre is given as Annexure.
- ✓ Monitor the LAN and SAN switches for proper working including security infrastructure

2. Backup Administration

The activities include:

- Assist the Backup/restore services of the servers/applications based on the user requirements or policies of the Data Centre on ATL/enterprise tape library
- Monitor and enhance the performance of scheduled backups, schedule regular testing of backups and ensure adherence to corresponding performed retention policies
- Ensure prompt execution of on-demand backups of volumes, files and database applications whenever required by users or in case of upgrades and configuration changes to the system
- Assist in media management tasks, including cross referencing, storing, logging, testing and vaulting

3. Network Administration

The activities include:

- Monitor and administer the networks (Public and Private) within the Data centre for performance and availability of 24x7x365 basis
- Assisting for creating and modifying VLAN, assignment of ports to appropriate servers and efficiency distribution of network traffic
- Assisting in providing the network connectivity to the servers
- Co-ordinating and assisting the On-Site support Engineers in configuration or resolution of any issues

4. System Administration (MS Windows)

The activities include:

Installation and Configuration

- ✚ Assist in setting up servers installing MS Windows Enterprise Server Software using various technologies like Load Balancing, Cluster Servers Solutions over SAN/NAS environment. Ensure proper configuration of server parameters, operating tuning as per the defined guidelines
- ✚ Assist in setting up of services software like IIS Web Server (for WWW, FTP, SMTP etc Services) DNS Services, AD Services etc. Setting up of Remote administration tools like RDP, ILO etc

Administration and Trouble Shooting

- Responsible for Operating system administration including
 - ❖ Management of users, processes
 - ❖ Resource contention
 - ❖ Preventive maintenance and management of upgrades including migration to higher versions and patches to ensure that the system is properly updated
 - ❖ Proactive and preventive measures against any crash/failures of Services/Servers
- Monitor, maintain and analyse system logs of servers including monitoring of CPU, Disk space, memory utilization, I/O utilization etc. Ensure that the bottlenecks in the infrastructure are identified and fine tuning is done for optimal performance
- Assist in allocation of disk space for any web application

- Assist in management and creation of Active Directory/LDAP user accounts, applying proper access control for using any server resource/services
- Assist in debugging and trouble shooting of web applications (of type websites/portals/e-gov applications) running of Web servers using Windows technology like ASP/ASP.NET/COM/COM+ etc

5. Database Administration (MS SQL Server)

The activities include:

Installation and Configuration

- ✓ Assist in setting up of servers, installing SQL server software (Enterprise class) using various technologies like Cluster Solutions, multiple instances over SAN/NAS environment. Ensure proper configuration of server parameters, operating systems administration and tuning
- ✓ Assist in setting up of software tools like RDP, ILO etc

Administration and Trouble Shooting

- Assist in undertaking end-to-end management of database on an ongoing basis to ensure smooth functioning of the same
- Assist in conducting configuration reviews to provide tuning inputs to, in order to improve the performance or resolve bottlenecks if any
- Manage database upgrade or patch upgrade as and when required with minimal downtime
- Conduct regular backups for all databases in accordance with the backup and archive policies and conduct recovery whenever required with appropriate permissions. Testing of backup media shall be undertaken from time to time to ensure availability of data
- Assist in using DBA tools related to performing database creation, maintenance. Undertake tasks including managing changes to database scheme, disk space, storage, user roles
- Performance monitoring and tuning of the databases on a regular basis including preventive maintenance of the database as required

6. Web Application Deployment and Support

The activities include:

- ❖ Assistance in successful deployment of website/portal/e-gov applications powered with Microsoft based technologies like Asp, Asp.Net, COM/COM+ etc and back-end database like SQL server

- ❖ Assist in debugging and trouble shooting of web applications, if required, for their best performance/availability of live Servers
- ❖ Use defined guidelines for change and configuration management in the areas including changes in parameter settings for WWW, FTP and SMTP Services for successful deployment of any web application
- ❖ Maintain an updated knowledge base of all the published security vulnerabilities and virus threats for related application software/server services, including operating systems, application servers, web servers, databases etc

7. Assets Management

The activities include:

- 1 Asset Management Services for infrastructure including Servers, Desktops, Printers, Networking equipment, peripherals, operating system etc installed at CEPT, Postal Training Centre, Mysore
- 2 Create hardware asset database for CEPT, PTC Mysore by recording information like owner of the asset, configuration details, serial number, asset code, warranty and AMC (Annual Maintenance Contract) details, IP Address etc
- 3 Create Software asset database for CEPT, recording information like License, Version Numbers and Registration Details
- 4 Maintain a list of equipment; Software and configuration installed in the Data Centre and modify the list in accordance to the modifications

Terms and Conditions

- 1 Full time onsite staff shall be deployed
- 2 The deputed manpower must be on the company's payroll
- 3 Bidder shall have to provide the asset management detail in Excel format for duration of the contract.
- 4 Bidder shall be responsible to provide services at the approved rate for new assets acquired during the period of contract to the extent of upto 25% value of the existing assets. If additional hardware more than 25% is added to the data centre, the rates applicable may be quoted separately.

- 5 Bidder has to maintain inventory of the equipment including hardware and software
- 6 Bidder has to submit the reports regularly as per the scope of work. Providing incorrect or delayed report shall be penalised
- 7 Bidder shall have to keep track of assets movement in or out of CEPT.
- 8 Bidder shall not allow movement of server/equipment/items in or out of CEPT without prior permission of competent authority
- 9 Double of the contract amount due per person shall be deducted as a penalty against the absence of any duty staff. (the per person per day amount will be calculated on the basis of contract amount divide by number of persons deployed)
- 10 The persons shall finish their work assigned to them timely, unreasonable delay is liable to be penalized.
- 11 Bidder shall handle the equipments very carefully. Bidder shall be penalized for the damage caused due to carelessness in handling of servers/applications or deficiencies in the service or manpower provided by the vendor.
- 12 Bidder shall sign non disclosure agreement for the protection of confidential and sensitive information
- 13 The manpower deputed for different services or locations may be called at any time in case of emergency/crisis/project.
14. The hours of attendance for the individual support personnel can be fixed / altered by the officers of the Department.
15. The deployed man power can be assigned any additional monitoring/observation work as may be required for proper functioning of the Data Centre.
16. The deployed man power should provide reports as may be prescribed regarding the duty performed at the Data Centre or any additional work assigned to them.

Joint Director
Postal Training Centre,
Mysore-570010

Annexure III

Required Skill set and experience

1 General requirement

- ✓ The service personnel should be holder of a degree or diploma in computer related subjects.
- ✓ Must be having one year experience in similar job in any Data Centre

2 Data Centre Operations

The Data Centre operators must be having the following skills: -

- ✓ Must be having knowledge of Windows 2000 Server, Windows 2000 Advance Server, Windows 2003 Server, Windows 2008 Server operating systems; SQL 2005 and SQL 2008 Databases
- ✓ Should have knowledge of clustering technology
- ✓ Must have knowledge of Networking protocols

3 Back Up Administration

- ✓ Must be having knowledge of backup tape libraries such as ATL, enterprise tape library etc
- ✓ Should be aware of barcode labeling and working experience of maintaining the record
- ✓ Must have working experience of backup job scheduling and job pooling
- ✓ Must know the backup agent/APM installation and configuration on servers
- ✓ Should have a minimum of one year experience as a backup administrator
- ✓ Must be having knowledge of Windows 2000, Windows 2000 Advance Server, Windows 2003 Server, Windows 2008 Server operating systems

4 Network Administration

- ✓ Should have experience in installation and configuration of CISCO switches, CISCO Routers, LinkSys Switches, Radware Link Proof equipment
- ✓ The network administrator would have to coordinate with the Software Development Centre to resolve network related issues
- ✓ Should have extensive experience in trouble shooting and management of network technologies
- ✓ Should have a minimum of 2-3 years experience as a Network administrator

- ✓ Must have knowledge of Networking and configuration of IP address on various operating systems
- ✓ Must be able to configure firewall and check threats
- ✓ CCNA qualifications is required.

5 System Administration – MS Windows

- Should have experience in installation and configuration of Windows based Servers with high availability solutions like clustering/load balancing of servers
- Should have extensive experience in administration and management of Windows based Servers
- Should have knowledge of IIS Web Server for WWW, FTP, SMTP etc services
- Microsoft Certification in Database Administration is desirable

6 Web Administration (Applications)

- Should have experience in installation and configuration of IIS Web Server
- Should have knowledge of clustering/load balancing of Windows Servers
- Should have extensive experience in ASP, ASP.NET, COM/COM+ etc
- Microsoft Certification Designing/Development is desirable

Annexure IV

Technical Bid

Bidder Particulars

1. Name of Agency/ Firm:

2. Whether any Legal/Arbitration/Proceedings is instituted against the Agency or the Agency has lodged any claim in connection with works carried out by them. If yes, please give details:

3. Registered Office Address:

Name of the top executive:

Designation:

Telephone Numbers:

Fax Numbers:

E-mail:

Mobile No.:

3.(a) Office Address in Mysore / Bangalore:

Name of the top executive:

Designation:

Telephone Numbers:

Fax Numbers:

E-mail:

Mobile No.:

4. Established in the year :

5. Registration with statutory bodies : (Enclose attested photocopy of documents)

Central Sales Tax No. :

Local Sales Tax No. :

Income Tax No.(PAN) :

ESI Registration No. :

EPF Registration No. :

NSIC Registration No. :

Service Tax No. :

6. EMD Deposit: DD No. Date Bank:

7. Latest Income Tax Amount: (Enclose copy)

Year of Assessment: -

Amount paid to IT during 2009-2010 2010-2011

8. Amount Paid to EPFO During 2009-2010 2010-2011

9. Amount paid to ESIC during 2009-2010 2010-2011

10. Annual turnover as mentioned in Clause 1 of this tender document.
2009-2010 2010-2011

11. List of major clients, value of the services provided as relevant to this tender in the last two years.

Name & address of Client	2009-10	2010-11
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12. Data Centre services Support plan:
(Enclose separate sheet, if required)

13. Details for Data Centre support being provided.
(Enclose separate sheet, if required)

14. Whether every page of the tender document is signed
And enclosed with the tender

15.

Date: Signature with stamp
Place:

List of documents to be enclosed:

Following documents must be submitted along with Technical Bid. If any of the document found missing or incomplete or irrelevant, technical bid shall be rejected.

- a. Data Centre services Support plan
- b. Documents in support of eligibility criteria Para 1.03 of Section I.

Annexure-V

FINANCIAL BID

Name of the Bidder (Firm)

Total cost per month for all the Services mentioned in the Tender =
Rs. _____

In words Rupees _____

Category	<u>Nature of Service</u>	Rate (Rs per month)	Number of persons	Total
Category I	Net work Administration		1	
Category II	Help desk support Data centre operations Back up Administration System Administration (MS Windows) Data base Administration(MS SQL Server) Web Application Deployment and support Assets management		2	

Taxes Applicable :

Grand Total :

Seal of the Firm

Signature

CHECK LIST
LIST OF DOCUMENTS TO BE SUBMITTED ALONG WITH THE TENDER

Sl.No	Documents/	Enclosed or not
1	Application fee receipt for Rs.100/-	
2	EMD amount for Rs.20000/-	
3	Whether each page of the NIT is sealed, signed & enclosed	
4	Receipt issued by I.T for the latest I.T returns	
5	PAN copy of the firm	
6	Articles of Association, Bye Laws & Certificate of registration/ partnership deed	
7	Audited Balance Sheet for 2009-10, 2010-11	
8	Agent's experience of latest two years in Data Centre Support Services	
9	List of two clients with proof of successful completion of similar services	
10	Undertaking to follow all directives of the Government	
11	Central Sales Tax proof	
12	Local Sales tax proof	
13	ESI Registration Proof	
14	EPF Registration proof	
15	Service Tax proof	
16	ISO certification proof	
17	HP (OEM) authorization letter	
18	Address proof for having offices in Mysore/ Bangalore	
19	Proof of turnover of above Rs. One crore	
20	Whether the below mentioned wax sealed covers are put in a outer cover along with EMD receipt and the outer cover should also be wax sealed a) Technical bid b) Financial bid	

TENDER INFORMATION SYSTEM

Tender No.	ST-2/Data Centre/2011-12
Name of work	Outsourcing of Data Centre Support Services including Network Administration
Name of Circle/Dept.	KARNATAKA Circle, Department of Posts
Address for Tender process	Asstt. Director (Admn) Postal Training Centre Mysore – 570 010
Subject	Outsourcing of Data Centre Support Services including Network Administration
Earnest Money Deposit (EMD)	Rs. 20,000/-
Validity	90 days from date of opening of Tender
Contact Person	Name: K.Sridevi Address: Asstt. Director (Admn) PTC, Mysore Tel: 2521633 Email sreedevi1234@yahoo.co.in

Price of Tender document **Rs.100/-** (Can be credited in any Post office under unclassified receipts. Receipt to be enclosed along with Tender)

Start Date & Time for issue of Tender Document	Date & time	05.12.2011
Last Date & time for issue of Tender Document	Date & time	28.12.2011 05.00 PM
Start Date & time for receiving the Tender	Date & time	05.12.2011 10.00AM
Last Date & time for receiving the tender	Date & time	29.12.2011 02.30 PM
Tender Document Downloadable		Yes
Other Details		As per NIT
Special conditions		As per NIT