

Information to Bidder for the Supply, Installation and 3 year support of “Virtualisation Cloud Software”

Ref: GeM Bid N0. [GEM/2019/B/187116 dated 19-02-2019](#)

1. The Bidder should comply all the conditions as per the Scope of work given in Annexure-I.
2. In the specification wherever support for a feature has been asked for, it will mean that the feature should be available without RailTel requiring any other hardware/software/licenses. Thus, all hardware/software/licenses required for enabling the support/feature shall be included in the offer.
3. OEM or Authorized distributor/Partner of OEM should have a registered office in India to provide sales and 24x7 support in India. The certificate to this effect should be submitted. The bidder should be either OEM or his authorized dealer/distributor.
4. Equipment offered shall have complete data sheets and detailed description on OEM web sites.
5. Bidder shall submit the detailed BOM of the equipment's offered duly verified and certified by the respective OEM. The bidder should provide detailed price break up (taxes etc.) of the cost of the equipment along with the bid.
6. GSTIN ID of vendor should be provided from where goods will be supplied.
7. Delivery period: 30 **days** from the date of PO.
8. Inspection: **(Deleted)**
9. Consignee: RailTel Corporation of India Ltd. B- Block II floor Rail Niliyam Secunderabad, Telangana - 500071.
10. **Tender Cost & Earnest Money Deposit (EMD)/ Bid Security:**
- 10.1 **Tender Cost:** Estimated cost of the Tender is Rs. **4,48,05,989/-**
- 10.2 **Earnest Money Deposit (EMD)/ Bid Security:** Rs. 8,96,120/- in the form of Pay Order/Demand Draft drawn in favour of RailTel Corporation of India Ltd. payable at Secunderabad, Telangana. The Bid received without EMD will be summarily rejected.
11. **For NSIC registered Firm:**
 - A) For small scale units registered with NSIC under single point registration Scheme and participating in this tender enquiry, following exemptions are available: -

They are exempted from depositing Earnest money.

These exemptions are applicable provided units are registered with NSIC for tendered item and registration is current and valid. Firms claiming these exemptions are required to submit along with their offer, copy of their current and valid NSIC registration certificate for the tendered item, otherwise their offer would not be considered.
 - B) No exemption is, however, applicable to these units from payment of security deposit/ Performance Bank Guarantee.
 - C) This bid complies with “Public Procurement (preference to make in India) Policy Order, 2017 issued by DIPP and Public Procurement Policy for Micro and Small Enterprises (MSEs) order, 2012” issued by MoSME.”
 - D) Any Other guideline issued by Govt. for MSME time to time will be applicable.

12. Security Deposit/Performance Bank Guarantee:

The successful tenderer shall submit security deposit in the form of DD/FDR or irrevocable Bank Guarantee from any scheduled bank for due fulfillment of contract as per the details given below:

- i. Security Deposit/Performance Bank Guarantee @ 10% of total value of Purchase Order is required to be submitted within 30 days of issue of Purchase Order with validity of 3 months beyond warranty period as per format (Annex-III).
- ii. Security Deposit/PBG shall be submitted to RailTel Corporation of India Ltd. B-Block, II floor Rail Niliyam, Secunderabad, Telangana -500071.
- iii. A separate advice of the BG will invariably be sent by the BG issuing bank to the RailTel's Bank through SFMS and only after this the BG will become acceptable to RailTel. It is therefore in own interest of bidder to obtain RailTel's bank IFSC code, its branch and address and advise these particulars to the BG issuing bank and request them to send advice of BG through SFMS to the RailTel's Bank.

The security deposit/Performance Bank Guarantee shall be released after successful completion of Contract obligations under the contract, duly adjusting any dues recoverable from the successful tenderer. Payment of Security Deposit in the form of Pay Order/Demand Draft should be made in favor of "RailTel Corporation of India Ltd" payable at Secunderabad only.

13. Eligibility Criteria for OEM:

- a. The Equipment offered by the OEM or equipment of the same series/family from the same OEM should have been satisfactorily working in Government/PSUs/Telecom Service Providers network for at least 12 months as on opening of bid, in India or Abroad. The certificates from the actual users will have to be submitted offline. If the OEM is not manufacturing in India, in such a case, OEM should have successfully deployed the product being offered in this tender, in at least two countries other than the country of origin and it should be working satisfactorily and successfully for at least 12 months in these two countries other than the country of origin. Necessary certificate from the end user must be part of the documents to be submitted along with the offer.
- b. The OEM should have supplied at least 35% of the tendered quantity of the equipment offered or equipment of the same series/family during last preceding 3 financial years (i.e. current year and three previous financial years) as on opening of bid to Government/PSUs/Telecom Service Providers. OEM can submit self-certificate with proper contact detail of clients (Firm Name, Contact person, Designation, Telephone Number, Fax, Official mail id etc.). The same should be issued by authorized signatory.
- c. (Deleted)

14. Eligibility Criteria for Bidder:

- a. The tenderer should have executed order of supply and Installation of VCloud ,V center , NSX, SRM during last preceding 3 financial years (i.e. current year and three previous financial years) as on opening of bid, as per following:

A single order of atleast 35% of tendered value.

OR

Two orders of atleast 20% each of tendered value.

OR

Three orders of atleast 15% each of tendered value.

Satisfactory Performance certificate issued by customer/s for the Purchase Orders/ Work Orders should be enclosed.

- b. The bidder should have annual turnover of minimum 150% of tendered value or above during the last 3 financial years (i.e. current year and three previous financial years). The bidder should provide Audited Balance Sheets / annual reports as documentary evidence or other such documents so as to establish the financial soundness of their company for the preceding three financial years.
- c. Bidder should have authorization specific to this tender from respective OEM.

15. Purchaser's Right to Vary Quantities:

The Purchaser reserves the right to increase or decrease the ordered quantity up to 25 percent at the time of placement of contract. The purchaser also reserves the right to increase the contracted quantity up to 25 % during the currency of the contract at the contracted rates. Bidder is bound to accept the order accordingly.

16. SPLITTING OF QUANTITY- (Deleted)

- 16.1** In case of PMA, Government of India Guideline/Instruction on PMA will be applicable.

17. WARRANTY:

- 17.1** The materials are to be warranted for **Three years** from date of delivery to the consignee. The tenderer shall warrant that stores to be supplied shall be new and free from all defects and faults in material, workmanship and manufacturing and shall be of the highest grade and consistent with the established and generally accepted standards of materials of the type ordered and shall perform in full conformity with the specifications and drawings.

The supplier shall be responsible for any defects that may develop under the conditions provided by the contract and under proper use, arising from faulty materials, design or workmanship such as corrosion, inadequate quantity of material to meet equipment requirements, inadequate contact protection, deficiencies in design and/ or otherwise and

shall remedy such defects at his own cost when called upon to do so by the Purchaser who shall state in writing in what respect the stores are faulty.

17.2 SLA:

After having been notified of the defects / service requirement during warrantee period, Seller has to complete the required Service / Rectification within time limit of max. 7 days. If the Seller fails to complete service / rectification with defined time limit, a penalty of 0.5% of Unit Price of the product shall be charged as penalty for each week of delay from the seller & upto max. of 10% of Unit Price of the product.

Seller can deposit the penalty with the Buyer directly else the Buyer shall have a right to recover all such penalty amount from the Performance Security (PBG).

18. Delivery Period

The supplier will have to supply the material within **30 days** of issue of confirmed LOA/PO.

19. Long Term Maintenance Support: (Deleted)

20. Payment Conditions :-

- a) 80% after supply of software Licence & on submission of 3 year Software Subscription and support document .
- b) 20 % after successful after Installation, functional acceptance signoff, go live and submission of PBG for an amount equivalent to 10% of Contract value .
- c) Payment will be done through RTGS/NEFT

d) Offline Submissions:

The bidder is required to submit the following documents offline to RailTel Corporation of India Ltd. B- Block, II floor Rail Niliyam, Secunderabad, Telangana 500071 before 14:30 Hrs of **08/03/2019**. in a Sealed Envelope. The envelope shall bear 'DO NOT OPEN BEFORE' (due date & time). The offline documents shall be opened at 15:00 Hrs of **08-03-2019**. Bid without these off-line submission of documents will be liable to be rejected.

- i. EMD
- ii. MAF/ OEM Authorization Letter
- iii. BOQ of offered equipment.
- iv. Data Sheet of offered equipment.
- v. Financial and Technical Eligibility Criteria documents.
- vi. Scope of Work as per Annex-I.
- vii. Certificate from the End user against the Eligibility criteria for OEM para 13.
- viii. (Deleted) .

Note:

1) The acceptance of all the clauses mentioned in the **“Information to the Bidders”** document is mandatory. Any deviation / non-acceptance will lead to rejection of the bid summarily.

2) Information to Bidder viz. corrigendum /addendum/ amendments etc. for this bid shall be posted on www.railtelindia.com only.

3) This bid is governed by the Specific Additional Terms & Conditions and General Terms & Conditions laid down by the GeM against GeM Bid No [GEM/2019/B/187116 dated 19-02-2019](#)

In case, If any contradiction between GeM Additional Terms & Conditions and General Terms & Conditions, RailTel Terms & Conditions will prevail.

Scope of Work

1. **Configure single centralized manager** to control and manage the virtual infrastructure as well as for real time monitoring of both underlying physical (compute, storage and network) and virtual components.
2. Configure Virtualization Management solution in distributed (with HA) model with no single point of failure.
3. Integrate Virtualization Manager with Cloud Management Platform (CMP), Software Defined Network (SDN) & Software Defined Storage (SDS). Configure network bonding, VLANs/VxLANs, tunnel wherever required and connectivity of all nodes with Top of the Rack (TOR) switches (Leaf switches).
4. Create Virtual machines for operating system such as Linux or Windows, Virtual machine templates, Virtual machine configured in High Availability mode in cluster, affinity group creation of virtual machines and virtual machine configuration (Snapshot and Clone).
5. Configure storage policies to automate provisioning and balancing of storage resources to ensure that each VM gets the specified storage resources and services.
6. Overall solution should have integration of upcoming HCI infrastructure.
7. It should integrate the Cloud Management Platform (CMP) fully with the supplied Hyper converged Infrastructure (HCI) solution i.e., integration with manager of the hypervisor, Software Defined Network, Software Defined Storage, etc.
8. The bidder should create self-service portal for automation and provision/ de-provisioning of Data-Centre services such as compute, storage, network, load balancing, security and firewall.
9. The solution should integrate CMP with the Directory Services software and should create business group as per the requirements given by the RailTel. It can create policy-based controls of cloud resources and should configure Role-based policy management, administration and enforce role-based policies.
10. It can create workflow and blueprints for IaaS.
11. The bidder shall also create basic & necessary reports for the analysis of resources (CPU, Memory, Storage and Network) utilization and available resources.
12. It can configure CMP to collect all the logs from the hypervisor layer, Software Defined Network (SDN) layer & Soft Defined Service (SDS) layer for analysis and reporting. It shall also create basic & necessary reports for the analysis. We will configure auto-scaling of resource as per demand.
13. The overall solution shall configure REST base APIs with full API-level access to all functional components of the compute service such that any function available through the user interface is available through a REST API (Application Programming Interface).
14. Complete integration with the HCI solution including enabling of VM level integration and proposed HCI solution can be integrated with existing EMC VMAX Storage (SAN) & VMware Vcenter
15. The IaaS deployment shall span across the geographically separated Data centres and diverse hardware.
16. The bidder should give Support of the product for 3 years from date of signoff.

(Deleted)

Performa for Performance Bank Guarantee

PERFORMANCE BANK GURANTEE BOND

(On Stamp Paper of Rs. One Hundred)

(To be used by approved Scheduled Banks)

In consideration of the RailTel Corporation of India Limited, : B- Block, II floor Rail Niliyam, Secunderabad, Telangana - 500071.

1. (Herein after called RailTel) having agreed to exempt (Hereinafter called “the said Contractor(s)”) from the demand, under the terms and conditions of an Agreement No. dated made between and for (hereinafter called “ the said Agreement”) of security deposit for the due fulfillment by the said Contractor (s) of the terms and conditions contained in the said Agreement, or production of a Bank Guarantee for Rs. (Rs. only). We,(indicate the name of the Bank) hereinafter referred to as “ the Bank”) at the request of Contractor(s) do hereby undertake to pay the RailTel an amount not exceeding Rs. Against any loss or damage caused to or suffered or would be caused to or suffered by the RailTel by reason of any breach by the said Contractor(s) of any of the terms or conditions contained in the said Agreement.
2. We, Bank do hereby undertake to pay the amounts due and payable under this Guarantee without any demur, merely on demand from the RailTel stating that the amount is claimed is due by way of loss or damage caused to or would be caused to or suffered by the RailTel by reason of breach by the said Contractor(s) of any of terms or conditions contained in the said Agreement or by reason of the Contractor(s) failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs.
3. We, bank undertake to pay to the RailTel any money so demanded notwithstanding any dispute or disputes raised by the Contractor(s) / Supplier(s) in any suit or proceedings pending before any court or Tribunal relating thereto our liability under this present being, absolute and unequivocal.

The payment so made by us under this Bond shall be a valid discharge of our liability for payment there under and the Contractor(s) / Supplier(s) shall have no claim against us for making such payment.

We, Bank further agree that the Guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of the RailTel under or by virtue of the said Agreement have been fully paid and its claims satisfied

or discharged or till RailTel certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said Contractor(s) and accordingly discharges this Guarantee. Unless a demand or claim under the Guarantee is made on us in writing on or before the (1) We shall be discharged from all liability under this Guarantee thereafter.

We,.....We,
(indicate the name of Bank) Further agree with the RailTel that the RailTel shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the Agreement or to extend time of to postpone for any time or from time to time any of the powers exercisable by the RailTel against the said contractor(s) and to forbear or enforce any of the terms and conditions relating to the said Agreement and we shall not be relieved from our liability by reason of any such variation, or extension to the said Contractor(s) or for any forbearance, act or omission on the part of RailTel or any indulgence by the RailTel to the said Contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have affect of so relieving us.

This Guarantee will not be discharged due to the change in the Constitution of the Bank or the Contractor(s) Supplier(s).

(indicate the name of Bank) lastly undertaken not to revoke this Guarantee during its currency except with the previous consent of the RailTel in writing.

Dated the day of 2019

for
(Indicate the name of the Bank)

Witness

1. Signature
 Name
2. Signature
 Name
