



RAILTEL CORPORATION OF INDIA LTD.

(A Govt. of India Enterprise)

**275e, EVR Periyar High Road
CAO/CN Office, Southern Railway
Egmore, Chennai - 600008**

Expression of Interest for

**TENDER FOR SELECTION OF AGENCY FOR OPERATIONS AND MAINTENANCE OF TNSDC & TNDRC
PROJECTS FOR A PERIOD OF ONE YEAR**

No: RCIL/SR/MAS/MKTG/2025-26/ELCOT/EOI/09, dated 15.12.2025

**A Government of India
Undertaking**

NOTICE

RailTel Corporation of India Ltd.
275e, EVR Periyar High Road
CAO/CN Office, Southern Railway
Egmore, Chennai - 600008

EOI No: RCIL/SR/MAS/MKTG/2025-26/ELCOT/EOI/09, dated 15.12.2025

RailTel Corporation of India Ltd. (RailTel) invites bids against e-Eoi from RailTel's Empaneled Business Associates for Selection of System Integrator for the work of **"Tender for selection of agency for operations and maintenance of TNSDC & TNDRC projects for a period of one year"** as per Managing Director (MD), Government of TamilNadu ELECTRONICS CORPORATION OF TAMIL NADU LIMITED (ELCOT) **Tender Ref. RC. No. ELCOT-ST-DC-2025-0039 dated November 2025** and its corrigendum

1	Sending of Eoi to SI's/BA's	15.12.2025
2	Submission of EOI documents	17.12.2025 by 15:00 Hrs
3	Opening of EOI documents	17.12.2025 by 15:30 Hrs
4	Number of copies to be submitted	01
5	Mode of Submission	Online mode through https://railtel.eNivida.com
5.	Address for communication	RailTel Corporation of India Ltd. 275e, EVR Periyar High Road CAO/CN Office, Southern Railway Egmore, Chennai- 600008

In case of any query, in connection with this Eoi the same can be sent to following officials' mail IDs mentioned below:

Contact: Mr. Harikrishnan.S
 Position: Deputy Manager- Marketing
 Email: harikrishnan@railtelindia.com
 Mobile: +91 9391393028 (Working days)

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CHECKLIST OF ESSENTIAL DOCUMENTATION/ACTIVITY

The tenderer is required to submit offer as per following check list by giving page no. of submitted documents:

SN	Item/Clause of Tender Document	Details / Remarks
1	Letter from RailTel Selecting bidder as an Empaneled Business Partner/SI/Business Associate.	
2	Copy of PBG submitted for SI/BA/BP empaneled Agreement with RailTel. PBG should be valid on the date of submission of the quote. In case BA/SI/BP Registered as per New BA Policy (RailTel/EOI/EB/2023-24/Business Associates /481),PBG is not applicable to BAs, while the BA Empanelment fees are being collected.	
3	Audited balance sheet for last 3 financial years and Copy of original CA Certificate (with UDIN number) indicating the turnover of last 3 financial years. The date of certificate should be of the current financial year.	
4	Undertaking from the Company Secretary or the Managing Director/ Authorized representative of the partner.	
5	Valid documentary evidence of address or a self-undertaking.	
6	Mails or Confirmation from OEMs to be attached showing support of OEM during the project period for AMC	
7	Notarized Power of attorney to be submitted in favour of authorized person format	
8	Integrity Pact- Annexure 5	

1. RailTel – Introduction

RailTel Corporation of India Limited is an ISO 9001:2008 certified Public-Sector Undertaking under the Ministry of Railways, Govt. of India, and is a national telecom service provider having NLD, IP2 and ISP licenses and IP1 registration. The Corporation was formed in year 2000 with the objectives to create nation-wide Broadband Telecom and Multimedia Network in all parts of the country, to modernize Train Control

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Operation and Safety System of Indian Railways and to significantly contribute to realization of goals and objective of national telecom policy 1999.

2. Scope of Work

The core objective for the selected agency through this tender is to provide Data Centre O&M services to TNSDC & TNDRC projects. The scope is broadly classified in to Comprehensive O&M for TNSDC-I, TNSDC-II, TN-Cloud and TNDRC projects and Migration of Core IT components from Building-I to Building-III in ELCOT Perungudi campus. Accordingly, BoQ has been designed as below.

- Comprehensive O&M of TNSDC-I & II projects (ELCOT, Perungudi)
- Comprehensive O&M of TN-Cloud Project (ELCOT, Perungudi)
- Comprehensive O&M of TNDRC Project (ELCOT SEZ, Trichy)
- Manpower charges
- Migration of Core-IT Components from Building-I to Building-III

The contract period is for one year from **01.02.2026 till 31.01.2027** (both days inclusive) including the pre-tender taking over period. It may be extended for upto one more year (31.01.2028) with 5% annual escalation on O&M and manpower charges.

Refer Detailed Scope of Work is available in ELCOT **Tender No.: ELCOT-ST-DC-2025-0039 (TN Tender Portal)**

2.1 Preamble

RailTel have planned to participate in a tender floated by M/s. ELCOT, Chennai for the tender for selection of agency for Operations and Maintenance of TNSDC & TNDRC projects for a period of one year.

(Now RailTel is planning to select one Business Associate/System Integrator for the above-mentioned work for M/s. ELCOT, Chennai based on the prequalifying criteria and bid price as per this EOI.

The scope of this EOI is entire scope M/s. ELCOT Tender No.: ELCOT-ST-DC-2025-0039, "**Schedule of requirement (BoQ)**" at Annexure 2.

Note: The Submitted rates are subjected to Negotiation (Upon receipt from End Customer)

The bidder must provide back-to-back support for the selection of agency for operations and maintenance of TNSDC & TNDRC projects for a period of one year.

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Detailed Scope of Work:

Tender for selection of agency for Operations and Maintenance of TNSDC & TNDRC projects for a period of one year as per ELCOT, Tender No- ELCOT-ST-DC-2025-0039 dated November 2025 – floated in Tn Tender portal. (<https://tntenders.gov.in>)

2.2 Roles and Responsibilities:

The BA/SI will be responsible for Operations and Maintenance of TNSDC & TNDRC projects for a period of one year as per ELCOT, Tender No- ELCOT-ST-DC-2025-0039 dated November 2025 floated in Tn Tender portal . The work involves the Operations and Maintenance of TNSDC & TNDRC projects for a period of one year including Firewall, Server, Switch, UPS, Rack, Network Switch, Access Switch, AC etc if any as per the tender documents

For details refer the Tender documents floated by ELCOT, Tender No- ELCOT-ST-DC-2025-0039 dated November 2025 – floated in Tn Tender portal. (<https://tntenders.gov.in>)

As per the scope of work technical specification., details in ELCOT, Tender No- ELCOT-ST-DC-2025-0039 dated November 2025 – floated in Tn Tender portal. (<https://tntenders.gov.in>) the BA/SI/BP should integrate, for this work.

BA/SI/BP should have sufficient backup support required for liaisoning, meetings, coordination to meet the time lines of the project and its successful completion. The BA/SI shall nominate technical SPOC and account manager for this project.

Compliances:

BA/SI/BP shall be responsible for all the regulatory compliances related to fulfillment of delivery of this project under this EoI during its currency.

Above requirements are only indicative in nature and are only for the guidance of the bidder to assess the quantum of work. The BA/SI/BP are required to apply their expertise to fulfill the required objective. In case of any discrepancy/ typo-graphical error mentioned in this EoI then the conditions/ specifications mentioned by ELCOT, Tender No- ELCOT-ST-DC-2025-0039 dated November 2025 will prevail.

Governance Framework

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- The BA/SI/BP shall adhere to the governance framework put in by RailTel for the project deliverable.
- The Governance team (RailTel) among other things will monitor the performance of the project and take corrective measures as required for successful delivery of the project.
- The Governance Team (RailTel) shall be overseeing the coordination, periodical reviews, escalations, billing, documentation, customer interactions etc.

2.3 Qualifying and Mandatory conditions

The bidder must comply the following:

SI No	Particulars	Criteria	Proof/Documents Required
1	Empaneled partner of RailTel	BA/SI Partner must already be an empaneled Business Partner/ System Integrator/Business Associate of RailTel. Further BA/SI/BP, who have breached contract or engaged in legal dispute with RailTel shall not be eligible for the Bid. The project being proposed is capital intensive hence the BA/SI/BP should not be a loss-making entity during the last three (3) Financial years	Letter from RailTel selecting bidder as an empaneled channel Partner/Business Partner/SI/BA.
2	EMD	Rs. 15,00,000 (Rupees. Fifteen Lakhs only)	EMD payment need to be done online through e-nivida portal only.
3	Valid PBG	PBG @ 3% document	Should submit PBG at 3% of the order value after signing LOA
4	Sales Turnover	The Bidder shall have an average turnover of at least Rs.25 crores in the past three financial years (i.e., 2022- 2023, 2023-2024, 2024- 25)	a) Annual report including Balance Sheet and Profit & Loss accounts for the last three audited years shall be submitted. b) CA certified turnover details for past three financial years.

5	Blacklisting	BA/BP/SI Partner should not have been blacklisted by the Government of India or any state government or any of its agencies or PSUs for any reasons whatsoever and SI Partner should not have been blacklisted by Central / any other State/UT Government or its agencies for indulging in corrupt or fraudulent practices or for indulging in unfair trade practices.	Undertaking from the Company Secretary or the Managing Director/Authorized representative of the Partner
6	Technical Experience	<p>Criteria I: The bidder should have experience in doing the operations & maintenance in IT/ITeS with the following project value in the last (7) years as on Bid Calling date.</p> <p>1) Project of value Rs. 30 Crores Or 2) Projects of value each Rs. 20 Crores Or 3) Projects of value each Rs. 15 Crores</p> <p>AND</p> <p>Criteria II: The Bidder must have 30 Technically qualified professionals on its own payroll with combination in the following fields as on bid calling date</p> <p>System Administration, Network Administration, Information Security, Cloud Administration, Database Administration, Storage & Backup, BMS etc..</p>	<p>Relevant Work Orders to be submitted with proof of documents</p> <p>Certificate from Bidder's HR Department providing the details of Technically qualified professionals (with Employee Name, Current Designation, Qualification, Experience and certifications) employed by the company.</p>
7	Accreditation	<p>The bidder shall have following valid Certificate as on Bid submission date:</p> <p>i. ISO 9001 ii. ISO 27001 iii. ISO 20000</p>	Copies of valid certificate(s) shall be submitted
8	Office	The bidder should have an office in Chennai	Valid documentary evidence of address should be submitted (i.e EB/Rental Agreement/Telephone bill/GST certificate) or The successful bidder should setup their local office in Chennai within 30

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			days, if local office is not available at the time of bidding. A self-declaration has to be submitted by the bidder to RCIL
9	Tie up with OEM	Bidder should preferably have tie up with OEM of equipment's for which Warranty/AMC has to be provided and for the equipment/ software bidder propose to supply.	Declaration of OEM name against major AMC item of the BOQ to be submitted on the bidder letter head with authorized signatory sign/seal
10	Authorization	The bid must Be signed by authorized Person	Power of attorney to be submitted in favor of authorized person.

Preferably MAF/e-mail confirmation from the OEMs for major components of AMC items.

3. Evaluation Method

Among all the bidders who are complying the mandatory conditions (Table under cl.2.3) and the evaluation based on submission of total Price Bid (All-inclusive including Taxes) for this EoI to select lowest eligible bidder.

4. Acceptance of LOA and Performance Bank Guarantee

4.1 The bidder shall convey acceptance to LOA within 3 days from the date of issue. The tenderer is required to submit a Performance Bank Guarantee (PBG) within 10 days of the issue of LOA/Purchase order @ 3% of the value of the LOA/PO for the satisfactory performance of materials covered in SOR validity of the PBG will be on a back to back basis from the date of issue of LOA. The Performa for PBG is given in Annexure-3. If the delivery period gets extended, the PBG should also be extended appropriately. Similarly, if the value of the project increases, the value of the PBG may also to be required to be increased, if RailTel is also required to increase the value of the PBG, as per requirement of the customer.

The procedure for obtaining Performance Guarantee is outlined below: -

Extension of time for submission of PBG beyond 21 days and upto 60 days from the date of issue of LOA may be granted subject to the conditions that a penal interest of 12% per annum of the amount of BG shall be charged for the period of delay beyond 21 days i.e., 22nd day after date of issue of LOA. In case the successful bidder is not able to submit PBG, the successful bidder will have options to submit this amount in the form of Demand Draft/FDR. In case the successful bidder fails to submit the requisite PBG even after 60 days from the date of issue of LOA, the contract shall be terminated duly en-cashing PBG submitted for

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empanelment and other dues, if any payable against that contract and further action shall be taken as per conditions of empanelment with Railtel.

Whenever the contract is rescinded, the Performance Bank Guarantee shall be en-cashed the balance work shall be got done independently without risk and cost of the failed contractor. The failed contractor shall be debarred from participating in the tender for executing the balance work. If the failed contractor is a JV or partnership firm, then every member or partner of such a firm shall be debarred from participating in the tender for the balance work either in his/her individual capacity or as a partner of any other JV/Partnership firm.

Note: if BG submitted, 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 bank details of RailTel, Secundrabad is enclosed at Chapter IV Forms

The Performance Bank guarantee will bear no interest.

4.2. Earnest Money Deposit:

1. The Partner shall furnish a sum as given in EOI Notice via **online transfer** from any scheduled bank in India in favour of "RailTel Corporation of India Limited" along with the offer or directly through e-Nivida portal. This will be called as EOI EMD.
2. Offers not accompanied with valid EOI Earnest Money Deposit shall be summarily rejected.
3. Return of EMD for unsuccessful Business Associates: EOI EMD of the unsuccessful Business Associate shall be returned without interest after completion of EOI process.
4. Return of EMD for successful Business Associate will be released after receipt of PBG (3% of LOA) after receiving EMD from End Customer (Back-back basis)
 - a) No interest will be payable upon the EMD and Security Deposit or amounts payable to the contractor under the contract.
5. Forfeiture of EOI EMD and or Penal action as per EMD Declaration.
6. The EOI EMD may be forfeited and or penal action shall be initiated if a Business Associate withdraws his offer or modifies the terms and conditions of the offer during validity period.

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7. In case of non-submission of SD/PBG (as per clause no. 3.7) lead to forfeiture of EOI EMD and or suitable action as prescribed in the EMD Declaration shall be initiated as applicable.

8. **Retention money** will be deducted 1% of every bill and will be returned after 3 months completed.

5. Payment Terms:

RailTel will make payment to the BA/SI/MSP on back-to-back basis after realizing the payments from ELCOT, Chennai after adjusting penalties / SLA if any. (Tender No- ELCOT-ST-DC-2025-0039 dated November 2025 – floated in Tn Tender portal. (<https://tntenders.gov.in>) the BA/SI/BP should integrate, for this work.

1	100% Back to Back Basis
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6. Timeframe for Completion of Project:

S. No.	Services	Timelines
1	As per Schedule	10 Months from the issue of PO/LOA by RailTel.

- a) The Contract for shall be valid for 1 year from the date complete taking over, ie) 01.02.2026. The liabilities shall be from the transition phase itself.
- b) Contract shall be extended for another 1 year with 5% annual escalation on the total value (total of O&M and manpower cost) and with same terms & conditions.

Refer details- RFP Tender No- ELCOT-ST-DC-2025-0039 dated November 2025

7. Service Level Agreement for Services

Service level agreement for the services with penalties will be applicable to the BA/SI/BP on back-to-back basis (As per RFP Tender No- ELCOT-ST-DC-2025-0039 dated November 2025 – floated in Tn Tender portal. (<https://tntenders.gov.in>))) by ELCOT.

8. Liquidated Damages

Liquidated Damages clause will be applicable to the BA/SI/BP on back-to-back basis. **(As per RFP Tender No- ELCOT-ST-DC-2025-0039 dated November 2025 – floated in Tn Tender portal. (<https://tntenders.gov.in>))) by ELCOT.**

9. Comprehensive Onsite Warranty

The contract Agreement shall be executed separately after successful completion of work; Security deposit shall be released to the contractor on back-to-back basis.

- The BA/SI warrants that the Goods supplied under the Contract are new, unused, of the most recent or current model(s) and they incorporate all recent improvements in design and materials unless provided otherwise in the Contract. The BA/SI further warrants that all Goods supplied under this Contract shall have no defect arising from design, materials, or workmanship or from any act or omission of the BA/SI, that may develop under normal use of the supplied Goods in the conditions prevailing in the country of final destination.
- The BA/SI must provide the support supplied under the contract. Upon receipt of such notice, the BA/SI shall, repair or replace the defective Goods or parts thereof, without cost to RailTel.
- If the BA/SI, having been notified, fails to remedy the defect(s), RailTel may proceed to take such remedial action as may be necessary, at the BA/SI's risk and expense and without prejudice to any other rights which RailTel may have against the BA/SI under the Contract as per the SLA.

10. Bid Currency and bid validity

The prices in the bid document shall be expressed in Indian Rupees only and price figures quoted wherever will be considered as expressed in Indian Rupees only.

Bids shall remain valid for a period of 90 days from the date of opening of the bids. RailTel shall at its own discretion may reject a bid value of shorter period.

11. Modification and/or Withdrawal of Bids:

Bids once submitted will be treated as final and no modification will be permitted. No correspondence in this regard will be entertained.

No bidder shall be allowed to withdraw the bid after the deadline for submission of bids.

In case of the successful bidder, he will not be allowed to withdraw or back-out from the bid commitments. The BG submitted in reference to empanelment, in such eventuality shall be forfeited and all interests/claims of such bidder shall be deemed as foreclosed.

12. Variation in Quantity:

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RailTel reserves the right to reduce or increase the quantity of any item as mentioned in the BoM back-to-back as per the RFP Tender No- ELCOT-ST-DC-2025-0039 dated November 2025 – floated in Tn Tender portal. (<https://tntenders.gov.in>))) by ELCOT.

13. Negotiation:

RailTel reserves the right to negotiate with the bidder in order to make the bid competitive.

The tenderer/s shall not increase his/their quoted rates including payment terms in case the RailTel Administration negotiates for reduction of rates. Such negotiations shall not amount to cancellation or withdrawal of the original offer and the rates originally quoted will be binding on the tenderer/s.

13.1 All offers in the prescribed forms should be submitted before the time and date fixed for the receipt of the offers.

13.2 In case the schedule of requirement quoted by tenderer is incomplete with reference to tender document, the offer is liable to be rejected.

13.3 ATTESTATION OF ALTERATION: No scribbling is permissible in the tender documents. Tender containing erasures and alterations in the tender documents are liable to be rejected. Any correction made by the tenderer/ tenderers in his/their entries must be signed (not initialed) by him/them.

13.4 The tenderer shall submit his tender through <https://railtel.eNivida.com> on or before specified date & time.

13.5 The offer shall be submitted in single packet. price bid shall be submitted in <https://railtel.eNivida.com>.

13.6 The bidder must submit all applicable document as per check list

14. Information to Bidder

14.1 Guideline for preparation of response to this EoI

1. Bidders are requested to follow the below guidelines while preparing the responses to EoI.
2. The price bid should be submitted in the <https://railtel.eNivida.com>. portal. Any bid not found responsive to the details mentioned in this document may be rejected.
3. The bidder is requested to review the response before submission as the submitted responses shall be considered final and revisions may not be permitted, unless there are genuine reasons for such revision.

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14.2 Amendment to the EOI Document

1. RailTel may, for any reason, whether at their own initiative or in response to a clarification requested by an interested bidder, modify this document through amendment. In such case, the following rules will apply:
2. Any amendment shall be issued in writing through addendum/corrigendum via <https://railtel.eNivida.com>
3. Any such modification will overrule the original version and previously modified version.
4. RailTel, at its discretion, may extend the deadline for submission of EOI after considering the materiality of the amendment.

14.3 Arbitration

The parties through respective signatories shall settle any dispute or disagreement with respect to performance, non-performance, or defective performance of respective obligation amicably. In the event of disputes remaining unresolved, the parties shall refer the matter to a single arbitrator under arbitration law that may be applicable, whose appointment shall be done by CMD, RailTel Corporation of India Limited. The place of arbitration shall be New Delhi and the language used shall be English.

14.4 Force Majeure Clause

If at any time, during the continuance of this contract, the performance, in whole or part, by either party, of any obligation under this contract shall be prevented or delayed by reason of any war, hostility, act of the public enemy, Civil Commotion, Sabotage, Fires, Floods, Earthquakes, explosions, strikes, epidemics, quarantine restrictions, lockouts, any statute, statutory rules/regulations, order of requisitions issued by any Government Department or Competent Authority of acts of God (here-in-after referred to as event) then provided notice of the happening of any such event is given by either party to the other within twenty one days from the date of occurrence thereof, neither party shall, by reason of such event, be entitled to terminate this Contract nor shall either party have any claim for damage against the other in respect of such non-performance or delay in performance, and the obligations under the Contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist, PROVIDED FURTHER that if the performance in whole or part of any obligation under this Contract is prevented or delayed by reason of any such event beyond a period as mutually agreed to by the RailTel and the Contract or after any event or 60 days in the absence of such an agreement whichever is more, either party may at its option terminate the Contract provided also that if the contract is so terminated under this clause the RailTel may

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at the time of such termination take over from the Contractor at prices as provided for in the contract ,all works executed or works under execution.

15.Terms and Conditions

1. RailTel will enter into an agreement, incorporating technical specifications, financial conditions, service levels and related terms and conditions of the Tender No- ELCOT-ST-DC-2025-0039 dated November 2025 – floated in Tn Tender portal. (<https://tntenders.gov.in>)) by ELCOT.
2. RailTel reserves the right to accept or reject any or all application(s) without assigning any reason whatsoever. RailTel's decision in this regard shall be binding and final.
3. If any of the information, furnished by the bidder, is found incorrect at a later stage, the selected bidder shall be liable to be barred from participating in current and subsequent opportunities with RailTel. RailTel reserves the right to verify the particulars furnished by the applicant independently.
4. The bidder after submitting the response to this EoI agrees with RailTel for honoring all aspects of fair-trade practices.
5. The bidder shall bear all cost associated with the preparation and submission of the response to this EoI.
6. A NIL deviation certificate for the acceptance of all the terms and conditions and technical specifications as mentioned in this EOI and in the Tender No- ELCOT-ST-DC-2025-0039 dated November 2025 – floated in Tn Tender portal. (<https://tntenders.gov.in>)) by ELCOT.

16. Technical and Commercial Proposal

1. The response to the EoI need to cover following and should reach RailTel before the submission deadline through <https://railtel.eNivida.com>. RailTel reserves the right to reject any response received after the mentioned deadline.
2. The covering letter in the format mentioned in Annexure 1 should be part of the expression of interest being submitted.
3. The bidder needs to provide all the reference details/documentary evidences required to fulfill the criteria as applicable. The bidder is expected to submit evidences to meet all the criteria mentioned.
4. The bidder needs to provide the details of the point of contact who shall be contacted from RailTel for any matter pertaining to the empanelment or the EoI process in the future.

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The format in which the details are to be furnished is mentioned below: **(PLEASE USE BLOCK LETTERS TO FILL THE TABLE BELOW)**

DETAILS OF POINT OF CONTACT		
First Name	Last Name	
Designation		
Official Address		
Contact Number (Office Landline)		
Mobile Number		
Official Email ID		

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17.1 Annexure 1: Cover Letter Format

COVERING LETTER

(To be on company letter head)

Offer Reference No: _____

Date:

To,

RailTel Corporation of India Ltd.
275e, EVR Periyar High Road CAO/CN Office,
Southern Railway Egmore,
Chennai - 600008

Sub: Tender for Selection of agency for operations and maintenance of TNSDC & TNDRC projects for a period of one year

Dear Sir

Having examined EOI document bearing the reference number RCIL/SR/MAS/ELCOT/MAS/2025-26/EOI/09, dated 12.12.2025 released by your esteemed organization, we, undersigned, hereby acknowledge the receipt of the same and submit our offer.

If our offer is accepted, we undertake to abide by all the terms and conditions mentioned in this EOI.

We hereby declare that all the information and supporting documents furnished as a part of our response to the said EOI, are true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us, our EOI is liable to be rejected.

Date:

Signature with seal (In the box)

Name _____ Designation: _____ Authorized Signatory _____

and on behalf of

(Give below the Name & Address of Bidder)

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17.2 Annexure 2:

Refer BOQ (Tender No- ELCOT-ST-DC-2025-0039 dated November 2025 – floated in Tn Tender portal. (<https://tntenders.gov.in>)

Note: The Submitted rates are subjected to Negotiation (Upon receipt from End Customer)

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17.3 Annexure 3: Performance Bank Guarantee Format

PROFORMA FOR PERFORMANCE BANK GUARANTEE BOND

(On Stamp Paper of Rs One hundred)

(To be used by approved Scheduled Banks)

1. In consideration of the RailTel Corporation of India Limited, having its registered office at B Block 2nd Floor, RailNilayamSecunderabad (Herein after called RailTel) having agreed to exempt (Hereinafter called "the said Contractor(s)") from the demand, under the terms and conditions of an Purchase Order/LOA 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, on 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) / Tenderer(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) / Tenderer(s) shall have no claim against us for making such payment.

Signature of Tenderer with Seal

4. 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 theWe shall be discharged from all liability under this Guarantee thereafter.

5. 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) / Tenderer(s).

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

Dated the day of 2024

for

(Indicate the name of the Bank)

Witness

Signature

Name

Signature

Name

Signature of Tenderer with Seal

Annexure-4

1.0 GUIDELINES FOR INDIAN AGENTS OF FOREIGN SUPPLIERS

1. There shall be compulsory registration of agents for all global (Open) Tender and Limited Tender. An agent who is not registered with RailTel Units shall apply for registration in the prescribed Application -Form.
2. Registered agents will file an authenticated Photostat copy duly attested by a Notary Public/ Original certificate of the principal confirming the agency agreement and giving the status being enjoyed by the agent and the commission/ remuneration/ retainer-ship being paid by the principal to the agent before the placement of order by RailTel.
3. Wherever the Indian representatives have communicated on behalf of their principals and the foreign parties have stated that they are not paying any commission to the Indian agents, and the Indian representative is working on the basis of salary or as retainer, a written declaration to this effect should be submitted by the party (i.e. Principal) before finalizing the order.

2.0 DISCLOSURE OF PARTICULARS OF AGENTS/ REPRESENTATIVES IN INDIA, IF ANY.

Tenderers of **Foreign nationality** shall furnish the following details in their offer:

- 2.1 The name and address of the agents/representatives in India, if any and the extent of authorization and authority given to commit the principals. In case the agent/representative be a foreign Company, it shall be confirmed whether it is real substantial Company and details of the same shall be furnished.
- 2.2 The amount of commission/ remuneration included in the quoted price(s) for such agents/representatives in India.
- 2.3 Confirmation of the Tenderer that the commission/ remuneration if any, payable to his agents/ representatives in India, may be paid by RAILTEL in Indian Rupees only.

Tenderers of **Indian Nationality** shall furnish the following details in their offers:

- 2.4 The name and address of the foreign principals indicating their nationality as well as their status, i.e, whether manufacturer or agents of manufacturer holding the Letter of Authority of the Principal specifically authorizing the agent to make an offer in India in response to tender either directly or through the agents/representatives.
- 2.5 The amount of commission /remuneration included in the price(s) quoted by the tenderer for himself.

Signature of Tenderer with Seal

2.6 Confirmation of the foreign principals of the Tenderer that the commission/ remuneration, if any, reserved for the Tenderer in the quoted price(s), may be paid by RAILTEL in India in equivalent Indian Rupees on satisfactory completion of the Project or supplies of Stores and Spares in case of operation items.

In either case, in the event of contract materializing, the terms of payment will provide for payment of the commission/ remuneration, if any payable to the agents/representatives in India in Indian Rupees on expiry of 90 days after the discharge of the obligations under the contract.

Failure to furnish correct and detailed information as called for in paragraph 2.0 above will render the concerned tender liable to rejection or in the event of a contract materializing, the same liable to termination by RAILTEL. Besides this there would be a penalty of banning business dealings with RAILTEL or damage or payment of a named sum.



Signature of Tenderer with Seal

17.5

Annexure 5

INTEGRITY PACT

(The Integrity Pact agreement shall be executed in Rs. 100/- non judicial stamp paper and the same will be uploaded in the e-nivida portal).

I.....(Name and designation"*** appointed as the attorney/authorized signatory of the bidder (including its constituents). M/s ____ (hereinafter called the bidder) for the purpose of the Bid documents for the work of _____ as per the bid No. ____ of (____ RailTel), do hereby solemnly affirm and state on the behalf of the bidder including its constituents as under:

1. I/we the bidder, am/are signing this document after carefully reading the contents.
2. I/we the bidder also accept all the conditions of the bid and have signed all the pages in confirmation thereof.
3. I/we hereby declare that I/we have downloaded the bid documents from RailTel website www.railtelindia.com / <https://railtel.enivida.com>. I/we have verified the content of the document from the website and there is no addition, no deletion or no alternation to be content of the bid document. In case of any discrepancy noticed at any stage i.e. evaluation of bids, execution of work or final payment of the contract, the Master copy available with the RailTel Administration shall be final and binding upon me/us.
4. I/we declare and certify that I/we have not made any misleading or false representation in the forms, statements and attachments in proof of the qualification requirements.
5. I/we also understand that my/our offer will be evaluated based on the documents/credentials submitted along with the offer and same shall be binding upon me/us.
6. I/we declare that the information and documents submitted along with the bid by me/us are correct and I/we are fully responsible for the correctness of the information and documents, submitted by us.\
7. I/we undersigned that if the certificates regarding eligibility criteria submitted by us are found to be forged/false or incorrect at any time during process for evaluation of bids, it shall lead to forfeiture of the bid EMD besides banning of business for five years on entire RailTel. Further, I/we (insert name of the bidder)** _____ and all my/our constituents understand that my/our constituents understand that my/our offer shall be summarily rejected.

Signature of Tenderer with Seal

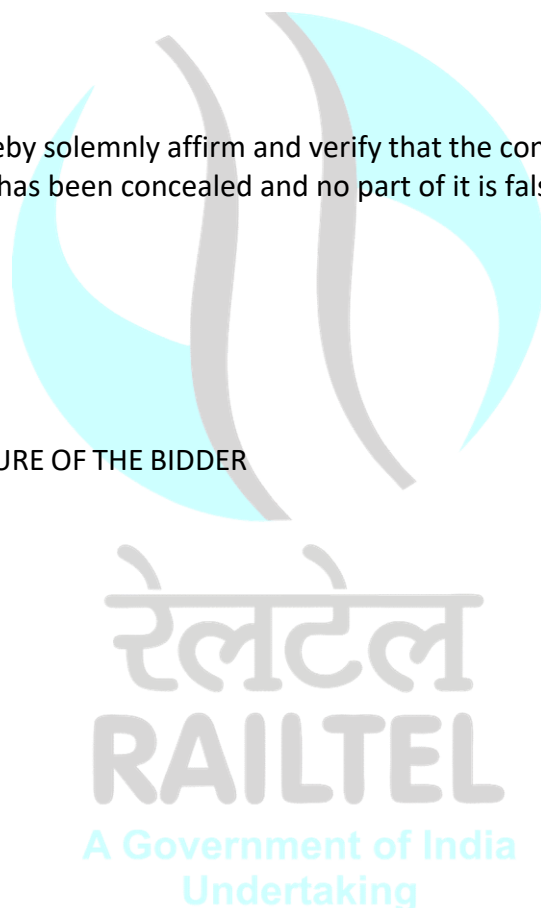
I/we also understand that if the certificates submitted by us are found to be false/forged or incorrect at any time after the award of the contract, it will lead to termination of the contract, along with forfeiture of SD and Performance guarantee besides any other action provided in the contract including banning of business for five years on entire RailTel

Signature of Bidder with Seal

VERIFICATION

I/we above named bid do hereby solemnly affirm and verify that the contents of my/our above affidavit are true and correct. Nothing has been concealed and no part of it is false.

DEPONENT SEAL AND SIGNATURE OF THE BIDDER



Signature of Tenderer with Seal

17.6

Annexure 6 – RFP of ELCOT (Tender No.: ELCOT-ST-DC-2025-0039)





रेलटेल
RAILTEL

A Government of India
Undertaking

Signature of Tenderer with Seal



ELECTRONICS CORPORATION OF TAMIL NADU LIMITED

Tender No.: ELCOT-ST-DC-2025-0039

**Tender for selection of agency for operations and maintenance of
TNSDC & TNDRC projects for a period of one year**

NOVEMBER 2025

9th Floor, Sigapi Aachi Building, 18/3, Rukmani Lakshmipathi Road,
Egmore, Chennai-600008
www.elcot.in | +91 44 2855 6100 | sd@elcot.in

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Acronyms

EMD	Earnest Money Deposit
DCO	Data Center Operator or Disaster Recovery Center Operator
ICT	Information and Communication Technology
IPR	Intellectual Property Rights
ISO	International Organization for Standardization
IT	Information Technology
LD	Liquidated Damage
LOA	Letter of Award
MIS	Management Information System
OEM	Original Equipment Manufacturer
PMC	Project Management Consultant
RFP	Request for Proposal
SD	Security Deposit
SDC	State Data Centre
SNR	Site Not Ready
SPOC	Single Point of Contact
ST	Service Tax
TNSDC	Tamil Nadu State Data Center
TNDRC	Tamil Nadu Disaster Recovery Center

Definitions used in the Tender Document:

- a) Act:** Act means the Tamil Nadu Transparency in Tenders Act 1998 as amended from time to time.
- b) Bidder:** Bidder means the party who makes a formal offer in pursuance of the Tender floated
- c) Contractor:** Contractor means the Successful Bidder who signed the Contract Agreement
- d) Day/Week/Month:** Means a Calendar day/Calendar Week/Calendar month respectively
- e) L1 Bidder:** L1 Bidder is one who quotes the lowest rate for a Technically, and Financially acceptable bid and declared as such by ELCOT
- f) One year contract period –** One year contract period for the purpose of this tender shall be from 01.02.2026 to 31.01.2027 (both dates inclusive) or as modified by ELCOT for the purpose of this tender.
- g) Overall L1 Bidder:** The Bidder who has quoted the Lowest aggregate Price.
- h) Purchaser:** ELCOT on behalf of Government of Tamil Nadu
- i) Rules:** Rules means The Tamil Nadu Transparency in Tenders Rules 2000 as amended from time to time.
- j) Successful Bidder:** Successful Bidder means the Bidder who becomes Successful through the Tender process and declared as such by ELCOT
- k) TPA:** Third party audit agency for TNSDC projects.

I. NOTICE INVITING TENDER

	Government of Tamil Nadu ELECTRONICS CORPORATION OF TAMIL NADU LIMITED	
<p>9th Floor, Sigapi Aachi Building, 18/3, Rukmani Lakshmipathi Road, Egmore, Chennai-600008 www.elcot.in +91 44 2855 6100 sdcc@elcot.in</p>		
<p>NOTICE INVITING TENDER Tender No. ELCOT-ST-DC-2025-0039</p>		
<p>ELCOT invites "Tender for selection of agency for operations and maintenance of TNSDC & TNDRC projects for a period of one year". For complete details, please visit www.elcot.tn.gov.in or www.tntenders.gov.in. Pre-bid meeting: 25.11.2025 11 AM. Last date for submission of e-bids: 19.12.2025, 3 PM. For queries: sdcc@elcot.in.</p>		
<p>- MANAGING DIRECTOR</p>		

II. TENDER DATA SHEET

1	Tender Inviting Authority, Designation and Address	Managing Director, Electronics Corporation of Tamil Nadu Limited, 9 th Floor, Sigapi Aachi Building, 18/3, Rukmani Lakshmi pathi Road, Egmore, Chennai – 600008 Phone: +91 44 2855 6100 sdc@elcot.in
2	Tender Accepting Authority	Sub-Committee of the Board of Directors, ELCOT
3	Name of the Work	Tender for selection of agency for operations and maintenance of TNSDC & TNDRC projects for a period of one year
4	Work Period	Contract shall valid for one year from 01.02.2026 till 31.01.2027 (both days inclusive) including the pre-tender taking over period. It may be extended for another 1 year with 5% annual escalation on the total value (total of O&M and manpower cost) and with same terms & conditions and subject to mutual agreement by both parties.
5	Tender reference	ELCOT-ST-DC-2025-0039
6	Installation/Place of work	ELCOT – TNSDC, Perungudi & ELCOT, Trichy.
7	Tender documents available place	Tender documents can be freely downloaded from https://tntenders.gov.in and https://www.elcot.in till the closing date and time of the Tender.
8	Earnest Money Deposit (EMD)	Rs.15,00,000/- (Rupees Fifteen Lakhs only) shall be paid electronically in e-Tender Portal

		https://tntenders.gov.in itself. (EMD of all bidders other than successful bidders shall get refunded automatically)
9	Tender submission	Two Part Tender comprising of Technical Bid and Price Bid shall be submitted electronically through the e-Tender Portal https://tntenders.gov.in
10	Bid signing	Bidder shall possess valid Class 3 - Signing and Encryption Digital Signature Certificates for signing the Bids
11	Help manuals for e-Tender	Bidder may download the help documents and user manuals from https://tntenders.gov.in
12	TNSDC Site Visit	21.11.2025 and 22.11.2025, 10 am to 5 pm (For prior intimation – sdc@elcot.in)
13	TNDRC Site Visit	22.11.2025 and 24.11.2025, 10 am to 5 pm (For prior intimation – sdc@elcot.in)
14	Date and Place of Pre-Bid Meetings	25.11.2025 @ 11.00 AM at ELCOT, 9th Floor, Sigapi Aachi Building, 18/3, Rukmani Lakshmipathi Road, Egmore, Chennai – 600008
15	Due Date and Time of submission of Tender	19.12.2025 @ 03.00 PM at the URL mentioned in S.No (8) above.
16	Date, Time and Place of opening of the Bids	19.12.2025 @ 03.30 PM at ELCOT, 9th Floor, Sigapi Aachi Building, 18/3, Rukmani Lakshmipathi Road, Egmore, Chennai – 600008
17	Date, Time and Place of opening of the Price Bids	Shall be intimated only to the technically qualified Bidders
18	Bid validity	Bid validity shall be 90 days

III. PREAMBLE

Electronics Corporation of Tamil Nadu Limited (ELCOT), a wholly owned Government of Tamil Nadu Undertaking is the implementing agency for Tamil Nadu State Data Center (TNSDC) Project. TNSDC was established in 2 phases, phase I in 2011 and phase II in 2020, at ELCOT, Perungudi to support various State Departments in running their applications. ELCOT operates TNSDC phase 1 and 2, TN-Cloud projects at Perungudi campus. Tamil Nadu Disaster Recovery Centre (TNDRC) was established in 2018 in ELCOSEZ Trichy.

Consolidation of DC activity is being undertaken to move all phase 1 and 2 operations in a single building at Perungudi. As on date, 440+ application/services are running in TNSDC project. ELCOT is also in the process of floating a separate tender for comprehensive upgrade of the State Data Centre. This upgrade shall be undertaken parallelly, without causing any major disruption to any operations of the existing project in a suitable model as approved by Government.

ELCOT invites bids from reputed agencies to undertake **end-to end operations and maintenance of TNSDC and TNDRC projects for a period of one year. The O&M agency selected in this tender shall closely work with the agency selected under the comprehensive upgrade tender for data migration and other transition during this O&M period.**

Contract shall valid for one year from 01.02.2026 till 31.01.2027 (both days inclusive) including the pre-tender taking over period. It may be extended **for another 1 year with 5% annual escalation on the total value (total of O&M and manpower cost)** and with same terms & conditions and subject to mutual agreement by both parties.

IV. GENERAL CONDITIONS OF TENDER

1. General Instructions

- a) Every effort has been made to provide comprehensive and accurate background information, requirements and specifications in this Tender.
- b) This Tender process is governed by The Tamil Nadu Transparency in Tenders Act 1998 and The Tamil Nadu Transparency in Tenders Rules 2000 as amended from time to time.
- c) In case of any conflict between the terms and conditions in the Tender document and the Tamil Nadu Transparency in Tenders Act 1998 and The Tamil Nadu Transparency in Tenders Rules 2000, the Act and Rules shall prevail.
- d) In this Tender unless a contrary intention is evident:
 - i. The clause headings are for convenient reference only and may not be part of this Tender.
 - ii. Unless otherwise specified, a reference to a clause number is a reference to all of its sub-clauses;
 - iii. Unless otherwise specified, a reference to a clause, sub-clause is a reference to a clause, sub-clause of this Tender including any amendments or modifications to the same from time to time;
 - iv. A word in the singular includes the plural and a word in the plural includes the singular;
 - v. A word importing a gender includes any other gender;
 - vi. A reference to a person includes a body corporate or a legal entity;
 - vii. A reference to legislation includes legislation which is in effect during the period of contract;

- viii. Where a word or phrase is given a meaning, it includes the appropriate grammatical forms of that word or phrase which have corresponding meanings.
 - ix. In the event of an inconsistency between the terms of this Tender and the Bid, the Terms & Conditions hereof shall prevail.
 - x. The terms Contractor and Successful bidder means the same person.
- e) The Bidders are required to examine the instructions, terms and conditions and specifications given in the Tender.
 - f) The Bidder shall be deemed to have been fully satisfied itself before Bidding as to the correctness and sufficiency of its Bids for the Contract and Price quoted in the Bid to cover all obligations under this Tender.
 - g) It shall be the responsibility of the Bidder that all factors have been investigated and considered while submitting the Bids and no claim whatsoever including those of financial adjustments; time schedule to the Contract awarded under this Tender shall be entertained by ELCOT on account of failure by the Bidder.
 - h) Failure to furnish all required information in every aspect shall be at the Bidder's risk and may result in the rejection of Bid.
 - i) Bid with conditions other than those specified in the Tender document is liable to be summarily rejected. No modification by the Bidder in any of the conditions shall be permitted.
 - j) No commitment of any kind, contractual or otherwise shall exist unless and until Letter of Acceptance is issued as per the terms and conditions of the tender.
 - k) It shall be imperative for each Bidder(s) to familiarise itself with the prevailing legal situations for the execution of Contract. ELCOT shall not entertain any request for clarification from the Bidder regarding such legal aspects.
 - l) It must be clearly understood that the Terms and Conditions, specifications are intended to be strictly enforced. No escalation of cost

in the Tender by the Bidder shall be permitted throughout the period of Contract.

- m) The Contractor shall make all arrangements as part of the Contract to supply commission and train the beneficiaries at various locations at their own cost and transport.
- n) The Contractor shall be fully and completely responsible to ELCOT and the End User for all the deliveries and deliverables.
- o) Any Bidder who is blacklisted by ELCOT or any State or Central Government or its agencies shall not be eligible to bid for the Tenders of ELCOT. Bidder shall give an undertaking in this regard.
- p) In case Bidder conceals any fact that materially affects the tender, the bid will be summarily rejected
- q) In case any show cause notice has been issued by ELCOT for poor performance to any of the bidder, then ELCOT reserves the right to disqualify the bid submitted by such Bidder.

2. Pre-Bid meeting and clarifications

- a) Pre-Bid meeting shall be conducted as mentioned under Tender Schedule. Bidder can seek clarifications on the published Tender document during the Pre-Bid meeting. All clarifications shall be requested in the format in **Annexure - 11**
- b) Pre-bid meeting is an opportunity to express any issues or concerns in a transparent manner. The prospective bidders may raise queries on any matter related to specifications, conditions or any other aspects of the tender. Hence, the prospective bidders are advised to raise any issues **during the pre-bid meeting only**, rather than taking any other modalities.
- c) The prospective Bidder shall have to ensure that their queries/clarifications are mailed to ELCOT in the prescribed format and only those queries/clarifications addressed to the designated e-mail in prescribed format shall alone be considered.
- d) All queries received **till the date of pre-bid meeting** will be given

a consolidated reply as a part of pre-bid response.

- e) All other queries received to the designated e-mail after the date of pre-bid meeting will be responded separately, on a later date, preferably before 48 hours before opening of tender. Any further queries on pre-bid clarifications can also be sent to the designated email.
- f) No queries received within 48 hours before the scheduled tender opening time shall be entertained or responded. Bidder shall have no right to make any claims based on any query raised in this manner.
- g) No queries received in any other manner or received at any other time other than specified above or received in any email other than the designated email shall not be treated as a 'query' for the purpose of this tender. No response will be given to such communications and no person can have any claims in this regard.

3. Amendments to the Tender

- a) ELCOT may amend the Tender document as per requirements or wherever ELCOT feels that such amendments are absolutely necessary. Amendments also may be made in response to the queries by the prospective Bidder.
- b) The responses given for pre-bid query, corrigendum, addendum or any amendments shall form part of the tender and shall be notified in <https://tntenders.gov.in> from time to time.
- c) The Bidder shall periodically check for the amendments or corrigendum or information in the websites till the closing date of the Tender. ELCOT shall not make any individual communication to the bidders and shall in no way be responsible for any ignorance pleaded by the Bidder.
- d) No clarifications would be offered by ELCOT within 48 hours prior to the due date and time for opening of the Tender.
- e) ELCOT at its discretion may or may not extend the due date and time for the submission of Bids on account of amendments.

- f) ELCOT is not responsible for any misinterpretation of the provisions of this Tender document on account of the Bidder's failure to keep them updated of the Bid documents on changes announced in the website.

4. Language of the Bid

The Bid prepared by the Bidder as well as all correspondence and documents relating to the Bid shall be in English only. The supporting documents and printed literature furnished by the Bidder may be in another language provided they are accompanied by an accurate translation in English duly notarised, in which case, for all purposes of the Bid, the translation provided by the Bidder shall govern. Bids received without such translated copies are liable to be rejected.

5. Bid Currency

Price shall be quoted in Indian Rupees (INR) only and payment shall be made in Indian Rupees only. Exchange rate risk and all other similar risks, if any, shall be borne by the bidder.

6. Labour Laws Compliance

The Contractor shall be solely responsible for payment of remuneration to the employees employed for the performance of the obligations and to comply with the Rules and Regulations as laid down in Payment of Wages Act, 1936, Minimum Wages Act, 1948, Workmen's Compensation Act, 1923, Industrial Disputes Act, 1947, Employees State Insurance Act, 1948, Contract Labour (Regulation and Abolition) Act, 1952, Payment of Bonus Act, 1965, Employees Provident Funds and Miscellaneous Provisions Act, 1952, Shops and Establishment Act, Factories Act, 1948 and all the applicable Laws from time to time. Any consequences arising due to non-compliance of the provisions as specified above shall be the sole responsibility of the Contractor. The relationship between the parties is on principal to principal basis and cannot be construed as partnership, agency, delegations or contract labour, etc.

7. Conflict of Interest

Bidder shall furnish an affirmative statement as to the absence of, actual or potential conflict of interest on the part of the Bidder due to prior, current, or proposed Contracts, engagements, or affiliations with other Organizations of the State Government. Additionally, such disclosure shall address any and all potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the Bidder to complete the requirements as given in the Tender document. Declaration to this effect shall be submitted by the Bidder in the prescribed format given in the Tender document.

8. Letter of Authorisation

Letter of Authorisation or Power of Attorney from the Board of Directors / Competent authority shall be submitted in the Technical Bid, failing which the Bids shall be summarily rejected.

9. Tender Validity

- a) The offer submitted by the Bidder shall be valid for a period of **ninety days** from the date of opening of Tender.
- b) The validity of the Bids shall be extended for such period as mentioned in the Act and Rules when extension is sought by the Authority.

10. Contacting Tender Authorities

- a) Bidder shall not make attempts to establish unsolicited and unauthorized contact with the Tender Accepting Authority, Tender Inviting Authority or Tender Scrutiny Committee after the opening of the Tender and prior to the notification of the Award.
- b) Any attempt by any Bidder to bring to bear extraneous pressures on the Tender Accepting Authority or Tender Scrutiny Committee shall be a sufficient reason to disqualify the Bidder.
- c) Notwithstanding anything mentioned above, the Authority may seek

bonafide clarifications from Bidder relating to the Tenders submitted by them during the evaluation of Tenders. The bidder is bound to furnish the clarification sought by ELCOT and failure to do so may lead to summary rejection of the tender.

11. Bid Preparation and Submission

e-Tender Procedure:

- a) Tender document is uploaded in the e-Tender portal <https://tntenders.gov.in>. The prospective Bidder shall register themselves in the e-Tender Portal (<https://tntenders.gov.in>) and submit the Bids electronically through the e-Tender portal.
- b) It is mandatory for the Bidder to possess a valid Class -3 Signing and Encryption Digital Signature Certificate in the name of the Tender submitting authority to complete the e-Tender Bid process as per the provisions of Government of India IT Act 2000 with latest amendments.
- c) Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available in the web site <https://tntenders.gov.in> under the link "Information about DSC".
- d) The website has user manuals with detailed guidelines on enrolment and participation in the online Bidding process. The user manuals can be downloaded for ready reference.
- e) An e-Tender training session may be held on the date and time as mentioned in the Tender Schedule. The Bidders are requested to download the e-Tender help manual and user manuals from the Portal for reference.
- f) The registered Bidder can log into the e-Tender portal and download the Bid Forms and Tender document /corrigendum as applicable and go through them carefully.
- g) Bidder shall go through the Tender documents and get ready with all relevant documents in PDF/XLS/RAR formats as indicated therein and

then have them uploaded against each category. In the Technical Bid, Bidder may attach an index page wherever necessary, in the beginning, which indicates the details of the files/documents that follow the index page against Technical Bid content indicated. This shall also help for easy reference later.

- h) While scanning the Bid documents to convert to PDF, Bidder shall scan the page in 65 to 100 dpi mode, to get a readable page after scanning and also the size of the document shall also be lesser. For pages in text, it is advised to use 65 dpi mode and for pages with images, 100 dpi mode.
- i) Bidder shall be ready with the Technical Bid and Price Bid in filled form well in advance to avoid last minute submission and once the bids are ready in all aspects, they may choose the freeze option to submit the Bid finally and thereafter they shall get a **Bid acknowledgement receipt** which is the final end, indicating the Successful submission of the Bid.
- j) The Technical and Price Bids shall be submitted separately using the Digital Signature Certificates.
- k) Bidder can do the resubmission of the Bid any number of times, either Technical Bid or Price Bid or both till the closure of bid.
 - l) The Bids shall be submitted online not later than the date and time specified in the Tender Schedule or Corrigendum if published. E-Tender portal shall automatically lock the date and time exactly on the date and time.
- m) Even if the Bid submission is in half way through during the closing date and time, submission would not be possible. Hence the Bidder should be cautious to submit the Bids well in advance to avoid failures in the submission of their bids.
- n) ELCOT shall not be responsible for the failure of the Bidder to submit the Bids due to any reason.

- o) For all Tender processing activities, the server time indicated at the top of the e-Portal, while doing Bid submission/Tender opening activities shall be final. The Local system time shall not be taken into account in such case.
- p) The e-Tender system shall issue a Bid **acknowledgement receipt** which is the final proof for the Successful Bid submission.
- q) Bidder may contact the Helpdesk at National Informatics Centre for support on the Tender portal.

12. Preparation and Submission of Bids

- a) Bidder should examine all Instructions, Terms and Conditions and Technical specifications given in the Tender document. Failure to furnish information required by the Bid or submission of a Bid not substantially responsive in every aspect shall be at the Bidder risk and may result in rejection of Bids.
- b) Any bid with conditions other than those specified in the Tender document is liable to be summarily rejected. No modification by the Bidder in any of the conditions shall be permitted.
- c) The Bidder shall duly fill, sign and stamp on all pages of the Tender documents, all statements, certificates uploaded by them, owning responsibility for their correctness/authenticity. Not signing in any of the document may lead to rejection of the Bid.**
- d) The Bid shall contain no inter-lineation, erasures or overwriting except as necessary to correct errors made by the Bidder in which case such corrections shall be counter signed by the Authorised person with date.

13. Submission of hard copy of bid document

- a) The bidders are requested to handover a hardcopy of the tender document along with annexures scanned and uploaded by them in the

website **(excluding price bid form)** to ELCOT during bid opening, without fail.

- b) This is only for the sake of convenience of evaluation and shall not be treated as a tender document under TNITT Act or Rules.
- c) No bid shall be disqualified merely for non-submission of hard copy.
- d) In case of any discrepancy between hard copy and the scanned copy submitted in the e-tender portal, **only the document/ data submitted in the online portal will be considered as valid.**

14. Technical Bid Form

- a) Bidder has to upload the relevant documents in the format, as sought in the Tender against each Item. The Bidder has to verify each uploaded document and sign the same using the Digital Signature Certificate (DSC) before final submission of the bid.
- b) The Technical Bid Format shall not be changed or altered or tampered. If the Bid format is found to be tampered/alterd, the Bids shall be summarily rejected.
- c) The Technical Bid documents shall not strictly contain any Price indications, failing which the Bids shall be summarily rejected.
- d) The Technical Bid format as given in the Tender shall be filled and signed using the DSC and the scanned copy in the prescribed format shall be submitted.
- e) The supporting documents and other documents shall be submitted as.PDF in the Technical Bid.

15. Price Bid Form

- a) Bidder shall submit a Price Bid letter in PDF in the format annexed.
- b) The Price Bid Form called as the Bill of Quantity (BOQ) shall be in spread sheet format (xls). The original BOQ shall be downloaded from the Tender site, filled in at the appropriate places indicated in offline and then it has to be uploaded with the same name against the Price Bid option. The BOQ has to be verified and then signed using the DSC

before final submission.

- c) The Price Bid Form shall not be changed or altered or tampered. If the Bid form is tampered/altered, the Bids shall be summarily rejected.
- d) The Price Bid Form shall contain only price offers.
- e) The cost quoted by the Bidder shall include cost and expenses on all counts viz., cost of equipment, materials, tools, software, techniques, methodologies, manpower, supervision, administration, overheads, travel, lodging, boarding, in-station & outstation expenses, etc., and any other cost involved in the supply.
- f) The Bidder shall give the total Price with break up details of all Levies, Taxes & duties, Surcharges, EPF, ESI, Packing, Forwarding, Freight and insurance, etc.
- g) The negotiated Price shall be kept firm by the Successful Bidder for a period specified in the Tender subject to the provisions under the Fall Clause. The Successful Bidder should keep the Price firm during the period of Contract including period of extensions, if any.
- h) Escalation of cost shall not be permitted during the said periods or during any period while providing services whether extended or not for reasons other than increase of duties / taxes payable to the Governments in India within the stipulated delivery period. The Bidder should particularly take note of this factor before submitting the Bids.
- i) The Price finalised after negotiations should be kept valid during the Contract period including extensions and no escalation in the final Price shall be entertained including reasons due to Foreign Exchange fluctuations.
- j) Exchange Rate fluctuations (Foreign Currency Rate Exchange) cannot be cited as reasons for the delay or dishonour of Work/Purchase order.

16. Cost of Bidding

The Bidder shall bear all costs associated with the Preparation, Submission and Evaluation of Bids including the cost for Sample evaluation and Demonstration. ELCOT/End User shall in no way be responsible or liable for the charges/costs incurred regardless of the conduct or outcome of the Bidding process.

17. Earnest Money Deposit (EMD)

- a) EMD amount as specified in the Tender Schedule shall be paid electronically through their respective internet banking enabled account via NEFT/RTGS to the account mentioned in the Tender Schedule.
- b) Documentary proof of having deposited the EMD shall be submitted under Technical Bid.
- c) In the case of EMD amount paid in advance by the Bidder, but due to some reasons the Bids could not be uploaded, EMD amount paid earlier shall be refunded by applying through a letter of request to ELCOT with necessary proof.
- d) If the Successful Bidder fails to act according to the Tender conditions or backs out or fails to accept the LOA, after the Tender has been accepted, the EMD shall be forfeited by ELCOT.
- e) If the Successful Bidder fails to remit the Security Deposit, or sign the Contract the EMD remitted by them shall be forfeited by ELCOT and the Tender submitted by the Bidder shall be held void.
- f) The Earnest Money Deposit (EMD) of the Successful Bidder shall be returned when the Successful Bidder furnishes the required Security Deposit and after confirmation of the genuineness of the Bank guarantee from the issuing Bank in case of Bank Guarantee.
- g) EMD of the unsuccessful Bidder shall be returned after Signing of Contract with the Successful Bidder. The EMD amount held by ELCOT till it is refunded to the Successful Bidder/Unsuccessful Bidder shall not earn any interest thereof for any reason whatsoever.

- h) Bidder with valid MSME certificate on the date of opening of Bids is exempted from the Payment of EMD. Copy of the MSME certificate shall be submitted in the Technical Bid. Udyam Registration Number certificate should broadly cover the Equipment/Service called for in the Tender.

18. Withdrawal of Bids

No Bidder shall be allowed to withdraw the Tenders after submitting the Bid. Any violation shall lead to forfeiture of EMD and such other consequences as may be provided.

19. Resubmission of Bids

A Bidder may submit a modified Bid before the last date for receipt of Bids. Provided that where more than one Bid is submitted by the same Bidder, the lowest eligible Price Bid shall be considered for evaluation.

20. Technical Bid Opening

- a) The Technical Bid shall be opened on the date and time as specified in the Tender schedule in the presence of that Bidder, who chooses to be present against production of an authorisation letter from the Bidder.
- b) Maximum of two representatives for each Bidder would be allowed to attend the Tender opening.
- c) If the date of opening of the Bids happens to be holiday, the Tenders shall be opened on the next working day at the same time and the same venue.

21. Initial Scrutiny

Initial Bid scrutiny shall be conducted and incomplete details as given below shall be treated as non-responsive.

If Tenders are;

- a) not submitted in two parts as specified in the Tender

- b) received without the Letter of Authorisation
- c) received without EMD amount except Bidder with valid MSME certificate
- d) found with suppression of information or incomplete information
- e) furnished with subjective and conditional offers.
- f) submitted without supporting documents in compliance to the Eligibility Criteria and Evaluation Criteria
- g) non-compliance of any of the clauses stipulated in the Tender
- h) lesser validity period
- i) All responsive Bids shall be considered for further evaluation. The decision of ELCOT shall be final in this regard.

22. Tender Scrutiny

- a) Tender Scrutiny shall be undertaken after the due date of submission of Bid.
- b) The Bids shall be evaluated based on the eligibility criteria and evaluation criteria given in the tender document.
- c) The Bids which did not meet the eligibility criteria and Evaluation Criteria shall be summarily rejected and further evaluation shall not be carried out.
- d) If required by the ELCOT/end user, evaluation of samples of the item/demonstration of solution offered shall be undertaken as a part of the evaluation.
- e) In such cases, Bidder must submit Samples as required in the Tender document at its own cost and effort within the stipulated time specified by ELCOT.
- f) Any bidder failing to provide product demonstration on stipulated date and time shall be disqualified without any further notice. No extension or change of date shall be permitted.
- g) ELCOT may waive any minor infirmity or non-conformity or irregularity of a substantially responsive Bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the

relative ranking of the other Bidder.

- h) For those Bidders who have already worked or working with ELCOT, their previous performance in ELCOT would also be one of the criteria for selection. If any unsatisfactory performances of the Bidders are found, their Bids may be rejected. Unsatisfactory performance is defined as
 - i. Non-responsiveness after getting the LOA or Purchase order
 - ii. Delay in supply, installation of the ordered Items etc.
 - iii. Lack of communication about the delay in deliveries, Installation etc.
 - iv. Poor support during warranty and CAMC period.
 - v. Delay in providing services citing reasons of OEM's support issues.
- i) Decision of ELCOT is final and no dispute can be raised by any Bidder for rejection of their Bids and no claims on this account shall be entertained.
- j) The Bidders whose Bids meet the Eligibility Criteria and Technical specifications of the products will be qualified for opening of financial bids.

23. Clarification by ELCOT

- a) When deemed necessary, ELCOT may seek bonafide clarifications on any aspect from the Bidder. However, that would not entitle the Bidder to change or cause any change in the substance of the Bid or Price quoted. No post Bid clarification at the initiative of the Bidder shall be entertained.
- b) If any of the documents, required to be submitted along with the Technical Bid is found wanting, the offer is liable to be rejected at that stage. However, ELCOT at its discretion may call for any clarification regarding the document within a stipulated time period. In case of non-compliance to such queries, the Bid shall be rejected without entertaining further correspondence in this regard.

- c) In case if the Bidder failed to comply with the requirements of ELCOT, such Bids may at the discretion of ELCOT, shall be rejected as Technically non-responsive.

24. Price Bid Evaluation

- a) Price bids of those bidders who have qualified in the technical evaluation as above shall be opened.
- b) The Price Bid should include all expenses towards this Tender. The Price Bids of the Technically Qualified Bidders will be opened and evaluated.
- c) No modification of any documents or any quotes shall be allowed at any stage.
- d) Price Bids shall be opened in the presence of the Bidder who chooses to be present at ELCOT. The Bidder or their authorised representatives shall be allowed to take part in the Price Bid Opening.
- e) Price Bid evaluation will be done as per the Tamil Nadu Transparency in Tenders Act 1998 and Tamil Nadu Transparency in Tender Rules 2000 there on.
- f) The prices will be evaluated as follows and the decision of ELCOT will be the final.
 - i) The Price Bid Evaluation shall include all taxes and levies imposed by the Governments in India as part of the price. The GST rates quoted should comply with the statutory guidelines and will be paid as applicable at the time of billing. In evaluation of the Price of an imported Item, the Price shall be determined inclusive of the Customs duty and such other levies, if any. If a Bidder quotes a different tax rate, then ELCOT shall evaluate by correcting the tax rate at the existing level.
 - ii) The bidder quoting lowest price bid fulfilling all terms and conditions will be called the L1 Bidder. In case of partial bids (only if permitted) the lowest price bid fulfilling all terms and conditions in the category will be called as L1 bidder for that

category.

- iii) The total cost (including applicable taxes, duties and charges prevailing at the time submitting the bid) as prescribed in the Price Bid will be taken for the price bid evaluation.
- iv) However the L1 bidder shall be asked to match the L1 price of the individual items in that category (as may be applicable), where they have not become L1.
- g) The Bidder, who has been selected after the Price Bid evaluation will be called as Successful Bidder.
- h) The Successful Bidder cannot claim orders from ELCOT as a matter of right. The final decision for procurement of tendered items will be decided by ELCOT, in consultation with the end user department.
- i) ELCOT reserves the right to cancel the tender and retender to invite the competitive offers / quotes after a thorough analysis of the tender specification terms and conditions.
- j) The Tender Accepting Authority may reject a Tender or the Price offered by a Bidder for an item, if it has determined that the Price Bid/Price in combination with other constituent elements of the Tender is abnormally low or abnormally high in relation to the subject matter of the procurement and raises concerns with such authority as to the ability of the Bidder to perform the Contract.
- k) Negotiations shall be conducted with L1 Bidder for improvement in the scope, reduction in Price, enhancement of warranty and advancement of delivery schedule.
- l) The Bidder's financial/commercial/BOQ offer shall be valid for at least Six months from the date of opening of Tender.
- m) ELCOT reserves the right to reject any or all of the Tenders received without the assignment of a reason.
- n) The decision of ELCOT is final in the Price Bid Evaluation.

25. Suppression of facts and misleading information

- a) During the Bid evaluation, if any suppression or misrepresentation or

any of its kind, is brought to the notice of ELCOT, then ELCOT shall have the right to reject the Bid and if after selection, ELCOT would terminate the Contract without any compensation to the Contractor and the EMD/SD, as the case may be, shall be forfeited.

- b) Bidder shall note that any figures in the proof documents submitted by the Bidder for proving their eligibility is found suppressed or erased, ELCOT shall have the right to seek the correct facts and figures or reject such Bids.
- c) The Tender calls for full copies of documents to prove the Bidder's experience and capacity to undertake the project. It is up to the Bidder to submit the full copies of the proof documents to meet out the criteria. Otherwise, ELCOT at its discretion may or may not consider such documents.
- d) ELCOT reserves the right to cancel the Tender and retender at its discretion. The decision of ELCOT is final in this regard.

26. Acceptance of Tender and Withdrawals

- a) ELCOT reserves the right to reject wholly or partly any or all the Tenders without assigning any reason, or relax or waive any of the conditions stipulated in the terms and conditions of Tender as deemed necessary in the best interest of ELCOT/End User.
- b) The Tender Accepting Authority may also reject all the Tenders for reasons such as change in Scope, Specification, lack of anticipated financial resources, court orders, calamities or any other unforeseen circumstances.
- c) After acceptance of the Tender by ELCOT, the Successful Bidder shall have no right to withdraw their Tender or claim higher Price and any violation shall lead to forfeiture of EMD/SD.

27. Letter of Award (LOA)

- a) After Successful completion of the negotiations and after acceptance of the Tender by ELCOT, Letter of Award shall be issued to Successful

Bidder.

- b) Letter of Award/ Letter of Acceptance/ Purchase Order shall all mean the same and no separate/ multiple orders will be issued.

28. Payment of Security Deposit (SD)

- a) The Successful Bidder shall be required to remit a Security Deposit (SD) as mentioned in special conditions (as applicable). The exact value of the Security Deposit will be mentioned in the LoA to the Successful Bidder.
- b) The proceeds of the Security Deposit shall be payable to the ELCOT as a guarantee of the Successful Bidder's performance of the Contract and compensation for any loss resulting from the Successful Bidder's failure to perform the obligations under the Contract and warranty obligations.
- c) The Security Deposit shall be submitted as Bank Guarantee from Nationalised / Scheduled Public Sector Bank in the format annexed
- d) The SD shall be paid by the Successful Bidder **within 10 days** from the date of issue Letter of Acceptance (LOA) by ELCOT. ELCOT reserves the right to extend the time limit if the reasons on which the extension is sought are deemed fit.
- e) The Bank Guarantee shall be valid for a minimum period of 9 months beyond the date of end of Contract.
- f) The Security Deposit shall be refunded to the Successful Bidder only after Successful completion of the Purchase/Work Order. Such completion would be arrived at when the entire quantity is supplied/Work is delivered by the Successful Bidder as per the Contract and as per the LOA or order including Purchase order(s) issued by ELCOT.
- g) If there are recoveries to be made, Successful Bidder shall deposit the money before the release of BG for getting the BG released and in failure to do so, BG shall be forfeited and recovery to be effected from the realized BG amount and the balance amount, if any, after

adjustment of recoveries, shall be refunded to the Successful Bidder.

- h) The validity of the Bank Guarantee shall be extended by the Successful Bidder for appropriate period at its own motion and at its own cost in case of extension of the Contract.
- i) The Security Deposit held by ELCOT till it is refunded to the Successful Bidder shall not earn any interest thereof.
- j) The Security Deposit/EMD shall be forfeited if the Successful Bidder withdraws the Bid during the period of Bid validity specified in the Tender or if the Bidder fails to sign the Contract and their offer/Bid shall be held as non-responsive.

29. Execution of Contract

- a) Contract shall be signed with the Successful Bidder on submission of Security Deposit.
- b) The Successful Bidder should execute a Contract in the INR 100 non-judicial Stamp Paper bought in Tamil Nadu only in the name of the Bidder **within 15 days from the date of issue of Letter of Award or** within 7 days from the date of receipt of SD, whichever is earlier.
- c) The successful bidder is expected to **sign the contract only through Proprietor/ Partner/ Managing Director/ Director or Key Managerial Person** authorised by the bidder company for this purpose. The responsibility of any failure/ delay in execution of contract shall be the onus of the successful bidder only and appropriate action in accordance with tender condition shall be taken in such case.
- d) The tender document with all corrigendum, pre-bid responses and LoA shall form part of the contract agreement.
- e) The Contract shall include all such changes/modifications as may be indicated by ELCOT at the time of execution upon receipt of confirmation from ELCOT.
- f) The expenses incidental to the execution of the agreement should be borne by the Successful Bidder.

- g) The following documents shall be deemed to form and be read and construed as part of the Contract.
- i) Technical Specifications
 - ii) Tender Terms and Conditions
 - iii) Amendments issued by ELCOT for the Tender document
 - iv) Corrigendum/Clarifications issued by ELCOT for the Tender Document
 - v) Detailed final offer of the Successful Bidder
 - vi) Purchase order(s) issued by ELCOT from time to time
 - vii) Correspondence made by ELCOT to the Successful Bidder from time to time during the period of the Contract.
- h) Wherever the offer conditions furnished by the Successful Bidder are at variance with conditions of this Contract or conditions stipulated in the Purchase order, the latter shall prevail over the offer conditions furnished by the Successful Bidder.
- i) ELCOT/Purchaser may also procure, upon terms and in such manner as it deems appropriate, the goods and services through any Third party if the Successful Bidder fails to deliver and the Successful Bidder shall be liable to ELCOT for any additional costs for such similar goods and services.
- j) The conditions stipulated in the Contract agreement shall be strictly adhered to and violation of any of the conditions shall entail termination of the Contract without prejudice to the rights of ELCOT/Purchaser and ELCOT/Purchaser also has the right to recover any consequential losses from the Successful Bidder.

30. Right to vary quantity

The final quantity ordered shall ordinarily be varied to the extent of twenty five percent either way of the requirement indicated in the Tender documents.

31. Liability of ELCOT

- a) ELCOT shall not be liable to the Contractor for any losses or damages, costs, charges which the Contractor may in any way sustain/suffer due to any delay at the End User side.
- b) ELCOT shall not be liable to the Contractor for any delay in the Payment to the Contractor due to pending/non-receipt of fund from End User.

32. Limitation of Liability

- a) In the case of Gross negligence or willful misconduct on the part of the Contractor executing the work or in carrying out the services, the Contractor, with respect to damage including to property and/or Assets/Sales/Revenue of ELCOT/End User shall regardless of anything contained herein, shall be liable for any direct loss or damage that is less than or equal to (A) the Total Contract Value of the Contract or (B) the proceeds the Contractor may be entitled to receive from any insurance maintained by the Contractor, to cover such a liability, whichever of (A) or (B) is higher.
- b) There shall be no limitation of liability in respect of the Contractor in case of any damages for bodily injury (including death) and damage to real property and tangible personal property, other than as applicable under the relevant laws.
- c) The Contract does not grant or create any rights, benefits, claims, obligations or causes of action in, to or on behalf of any person or entity (including any third party) other than between the respective parties to the Contract, as the case may be.
- d) ELCOT/End User shall be entitled to claim the remedy of specific performance under the Contract. This right to claim for any damage shall be without prejudice to other rights and remedies available to ELCOT/End User under the Contract and law.
- e) ELCOT/End User shall be entitled without prejudice to its other rights and remedies, to deduct from the Price payable to Contractor and also

to encash the Bank Guarantee for Security Deposit or any other Bank Guarantee, provided the total amount recovered does not exceed the Total Contract Value or the insurance cover, whichever is higher.

33. Assigning of Tender whole or in part

- a) The Contractor shall not assign or make over the Contract, the benefit or burden thereof to any other person or persons or body corporate for the execution of the Contract or any part thereof.
- b) ELCOT/End User reserves its right to cancel the Purchase order either in part or full, if this condition is violated.

34. Indemnity

The Contractor shall indemnify and defend ELCOT/End User and its representatives & employees and hold ELCOT/End User, its representatives, employees harmless from

- a) Damages and losses to persons or property caused by Contractor's negligent or intentional act.
- b) Damages and losses to persons or property resulting from the non-compliance with the established obligations; Third Party claim against ELCOT/End User that any Deliverables/Services/Equipment provided by the Contractor infringes a copyright, trade secret, patents or other intellectual property rights of any third party, in which case the Contractor shall defend such claim at its expense and shall pay any costs or damages that may be finally awarded against ELCOT/End User.
- c) If any deliverable is or likely to be held to be infringing, the Contractor shall at its expense and option either (i) procure the right for End User to continue using it, or (ii) replace it with a non-infringing equivalent, or (iii) modify it to make it non-infringing.
- d) Any environmental damages caused by Contractor
- e) Any and all claims, actions, suits, proceedings, taxes, duties, levies, costs, expenses, damages and liabilities, including attorneys' fees,

arising out of, connected with, or resulting from or arising in connections with the services provided by the Contractor due to neglect, omission or intentional act of the Contractor.

35. Force Majeure

- a) Neither party shall be liable for any failure or delay in the performance of its obligations under this Contract if such failure or delay is due to "Force Majeure" events beyond the reasonable control of the affected party. For the purposes of this Contract, Force Majeure shall include, but not be limited to, acts of God, war, terrorism, civil disturbances, epidemics or pandemics declared by competent authorities, natural disasters, governmental actions, strikes, lockouts, or other industrial disturbances (excluding those solely involving the Supplier's workforce), or any other unforeseeable and unavoidable events **which render the performance of the contract impossible or impracticable.**
- b) The party affected by a Force Majeure event shall notify the other party in writing within seven (7) days of becoming aware of such event. The notice shall include:
 - i) The nature and cause of the Force Majeure event;
 - ii) The anticipated duration of the delay;
 - iii) The specific contractual obligations affected; and
 - iv) The steps being taken to mitigate the impact and resume performance.
- c) The affected party shall take all reasonable measures to resume performance of the contract at the earliest possible time upon cessation of the Force Majeure event.
- d) If the Force Majeure event continues for more than sixty (60) consecutive days, and substantially frustrates the performance of the contract, either party may terminate the contract by giving fifteen (15)

days' written notice to the other party, without incurring any liability or penalty.

- e) No party shall be held liable for breach of contract, imposition of liquidated damages, or other penalties arising from non-performance or delays solely due to a duly notified Force Majeure event.

36. ELCOT/End User reserves the right to

- a) Inspect the Bidder's/OEM's factory before Opening of the Price Bid.
- b) Modify, reduce or increase the quantity requirements to an extent of the Tendered quantity as per the provisions of the Act and Rules.
- c) Change the list of areas of supply locations from time to time based on the requirement of the End user.
- d) Insist on quality / specification of materials to be supplied.
- e) Withhold any amount, for the deficiency in the service aspect of the ordered Items supplied to the End User anytime during the Contract period and for want of sufficient documents.
- f) Recover from the payables to the Contractor for any lapse or default on taxes by the Contractor
- g) ELCOT/End User has the right to recover the Input Credit Loss suffered by it due to any default by the Contractor including black listing/bankruptcy.
- h) Recover from any payable to the Contractor irrespective of Contract.

37. General Communication

General Communication such as Purchase/Work orders, Amendment to Work/Purchase orders, etc. shall be through email id of the Contractor.

38. Notice

Any notice to the Contractor shall be deemed to be sufficiently served, if given or left in writing at their usual or last known place of abode or business or sent to the e-mail id. Any change in postal address or e-mail id shall be communicated without delay, failing which, the communication

to the last address or email id shall be deemed to be proper service of communications/notices.

39. Validity and Extension of Contract

- i. The Contract shall be valid for such period mentioned in the Special Conditions. ELCOT can request for extension of Contract for a further period as per Act and Rules.
- ii. The Contract shall be extended for such period with the same Terms and Conditions including Price as mutually agreed between the parties.
- iii. Validity of Bank Guarantee for Security Deposit shall be extended by the Contractor accordingly at its own cost.

40. Termination of Contract

A. Termination for default

- a) ELCOT may without prejudice to any other remedy for breach of Contract, by written notice of default with a period of 7 days, sent to the Contractor, terminate the Contract in whole or part
 - i) if the Contractor fails to deliver any or all of the goods within the time period specified in the Contract or within any extension thereof granted by ELCOT; or
 - ii) If the Contractor fails to perform any of the obligation under the Contract; or
 - iii) If the Contractor, in the judgement of ELCOT, has engaged in fraudulent and corrupt practices in competing for or in executing the Contract or
 - iv) Not provided services as per any of the Tender conditions.
- b) In the event ELCOT terminates the Contract in whole or in part, ELCOT may procure, upon terms and in such manner as it deems appropriate, the goods and services similar to those and delivered and the Contractor shall be liable to ELCOT for any additional costs for such similar goods. However, the Contractor shall continue the performance

of the Contract to the extent not terminated.

B. Termination for Insolvency

- a) ELCOT may at any time terminate the Contract by giving written notice with a period of 7 days to the Contractor, if the Contractor becomes bankrupt or otherwise insolvent.
- b) In this event, termination shall be without compensation to the Contractor, provided that such termination shall not prejudice or affect any right of action or remedy that has accrued or shall accrue thereafter to ELCOT.

C. Termination for Convenience

- a) ELCOT may by written notice, with a **period of sixty days** sent to the Contractor, terminate the Contract, in whole or in part, at any time for its convenience.
- b) The notice of termination shall specify that termination is for ELCOT's convenience, the extent to which performance of work under the Contract is terminated, and the date upon which such termination becomes effective.
- c) On termination, the Contractor is not entitled to any compensation whatsoever.
- d) ELCOT reserves the right to cancel the order(s) and to terminate the Contract in the event of short performance or non-performance of Contractor.

41. Effects of Termination

- a) In the event that ELCOT terminates this Agreement pursuant to failure on the part of the Contractor to comply with the conditions as contained in Tender and depending on the event of default, Security Deposit furnished by Contractor may be forfeited.
- b) Upon the expiration or termination of the Contract, the Contractor shall undertake the actions set forth in the Contract to assist ELCOT/End User to replace services as provided hereunder;
 - i) In respect of Third party Intellectual Property Rights, the Contractor

undertakes to secure such consents or licenses for End User from such third parties as are necessary to enable End User or its replacement System Integrator (any other agency that is selected for maintaining the system in place of the Contractor, if applicable) to receive services substantially equivalent to the Services hereunder.

- ii) The Contractor shall transfer to End User, in accordance with the terms of the Contract, Assets or Deliverables including the software, if any, (and including any data, ownership, source code and associated documentation) in which End User has the right, title and interest and that is in the possession or control of the Contractor.
- iii) In the event of the premature termination of the contract, the Contractor shall be eligible to receive Payments as described in the Payment Schedule for the work completed and approved by ELCOT and End User.
- iv) The Contractor shall continue to perform all their obligations and responsibilities as stipulated under the Contract and as may be proper and necessary to execute the scope of work under the Contract to maintain business continuity.
- v) In the event that ELCOT terminates the Contract due to default or material breach of the Contract on the part of the Contractor, then ELCOT shall be entitled to forfeit the Security Deposit submitted for this Project and pursue such other rights and/or remedies that may be available to ELCOT/End User under law.
- vi) Notwithstanding anything contained herein above and without prejudice to the right to terminate the Contract, if the Contractor fails to set up and operationalize the system at the designated locations, ELCOT/End User may in its sole discretion, engage another agency/System Integrator to fulfil the remaining obligations (or part of the remaining obligations) as may be decided, at the risk and cost of the Contractor. The additional cost incurred by the ELCOT/End User shall be recoverable from the Security Deposit or

any amount payable or due to the Contractor, and in case such Security Deposit or amount is not adequate, the Contractor shall make good the shortfall.

vii) The termination hereof shall not affect any accrued right or liability of either party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination.

viii) The action as provided in this clause shall not be construed or treated as waiver of any right of the ELCOT/End User and the right to terminate the Contract shall subsist even if an action in accordance with this clause had been taken.

c) If the Contract is terminated by ELCOT/End User due to supply of substandard services, system or hardware to the stations, the difference in cost of the items purchased through other Technically Qualified Bidder or any other alternative sources shall be recovered from the Contractor.

42. Dispute and Jurisdiction Clause

The courts situated at Chennai, Tamil Nadu shall have exclusive jurisdiction over all matters arising out of or in connection with this tender and the contract.

43. Grievance Redressal

Any grievances during the tender may be reported in the manner prescribed in Annexure 11 to this tender document. Any further unresolved grievances may be sent to the Managing Director, ELCOT through the email md@elcot.in. Grievances received, if any, will be handled in accordance with the provisions of Tamil Nadu Transparency in Tenders Act and Rules.

V. Tender Specific Conditions

1. Scope of Work

The core objective for the selected agency through this tender is to provide Data Centre O&M services to TNSDC & TNDRC projects. The scope is broadly classified in to Comprehensive O&M for TNSDC-I, TNSDC-II, TN-Cloud and TNDRC projects and Migration of Core IT components from Building-I to Building-III in ELCOT Perungudi campus. Accordingly, BoQ has been designed as below.

- a. Comprehensive O&M of TNSDC-I & II projects (ELCOT, Perungudi)
- b. Comprehensive O&M of TN-Cloud Project (ELCOT, Perungudi)
- c. Comprehensive O&M of TNDRC Project (ELCOT SEZ, Trichy)
- d. Manpower charges
- e. Migration of Core-IT Components from Building-I to Building-III

The contract period is for one year from 01.02.2026 till 31.01.2027 (both days inclusive) including the pre-tender taking over period. It may be extended for upto one more year (31.01.2028) with 5% annual escalation on O&M and manpower charges.

Detailed Scope of Work is available in **Section V.3.**

2. Bidder Eligibility Criteria

The Bidder shall have the following Eligibility for participating in the Tender. The Bidder shall enclose documentary evidence for fulfilling the Eligibility in the Technical Bid. If a bidder fails to enclose the documentary proof for eligibility, their bid shall be summarily rejected.

#	Qualification Criteria	Minimum Eligibility Criteria	Proof to be submitted for fulfilling the Eligibility Criteria
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1.	Legal Entity	The bidder shall be a legal entity registered under the Indian Company Act, 1956 and should have their register offices in India and should have been in existence for a period of at least 5 years as of 31st March 2025.	Copy of the certificate of Incorporation/ Registration issued by the relevant statutory authority
2.	GST and PAN	The Bidder must be registered with Tax authorities of Government of India	a) Copy of PAN card b) Copy of GST registration
3.	Power Of Attorney	Power of attorney / Letter of Authorization for the authorized person to sign the bid documents	Copy of Power of Attorney (PoA) by Authorized Signatory of Bidder authorizing a staff of Bidder to sign and submit the bid, execute the Contract Agreement (if selected) on behalf of the Bidder.
4.	Sales Turnover	The Bidder shall have an average turnover of at least Rs.25 crores in any three of the past five financial years (i.e., 2020-21, 2021-2022, 2022-2023, 2023-2024, 2024-25) <u>from data centre operations.</u>	a) Annual report including Balance Sheet and Profit & Loss accounts for the last five audited years shall be submitted. b) CA certified turnover details for pat five financial years.

5.	Past Experience	<p>The bidder shall have experience in establishment/ operations and maintenance of data centres.</p> <p>Criteria I:</p> <p>Establishment of atleast one data centre of total value (excluding land and building) of Rs.50 crore in the past three years</p> <p>Or</p> <p>Operations and maintenance of</p> <p>i. Atleast two data Centres for atleast one year each in the past 3 years at an annual value of Rs. 10 crores each</p> <p>ii. Atleast one data centre for atleast one year in the past three</p>	<p>Copies of work order(s) or Agreements and Completion Certificates from the customers should be submitted.</p> <p>Proof of ESI/ PF/ Gratuity</p>

		<p>years at an annual value of Rs. 15 crores</p> <p>AND</p> <p>Criteria II:</p> <p>Shall have atleast 75 human resources for data centre operations with relevant certifications in Networking / Cloud/ Cyber Security / Database in their rolls for atleast 3 years in the last 5 years.</p>	
9.	Accreditation	<p>The bidder shall have following valid Certificate as on Bid submission date:</p> <ul style="list-style-type: none"> i. ISO 9001 ii. ISO 27001 iii. ISO 20000 iv. CMMI Level 3 or Higher 	<p>Copies of valid certificate(s) shall be submitted</p>
9.	Blacklisting	<p>The Bidder must not be under a declaration of in-eligibility for corrupt, fraudulent or any other unethical business practices and shall not be debarred or blacklisted by State / Central Government / Public</p>	<p>Undertaking letter for Blacklisting shall be submitted by the Bidder in the format in Appendix 7.</p>

		Sector Undertaking of any State for any reason in the last 3 years from the date of the response to this Tender.	
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NOTE 1: -

- a) In case of Authorised Signatory submitting bid documents, Power of Attorney (PoA) shall be issued to the Authorized Signatory of Bidder to sign and submit the bid, execute the Contract Agreement on behalf of the Bidder firm, to be issued by the Board of Directors/ the Managing Director of the Company.
- b) The Bidder and OEM must not be under a declaration of in-eligibility for corrupt, fraudulent or any other unethical business practices and shall not be debarred or blacklisted by any State/ Central Government/ Public Sector Undertaking for any reason in the last 3 years from the date of the response to this Tender. Undertaking letter for Blacklisting shall be submitted by the Bidder in the format in **Annexure 6**
- c) The Bidder shall comply with the GFR with respect to procurement from country which shares a land border with India as per GFR Rules. Undertaking letter for Certificate of Registration shall be submitted by the Bidder in the format in **Annexure 5**.
- d) Bidders shall ensure that they have uploaded all the required proof of documents signed with seal without fail. Bids received without the supporting documents to prove their eligibility are liable for rejection. Bidder must be in a position to produce original for verification as and when demanded by ELCOT, failing which, such of those documents will not be considered.
- e) ELCOT reserves the right to verify the Authenticity and Veracity of any documents submitted for Eligibility criteria.
- f) In case show cause notice has been issued by ELCOT for poor performance, then ELCOT reserves the right to disqualify the bid submitted by such Bidder.

3. Detailed Scope of Work

Successful Bidder will be responsible for the overall comprehensive operations and management within the scope for the contract period (from 01.02.2026 till 31.01.2027 both days inclusive) including the pre-tender taking over period and for further extension, if any. The scope includes but not limited to the following:

- a. Successful Bidder shall take over the complete IT & non-IT Data Centre Infrastructure from incumbent vendor by ensuring business continuity and performance of the existing Infrastructure and services running at TNSDC (I&II) and TNDRC for a period of 1 year and further extendable up to 1 year subject to satisfactory services under same terms & conditions.
- b. Successful Bidder has to Operate, Maintain & Manage the TNSDC and TNDRC Infrastructure on a 24X7 basis for 1 year while meeting all operational SLA requirements for all IT and Non IT infrastructure components.
- c. Successful Bidder will be responsible for carrying out an assessment of the Existing (AS-IS) Infrastructure existing IT and Non-IT infrastructure and discuss with / inform ELCOT if there are any components that will require replacement along with required justification. In such cases, ELCOT will be responsible for procurement of such infrastructure at the time of requirement. However, the selected agency has to maintain spares (same or different OEM make/model) to maintain the committed SLA till required procurement is completed by ELCOT.
- d. Selected agency will be responsible for the management, monitoring and maintenance of all IT Hardware & Software and Non-IT hardware and software infrastructure deployed within the TNSDC & TNDRC.

- e. Successful bidder to provide 24x7 onsite comprehensive maintenance support for TNSDC's and TNDRC's IT and Non-IT infrastructure, applications, services etc. This will include required support to application /user departments and all kind of breakdown maintenance and preventive maintenance for hardware, software, etc. The maintenance and operations would be taken care by the Successful bidder for 1 years and further extendable up to another 1 Year.
- f. Successful bidder during the contract period shall support the **migration activity of user department's application to TN Cloud or External Cloud and to the facility to be created under the proposed comprehensive upgrade tender.** This may include analysis of existing infrastructure capacity and configurations to successfully migrate the application to TN Cloud. In case of External Cloud, Successful bidder may provide necessary facilitation including network configuration, etc at TNSDC end.
- g. Successful bidder shall be responsible for coordinating with TN-CERT during security breaches (incidents/vulnerability) to restore the services in co-ordination with Depts and support TN-CERT in performing root cause analysis.
- h. Existing network diagram and Cloud details are available in **Annexure-VI**
- i. The existing infrastructure can be broadly classified into two categories, namely
 - i. TNSDC common infrastructure
 - ii. User department owned infrastructure (Co-location/Co-Hosting)

3.1 TNSDC Common infrastructure

- a. Scope will cover management, configuration, patch management, troubleshooting, administration, incident & problem management of all IT hardware and software

infrastructure including core networking devices, security devices, SIEM solution, Managements Servers and SAN storage, and EMS solution etc.

- b. Successful bidder will be responsible for the entire infrastructure stack for these components which would require them to upgrade and maintain the management servers, OS, and DB layers as necessary
- c. Successful bidder to ensure provisions for logical allocation, separation of the shared resources in TNSDC & TNDRC common infra.
- d. Building management system will also be taken care by Successful bidder.

3.2 User Department Infrastructure

- a. This will include hardware / software owned by the user departments including but not limited to any rack or blade server, EMS, Load balancing, networking,
- b. Security and SAN storage device that is brought in to the TNSDC & TNDRC server farm by user departments for hosting their primary application.
- c. Successful bidder is expected to provide necessary co-ordination to the user departments for the deployment and provisioning of common infrastructure in the TNSDC and TNDRC to enable the functioning of these applications. Successful bidder should coordinate with the Government departments/software developers/ELCOT to install, test, commission the Hardware/software and application hosting.
- d. The Successful bidder may be additionally responsible for configuring and monitoring the co-hosted department infrastructure with the enterprise monitoring system of TNSDC and TNDRC. Successful bidder will be responsible for provisioning of the network and security components including IP allocation. All middleware, OS, DB and application-level

patching and update in each server would be maintained by the respective user department.

3.3 Installation, Provisioning, Maintenance and Management of Infrastructure

- a) Successful bidder will be expected to carry out pre consolidation/installation capacity planning including but not restricted to analysis of available power, rack, cooling, storage, bandwidth, and I/O.
- b) Provide necessary co-ordination for the deployment of department specific infrastructure with activities such as provision of rack space, provision of power and cooling as necessary, provision of network and internet connectivity etc.
- c) Manage access card activation services and Bio metric access management services
- d) Addition of common infrastructure such as augmentation of access switches, routers, firewall access switch ports, core switch ports, firewall segments, additional SAN Storage and compute is to be estimated with an appropriate documentation for the need for provisioning.
- e) Successful bidder shall be responsible for the periodic maintenance, rectification of defects/replacement of the faulty equipment as per scope of work specified in the RFP
- f) Adequate onsite & offsite spare parts/ component must be maintained by the Successful bidder to ensure that the uptime commitment as per SLA is met to provide the services. It is important for the Successful bidder to have back- to-back arrangement with asked OEMs for critical IT & Non-IT Infrastructure.
- g) Successful bidder shall do the necessary augmentation, upgradation/ technology refresh, migration of available infrastructure/assets or install new infrastructure/assets/equipment (if required) for providing the

SLA driven managed services as defined in this RFP.

- h) The Successful bidder shall ensure proactive, reactive maintenance, repair and replacement of defective components which is installed in respective TNSDC and TNDRC. The cost of repair and replacement shall be borne by the Successful bidder. All the parts to be replaced by the Successful bidder shall be OEM certified and substandard parts will not be accepted during the contract period of maintenance agreement.
- i) Successful bidder will carry out the acceptance tests as per Scope of work supplied & implemented by the selected bidder as a part of the Project. The Successful bidder shall assist the ELCOT in all acceptance tests to be carried out by the Department. The provisioned items will be deemed accepted only on successful acceptance of those products and the O&M period for these products will start only after successful acceptance and testing.

3.4 MIS Reporting Dashboard

- a) Successful bidder will be required to submit all necessary MIS reports in a format that is mutually discussed and approved by ELCOT. The access to dashboard shall be provided to CTO, ED and MD ELCOT.
- b) ELCOT may use the services of a 3rd party Consultant/Auditor to analyse the MIS reports and formats for review of SLA compliance and operations. The reports indicated below are indicative in nature and the type and format of reports will be reviewed by ELCOT any time during the Operations and Maintenance phase. Any necessary report formats in compliance with the TNSDC Audit & Certification requirements are to be made available by the Successful bidder
- c) **Monthly Coordination Meeting:** The Project Manager of the Successful bidder along with CTO shall have a “Monthly Coordination Meeting” at TNSDC site on the 1st week of every

month along with the Successful bidder, TPA of the project to appraise on the current status with respect to Applications, IT Components & Non-IT Components. Application level utilization with respect to CPU, RAM, Storage, trend analysis has to be presented as part of the meeting.

d) **Monthly Review Meeting:** The Project Manager of the Successful bidder along with CTO shall coordinate a "Monthly Review Meeting" headed by MD, ELCOT at ELCOT Corporate Office on the 2nd Wednesday of every month without fail to discuss the following.

- i. MIS Dashboard
- ii. Findings and resolutions based on the Monthly Review Meeting
- iii. Help Desk performance including resolution of client grievances
- iv. Migration, coordination with vendor for comprehensive upgrade
- v. Security and communication protocols
- vi. Other connected matters, if any

3.4.1 Daily reports to CTO

- i. Summary of issues / complaints logged at the Help Desk
- ii. Summary of resolved, unresolved and escalated issues complaints
- iii. Log of backup and restoration undertaken

3.4.2 Weekly reports to MD and ED ELCOT:

- i. Issues / Complaints Analysis report for virus calls, call trend, call history, etc.
- ii. Summary of systems rebooted.
- iii. Summary of issues / complaints logged with the OEMs.
- iv. Inventory of spare parts for critical components
- v. Summary of changes undertaken including major changes like

configuration changes, patch upgrades, database reorganization, storage reorganization, etc. and minor changes like log truncation, volume expansion, user creation, user password reset, etc.

3.4.3 Monthly reports – To be submitted for Monthly Coordination and Review Meetings:

- i. Component wise physical as well as IT infrastructure availability and resource utilization
- ii. Summary of component wise uptime
- iii. Consolidated SLA / (non)-conformance report.
- iv. Log of preventive / scheduled maintenance undertaken
- v. Log of break-fix maintenance undertaken

3.4.4 Quarterly reports to be submitted for Monthly Coordination and Review Meetings in May, August, November, and January and along with the bills:

- i. Component wise physical as well as IT and Non-IT infrastructure availability and resource utilization
- ii. Consolidated quarterly report abstract of all the above matters.

3.5 Help desk Services

- e) Successful bidder shall setup and manage 24X7 Helpdesk Services for the identification, trouble shooting and resolution of all issues identified in the TNSDC and TNDRC across compute, storage, replication, network & all non-IT infrastructure under the scope of O&M.
- f) A 24X7 help desk is to be operated with a minimum of 2 seats per day shifts and 1 seat per night shift is to be provided during the contract period.
- g) All ticket/incident/call recorded in the system would be considered for Help desk operations SLA based on the resolution time and are required to be tracked to completion/resolution
- h) Escalations should be done at appropriate and established time lines based on the severity of the incident with necessary co-

ordination provided for closure of incidents/tickets

- i) Successful bidder has to follow standard ITIL procedures for
 - i. Incident management, escalation and resolution
 - ii. Problem management and root cause analysis
 - iii. Knowledge mine documentation to ensure faster response to repeating issues
- j) Selected agency may use existing or open-source tools as per the convenience.
- k) The help desk dashboard access and comprehensive review shall be provided to MD, ED, CTO and AO ELCOT.
- l) Daily report to be submitted to CTO and ELCOT
- m) All external correspondences shall be made by and through ELCOT only.

3.6 Monitoring requirements

- a) Management Console: Utilize a centralized management console for easy administration and configuration.
- b) Successful bidder shall ensure automated monitoring of all the IT and relevant Non-IT infrastructure across TNSDC and TNDRC on 24X7 basis
- c) Implement comprehensive monitoring tools to track performance, to identify issues, and ensure proactive management.
- d) Configuration management - Ensure the proper configuration of network, systems, and applications for the provision of reliable and high-quality services to respective user departments
- e) Change management, IT infrastructure extension as per need, in consultation with ELCOT
- f) Efficient performance management procedures ensuring a reliable, high-quality network performance and service
- g) Manage spare part handling and logistics to minimize repair/swap turnaround times for defective items.
- h) Selected agency may use existing or open-source tools as per the convenience.

3.7 SOPs & Audit Compliance

- a) ELCOT has opted and implemented the industry standard ITSMS Framework for best practices to delivering IT services, businesses manage risk, strengthen the stakeholder relations, establish cost-effective practices, and build a stable IT environment that allows for growth, scale and change.
- b) Currently, there are two ISO/IEC Framework approach are used (Viz., ISO/IEC 20000:1:2018 and ISO/IEC 27001:2013). The TNSDC & TNDRC is currently certified for both ISO/IEC 20000:1:2018 and ISO/IEC 27001:2013. While ISO/IEC 20000-1:2018 (SMS) is valid till 25th May 2025 and ISO/IEC 27001:2013 (ISMS) is valid till 27th Apr 2025. Renewal is under progress.
- c) It is required to review the current respective policies document and update with current version of ITSMS version by the ISO Certified Resources. The renewal of these certification will also be taken up by the Successful bidder when the certifications are due to expire.
- d) Successful bidder must draft, prepare, and implement respective Standards, Procedures, Policies, Standard Operating Procedures (SOPs), Guidelines etc., for best practice of operation and management of IT infrastructure and services.
- e) Review and update of existing procedures, policies, SOP, guidelines etc.
- f) Implementation of IT related compliances, guidelines, advisories issued time to time by Ministry of Electronics and Information Technology (MeitY), Govt of India or any organization/agency like NIC, Cert-in etc. It excludes the expenditure, if any, towards the implementation of these compliances, guidelines, advisories etc.

3.8 Business Continuity Plans and DR Drills

- a) Successful bidder is required to provide in the solution document the scope of the Business Continuity Plan including various checks & controls, technical and operational tasks to be executed to

- ensure business continuity services for applicable SLA levels
- b) Successful bidder shall carry out a mock DR Drill half yearly and shall share methodology of conducting a mock drill of the DC fail over and replication process as necessary as per the defined RPO and RTO metrics.
 - c) The mock drill must cover the entire scope of services expected in a real time DR scenario
 - d) Successful bidder will provide an automated DR management solution for using automated scripts to failover from TNSDC side to secondary DR site.

3.9 Facilities Non-IT Infrastructure management

- a) The Successful bidder shall carry out the Facility Management Services on a 24x7 basis towards for Civil, Interiors, Electrical systems, Inverter, DG, UPS, HVAC & Control systems to meet the SLA, specifications of each component agreed to in the final contract. An Operation & Maintenance manual should be taken as reference for facility management services but ELCOT reserves the right to amend the manual as per requirement during the course of the operations. The entire infrastructure management would be managed in multiple shifts covering the entire 24 hours in a day around the year.
- b) Successful bidder shall ensure that all Non-IT Operations comply with regulatory standards and shall ensure to maintain relevant documentation for audits, checks and compliance.
- c) Successful bidder shall also develop a comprehensive SOPs for all non-IT related processes and shall also ensure that the documents are updated as and when required.

3.10 Backup and Restore Services

Backup and restore service shall ensure monitoring, maintenance & management of all key resources and services related to Back Up

Servers & its components in TNSDC and TNDRC, including the following services but not limited to:

- a) Backup of server file systems, storage, operating system, Virtual Machines and application as per stipulated policies.
- b) Monitoring and enhancement of the performance of scheduled backups, schedule regular testing of backups and ensure adherence to related retention policies.
- c) Real-time monitoring, log maintenance and reporting of backup status on a regular basis.
- d) Prompt problem resolution in case of failures in the backup processes.
- e) Media management tasks, including, but not limited to, tagging, cross-referencing, storing, logging, testing and vaulting in fire proof cabinets (onsite and offsite).
- f) 24X7 support for file and volume restoration requests at the Data Centre.

3.11 Civil & Interior works

- a) The TNSDC & TNDRC site and interiors to be maintained against damages during the contract period
- b) The House keeping management for basic facilities such as drinking water, waste disposal, cleaning etc. shall be managed by the Successful bidder
- c) Periodic preventive maintenance schedules are to be established and executed as necessary
- d) A comprehensive Facilities maintenance services report for the status of civil & interior, works is to be submitted on a periodical basis which will be certified by ELCOT in coordination with the consultant as necessary and indicate, if necessary, repair works if any are to be carried out. All repair works to be completed as directed by ELCOT.

3.12 Electrical System

- a) All electrical System is to be maintained by an licensed electricians (C/B) who would be responsible for electrical upkeep & eminences of the TNSDC & TNDRC site
- b) Electricity charges will be paid by ELCOT.
- c) Periodic preventive maintenance schedules are to be established and executed
- d) A comprehensive FMS report for the maintenance of all the electrical system on a periodical basis is to be submitted to ELCOT and will be validated by ELCOT along with the Consultant/TPA
- e) All the corrective actions to be completed as directed by ELCOT

3.13 Diesel Generator

- a) Successful bidder will be responsible for consumables such as engine oil, fuel & oil filters
- b) Diesel for running the DGs shall be the arranged of the Successful bidder.
- c) The cost of diesel consumption will be reimbursed to the Successful bidder by ELCOT on a quarterly basis while the Successful bidder will be required for submitting required invoices for the same.
- d) ELCOT reserves the right to validate/approve fuel bills claimed by the Successful bidder.
- e) The solution should provide for automatic measurement of fuel levels and integration with the building management system as necessary
- f) A detailed logbook is to be maintained for diesel consumption
- g) Invoices will be verified against a diesel inventory consumption logbook
- h) ELCOT reserves the right to provide additional physical protection to the DG tank using a physical lock if necessary. Keys will be shared through an appointed person
- i) Preventive maintenance schedules are to be established and

executed. Periodic maintenance reports are to be submitted to ELCOT and will be reviewed by ELCOT along with the consultant. Defects or malfunctions if identified are to be fixed with immediate corrective action and may include replacement of spare parts, corrective action on existing equipment or requesting a service call from the OEM to run diagnostic tests

- j) Operational cycles established for DG equipment should ensure the usage of all redundant devices for delivering the production load to ensure operational readiness of any device in the event of failure of one or more of the other devices.

3.14 Integrated Building Management System

- a) All the physical & support infrastructure (such as DG set, PAC, UPS, control systems, etc.) in the TNSDC & TNDRC shall be monitored on a 24x7 basis through the BMS
- b) Preventive maintenance schedules are to be established for Access Card, Fire Alarm, CCTV, Rodent Repellent Water Leak Detection system, VESDA, Gas based fire suppression system, PA systems and must include inspection of the controllers installed in each device.
- c) CCTV video recordings are to be periodically backed up by the Successful bidder.
- d) The Successful bidder will be responsible to upgrade the BMS management server with latest patches and updates that are made available by the OEM.
- e) Any device level replacement or upgrade is to be brought to the notice of the ELCOT with suitable justification for the same
- f) Periodic facilities maintenance reports are to be submitted to ELCOT for review and approval

3.15 Other Infrastructure Services

- a) Manage a 24x365 access log for a complete record of any

personnel moving in and out of the TNSDC and TNDRC. Security personnel shall be deployed for managing the entry and exit logs and issuing temporary entry passes if necessary.

- b) Access card level security for various parts of the TNSDC should be suitably managed for various members of the Successful bidder team
- c) Access to the server farm area is to be highly restricted with only select technical personnel allowed access.
- d) A separate audit log is to be maintained for the server farm area where occasional visitors will be requested to sign in.
- e) Access card access services to the server farm area is to be issued to specific departmental users after consultation and approval from the concerned department and ELCOT
- f) Management of physical seating space allocated for the departmental users who will be deployed for managing the applications hosted in the TNSDC.
- g) The Successful bidder is expected to adhere to environmental health and security practices

3.16 Manpower resources for the Project

- a) Successful bidder shall be required to depute on - site personnel at TNSDC and TNDRC to meet the services requirement as described above. Successful bidder shall deploy adequate number of L1, L2 & L3 personnel for each domain expert to providing facility. Further there shall be one team leader available during the office hours, which would also be expected to be available on call in case of emergency requirement. All the resources deputed on - site should be as per compliance of EPF & MP act 1952, ESI and Indian Labour Law, wherever applicable. Successful bidder must submit an undertaking of EPF, ESI and Indian labour law compliance.
- b) Onsite manpower resources: Shall be required to undertake the responsibilities of System Administration and Troubleshooting of

multi - brand Hardware, Software, and services.

- c) Successful bidder must provide the required laptop/desktop/AIO, headphone, mike, webcam, and all other related tools to the deputed employees.

3.16.1 General qualification & experience of resource persons

- a) The deployed personals for the job must have suitable qualification, experience, and certification for the assigned job. If the service of personnel is not satisfactory, ELCOT shall ask for the suitable replacement and The Successful bidder shall be required to provide the replacement within fifteen days.
- b) ELCOT team approval is required before any change of the existing human resource at any point of time during the contract period. New deployment/replacement and exit of any resources on the site should be approved by the ELCOT. ELCOT may have physical interview of the resource.
- c) Successful bidder should ensure that all the personnel identified for this project have high level of integrity. The Supplier should undertake necessary due diligence to ensure that the personnel have high standard of trustworthiness.
- d) Successful bidder shall be responsible for any mishaps or security breaches that happen due to Successful bidder's personnel / personnel appointed by Successful bidder for execution of services.
- e) A Project In-charge/SDC-Manager should be appointed on a full-time basis. The Project In-charge/SDC-Manager shall be responsible for the overall project and shall be a single point of contact for ELCOT.
- f) All the resources posted by the Successful bidder may be called any time 24x7 Onsite as per the requirement.
- g) Successful bidder to ensure Remote Support/Availability of Resources after defined time slot as well in case of fulfilment of

O&M Requirement/ Business continuity

- h) Indicative Manpower Resources, but not limited, requirement with Role and premises working hours Successful bidder must deploy the adequate human resources for each domain exclusively.
- i) Successful bidder also should have made further provision of L1, L2 and L3 higher resources for backend support to clear the backlog and non-resolving issues by the onsite team to ensure the availability of the system.

3.16.2 Details of indicative manpower required at TNSDC Chennai & TNDRC Trichy

S. No	Description	Shift	DC	DR	Total
1	DC Project Manager	General	1	0	1
2	Team Lead / Operations Manager	General	1	1	2
3	Non-IT Manager	General	1	0	1
4	Specialist – Network	General	1	1	2
5	Specialist – Server	General	1	0	1
6	Specialist – Database	General	1	0	1
7	Specialist - Storage & Replication	General	1	1	2
8	Specialist – Security	General	1	0	1
9	Specialist – ISO	General	1	0	1
10	Specialist – Cloud	General	1	0	1
11	Specialist – EMS	General	1	0	1
12	Technical Support Engineers (Network/Server/Storage/Security/Cloud Administrator)	24*7	12	4	16
13	Helpdesk Engineers	24*7	9	3	12
14	BMS Support Engineer	24*7	4	3	7
15	Licensed Electrician	24*7	4	3	7
16	Security Guard	24*7	6	4	10
17	House Keeping	General	4	2	6
Total			50	22	72

General shift: Resources identified under general shift shall report in DC or DR respectively on 9*6 basis every week. Sunday and Public holidays as declared by Govt. are applicable to them. However, if there are any urgent requirement above resources shall attend the issue.

24*7 shift: Resources identified under 24*7; shall be available under 8-hour shift basis and on 24*7*365 basis.

Note: Above is the minimal resource required to run the services. Bidder shall deploy adequate resource, as required for the project based on the deliverables.

Minimum qualification and experience of the resources are mentioned in **Annexure-I**. Bidder shall ensure that resources deployed in the project comply with minimum qualification and experience as mentioned. ELCOT reserves the right ask for change of resources if the deployed resources are found to be unfit.

3.16.3 Special conditions for Manpower

- a) All claims which are made by the manpower under medical grounds or compensation or otherwise in respect of any compensation payable to the manpower should be borne by the Successful Bidder.
- b) Manpower deployed by the Successful Bidder cannot claim any benefits from ELCOT/ Purchaser.
- c) Manpower deployed by the Successful Bidder should behave properly and any misbehavior is reported, the person should be replaced immediately.
- d) Manpower deployed by the Successful Bidder should present on all working days as per the tender terms and conditions. Replacement has to be arranged if the allotted manpower is on leave.
- e) The Successful Bidder understands and agrees that the Successful Bidder shall be solely and entirely liable and responsible for the Compliance of all statutory provisions

applicable to the manpower deployed like Minimum Wages Act, ESI, PF. ELCOT and / or the Purchaser shall not be liable or responsible in this regard. In the event of any claim made against ELCOT and/or the Purchaser, the Successful Bidder hereby undertake to indemnify and keep ELCOT and / or the Purchaser always indemnified against any such claims and / or expenses incurred by ELCOT and / or the Purchaser in respect of the manpower deployed by the Successful Bidder.

3.17 Mode of take over from incumbent DCO

The selected agency may adopt following take over mechanism from incumbent DCO.

- A. Co-run the O&M services with incumbent DCO.
- B. Take over O&M services from incumbent DCO for TNSDC-I, TNSDC-II, TNDRC & Cloud projects.
- C. Run the O&M services independently.
- D. Hand over the O&M service to another agency as part of exit management plan.

A) Co-run the O&M services with current DCO

i. Scope:

- a. During this phase, the selected agency shall study the existing IT & Non-IT infrastructure (TNSDC-I, TNSDC-II, TNDRC & TN-Cloud) and co-work with the incumbent DCO.
- b. Selected agency shall broadly undertake O&M services for IT, Non-IT components in TNSDC-I, TNSDC-II, TN Cloud and TNDRC project.
- c. Selected agency shall deploy required manpower to co-work with current DCO in this Phase-I.

ii. Deliverables & Timelines:

Timeline	Deliverable & Penalty
<p>On-boarding:</p> <p>15 days from date of issuance of workorder/ by 2nd week of January</p>	<ul style="list-style-type: none"> i. Deployment of Project Manager, Team lead and Non-IT manager ii. Preliminary report on TNSDC & TNDRC projects. iii. Penalty @ 1% of cost quoted against each resource for each day delay up to 10% iv. Penalty of Rs.1000/- for each day delay in submitting preliminary reports. v. Penalty applicable would be deducted in first quarter payment.
<p>30 days from date of issuance of work order – To ensure complete takeover of the facility on 01.02.2026.</p>	<ul style="list-style-type: none"> i. Deployment of 60% of resource in TNSDC and TNDRC project (mandatorily including Project Manager, Team lead, Non-IT manager and all specialists) ii. Consolidated asset list in terms of IT & Non-IT component. iii. Penalty @ 1% of cost quoted against each resource for each day delay up to 10% iv. Penalty of Rs.1000/- for each day delay in submitting consolidated asset reports. v. Penalty applicable would be

	deducted in first quarter payment.
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B) Phase-II: Phased take over O&M services from incumbent DCO (3rd and 4th Week of Jan 2026)

i. Scope:

- a. During this phase, the selected agency should co-sign the takeover documentation from incumbent DCO, with respect to assets, procedure, documentations that are required to run the O&M services successfully.
- b. During this phase, the selected agency would minimal support from designated SPOC(s) of incumbent DCO.

ii. Deliverables:

- a. Take over the following to successfully run the O&M services; but not limited:
 - i. Contact details of DCO team with escalation matrix.
 - ii. Asset list (IT & Non-IT) with Warranty, AMC, EOL reports.
 - iii. OEM contact details
 - iv. Documentation related to:
 - A. Hardware & Software.
 - B. IP schema (Public/Private), Policies, Rules, Configurations of all devices, Tools available for monitoring.
 - C. Available/Utilized capacity for DG, UPS, Battery, BMS, Diesel
 - D. CMDB
 - E. Credentials, Application list, recently received issues and resolutions, Helpdesk details, Manpower deployed details
 - F. Back up (Application level with Day/Month/Quarter frequency and window),

Storage (Raw capacity, Usable capacity, Allocated capacity and available capacity with SSD/SAS details), Replication, Redundancy, EB power supply details

G. DC diagram, Low level architecture for Network with port level utilization, Rack layout, Floor layout, Electrical diagram.

H. Clear architecture on Cloud, Configuration & Settings. Clear mapping of application/service (URL) to VMs and storage. Top users of cloud infrastructure with details on CPUs and Storage allocated.

I. VPN connectivity capacity/utilization with department details.

J. License details with respect to ports, software, hardware, etc. pertaining to above.

b. Co-sign document or take over document from current DCO on all above aspects and other items required for O&M. As part of takeover, all tools required for monitoring, configuration, etc. needs to be handed over through co-signing.

c. Deployment of more than 95% manpower in TNSDC and TNDRC.

iii. Penalty: Penalty @ 1% of cost quoted against each resource for each day delay up to 10%. Penalty of Rs.1000/- for each day delay in submitting each of 10 reports mentioned above. Penalty applicable would be deducted in first quarter payment.

iv. Period: 15 days

C) Phase-III: Run the O&M services independently

i. Scope:

a. This phase would begin from 01.02.2026. During this phase,

the selected agency would independently run the O&M service. There will not be any support from current DCO.

ii. Payment:

Payment period commences from date of on-boarding and shall be as follows.

Payment	Period	Bill submission
Payment I	Handing over phase, Feb, March, April	May 2026
Payment II	May, June, July	August 2026
Payment III	August, September, October	November 2026
Payment IV	Nov, Dec, Jan 2027	Feb 2027 – Incase of transition to any other player, full handing over should have been completed by 31st January 2027.

Payment shall be for manpower and comprehensive AMC for the IT & Non-IT components (AMC Start date will be after the expiry of the present AMC / Warranty expiry date. AMC end date should be EOS / EOL declared by OEM or till contract period whichever is earlier. Third party support is applicable for components, that were declared EOS/EOL by OEM).

iii. Period: One year. ELCOT may extend the services based on requirement for another one year.

D) Phase-IV: Handover procedure

This phase includes the handing over of all the assets taken over

by bidder and additionally all the assets created for the project by bidder. This includes open source/proprietary software used by bidder for the project. 10% payment pertaining to last quarter would be withheld and same would be released on completion of handover procedure to ELCOT/ELCOT assigned vendors.

3.18 Migration from Building-I to Building-III

It is also in the scope of the bidder to migrate the Core-IT Components from Building-I to Building-III with minimal planned down time. Activity shall get initiated in parallel to take over activity from incumbent DCO. List of equipment(s) to be shifted is listed in **Annexure-II**.

Timeline: 30 days from issuance of work order with scheduled downtime.

Penalty: 1% of cost quoted against migration of core-IT components for each day delay.

As part of migration, bidder shall also take up the migration of co-location server and storage available in Building-I. Towards which, rates for migration of 2U and 4U servers and Storage would be obtained as part of financial bid. However, this would be executed as required and hence, it would not be part of L1 evaluation.

4. Earnest Money Deposit, Security Deposit and Retention Money

S. No	Type	Amount	Remarks
1	Earnest Money Deposit	Rs. 15,00,000	<p>To be submitted along with bid</p> <p>To be paid online in the portal or e-bank guarantee to be submitted</p> <p>Will be refunded, subject to tender conditions, on execution of agreement with the successful bidder.</p>
2	Security Deposit	3% of LOA value in the form of DD or Bank Guarantee	<p>To be submitted by the successful bidder within 10 days of issue of LoA and before execution of agreement in the form of DD or bank guarantee.</p> <p>Will be refunded by Feb 2027 along with the last and final bill, subject to tender conditions, on successful completion of all works as indicated in LoA.</p>
3	Retention Money	1% in every bill	<p>To be returned within 3 months of successful completion of handing over, subject to tender conditions.</p> <p>This can be submitted in the form of bank guarantee also.</p>

5. Bidding for Items

- a) It is mandatory for Bidder to Bid for all the items in the Price Bid. The bidder who quotes lowest value will be declared as L1 bidder.
- b) Failure to Bid for all the items or technically not qualifying for an item shall lead to summary rejection of Bid.

6. Contract Period

- a) The Contract for shall be valid for 1 year from the date complete taking over, ie 01.02.2026. The liabilities shall be from the transition phase itself.
- b) Contract shall be extended **for another 1 year with 5% annual escalation on the total value (total of O&M and manpower cost)** and with same terms & conditions.

7. Service Level Agreement (SLA)

Service level agreement is applicable for all the services provided by selected agency. Applicable SLA for all the components are mentioned in **Annexure-III** to the tender document.

8. Payment & Penalty Clause

- a) Payment shall be made in 4 instalments as indicated above, from date of issuance of work order. Following penalties are applicable:
 - i. Penalty for non-adherence to timelines during timeframe from date of issuance of work order.
 - ii. Penalty for non-adherence to SLA against each component.
 - iii. Penalty for non-deployment of resource as per the schedule.
- b) Payments would be made after deduction of penalties applicable for each quarter. All taxes and other levies imposed by Governments in India will be paid at actual as applicable. Total penalty levied shall not exceed 10% of contract value. If bidder penalty exceeds 10%, ELCOT has provision to cancel the contract and proceed with further course of

actions, as deemed necessary.

Annexure - I Qualification of Manpower resources

Important Instruction

The successful bidder and his entire team shall coordinate with any external agency including client departments of TNSDC and their vendors through the designated officials of ELCOT only.

Direct correspondences, sharing of any access/ credentials/ data to any client department or any external agency of any of their vendors without prior written concurrence of MD, ELCOT is strictly prohibited and may be liable for civil or criminal actions as may be appropriate.

The daily dashboard shall be provided for CTO, ED and MD ELCOT for daily monitoring.

S. No	Role	Qualification	Experience & Responsibilities	Shift	Certification
1	Project Manager	B.E/B. Tech (IT/CS/ECE) PG(IT/CS) /MCA/MBA	10+ years of experience with at least 5 years of project management for Operations and Management of DC centres. Project manager is overall responsibility for managing the SLA's applicable to the IT and Non-IT infrastructure of TNSDC and TNDRC To report to CTO ELCOT, ED/MD ELCOT on a daily basis to submit daily report on all operational aspects of TNSDC and	9x6	PMP/PRINCE 2 Certified

			TNDRC		
2	Team Lead/Operation Manager	B.E/B. Tech (IT/CS/ECE) PG(IT/CS) /MCA/MBA	7+ years of experience with at least 3 years of project management for Operations and management of DC centres. The OM is expected to manage the day-to-day operations and managing the SLA's applicable to the TNSDC/TNDRC for IT and Non-IT Infrastructure.	9x6	PMP/PRINCE 2 Certified
3	Manager – Non-IT	Any degree/ Diploma	5+ years of experience with at least 3 years of management for Non-IT and handling physical infra, IT and Non-IT management, BMS management	9x6	ITIL Certification
4	Specialist – Network	B.E/B. Tech (IT/CS/ECE) PG(IT/CS) /MCA	5+ Years of implementation, configuration, operations, troubleshooting & administration of Enterprise Network Devices including but not limited to implementation experience on configuring and deploying Leaf and Spine Switches, Routers, Firewall, Link and Server	9x6	OEM certified L2 engineers on Network

			Load Balancers etc. At least 2+ years of technical team leadership experience		
5	Specialist – Server	B.E/B. Tech (IT/CS/ECE) PG(IT/CS) /MCA	5+ Years of implementation, configuration, operations, troubleshooting & administration of servers/ OS including but not limited to Windows Server/ Enterprise Linux Server systems. At least 2 + years of technical team leadership experience	9x6	OEM certified L2 engineer on Windows Server Administration, RedHat Certified System Administrator
6	Specialist – Database	B.E/B. Tech (IT/CS/ECE) PG(IT/CS) /MCA	5+ Years of relevant experience on Designing and Maintains database by determining structural requirements and developing and installing solutions. Ensures security of all information and computer systems and digital data. Familiarity with and demonstrated understanding of enterprise' s business and	9x6	Any Associate level cloud certifications from the leading players in the industry

			technical architecture Recommends upgrades		
7	Specialist – Storage & Replication	B.E/B. Tech (IT/CS/ECE) PG(IT/CS) /MCA	<p>5+ Years of relevant experience on Knowledge of storage hardware architectures</p> <p>Familiarity with high-level programming languages</p> <p>Experience working in a distributed file systems environment</p> <p>Stays up to date on new technologies to ensure they offer the latest solutions to their clients</p> <p>Experience adding and removing disks, disk group management, logical unit numbers (LUN) management and provisioning</p> <p>Experience planning, monitoring, repairing, and reporting on storage resources</p> <p>Experience with infrastructure</p>	9x6	Storage Technology Certification

			<p>capacity planning.</p> <p>Demonstrated understanding of enterprise' s business and technical architecture</p> <p>Experience providing general infrastructure user support</p> <p>Mentor and guide Storage</p> <p>Administrators in carrying out related activities.</p> <p>Coordinate and delegate tasks as required</p>		
8	Specialist – Security	B.E/B. Tech (IT/CS/ECE) PG(IT/CS) /MCA	<p>5+ Years of implementation, Configuration, operations, and troubleshooting of Security devices</p> <p>Experience in optimize performance and fine tune the configuration, rules, policies etc. on a continuous basis.</p> <p>Work with Network and Security team to operationalize and automate remediation where ever possible to achieve SOC</p>	9x6	Relevant certifications in Security domain such as CISSP, CEP or similar

			<p>maturity.</p> <p>Strong understanding of cybersecurity principles, network protocols, and information security best practices.</p> <p>Ability to interpret and analyze logs, access records, and other relevant data sources.</p> <p>Excellent problem solving skills and attention to detail.</p>		
9	Specialist – ISO	B.E/B. Tech (IT/CS/ECE) PG(IT/CS) /MCA	<p>Experience and understanding ISO Standards: Developing a deep understanding of the specific ISO standards specific to data centres.</p> <p>Experience in Policy Development: Working with ELCOT and technical teams to develop and update policies and procedures that align with ISO standards' requirements</p> <p>Excellent Documentation Management experience -</p>	9x6	Any relevant certifications related to ISO/CISSP

			<p>Creating, revising, and maintaining documentation, including manuals, procedures, work instructions, and records, to demonstrate compliance with ISO standards</p> <p>Experience in Implementation Planning, Audit preparation, Compliance monitoring, Risk Assessment, Corrective and Preventive Actions, Document control</p>		
10	Specialist – Cloud	B.E/B. Tech (IT/CS/ECE) PG(IT/CS) /MCA	<p>5+ Years of relevant experience on cloud services, and solutions to integrate, automate, and orchestrate cloud operational needs</p> <p>Maintain security standards in cloud per Security guideline and benchmarks Assist in capacity planning</p> <p>Ability to provide a planned migration to cloud services in line with the Infrastructure as a Service strategic</p>	9x6	Professional/architect level cloud certifications from leading players in the industry

			<p>direction</p> <p>Ability to undertake tasks in a dynamic environment including meeting deadlines, demonstrating commitment to customer service, working with limited supervision, and adhering to workplace standards, procedures, and agreements</p>		
11	Specialist - EMS	B.E/B. Tech (IT/CS/ECE) PG(IT/CS) /MCA	<p>5+ Years of implementation, configuration, operations, troubleshooting & administration of industry standard enterprise monitoring systems</p> <p>Experience /Knowledge on market leading tools with experience in delivering multi - vendor integrated monitoring solutions aligned to the capabilities defined in the RFP</p> <p>Excellent conceptual knowledge and experience on</p>	9x6	Any industry standard certification on Enterprise Monitoring

			<p>different monitoring capabilities along with Cloud monitoring.</p> <p>Experience in implementing Service Level dashboards for clients based on monitoring data.</p> <p>Experience defining monitoring standards and developing the standard monitoring framework for an organisation</p>		
12	Technical Support Engineers	B.Sc./M.Sc (IT/CS)/MCA /Diploma	<p>5+ Years of implementation, configuration, operations, troubleshooting & administration of network switching/routing/security devices, Enterprise storage/heterogeneous replication/thin provisioning/DC automation servers/ OS including but not limited to Windows Server/ Enterprise Linux Server systems</p>	24x7	CCNA/MCP Or Equivalent (1 Nos of Network, 1 Nos Security and 2 Nos Server/ Storage/ Backup)
13	BMS Support Engineer	B.Sc./M.Sc (IT/CS)/MCA	<p>4+ years of experience in hands on BMS</p>	24x7	BMS Tools Certified in Level

	rs	/Diploma	management including but not limited to configuration, administration, change management, troubleshooting		1
14	License d Electrician	Any degree/ Diploma/ ITI	3+ years of experience in maintenance and operations of HT, Electrical distribution, DG, UPS and related systems	9x6	1 No C' License Holder 3 No B' License Holder
15	Security Guard	10th Std/ Equivalent or higher	4+ years of experience. Exposure to local and English language	24x7	NA
16	House Keeping	-	3+ years of experience in management of DC centres including servicing, inventory, cleaning, record management	9x6	NA

24x7 Help Desk

To be reporting to the Project Manager

To undertake all correspondences to various departments through ELCOT

To submit daily report to CTO ELCOT, ED/MD ELCOT through Project Manager

Helpdesk	B.Sc./M.Sc (IT/CS)/MCA	3+ Years of providing support	24x7	ITIL
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Engineers	/Diploma	and assistance to the client by troubleshooting the technical issues and providing the appropriate resolutions, DC Operations and management including but not limited to configuration, administration, Change management, troubleshooting to maintain SLA' s.		Certifications
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Annexure - II Equipment(s) to be migrated

S. No	Item Description	Make/Model	Serial Number
1.	Router	Cisco ASR1001-X	FXS2529Q39A
2.	Router	Cisco ASR1001-X	FXS2215Q346
3.	Core Switch	Cisco Nexus C9504	FOX2202PGAX
4.	Core Switch	Cisco Nexus C9504	FOX2203PH57
5.	Access Switch	Cisco WS-C3650-48TQ	FDO2315145M
6.	Access Switch	Cisco WS-C3650-48TQ	FDO2315F2PP
7.	Link Load balancer	Radware Alteon5208-12G	41710133
8.	Link Load balancer	Radware Alteon5208-12G	41708105
9.	Network IPS	Radware DP-4412-NL-D-OZ	31512463
10.	Network IPS	Radware DP-4412-NL-D-OZ	31107684
11.	External Firewall	Checkpoint DS-15400	LR201706015538
12.	External Firewall	Checkpoint DS-15400	LR201706015540
13.	Server Load Balancer	Radware 5208XL-12G	41705068-0
14.	Server Load Balancer	Radware 5208XL-12G	41705067-0
15.	ISE AAA Server	Cisco SNS-3515-K9	FCH2203VONY
16.	ISE AAA Server	Cisco SNS-3515-K9	FCH2204V2NC
17.	Internal Firewall	Cisco ASA Firepower 4100	JMX2204L00S
18.	Internal Firewall	Cisco ASA Firepower 4100	JMX2204L00J
19.	Web Application Firewall	Radware Alteon 5208-6G	41708075
20.	Web Application Firewall	Radware Alteon 5208-6G	41708128
21.	DDOS	Radware DP-4412-NL-D-OZ	31706185
22.	DDOS	Radware DP-4412-NL-D-OZ	31203130

23.	Access Switch	HPE 5130	CN88GPX092
24.	Access Switch	Cisco WS-C3650-48TQ	FD02315F2MR
25.	Access Switch	Cisco WS-C3650-48TQ	FDO2315F2PT
26.	Access Switch	Cisco WS-C3650-48TQ	FDO2315F2MT
27.	Access Switch	Cisco WS-C3650-48TQ	FDO2315F2NH
28.	Firewall	Fortigate 600D	FGT6HD5818801843
29.	Firewall	Fortigate 600D	FGT6HD5818801958
30.	Firewall	Fortigate 800C	FG800C3915802234
31.	Firewall	Fortigate 800C	FG800C3915802030
32.	Forti Manager	Fortigate 200D	FM200D3A15000150
33.	Forti Manager	Fortigate 200D	FM200D3A16000048
34.	Router	CISCO ISR4451-X/K9	FGL22058009
35.	Router	CISCO ISR4451-X/K9	FGL22058006
36.	Router	CISCO ISR4451-X/K9	FGL22058007
37.	Router	CISCO ISR4451-X/K9	FGL22058008

Annexure - III SLA for Comprehensive O&M

It is furnished that below SLA are arrived, based on the current existing SLA with incumbent DCO. Further, to accommodate downtime due to wear and tear, additional downtime is also catered with existing downtime.

A. Comprehensive O&M for IT & Non-IT Components at Building-I (TNSDC-I) Project.

S.No	Category	Item Description	Make/Model	SLA	Qty
1	IT	Tape Library	HPE MSL 2024	PBH: 99.5% EBH: 99.0%	1
2	IT	SAN Switch	SN 6000B	PBH: 99.5% EBH: 99.0%	2
3	IT	SAN Storage	HPE 3PAR 8400	PBH: 99.5% EBH: 99.0%	1
4	IT	Server	HP ProLiant DL 380 G9/Dell	PBH: 99.5% EBH: 99.0%	15
5	IT	Core Switch	CISCO Nexus C9504	PBH: 99.5% EBH: 99.0%	2
6	IT	Internal Firewall	ASA Firepower 4100	PBH: 99.5% EBH: 99.0%	2
7	IT	Link Load Balancer	Radware Alteon5208-12G	PBH: 99.5% EBH: 99.0%	2
8	IT	Network IPS	DP-4412-NL-D-OZ	PBH: 99.5% EBH: 99.0%	2
9	IT	Server Load Balancer	Radware 5208XL-12G	PBH: 99.5% EBH: 99.0%	2
10	IT	External Firewall	Checkpoint DS-15400	PBH: 99.5% EBH: 99.0%	2
11	IT	DDOS	DP-4412-NL-D-OZ	PBH: 99.5% EBH: 99.0%	2
12	IT	WAF	Radware Alteon5208-6G	PBH: 99.5% EBH: 99.0%	2

13	IT	Backup Software for 40TB capacity including OS and DB licenses	Micro focus Data Protector	1. Any scheduled back up failure not re scheduled within 24 hours from time of failure = 1% of Annual charges of the item. 2. After 48 hours (Re scheduled from time of failure = 2% Annual charges of the item.	1
14	Non-IT	Invertor (3KVA with 15 min backup)	Emerson Network Power - GXTMT+	Power & DG to be maintained at 99.5%. SLA is not applicable for failure of batteries.	2
15	Non-IT	Tank for DG Set - Existing DG Fuel Tank with 990 Litres	NA	Power & DG to be maintained at 99.5%. SLA is not applicable for failure of batteries.	2
16	Non-IT	UPS-250KVA UPS with 30 min battery backup	Emerson Network Power - Hi Pulse	Power & DG to be maintained at 99.5%. SLA is not applicable for failure of batteries.	2
17	Non-IT	UPS-20KVA UPS with 30 min battery backup	Emerson Network Power - 7400M	Power & DG to be maintained at 99.5%. SLA is not applicable for failure of	2

				batteries.	
18	Non-IT	4 reader controller	AutoCorp	Best effort basis without affecting regular operations. Based on incident tickets	5
19	Non-IT	Finger Print biometric reader	Spectra Bio stamp 2C/BST-2C-Hi-1M	Best effort basis without affecting regular operations. Based on incident tickets	4
20	Non-IT	Finger Print biometric reader with proximity card and PIN reader	Spectra Bio Scribe 2C	Best effort basis without affecting regular operations. Based on incident tickets	1
21	Non-IT	Proximity card reader	Spectra	Best effort basis without affecting regular operations. Based on incident tickets	15
22	Non-IT	ASD Panel	VESDA Laser Plus VLP 012	Best effort basis without affecting regular operations. Based on incident tickets	1
23	Non-IT	Power Unit for ASD panel	PS 2425	Best effort basis without affecting regular operations. Based on incident tickets	1

24	Non-IT	DDC Controller	Honeywell	Best effort basis without affecting regular operations. Based on incident tickets	2
25	Non-IT	1/3" CCD Color Dome Camera with 12V DC Power supply unit	HIKVISION LD100P-C1	Best effort basis without affecting regular operations. Based on incident tickets	15
26	Non-IT	DVR	SRD-1645 DP	Best effort basis without affecting regular operations. Based on incident tickets	1
27	Non-IT	1.5 TR Split AC	Blue Star	Best effort basis without affecting regular operations. Half yearly maintenance and gas filling. Based on incident tickets	10
28	Non-IT	2 TR Split AC	Reputed make	Best effort basis without affecting regular operations. Half yearly maintenance.	1
29	Non-IT	1.5 TR Cassette AC	Blue Star	Best effort basis without affecting regular operations. Half yearly maintenance.	1
30	Non-IT	4 TR Cassette AC	Blue Star	Best effort basis without	1

				affecting regular operations. Half yearly maintenance.	
31	Non-IT	1.5TR Compressor	Blue Star	Best effort basis without affecting regular operations. Half yearly maintenance and gas filling.	11
32	Non-IT	2 TR Compressor	Reputed make	Best effort basis without affecting regular operations.	1
33	Non-IT	4TR Compressor	Blue Star	Best effort basis without affecting regular operations. Half yearly maintenance and gas filling.	1
34	Non-IT	630KVA 3 Phase DG	VOLVO PENTA	Power & DG to be maintained at 99.5%.	2
35	Non-IT	DG Fuel Tank-1	NA	Power & DG to be maintained at 99.5%.	1
36	Non-IT	DG Fuel Tank-2	NA	Power & DG to be maintained at 99.5%.	1
37	Non-IT	DG Synchronisation panel	VOLVO PENTA	Power & DG to be maintained at 99.5%.	1
38	Non-IT	Emerson Liebert NPS 6KVA Static Switch	Emerson	Power & DG to be maintained at 99.5%.	2
39	Non-IT	High CFM Unit incomer MCCB	Pace Electrical	Power & DG to be maintained	2

				at 99.5%.	
40	Non-IT	Incoming UPS panel - 20KVA UPS 1 & 2	Pace Electrical	Power & DG to be maintained at 99.5%.	1
41	Non-IT	Lighting Distribution Board	Pace Electrical	Power & DG to be maintained at 99.5%.	3
42	Non-IT	Main MV panel at Electrical	Pace Electrical	Power & DG to be maintained at 99.5%.	1
43	Non-IT	Outgoing UPS panel - 20KVA UPS	Pace Electrical	Power & DG to be maintained at 99.5%.	1
44	Non-IT	PAC incomer isolator	Pace Electrical	Power & DG to be maintained at 99.5%.	6
45	Non-IT	RAW power Distribution Board	Pace Electrical	Power & DG to be maintained at 99.5%.	1
46	Non-IT	Server PDU-1 - 250KVA UPS incoming & outgoing panel	Pace Electrical	Power & DG to be maintained at 99.5%.	1
47	Non-IT	Server PDU- 2 - 250KVA UPS incoming & outgoing panel	Pace Electrical	Power & DG to be maintained at 99.5%.	1
48	Non-IT	Sub Lighting Panel at Electical room in Gound floor	Pace Electrical	Power & DG to be maintained at 99.5%.	1
49	Non-IT	Sub Power Panel	Pace Electrical	Power & DG to be maintained at 99.5%.	1
50	Non-IT	Workstation UPS power DB	Pace Electrical	Power & DG to be maintained at 99.5%.	2
51	Non-IT	2Kg C02 (B C Type)	Kanex	Refilling of fire suppression cylinders in	8

				case of discharge during any incident 1. Refilling of cylinders after incident ≥ 7 days and ≤ 14 = 2% of yearly cost for that component. 2. Refilling of cylinders after an incident ≥ 15 days = 2% of yearly cost for that component.	7
52	Non-IT	4.5Kg CO ₂ (B C Type) Fire extinguisher	Kanex		
53	Non-IT	2 Zone fire alarm panel	Mircom MR-2200	Best effort basis without affecting regular operations. Half yearly maintenance.	1
54	Non-IT	Intelligent addressable manual pull station	Secutron	Best effort basis without affecting regular operations. Half yearly maintenance.	6
55	Non-IT	Intelligent addressable multi sensor detector with base (photo + ionisation)	Secutron	Best effort basis without affecting regular operations. Half yearly maintenance.	81
56	Non-IT	Gas release panel	Ravell	Best effort basis without affecting regular operations. Half yearly maintenance.	1
57	Non-IT	HFC - 227 ea 80 Ltrs Cylinder	Honeywell	Best effort basis without	4

		with Valve		affecting regular operations. Half yearly maintenance.	
58	Non-IT	UCS 6.5 TR High CFM Cooling units	Emerson Network Power	Best effort basis without affecting regular operations. Half yearly maintenance.	2
59	Non-IT	3 KVA inverter with 15 min backup	Emerson Network Power	Power & DG to be maintained at 99.5%.	2
60	Non-IT	2x2 36W CFL	Wipro	Power & DG to be maintained at 99.5%.	10
61	Non-IT	40 Fluorescent tube	Philips	Power & DG to be maintained at 99.5%.	4
62	Non-IT	Lighting controller	Wipro	Power & DG to be maintained at 99.5%.	10
63	Non-IT	Lighting Distribution Board	Pace Electrical	Power & DG to be maintained at 99.5%.	2
64	Non-IT	Server Panel for 250 KVA UPS1	Pace Electrical	Power & DG to be maintained at 99.5%.	2
65	Non-IT	Workstation UPS power DB	Pace Electrical	Power & DG to be maintained at 99.5%.	2
66	Non-IT	17 TR PAC with Compressor and Fan	Emerson Network Power PEX270EC	Cooling to be maintained at 99.5%	5
67	Non-IT	20 KVA UPS with 15 min Battery backup	Emerson Network Power	Power & DG to be maintained at 99.5%.	2
68	Non-IT	Sealed maintenance free batteries	Amaron Quanta	Power & DG to be maintained	2

		12V 65AH for 20 KVA UPS-1		at 99.5%. SLA is not applicable for failure of batteries.	
69	Non-IT	250 KVA UPS with 15 min Battery backup	Emerson Network Power	Power & DG to be maintained at 99.5%. SLA is not applicable for failure of batteries.	2
70	Non-IT	Sealed maintenance free batteries 12V 700AH for 250 KVA UPS-1	Exide	Power & DG to be maintained at 99.5%. SLA is not applicable for failure of batteries.	2
71	Non-IT	4 Zone water leak detection panel	Star Electronics	Best effort basis without affecting regular operations. Half yearly maintenance.	2
72	Non-IT	Cables (Electrical, OFC, Network, Etc)	Reputed make	Best effort basis without affecting regular operations.	Lot

Note:

- IT components mentioned above are under OEM support and were installed during 2018.
- Non-IT components are under third party support and installed during 2011.
- It is proposed to do consolidation of DC activity in Building-III (TNSDC-II) and Non-IT mentioned above would be rendered non-usable once migration is complete. Till migration, these Non-IT components to be supported by bidder.

- IT Components would be migrated and utilised during the full contract period.

Penalty:

For IT & Non-IT Components:

Availability of Core IT Components (Network & Perimeter security components), Power & DG and Cooling infrastructure has to be maintained at 99.5%. Other supporting infrastructure has to be maintained in such a way without affecting regular operations. Down time due to failure of batteries and condenser coils of PACs would be exempted from calculation. However, it is in the scope of selected DCO to provide list of components, that require immediate attention to maintain 99.5% as part of initial take over period.

PBH (8:00 AM to 07:59 PM): In the event of uptime percentage less than 99.50%, for every 0.05% drop or part thereof in the uptime percentage, a penalty of 0.25% of the quarterly charges for that component shall be levied up to 5%. Beyond which a 10% penalty on the Quarterly AMC charges for that component will be levied.

EBH (8:00 PM to 7:59 PM): In the event of uptime percentage less than 99.00%, for every 0.05% drop or part thereof in the uptime percentage, a penalty of 0.15% of the quarterly charges for that component shall be levied up to 5%. Beyond which a 10% penalty on the Quarterly AMC charges for that component will be levied.

In case of failure of component, affects the operation of the SDC, then penalty is applicable to quarterly charges quoted against that particular BoQ, in which component is available.

B. Comprehensive O&M for IT & Non-IT Components at Building-III (TNSDC-II) Project.

S. No	Category	Item Description	Make/ Model	SLA	Qty
1	IT	42U Server Racks	Schneider Electric Cyber Rack	PBH: 99.5% EBH: 99.0%	30
2	IT	42U Network Racks	Schneider Electric Cyber Rack	PBH: 99.5% EBH: 99.0%	5
3	IT	IP Switch KVM	HP	PBH: 99.5% EBH: 99.0%	4
4	IT	Access Switch	Cisco Catalyst 3650-48TQ-L Switch	PBH: 99.5% EBH: 99.0%	30
5	IT	L3 Switch	Cisco Catalyst 3850-48U-E Switch	PBH: 99.5% EBH: 99.0%	2
6	IT	2U Server	HPE ProLiant DL380	PBH: 99.5% EBH: 99.0%	3
7	IT	4U Server	HPE ProLiant DL580	PBH: 99.5% EBH: 99.0%	3
8	IT	VPN Concentrator	Fortigate 600D	PBH: 99.5% EBH: 99.0%	2
9	IT	Electronic Visitor Management System	HP HPTPC-W043-MT	PBH: 99.5% EBH: 99.0%	1
10	IT	Data line - Data Safe	Godrej	Best effort basis without affecting regular operations.	1
11	Non-IT	HT Distribution panel for 195 racks	Megawin MHVCB	Power & DG to be maintained at 99.5%. SLA is not applicable for failure of batteries.	Lump sum
12	Non-IT	LT Distribution panel for 195	Omega UW3-40H	Power & DG to be maintained at 99.5%. SLA is not applicable for failure	Lump sum

		racks		of batteries.	
13	Non-IT	DG Systems for 195 racks	CUMMINS - KTA- 38 - G5 3 Phase, 415V, 50Hz, 1010KVA * 2 Nos	Power & DG to be maintained at 99.5%. SLA is not applicable for failure of batteries.	Lump sum
14	Non-IT	HT Transformer System for 195 racks	Voltamp 2500KVA/1 1KV- 433V/50Hz	Power & DG to be maintained at 99.5%. SLA is not applicable for failure of batteries.	Lump sum
15	Non-IT	Dedicated UPS fully redundant for Data Center (2 Nos of 600 KVA UPS)	MHT 600KVA-RIELLO	Power & DG to be maintained at 99.5%. SLA is not applicable for failure of batteries.	Lump sum
16	Non-IT	Separate UPS system, fully redundant (N+1) for emergency lighting, work desks, BMS (2 Nos of 20 KVA UPS)	MST 30KVA - RIELLO	Power & DG to be maintained at 99.5%. SLA is not applicable for failure of batteries.	Lump sum
17	Non-IT	PAC (6 Nos of 21.4 TR AC for Server farm and 9&5 TR for UPS and battery room) with CFM units	Vertive - PDX,PX074 D, Vertive - PEX 135EC	Cooling infrastructure to maintained at 99.5%.	Lump sum
18	Non-IT	Comfort Air Conditioning (18 Nos of 1.5 TR)	LG - KS-Q24ENXA	Cooling infrastructure to maintained at 99.5%.	Lump sum
19	Non-IT	Networking LAN works package - Structured cabling (fibre & copper) works in 1st	Reputed make	Non-IT infrastructure to be maintained at 99.5%	Lump sum

		floor and 2nd floor.			
20	Non-IT	Safety, Security & Intelligent Building management system package	BMS sensor: APC - AP9335TH for Temp & RH sensor Siemens - QFA2060 and DDC PXC100E.d • ASD (VESDA system) – Siemens FDA 241 • Access control: Siemens/HID/EBELCO • CCTV: Hikvision – 50 Nos of Dome camera and 10 Nos of Bullet camera • Gas Suppression system: Siemens Novec 1230	Non-IT infrastructure to be maintained at 99.5%	Lump sum
21	Non-IT	Civil & interior works in Server farm area, PAC area in first floor and seating area in 2nd floor	Reputed make	Best effort basis without affecting regular operations.	Lump sum
22	Non-IT	LED lights and Street lights with post & fittings	Reputed make	Best effort basis without affecting regular operations.	Lump sum
	Non-IT	LED Street lights with	Reputed make	Best effort basis without affecting regular	Lump sum

		post fittings &		operations.	
23	Non-IT	Lift	Kone	Non-IT infrastructure to be maintained at 99.5%	2
24	Non-IT	Telephone	Beetel B11	Best effort basis without affecting regular operations.	8

Note:

- All the components mentioned above are installed during 2019.
- All above components are currently in Building-III and they shall be maintained by bidder during entire contract period.

Penalty:

For IT & Non-IT Components:

Availability of Core IT Components (Network & Perimeter security components), Power & DG and Cooling infrastructure has to be maintained at 99.5%. Other supporting infrastructure has to maintained in such a way without affecting regular operations. Down time due to failure of batteries and condenser coils of PACs would be exempted from calculation. However, it is in the scope of selected DCO to provide list of components, that require immediate attention to maintain 99.5% as part of initial take over period.

PBH (8:00 AM to 07:59 PM): In the event of uptime percentage less than 99.50%, for every 0.05% drop or part thereof in the uptime percentage, a penalty of 0.25% of the quarterly charges for that component shall be levied up to 5%. Beyond which a 10% penalty on the Quarterly AMC charges for that component will be levied.

EBH (8:00 PM to 7:59 PM): In the event of uptime percentage less than 99.00%, for every 0.05% drop or part thereof in the uptime percentage, a penalty of 0.15% of the quarterly charges for that component shall be

levied up to 5%. Beyond which a 10% penalty on the Quarterly AMC charges for that component will be levied.

In case of failure of component, affects the operation of the SDC, then penalty is applicable to quarterly charges quoted against that particular BoQ, in which component is available.

C. Comprehensive O&M for Cloud Project

S.No	Category	Item Description	Make/Model	SLA
1	IT	Cloud Servers (24 Nos: Refer Annexure-IV)	Refer Annexure-IV	PBH: 99.5% EBH: 99.0%
2	IT	SAN Storage (utilised for Cloud and Co-location servers)	Refer Annexure-V	PBH: 99.5% EBH: 99.0%
3	IT	Ovirt virtualisation platform with 1600 VMs.	Ovirt/KVM 4.x.x/6.x.x	PBH: 99.5% EBH: 99.0%

Note:

- All the Cloud infrastructure are currently hosted in Building-III.
- Bidder shall provide support for above components during entire contract period.

Penalty:

PBH (8:00 AM to 07:59 PM): In the event of uptime percentage less than 99.50%, for every 0.05% drop or part thereof in the uptime percentage, a penalty of 0.25% of the quarterly charges for that component shall be levied up to 5%. Beyond which a 10% penalty on the Quarterly AMC charges for that component will be levied.

EBH (8:00 PM to 7:59 PM): In the event of uptime percentage less than 99.00%, for every 0.05% drop or part thereof in the uptime percentage, a penalty of 0.15% of the quarterly charges for that component shall be levied up to 5%. Beyond which a 10% penalty on the Quarterly AMC charges for that component will be levied.

In case of failure of component, affects the operation of the SDC, then penalty is applicable to quarterly charges quoted against that particular BoQ, in which component is available.

D. Comprehensive O&M for TNDRC Project

S. No	Category	Item Description	Make/Model	SLA	Qty
1	IT	Server Racks	APW/CY 2842-XY: Server Rack: 42U	PBH: 99.5% EBH: 99.0%	25
2	IT	Network Racks	APW/CY 3842-XY: Network Rack: 42U	PBH: 99.5% EBH: 99.0%	5
3	IT	Internet Router	HP MSR3044 ROUTER JG405A	PBH: 99.5% EBH: 99.0%	2
4	IT	Link Load Balancer -LLB	Array APV 2600	PBH: 99.5% EBH: 99.0%	2
5	IT	Intrusion Protection System -IPS	MCAFEE NS7200	PBH: 99.5% EBH: 99.0%	2
6	IT	Server Load Balancer -SLB	Array APV 2600	PBH: 99.5% EBH: 99.0%	2
7	IT	External Firewall	Checkpoint 4800 NG	PBH: 99.5% EBH: 99.0%	2
8	IT	Core Switch	HP A10508 SW JC612A	PBH: 99.5% EBH: 99.0%	2
9	IT	Router	HP MSR4060 ROUTER JG403A	PBH: 99.5% EBH: 99.0%	2
10	IT	Storage chassis with redundant storage controllers (100 TB of raw storage)	IBM 2076- 524	PBH: 99.5% EBH: 99.0%	1
11	IT	5TB of storage through 200/400 GB SSD Disk	IBM	PBH: 99.5% EBH: 99.0%	1
12	IT	45 TB of storage through 600 GB SAS disk	IBM	PBH: 99.5% EBH: 99.0%	1
13	IT	50 TB of storage through 1.2 TB SAS disk	IBM	PBH: 99.5% EBH: 99.0%	1
14	IT	SAN Switch	IBM SAN48B- 5	PBH: 99.5% EBH: 99.0%	2

15	IT	WAN Optimization Device	ARRAY WAN 2500	PBH: 99.5% EBH: 99.0%	2
16	IT	Physical Tape Library with Tape Drives and Media Slots	IBM TS3100	PBH: 99.5% EBH: 99.0%	1
17	IT	Physical Server	HP	PBH: 99.5% EBH: 99.0%	14
18	Non-IT	HT Distribution Panels (including all the components & equipment's supplied & commissioned by Bidders for KVA rating of 100 racks)	Megawin MHVCB	Power & DG to be maintained at 99.5%. SLA is not applicable for failure of batteries.	1
19	Non-IT	LT Distribution Panels (including all the components & equipment's supplied & commissioned by Bidders for KVA rating of 100 racks)	RMH	Power & DG to be maintained at 99.5%. SLA is not applicable for failure of batteries.	1
20	Non-IT	DG Systems (including all the components & equipment's supplied)	Caterpillar	Power & DG to be maintained at 99.5%. SLA is not applicable for failure of batteries.	3
21	Non-IT	HT Transformers Systems (including all the components & equipment's supplied & commissioned by Bidders for KVA rating of 100 racks)	Votamps 3P Transformer	Power & DG to be maintained at 99.5%. SLA is not applicable for failure of batteries.	2
22	Non-IT	300 KVA UPS system for Server farm area.	Delta	Power & DG to be maintained at 99.5%. SLA is not applicable for failure of batteries.	2
23	Non-IT	10KVA UPS system, fully redundant (N+1) provided for	Delta	Power & DG to be maintained at 99.5%. SLA is not applicable for	2

		emergency lighting, work desks, BMS		failure of batteries.	
24	Non-IT	20 TR Data Centre Precision Air-conditioning (including all the components & equipment's supplied)	Vertiv PX062	Best effort basis without affecting regular operations. Half yearly maintenance.	9
25	Non-IT	5 TR High Sensible CFM units (including all the components & equipment's)	Vertiv PX062	Best effort basis without affecting regular operations. Half yearly maintenance.	2
26	Non-IT	3 TR Intel Split Acs for UPS, Battery & Staging room.	Vertiv Intellesplit	Best effort basis without affecting regular operations. Half yearly maintenance.	10
27	Non-IT	1.5 TR Comfort Air-Conditioning (including all the components & equipment supplied & commissioned by Bidders for Initial Procurement)	LG	Best effort basis without affecting regular operations. Half yearly maintenance.	14
28	Non-IT	Safety Systems (including all the components & equipment supplied & commissioned by Bidders)	Siemens	Best effort basis without affecting regular operations. Half yearly maintenance.	1
29	Non-IT	Security Systems (including all the components & equipment supplied & commissioned by Bidders)	Siemens	Best effort basis without affecting regular operations. Half yearly maintenance.	1
30	Non-IT	Intelligent Building Management System with minimum 3 users access license (including all the components & equipment supplied & commissioned by	Siemens	Best effort basis without affecting regular operations. Half yearly maintenance.	1

		Bidders)			
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Note:

- All components in TNDRC are installed during 2016 and currently under third party AMC support. Bidder shall support third party AMC support for entire contract period.
- Batteries of UPS are being replaced by ELCOT during Nov 2025.

Penalty:

For IT & Non-IT Components:

Availability of Core IT Components (Network & Perimeter security components), Power & DG and Cooling infrastructure has to be maintained at 99.5%. Other supporting infrastructure has to maintained in such a way without affecting regular operations. Down time due to failure of batteries and condenser coils of PACs would be exempted from calculation. However, it is in the scope of selected DCO to provide list of components, that require immediate attention to maintain 99.5% as part of initial takeover period.

PBH (8:00 AM to 07:59 PM): In the event of uptime percentage less than 99.50%, for every 0.05% drop or part thereof in the uptime percentage, a penalty of 0.25% of the quarterly charges for that component shall be levied up to 5%. Beyond which a 10% penalty on the Quarterly AMC charges for that component will be levied.

EBH (8:00 PM to 7:59 PM): In the event of uptime percentage less than 99.00%, for every 0.05% drop or part thereof in the uptime percentage, a penalty of 0.15% of the quarterly charges for that component shall be levied up to 5%. Beyond which a 10% penalty on the Quarterly AMC charges for that component will be levied.

In case of failure of component, affects the operation of the SDC, then penalty is applicable to quarterly charges quoted against that particular BoQ, in which component is available.

Annexure - IV Cloud server list

S. N o	Make & Model	Product S/N	Processor	Total Physical Cores	RAM (in TB)	HDD	Year of purchase	Warranty /AMC Status
1	HPE Proliant DL560 GEN10	SGH1 09YK 4W	4*Intel(R) Xeon(R) Gold 6248 CPU @ 2.5 GHz (20 Core*4)	80	1.5	600GB *5 no's	2021	28.01.2026
2	HPE Proliant DL560 GEN10	SGH1 09YK 3L	4*Intel(R) Xeon(R) Gold 6248 CPU @ 2.5 GHz (20 Core*4)	80	1.5	600GB *5 no's	2021	28.01.2026
3	HPE Proliant DL560 GEN10	SGH1 09YK 3Q	4*Intel(R) Xeon(R) Gold 6248 CPU @ 2.5 GHz (20 Core*4)	80	1.5	600GB *5 no's	2021	28.01.2026
4	HPE Proliant DL560 GEN10	SGH1 09YK 4M	4*Intel(R) Xeon(R) Gold 6248 CPU @ 2.5 GHz (20 Core*4)	80	1.5	600GB *5 no's	2021	28.01.2026
5	HPE Proliant DL560 GEN10	SGH1 09YK 3Z	4*Intel(R) Xeon(R) Gold 6248 CPU @ 2.5 GHz (20 Core*4)	80	1.5	600GB *5 no's	2021	28.01.2026
6	HPE Proliant DL560 GEN10	SGH1 09YK 3V	4*Intel(R) Xeon(R) Gold 6248 CPU @ 2.5 GHz (20 Core*4)	80	1.5	600GB *5 no's	2021	28.01.2026
7	HPE Proliant DL560 GEN10	SGH1 09YK 4C	4*Intel(R) Xeon(R) Gold 6248 CPU @ 2.5 GHz (20 Core*4)	80	1.5	600GB *5 no's	2021	28.01.2026
8	HPE Proliant DL580 GEN10	SGH2 50V WRH	4* Intel(R) Xeon(R) Gold 6230 CPU @ 2.10GHz (20 Core *4)	80	2	600GB *4 no's	2022	30.01.2026
9	HPE Proliant DL580 GEN10	SGH2 50V WRR	4* Intel(R) Xeon(R) Gold 6230 CPU @ 2.10GHz (20 Core *4)	80	3	600GB *4 no's	2022	30.01.2026
10	HPE ProLiant DL580	SGH3 15VB 0D	4* Intel(R) Xeon(R) Gold 6230 CPU @	80	2	600GB *4 no's	2023	17.05.2026

	Gen10		2.10GHz (20 Core *4)					
11	HPE ProLiant DL580 Gen10	SGH3 15VB 0S	4* Intel(R) Xeon(R) Gold 6230 CPU @ 2.10GHz (20 Core *4)	80	2	600GB *4 no's	2023	17.05.2026
12	HPE ProLiant DL580 Gen10	SGH3 15V9 ZM	4* Intel(R) Xeon(R) Gold 6230 CPU @ 2.10GHz (20 Core *4)	80	2	600GB *4 no's	2023	17.05.2026
13	HPE ProLiant DL580 Gen10	SGH3 15V9 ZZ	4* Intel(R) Xeon(R) Gold 6230 CPU @ 2.10GHz (20 Core *4)	80	3.5	600GB *4 no's	2023	10.05.2026
14	HPE ProLiant DL580 Gen10	SGH3 15V9 Z3	4* Intel(R) Xeon(R) Gold 6230 CPU @ 2.10GHz (20 Core *4)	80	3.5	600GB *4 no's	2023	17.05.2026
15	HPE ProLiant DL580 Gen10	SGH3 15V9 ZC	4* Intel(R) Xeon(R) Gold 6230 CPU @ 2.10GHz (20 Core *4)	80	3	600GB *4 no's	2023	17.05.2026
16	Dell Powere dge R840	3S9Y PW3	4*Intel(R) Xeon(R) Gold 6248 @ 2.5 GHZ (20 core*4)	80	1.5	600GB * 3no's	2023	20.04.2026
17	Dell Powere dge R840	HR9Y PW3	4*Intel(R) Xeon(R) Gold 6248 @ 2.5 GHZ (20 core*4)	80	1	600GB * 3no's	2023	20.04.2026
18	Dell Powere dge R840	JR9Y PW3	4*Intel(R) Xeon(R) Gold 6248 @ 2.5 GHZ (20 core*4)	80	1	600GB * 3no's	2023	20.04.2026
19	Dell Powere dge R840	5S9Y PW3	4*Intel(R) Xeon(R) Gold 6248 @ 2.5 GHZ (20 core*4)	80	1.5	600GB * 3no's	2023	20.04.2026
20	Dell Power edge R840	4S9Y PW3	4*Intel(R) Xeon(R) Gold 6248 @ 2.5 GHZ (20 core*4)	80	1.5	600GB * 3no's	2023	20.04.2026
21	Dell PowerE dge R960	4RKS T04	4* Intel(R) Xeon(R) Platinum 8450H (28*4	112	8	600GB *4 no's	2024	09.01.2027

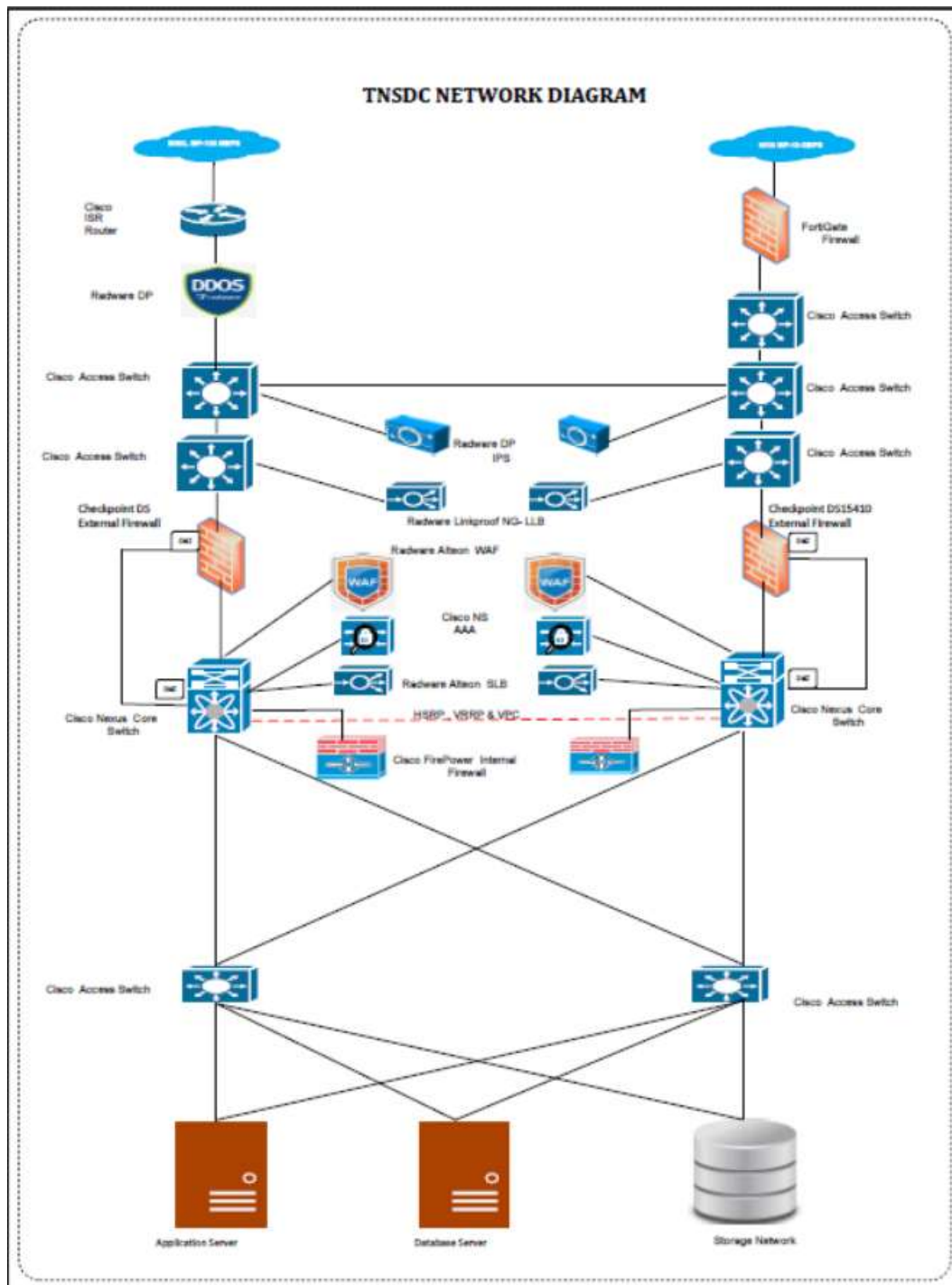
			Core)					
22	Dell PowerEdge R960	5RKS T04	4* Intel(R) Xeon(R) Platinum 8450H (28*4 Core)	112	8	600GB *4 no's	2024	09.01.2027
23	Dell PowerEdge R960	6RKS T04	4* Intel(R) Xeon(R) Platinum 8450H (28*4 Core)	112	8	600GB *4 no's	2024	09.01.2027
24	Dell PowerEdge R960	3RKS T04	4* Intel(R) Xeon(R) Platinum 8450H (28*4 Core)	112	8	600GB *4 no's	2024	09.01.2027
25	HPE Proliant DL560 GEN10	SGH1 09YK 47	4*Intel(R) Xeon(R) Gold 6248 CPU @ 2.5 GHz (20 Core*4)	80	1.5	600GB *5 no's	2021	28.01.2026
26	HPE Proliant DL560 GEN10	SGH1 09YK 4H	4*Intel(R) Xeon(R) Gold 6248 CPU @ 2.5 GHz (20 Core*4)	80	1.5	600GB *5 no's	2021	28.01.2026
27	HPE Proliant DL560 GEN10	SGH1 09YK 4R	4*Intel(R) Xeon(R) Gold 6248 CPU @ 2.5 GHz (20 Core*4)	80	1.5	600GB *5 no's	2021	28.01.2026
28	HPE Proliant DL560 GEN10	SGH1 09YK 43	4*Intel(R) Xeon(R) Gold 6248 CPU @ 2.5 GHz (20 Core*4)	80	1.5	600GB *5 no's	2021	28.01.2026

Annexure - V Storage details

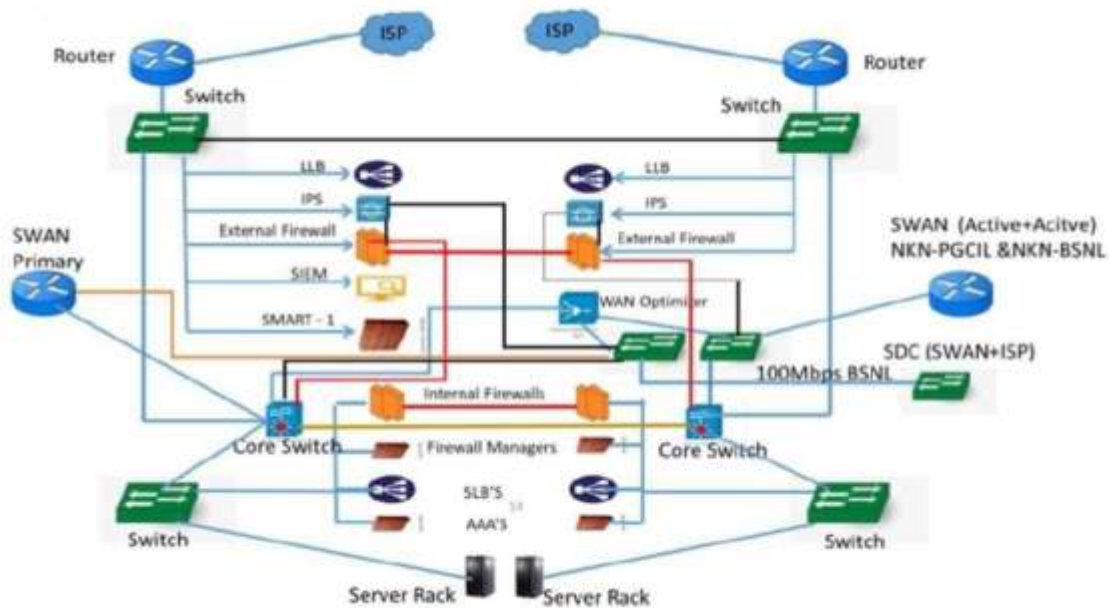
Project	Make/Model		Total usable capacity (in TB)	Year of Purchase	Serial Number	Warranty / AMC Status
TNSDC-I	DELL 680 Storage	EMC SAN	837.5	2021	CKM01212605664	08.08.2026
TNSDC-II	DELL 680 Storage	EMC SAN	838.2	2023	CRK00231302478	05.06.2026
TNSDC-II	DELL 680 Storage	EMC SAN	492	2023	CKM01212605664	05.06.2026

Annexure – VI Existing Network Diagram

TNSDC High Level Architecture:



TNDR High Level Architecture:



Existing Virtualization Platform:

S. No	Description	Current State
1	Physical servers	24 Nos (Details in Annexure-IV)
2	Operating system deployed across different applications	1. Ubuntu 2. Alma Linux 8.5 3. Cent OS 6.10 4. RHEL 7.4 5. Windows 2012 R2
3	Database across different applications	1. Postgres 2. MySQL 3. MSSQL
4	Cloud /Management platform	KVM, Ovirt
5	No. of VMs	~1600
6	Average Resource Provisioning for each VM	4 vCPU, 8 GB RAM and 100 GB Storage.

Annexure - 1 Model Form of Contract

(To be executed on a Rs. 100/- Non-Judicial Stamp Paper bought in Tamil Nadu by the Successful Bidder for Data Centre O&M Agency for TNSDC & TNDRC projects.

The Contract terms and conditions will be communicated to the Successful Bidder at the time of issue of LOA)

(NO FIGURES IN NUMERALS OR WORDS SHALL BE FILLED UP IN THIS SAMPLE FORM AT THE TIME OF SUBMISSION OF TENDER)

This CONTRACT is entered into at Chennai on theday of..... (Year) between M/s Electronics Corporation of Tamil Nadu Limited, a wholly owned Government of Tamil Nadu Undertaking, a Company registered under the Companies Act, 1956 having CIN : U27209TN1977SGC007291 , GSTN : 33AAACE1670K1ZU and having its Registered office at 9th Floor, Sigapi Aachi Building, 18/3, Rukmani Lakshmipathi Road, Egmore, Chennai-600008 represented by Thiru/Tmt/Selvi -----, General Manager (Procurement) on behalf of Managing Director ELCOT and on behalf of End User (herein after referred to as "End User"), herein after referred to as "ELCOT" (which term shall mean and include its Successors and permitted assignees)

and

..... a Company registered under the Companies Act, 1956 and having its Registered Office at represented by Thiru/Tmt/Selvi -----, Managing Director/ Director/ Proprietary/ Partner hereinafter referred to as the "Successful Bidder /Contractor" (which term

shall mean and include its Successors and permitted assignees).

Whereas, ELCOT had floated a Tender vide tender No. ELCOT-ST-DC-2025-0039 for **Tender for selection of agency for operations and maintenance of TNSDC & TNDRC projects for a period of one year** and the Successful Bidder has been selected in the Tender as per the Terms and conditions of the Tender.

And whereas both parties agree to the following: -

[Tender General, special conditions as amended by corrigendum/ clarified by pre-bid responses to be included here]

And both the parties also agree to the following: -

1. This document on having been signed by both the parties shall constitute a binding Contract between the parties and shall remain in force for a period of **12 months** from ----- to -----.
2. Contract shall be extended for further periods for upto one year as mutually agreed by ELCOT and the Contractor at the same Terms and Conditions including Price.
3. The contract is strictly bound by terms of confidentiality and non-disclosure and all such acts and rules of the Government of India and Government of Tamil Nadu including the Digital Personal Data Protection Act 2023 and standard conditions issued by MEITY for data Centres in India, regarding data security.
4. Validity of Bank Guarantee for Security Deposit shall be extended by the Contractor accordingly at its own cost.
5. The following documents shall be deemed to form and be read and construed as part of the Contract.
 - a) Tender document

- b) Amendments/ Corrigendum and Addendum issued by ELCOT for the Tender Document
- c) Pre-bid responses
- d) LoA/Purchase order(s) issued by ELCOT.
- e) Correspondence made by ELCOT to the Contractor from time to time during the period of the Contract.

All correspondences to either parties shall be treated served if sent to the following addresses. It shall be the duty of either party to inform any change in addresses to the other party within 15 days of such change.

TO ELCOT	To the Successful Bidder
The Managing Director, 9th Floor, Sigapi Aachi Building, 18/3, Rukmani Lakshmipathi Road, Egmore, Chennai – 600008 Phone: +91 44 2855 6100	

In Witness whereof the parties hereto have signed on the day, month and year above written in the presence of

On behalf of ELCOT	On behalf of the Successful Bidder
The General Manager	

(Procurement), ELCOT	
Witness: Chief Technology Officer Manager (SDC)	

Annexure – 2 Bank Guarantee Format

(To be executed in Rs.100/- Stamp Paper)

To

The Managing Director

Electronics Corporation of Tamil Nadu Limited

9th Floor, Sigapi Aachi Building, 18/3, Rukmani Lakshmipathi Road,

Egmore, Chennai – 600008

Bank Guarantee No:

Amount of Guarantee:

Guarantee covers from:

Expiry Date:

Last date for lodgement of claim/ Claim Expiry Date:

This Deed of Guarantee executed by (Banker's Name & Address) having our Head Office at(address) (hereinafter referred to as "the Bank") in favour of The Managing Director, Electronics Corporation of Tamil Nadu Limited, 9th Floor, Sigapi Aachi Building, 18/3, Rukmani Lakshmipathi Road, Egmore, Chennai – 600008 (hereinafter referred to as "the Beneficiary") for an amount not exceeding Rs._____/ - (Rupees _____ Only) as per the request of M/s. _____ having its office address at _____ (hereinafter referred to as "Successful bidder/Contractor") against Letter of Acceptance reference _____ dated __/__/____ of M/s. Electronics Corporation of Tamil Nadu Limited. This guarantee is issued subject to the condition that the liability of the Bank under this guarantee is limited to a maximum Rs._____/ - (Rupees _____ Only) and the guarantee shall remain in full force up to ____ months from the date of Bank Guarantee and cannot be invoked otherwise by a written demand or claim by the beneficiary under the Guarantee served on the Bank before ____ months from the date of Bank Guarantee.

AND WHEREAS it has been stipulated by you in the said ORDER that

the Successful bidder shall furnish you with a Bank Guarantee by a Scheduled Public Sector Bank for the sum specified therein as security for compliance with the Contractor's performance obligations for a period in accordance with the contract.

AND WHEREAS we have agreed to give the Successful bidder a Guarantee.

THEREFORE, we (Bankers address)....., hereby affirm that we are Guarantors and responsible to you on behalf of the Successful bidder up to a total of Rs._____/ - (Rupees _____ Only) and we undertake to pay you, upon your first written demand declaring the Successful bidder to be in default under the contract and without any demur, cavil or argument, any sum or sums within the limit of Rs._____/ - (Rupees _____ Only) as aforesaid, without your needing to prove or show grounds or reasons for your demand or the sum specified therein. We will pay the guaranteed amount notwithstanding any objection or dispute whatsoever raised by the Successful bidder.

This Guarantee is valid until _____ months from the date of Bank Guarantee.

Notwithstanding, anything contained herein

Our liability under this guarantee shall not be exceed Rs._____/ - (Rupees _____ Only). This bank guarantee shall be valid up to _____ months from the date of Bank Guarantee and we are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before _____

In witness whereof the Bank, through its authorised Officer, has set its, hand and stamp on this at _____.

Witness:

(Signature)

(Name in Block Letters)

Annexure – 3 Power of Attorney

Power of Attorney (PoA) by Authorized Signatory of Bidder authorizing a staff to sign and submit the Bid and execute the Contract (if selected as a successful bidder) on behalf of the Bidder

<To be on non-judicial stamp paper of Rupees One Hundred Only (INR 100/-)>

Know by all men by these presents, We.....
(Name of the Bidder and address of their registered office) do hereby constitute, appoint and authorize Mr. / Ms..... (name and residential address of Power of attorney holder) who is presently employed with us and holding the position of as our Attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our Proposal for <Description of Tender> including signing and submission of bid, executing the contract (if selected as a Successful Bidder) and providing information / responses to ELCOT/ END USER, representing us in all matters before ELCOT/END USER in connection with our Proposal for the said Project.

We hereby agree to ratify all acts, deeds and things lawfully done by our said Attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid Attorney shall and shall always be deemed to have been done by us.

For _____

Name:

Designation:

Date:

Time:

Seal:

Business Address:

Accepted,

..... (Signature)

(Name, Title and Address of the Attorney)

Annexure – 4 Restrictions on Public Procurement - Instructions to bidders to be complied

Bidders are requested to comply with the below instructions without fail. Any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. The Competent Authority for the purpose of registration under this tender shall be

a) The Registration Committee constituted by the Department for Promotion of Industry and Internal Trade (DPIIT). OR

b) The Registration Committee constituted by Government of Tamil Nadu consisting of the following members: -

1. Managing Director & Chief Executive Officer, Guidance (as Chairman)
2. Additional Chief Secretary to Government (Finance), or his representative
3. Principal Secretary to Government (Information Technology and Digital Services Department) or his representative
4. Principal Secretary to Government (Public Works Department) or his representative
5. Industries Commissioner and Director of Industries and Commerce.

Definitions:

i. "Bidder" for the purpose of the tender(including the term 'tenderer', 'consultant', 'vendor' or 'service provider' in certain contexts) means any persons or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency branch or office controlled by such person, participating in a procurement process.

ii. "Bidder from a country which shares a land border with India" for the purpose of this tender means

- a. An entity incorporated, established or registered in such a country; or
- b. A subsidiary of an entity incorporated, established or registered in such a country; or
- c. An entity substantially controlled through entities incorporated, established or registered in such a country; or
- d. An entity whose beneficial owner is situated in such a country; or
- e. An Indian (or other) agent of such an entity; or
- f. A natural person who is a citizen of such a country; or
- g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above. However, there are no restrictions in case of procurement of goods or services from the bidder from those Countries (even if sharing a land border with India) to which the Government of India has extended lines of credit or in which the Government of India is engaged in development Projects.

iii. The “Beneficial owner” for the purpose of (ii) above will be as under:

(1) In case of a company or Limited Liability Partnership, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person(s), has a controlling ownership interest or who exercises control through other means.

Explanation –

- a. “Controlling ownership interest” means ownership of, or entitlement to, more than twenty-five percent of shares or capital or profits of the company;
- b. “Control” shall include the right to appoint majority of the directors or to control the management or policy decisions, including by virtue of their shareholding or management rights or shareholders agreements or voting agreements.

(2) In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership;

(3) In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals;

(4) Where no natural person is identified under (1) or (2) or (3) above, the beneficial owner is the relevant natural person who holds the position of senior managing official;

(5) In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.

(6) An 'agent' for the purpose of this tender is a person employed to do any act for another, or to represent another in dealings with third person.

(7) The successful bidder shall not be allowed to sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority. The definition of a 'Contractor' from a Country which shares a land border with India' shall be as detailed in paragraph (ii) above.

Each Bidder shall have to submit the Undertaking. Where applicable, the bidder shall have to submit the Certificate of Registration from the Competent Authority.

**Annexure - 5 Undertaking for Certificate of Registration as per
GFR Rule**

Ref:

Date:

To

The Managing Director,
Electronics Corporation of Tamil Nadu Ltd,
9th Floor, Sigapi Aachi Building,
18/3, Rukmani Lakshmipathi Road, Egmore, Chennai – 600008.

Dear Sir,

Sub: Tender for selection of agency for operations and
maintenance of TNSDC & TNDRC projects for a
period of one year – Declaration Letter – Reg.

Ref: 1. ELCOT-ST-DC-2025-0039

I/We, < Bidder > have read the clause regarding restrictions
on procurement from a Bidder which shares a land border with India.

I/We hereby certify that I/We, <Bidder > is not from any such
country or, if from such a Country, has been registered with Competent
Authority.

I/We hereby certify that I/We in the event of becoming a
successful bidder shall not subcontract works to any Contractor from a
Country which shares a land border with India unless such Contractor is
registered with the Competent Authority, as defined vide Annexure 5 of
the tender document.

I/We hereby certify that I/We fulfil all requirements in this
regard and eligible to be considered

For <Bidder>

Signature of the Authorized Signatory

Name and Designation:

Place:

Date:

Company stamp:

NOTE: 1. Letter shall be submitted on the Letter head of the BIDDER and shall be signed by the Authorised Signatory.

2. Any deviation would lead to summary rejection of bids.

3. Wherever Applicable, valid Registration certificate obtained from the Competent Authority shall be attached.

Annexure – 6 Blacklisting

Declaration of not being banned or blacklisted by State/ Central Government/ Public Sector Undertaking/ Statutory Boards/ Local Bodies of any State.

<To be printed on the Bidder letter head>

<Location, Date>

To,

The Managing Director

Electronics Corporation of Tamil Nadu Limited

9th Floor, Sigapi Aachi Building,

18/3, Rukmani Lakshmipathi Road,

Egmore, Chennai – 600008

Dear Sir,

Sub: Declaration of not being banned or blacklisted by State/ Central Government/ Public Sector Undertakings/ Statutory Boards/ Local Bodies of any State.

Ref: Tender for <Description of Tender>.

I, authorized representative of _____, hereby solemnly confirm that we are not under a declaration of in-eligibility for corrupt, fraudulent or any other unethical business practices and not debarred or blacklisted by State/ Central Government/ Public Sector Undertakings/ Statutory Boards/ Local Bodies of any State for any reason in the last 3 years from the date of the response to this Tender.

In the event of any deviation from the factual information/ declaration, ELCOT reserves the right to reject the proposal or ELCOT/END USER

reserves the right to terminate the Contract without any compensation.

Yours faithfully,

Signature of the Authorized Signatory

Name and Designation:

Place:

Date:

Company stamp:

Note:

If the bidding firm has been blacklisted by State/ Central Government/ Public Sector Undertakings/ Statutory Boards/ Local Bodies of any State earlier, then the details shall be provided.

Annexure – 7 Declaration of No Conflict of Interest

<To be printed on the Bidder letter head>

<Location, Date>

To,
Managing Director
ELCOT,
9th Floor, Sigapi Aachi Building, 18/3, Rukmani Lakshmipathi Road,
Egmore, Chennai – 600008.

Dear Sir,

Sub: Tender for selection of agency for operations and maintenance
of TNSDC & TNDRC projects for a period of one year – Reg.

Ref: Undertaking of No Conflict of Interest

I/We as Bidder do hereby undertake that there is absence of, actual or potential conflict of interest on our part, due to prior, current, or proposed Contracts, engagements, or affiliations with other Organizations of the State Government.

I undertake and agree to indemnify and hold ELCOT/END USER harmless against all potential elements (time frame for service delivery, resource, financial or other), claims, losses, damages, costs, expenses, proceeding fees of legal advisors (on a reimbursement basis) and fees of other professionals incurred (in the case of legal fees & fees of professionals,

reasonably) by ELCOT and/or its representatives, if any such conflict arises later.

Yours faithfully,

Signature of the Authorized Signatory

Name and Designation:

Place:

Date:

Company stamp:

Annexure – 8 Undertaking on local office in Chennai

<To be printed on the Bidder letter head>

<Location, Date>

To,

Managing Director

ELCOT,

9th Floor, Sigapi Aachi Building, 18/3, Rukmani Lakshmipathi Road,
Egmore, Chennai – 600008

Dear Sir,

Sub: Undertaking on availability of local office in Chennai,
Tamil Nadu

Ref: Tender No. ELCOT-ST-DC-2025-0039

I, authorized representative of _____, hereby
confirm

that we have a functional local office in Chennai in the following address.

Or We undertake to establish a new office in Chennai within 30 days of
issue of LoA, if we are selected as a successful bidder.

I/ We _____ understand that if this information / declaration is
found to be false or incorrect/ if we fail to establish local office in Chennai
within 30 calendar days of issue of LoA, ELCOT reserves the right to reject
the proposal or terminate the Contract with us immediately without any
further notice or any compensation.

Yours faithfully,

Signature of the Authorized Signatory

Name and Designation:

Place:

Date:

Company stamp:

Annexure – 9 Letter of Undertaking
<To be printed on the Bidder letter head>

To
The Managing Director
Electronics Corporation of Tamil Nadu Limited
9th Floor, Sigapi Aachi Building, 18/3, Rukmani Lakshmipathi Road,
Egmore, Chennai – 600008

Sir,

Sub: Undertaking for participating in ELCOT's Tender - Reg.

Ref: Tender No. ELCOT-ST-DC-2025-0039

I/We ----- have gone through the Terms and Conditions, Scope of Work and Specification and will abide by them as laid down (Tender Documents, Technical bid and Price Bid)

I/We ----- hereby confirm that our Company was not blacklisted by any State Government/ Central Government/ Public Sector Undertakings during the last three years. We also hereby confirm that our EMD/SD was not forfeited by any State Government / Central Government / Public Sector Undertakings during the last three years due to our non-performance, non-compliance with the tender conditions etc.

I/We ----- hereby declare that all the particulars furnished by us in this Tender are true to the best of my/our knowledge and we understand and accept that if at any stage, the information furnished is found to be incorrect or false, we

are liable for disqualification from this tender and also are liable for any penal action that may arise due to the above.

I/We ----- ensure that the Year of Manufacturing for the products supplied vide this tender are 2024 or later.

I/We ----- certify that no refurbished components are used in the manufacturing and supply of tendered items. The licences for the operating systems and other software to be installed under this contract are certified as genuine and valid.

I/We _____ certify that we are liable and responsible for any disputes arising out of Intellectual Property Rights.

In case of violation of any of the conditions above, I/Weunderstand that I/ We are liable to be blacklisted by ELCOT for a period of three years.

Yours faithfully,

Signature of the Authorized Signatory

Name and Designation:

Place:

Date:

Company stamp:

Annexure - 10 Technical Bid

A1.1 Check-list for Enclosures

Documents to be submitted		Fill (YES or NO)
Filled Tender Technical Bid Form and Price Bid Form		
Payment of EMD amount		
Two Part Bid submission		
Letter of Undertaking for participating in ELCOT's Procurement Tender		
Details in support of Eligibility Criteria		
Bidder Technical Compliance Sheet		
Eligibility Criteria		
1	Certificate of Incorporation of bidder	
2	GST registration to be submitted by the Bidder	
3	PAN Card to be submitted by the Bidder	
4	Letter Of Authorization/Power of attorney for the authorised person to sign the bid documents	
5	Sales Turnover: a) Annual report including Balance Sheet and Profit & Loss accounts for the last five audited years (FY 2020-21,2021-22,2022-23 2023-24 and 2024-25) shall be submitted. b) CA certified turnover details for pat five financial years specific to data center operations.	
6	Past Experience: Copies of work order(s) or Agreements and Completion Certificates from the customers should be submitted. Proof of ESI/PF/Gratuity.	
7	Presence in Chennai: Proof for the availability of office in Chennai.	
8	Accreditations: Copy of valid ISO certifications	
9	Blacklisting: Self-certified letter in the letter head of the bidding entity signed by the Authorized Signatory of the Bidder	

A1.2 Profile of the Bidder

1.	Name of the Company	
2.	Year of incorporation	
3.	Nature of the Company (Registered Company or Partnership or Proprietary)	
4.	Registered office (In India) or the office covering the Business transaction in India	
	Telegraphic Address	
	Office Telephone Number	
	Fax Number	
	Contact Person	
	Name	
	Personal Telephone Number	
	Email Address	
5.	Local presence at Tamil Nadu	
	Telegraphic Address	
	Office Telephone Number	
	Fax Number	
	Contact Person	
	Name	
	Personal Telephone Number	
	Email Address	
6.	Registration Details	
	Permanent Account Number	
	GST Registration Number	
7.	Banker's Name, Address and Account Number	

A1.3 Details in support of Eligibility Criteria

Sl. No.	Description	File Name of the Attached Document Proof and Page No
1	Certificate of Incorporation of bidder	
2	GST registration to be submitted by the Bidder	
3	PAN Card to be submitted by the Bidder	
4	Letter Of Authorization/Power of attorney for the authorised person to sign the bid documents	
5	Sales Turn Over: Copies of the	

	Audited Annual Reports containing the Balance sheets, Profit and Loss account in any three of the last five financial years (FY 2020-21,2021-22,2022-23 2023-24 and 2024-25) shall have to be submitted.	
	2020-21	
	2021-22	
	2022-23	
	2023-24	
	2024-25	
6	Past Experience: Copies of work order(s) or Agreements and Completion Certificates from the customers should be submitted. Proof of ESI/PF/Gratuity	
7	Presence in Chennai: Proof for the availability of office in Chennai.	
8	Accreditations: Copy of valid ISO certificates	
9	Blacklisting: Self-certified letter in the letter head of the bidding entity signed by the Authorized Signatory of the Bidder	

Yours faithfully,

Signature of the Authorized Signatory

Name and Designation:

Place:

Date:

Company stamp:

Annexure – 11 Format for Prebid Queries

(to be sent in a MS Excel sheet through email only – **sd@elcot.in**)

(Email Subject: Prebid Query - ELCOT-ST-DC-2025-0039)

Name of the Company						
GSTN						
Name and designation of the Authorized Person						
Mobile No.						
E Mail id						
S. No.	Chapter	Page No.	Clause No.	Existing Clause	Query/ amendment requested	Reasons for Query/ amendment requested

Yours faithfully,

Signature of the Authorized Signatory

Name and Designation:

Place:

Date:

Company stamp:

Annexure – 12 Price Bid

(To be printed in the official letter head of the company, signed by
Authorised Signatory and uploaded along with the financial bid document)

To
The Managing Director,
Electronics Corporation of Tamil Nadu Ltd,
Chennai

Sir,

Sub	ELCOT – Data & Cloud Services – Tender No. ELCOT-ST-DC-2025-0039 - Tender for selection of agency for operations and maintenance of TNSDC & TNDRC projects for a period of one year - Submission of price bid – Reg
------------	---

I/we hereby submit that the price bid after fully agreeing to all the terms and conditions of the tender.

S.No	Item Code	Item Description	Total Cost W/o. Cost (in Rs)	GST in (%)	GST Value for Col No.6 (in Rs.)	Total Cost with Tax (in Rs.) (6+8)
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1	BOQ_1	Comprehensive operations and maintenance for TNSDC, TNDRC and TN Cloud for a period of one year as per the tender conditions (including on-boarding process before commencement)				

2	BOQ_2	Manpower charges for TNSDC, TNDRC and TN Cloud (including on-boarding process before commencement)				
3	BOQ_3	Migration of Core-IT Components from Building-I to Building-III				
Total Cost with GST (in Rs.)						

Note:

The Bidder shall submit the offer by filling up all the columns against each item. The bidder who quotes lowest value (BOQ1+BOQ2+BOQ3) will be declared as L1 bidder. Total value of BOQ1 and BOQ2 constitute charges of one year O&M. Quarterly charges would be deduced from it.

**(Upto this part of price bid shall be filled in online portal only.
Not to be filled in the scanned document)**

Optional items: (To be provided as part of PDF uploaded in financial bid. Not part of L1 evaluation)

S.No	Item Code	Item Description	Total Cost W/o. Cost (in Rs)	GST in (%)	GST Value for Col No.6 (in Rs.)	Total Cost with Tax (in Rs.) (6+8)
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1	OPT_1	Migration of 1 Nos of 1U server from Building-I to Building-III				
2	OPT_2	Migration of 1 Nos of 2U server from Building-I to Building-III				

3	OPT_3	Migration of 1 Nos of 4U server from Building-I to Building-III				
4	OPT_4	Migration of 1 Nos of HP 3 PAR Storage box (160 TB)				
5	OPT_5	Migration of 1 Nos of Dell 680 Storage box (830 TB)				
Total Cost with GST (in Rs.)						

Authorized signatory

Name:

Designation

Date:

Stamp:



ELECTRONICS CORPORATION OF TAMIL NADU LIMITED

9th Floor, Sigapi Aachi Building, 18/3, Rukmani Lakshmipathi Road,
Egmore, Chennai – 600008. Phone: +91 44 2855 6100