



RAILTEL CORPORATION OF INDIA LIMITED

(A Govt. of India Undertaking)

Registered & Corporate Office:

**Plate-A, 6th Floor, Office Tower-2,
NBCC Building, East Kidwai Nagar, New Delhi-110023**

**Selection of Partner For
“IT services to RCIL Customer”**

EOI No: RCIL/EOI/CO/ITB/2024-25/IT services to RCIL customer/6 dated 15.07.24

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RAILTEL

EOI NOTICE

RailTel Corporation of India Limited Plate-A, 6th Floor, Office Tower-2,
NBCC Building, East Kidwai Nagar, New Delhi-110023

EOI No: RCIL/EOI/CO/ITB/2024-25/IT services to RCIL customer/6

dated 15.07.24

RailTel Corporation of India Ltd., (here after referred to as RailTel) invites EOIs from RailTel's Empaneled Partners for the selection of suitable agency for "IT Services to RCIL Customer".

The details are as under:

1	Last date for submission of EOIs by bidders	19-07-2024 before 15:00Hrs.
2	Opening of bidder EOIs	19-07-2024 at 15:30Hrs.
4	Earnest Money Deposit (EMD)	Rs 3,69,576/-
5	Number of copies to be submitted for scope of work	01 in Hard Copy
63	Place of Bid submission	RailTel Corporation of India Limited Plate-A, 6th Floor, Office Tower-2, NBCC Building, East Kidwai Nagar, New Delhi-110023

Prospective bidders are required to direct all communications related to this Invitation for EOI document, through the following Nominated Point of Contact persons:

Contact: Naresh Kumar

Position: JGM/IT

Email: naresh.kumar@railtelindia.com Telephone: +91124 2714000 Ext 2222

NOTE:

- I. All firms are required to submit hard copy of their EOI submissions, duly signed by Authorized Signatories with Company seal and stamp.**
- II. The EOI response is invited from empanelled partners of RailTel. Only RailTel empanelled partners are eligible for participation in EOI process.**

1. RailTel Corporation of India Limited–Introduction

RailTel Corporation of India Limited (RCIL), an ISO-9001:2000 organization is a Government of India undertaking under the Ministry of Railways. The Corporation was formed in Sept 2000 with the objectives to create nationwide Broadband Telecom and Multimedia Network in all parts of the country, to modernize Train Control Operation and Safety System of Indian Railways and to contribute to realization of goals and objective of national telecom policy 1999. RailTel is a wholly owned subsidiary of Indian Railways.

For ensuring efficient administration across India, country has been divided into four regions namely, Eastern, Northern, Southern & Western each headed by Regional General Managers and Headquartered at Kolkata, New Delhi, Secunderabad & Mumbai respectively. These regions are further divided into territories for efficient working. RailTel has territorial offices at Guwahati, & Bhubaneswar in East, Chandigarh, Jaipur, Lucknow in North, Chennai & Bangalore in South, Bhopal, and Pune & Ahmedabad in West. Various other territorial offices across the country are proposed to be created shortly.

RailTel's business service lines can be categorized into three heads namely B2G/B2B (Business to Government and Business to Business) and B2C (Business to customers):

Licenses & Services

Presently, RailTel holds IP-1, NLD and ISP (Class-A) licenses under which the following services are being offered to various customers:

CARRIER SERVICES

1. National Long Distance: Carriage of Inter & Intra -circle Voice Traffic across India using state of the art NGN based network through its Interconnection with all leading Telecom Operators
2. Lease Line Services: Available for granularities from E1, DS-3, STM-1 & above
3. Dark Fiber/Lambda: Leasing to MSOs/Telco's along secured Right of Way of Railway tracks
4. Co-location Services: Leasing of Space and 1000+ Towers for collocation of MSC/BSC/BTS of Telco's

ENTERPRISE SERVICES

1. Managed Lease Line Services: Available for granularities from E1, DS-3, STM-1 & above
2. MPLS VPN: Layer-2 & Layer-3 VPN available for granularities from 64 Kbps to nx64 Kbps, 2 Mbps & above
3. Dedicated Internet Bandwidth: Experience the "Always ON" internet connectivity at your fingertips in granularities 2mbps to 155mbps

RETAIL SERVICES

RailWire: RailWire is the retail broadband service of RailTel. RailWire is a collaborative public private local entrepreneur (PPLE) model providing broadband services by leveraging the eco system available with different partners like RailTel, Access Network Provider, Aggregation Network Provider (AGNP) and Managed Service Provider (MSP) to offer high speed & cost-effective broadband to end customers. The model uses RailTel's nationwide Core fiber Backbone Network, Access Network available with Local entrepreneurs, FTTH Infrastructure providers etc. and Managed Service Partners/Application Service Providers having IT & management capabilities. The model has

been tested for several years now with about 4 lakh+ home broadband users along with 5200+ local access network partners. It is noteworthy that this approach whereby about 54% of the revenue is ploughed back into the local community not only serves the underserved but also creates livelihoods and jobs in the local communities.

2. Objective of EOI

RCIL is implementing IT-ICT projects like providing Infra & Cloud Services, Application Development, ERP/E-Office Implementation and Consultancy Services for its customers. RailTel is in process of selecting suitable empanelled partner for providing customer specific IT services.

3. Scope of Work

The scope of work is to provide managed services for RailTel's customer applications hosted in RailTel data centers (DC & DR) and customer DC as per details provided under Annexure-1.

4. Language of Proposals

The proposal and all correspondence and documents shall be written in English. The hardcopy version will be considered as the official proposal.

5. Proposal Preparation and Submission

The Applicant/bidder is responsible for all costs incurred in connection with participation in this EOI process, including, but not limited to, cost incurred in conduct of informative and other diligence activities, participation in meetings/ discussions/presentations, preparation of proposal, in providing any additional information required by RCIL to facilitate the evaluation process or all such activities related to the EOI response process. RCIL will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

6. Bidding Document

The bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the bidding documents. Submission of bids, not substantially responsive to the bidding document in every aspect will be at the bidder's risk and may result in rejection of its bid without any further reference to the bidder.

All pages of the documents shall be signed and stamped by the bidder including the closing page in token of his having studied the EOI document and should be submitted along with the bid.

7. Payment terms

- 7.1. The payment shall be on quarterly basis.
- 7.2. RailTel shall release the payment to selected bidder after receiving payment from Customer and on submission of Tax invoice by selected bidder on back to back basis.
- 7.3. Any penalty or deduction (LD) from customer shall be passed on to selected bidder on proportionate basis.

8. Schedule of Rates (SOR) – Project cost

SN	Type of services / items	proposed Cost per Year including GST @ 18%	% age above or below proposed cost
1	Managed Services for RailTel's Customer Applications Hosted in Customer owned Infrastructure Co-located at 3rd Party (RailTel) Data Centres / Own Data Centre	36957600	

Note: 1) Bidder is required to quote percentage (%) only above or below the proposed rates in above table.

2) Same %age which is filled in above SOR shall be applicable to each item (Sn-1 to3) in table below.

Calculation of Project Cost:

SN	Name of activity / Services	Proposed Unit Cost (Man month cost)	Qty.	Total Proposed cost
1	L1 Resources with 1-2 years of experience	53000	10	530000
2	L2 Resources with 2-4 years of experience	90000	11	990000
3	L3 Resources with 4-6 years of experience	109000	10	1090000
4	Sub-Total			2610000
5	Cost of 1 year			31320000
6	GST			5637600
7	Managed Services for Customer Applications Hosted in Customer owned Infrastructure Co-located at 3rd Party (RailTel) Data Centres / Own Data Centre			36957600

9. Compliance requirements

- 9.1. The interested partner should be an Empanelled Partner with RailTel on the date of bid submission. Copy of RailTel's Empanelment Letter may be submitted in this regard.
- 9.2. The interested bidder should submit Earnest Money Deposit (EMD) through online transfer and submit the proof of same along with bid.
- 9.3. The interested bidder should comply to insertion of Rule 144(xi) in the GFR, 2017 vide office OM no. 6/18/2019-PPD dated 23-July-2020 issued by Ministry of Finance, Government of India, including revisions.(Annexure-01)
- 9.4. The interested bidder should not be blacklisted by any State / Central Government Ministry / Department / Corporation / Autonomous Body in India, on the last date of submission of EOI. (Annexure-02)
- 9.5. There should not be any ongoing or past, arbitration case(s) between 'RailTel' and 'Interested Bidder' on the last date of submission of EOI. (Annexure-02)
- 9.6. The interested partner should have a valid Goods and Service Tax Identification Number (GSTIN), as on the last date of submission of EOI.
- 9.7. The Bidder must have an average turnover of minimum of Rs 5.54 crores during the last 3 financial years. Bidder should submit audited balance sheets and/or certificate of CA for preceding three years.
- 9.8. The bidder should be profitable organization (on the basis of operating profit after tax for at-least 2 out of last 3 financial years). Bidder should submit copy of audited balance sheets along with profit & loss statement and/or certificate of CA for preceding three years.
- 9.9. The interested bidder should have experience in Data centre Infra project. Bidder should submit PO or work order copy/copies with completion certificate for the work of SITC/Support & Maintenance of Data centre Infra project during last seven years from any government organization as per following details:

- i) Three similar works each with value costing not less than ₹1,10,87,280/- (Incl. GST))
- ii) Two similar works each with value costing not less than ₹1,47,83,040/- (Incl. GST))
- iii) One similar work with value costing not less than ₹2,21,74,560/- (Incl. GST))

10. Evaluation criteria

Only those offers shall be considered for evaluation which fulfills all compliance requirements in clause number 9. Evaluation will be carried on basis of lowest %age offer quoted by the bidder under Clause 8
SOR Total.

11. Bidding Process

The bidder needs to submit the bid in sealed, signed and stamped envelope clearly mentioning of EOI number, EOI name, addressed to the EOI inviting officer as well as Bidding Agency Name and Contact person.

BID should consist the following:

1. Covering Letter
2. RailTel empanelment LOI
3. Signed and Stamped EOI Document
4. GST and PAN documents
5. EMD
6. Duly filled SOR
7. Documents with respect to compliance requirement clause (9.1 to 9.9).
8. Deviation statement as per clause number 20

12. Period of Validity of bids and Bid Currency

Bids shall remain valid for a period of 180 days from the date of submission of EOI response bid. The prices in the bid document to be expressed in INR only.

13. RCIL's Right to Accept/Reject Bids

RCIL reserves the right to accept or reject any bid and annul the bidding process or even reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or without any obligation to inform the affected bidder or bidders about the grounds for RailTel's action.

14. Security Deposit / Performance Bank Guarantee (PBG)

Successful bidder has to furnish security deposit in the form of Performance Bank guarantee @ 5% of issued PO/ LOA value with tax of valid for 2 months beyond the date of completion of all contractual obligations including warranty obligations. The same should be submitted within 30 days of issue of LOA/PO, failing which a penal interest of 15% per annum shall be charged for the delay period i.e. beyond 30 (thirty) days from the date of issue of LOA/PO. This PBG should be from a Scheduled Bank and should cover warranty period plus three months for lodging the claim. The performance Bank Guarantee will be discharged by the Purchaser after completion of the supplier's performance obligations including any warranty obligations under the contract.

14.1. The Performa for PBG is given in Form No. 1. If the delivery period gets extended, the PBG should also be extended appropriately.

14.2. The security deposit/PBG shall be submitted to Corporate Office & will bear no interest.

- 14.3. 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 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.
- 14.4. The security deposit/Performance Bank Guarantee shall be released after successful completion of Contract, duly adjusting any dues recoverable from the successful tenderer. Security Deposit in the form of DD/Pay Order should be submitted in the favour of "RailTel Corporation of India Limited" payable at New Delhi Only.
- 14.5. Any performance security upto a value of Rs. 5 Lakhs is to be submitted through DD/Pay order / online transfer only.
- 14.6. The claim period of PBG shall be 1 year after date of PBG validity

15. Earnest Money Deposit (EMD)/ Bid Security

- 15.1. The bidder shall furnish a sum as Earnest Money in the form of online transfer or Demand Draft from any scheduled bank in India in favour of "RailTel Corporation of India Limited" payable at New Delhi.
- 15.2. The EMD may be forfeited if a bidder withdraws his offer or modifies the terms and conditions of the offer during validity period and in the case of a successful bidder, if the bidder fails to accept the Purchase order and fails to furnish performance bank guarantee (security deposit) in accordance with clause 6.
- 15.3. Offers not accompanied with Earnest Money shall be summarily rejected.
- 15.4. Earnest Money of the unsuccessful bidder will be discharged / returned as promptly as possible as but not later than 30 days after the expiry of the period of offer / bid validity prescribed by the Purchaser.
- 15.5. The successful bidder's EMD will be discharged upon the bidder's acceptance of the purchase order satisfactorily and furnishing the performance bank guarantee in accordance with clause 14.
- 15.6. Earnest Money will bear no interest.

16. Deadline for Submission of Bids

Bids must be submitted to RCIL at the address specified in the EOI document not later than the specified date and time mentioned. If the specified date of submission of bids being declared a holiday for RCIL, the bids will be received up to the specified time in the next working day.

17. Late Bids

Any bid received by RCIL after the deadline for submission of bids will be rejected and/or returned unopened to the bidder.

18. 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.

19. Clarification of Bids

To assist in the examination, evaluation and comparison of bids the purchaser may, at its discretion, ask the bidder for clarification. The response should be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.

20. Bidder's Information

Company Name:	
Type of RCIL Business Partner	
Status of Applicant (Partnership, Company etc.)	
Number of Years of Experience	
Number of office locations in India (Provide details)	
Number of office locations globally (Provide details)	
Number of employees in India and global	

CONTACT DETAILS:	
First Name	LastName
Designation	
Address for correspondence	
Contact Number (Office Landline)	
Mobile Number	
Official Email ID	
GSTN No	
PAN No	
Bank Account No	
IFSC Code	
Registered Address of Company	

21. Format for statement of Deviation

The following are the particulars of deviations from the requirements of the Instructions to bidders:

SN	CLAUSE	DEVIATION	REMARKS (Including Justification)
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Note: In case of no deviation, bidder shall fill up above format with NIL deviation and submit along with Bid document.

22. Duration of the Contract Period

The contract duration shall be same as of RAILTEL'S CUSTOMER's contract duration with RailTel until otherwise terminated earlier. The contract duration can be renewed / extended by RailTel at its discretion, in case RAILTEL'S CUSTOMER extends / renews services with RailTel by virtue of extending / renewing / new issuance of one or more Purchase Order(s) placed by RAILTEL'S CUSTOMER to RailTel.

23. Restrictions on 'Transfer of Agreement'

The SELECTED BIDDER shall not assign or transfer its right in any manner whatsoever under the contract / agreement to a third party or enter into any agreement for sub-contracting and/or partnership relating to any subject matter of the contract / agreement to any third party either in whole or in any part i.e. no sub-contracting / partnership / third party interest shall be created.

24. Suspension, Revocation or Termination of Contract / Agreement

- 18.1. RailTel reserves the right to suspend the operation of the contract / agreement, at any time, due to change in its own license conditions or upon directions from the competent government authorities, in such a situation, RailTel shall not be responsible for any damage or loss caused or arisen out of aforesaid action. Further, the suspension of the contract / agreement will not be a cause or ground for extension of the period of the contract / agreement and suspension period will be taken as period spent. During this period, no charges for the use of the facility of the SELECTED BIDDER shall be payable by RailTel.
- 18.2. RailTel may, without prejudice to any other remedy available for the breach of any conditions of agreements, by a written notice of Three (03) month issued to the SELECTED BIDDER, terminate/or suspend the contract / agreement under any of the following circumstances:
 - a) The SELECTED BIDDER failing to perform any obligation(s) under the contract / agreement.
 - b) The SELECTED BIDDER failing to rectify, within the time prescribed, any defect as may be pointed out by RailTel.
 - c) Non adherence to Service Level Agreements (SLA) which RailTel has committed to CRIS for the pertinent tender.
 - d) The SELECTED BIDDER going into liquidation or ordered to be wound up by competent authority.
 - e) If the SELECTED BIDDER is wound up or goes into liquidation, it shall immediately (and not more than a week) inform about occurrence of such event to RailTel in writing. In that case, the written notice can be modified by RailTel as deemed fit under the circumstances. RailTel may

either decide to issue a termination notice or to continue the agreement by suitable modifying the conditions, as it feels fit under the circumstances.

- f) It shall be the responsibility of the SELECTED BIDDER to maintain the agreed Quality of Service, even during the period when the notice for surrender/termination of contract / agreement is pending and if the Quality of Performance of Solution is not maintained, during the said notice period, it shall be treated as material breach liable for termination at risk and consequent of which SELECTED BIDDER's PBG related to contract / agreement along with PBG related to the Empanelment Agreement with RailTel shall be forfeited, without any further notice.
- g) Breach of non-fulfillment of contract / agreement conditions may come to the notice of RailTel through complaints or as a result of the regular monitoring. Wherever considered appropriate RailTel may conduct an inquiry either suo-moto or on complaint to determine whether there has been any breach in compliance of the terms and conditions of the agreement by the successful bidder or not. The SELECTED BIDDER shall extend all reasonable facilities and shall endeavor to remove the hindrance of every type upon such inquiry. In case of default by the SELECTED BIDDER in successful implementation and thereafter maintenance of services / works as per the conditions mentioned in this EOI document, the PBG(s) of SELECTED BIDDER available with RailTel will be forfeited.

25. Dispute Settlement

- 25.1. In case of any dispute concerning the contract / agreement, both the SELECTED BIDDER and RailTel shall try to settle the same amicably through mutual discussion / negotiations. Any unsettled dispute shall be settled in terms of Indian Act of Arbitration and Conciliation 1996 or any amendment thereof. Place of Arbitration shall be New Delhi.
- 25.2. The arbitral tribunal shall consist of the Sole Arbitrator. The arbitrator shall be appointed by the Chairman & Managing Director (CMD) of RailTel Corporation of India Ltd..
- 25.3. All arbitration proceedings shall be conducted in English.

26. Governing Laws

The contract shall be interpreted in accordance with the laws of India. The courts at New Delhi shall have exclusive jurisdiction to entertain and try all matters arising out of this contract.

27. Statutory Compliance

27.1. During the tenure of this Contract nothing shall be done by SELECTED BIDDER in contravention of any law, act and/ or rules/regulations, there under or any amendment thereof and shall keep RailTel indemnified in this regard.

27.2. The Bidder shall comply and ensure strict compliance by his/her employees and agents of all applicable Central, State, Municipal and Local laws and Regulations and undertake to indemnify RailTel, from and against all levies, damages, penalties and payments whatsoever as may be imposed by reason of any breach or violation of any law, rule, including but not limited to the claims against RailTel or its Customer under

Employees Compensation Act, 1923, The Employees Provident Fund and Miscellaneous Provisions Act, 1952, The Contract Labour (Abolition and Regulation) Act 1970, Factories Act, 1948, Minimum Wages Act and Regulations, Shop and Establishment Act and Labour Laws which would be amended/modified or any new act if it comes in force whatsoever, and all actions claim and demand arising therefrom and/or related thereto.

28. Intellectual Property Rights

28.1. Each party i.e. RailTel and SELECTED BIDDER, acknowledges and agree that the other party retains exclusive ownership and rights in its trade secrets, inventions, copyrights, and other intellectual property and any hardware provided by such party in relation to this contract / agreement.

28.2. Neither party shall remove or misuse or modify any copyright, trade mark or any other proprietary right of the other party which is known by virtue of this EoI and subsequent contract in any circumstances.

29. Severability

In the event any provision of this EOI and subsequent contract with SELECTED BIDDER is held invalid or not enforceable by a court of competent jurisdiction, such provision shall be considered separately and such determination shall not invalidate the other provisions of the contract and Annexure/s which will be in full force and effect.

30. Force Majeure

30.1. If during the contract period, the performance in whole or in part, by other party, of any obligation under this is prevented or delayed by reason beyond the control of the parties including war, hostility, acts of the public enemy, civic commotion, sabotage, Act of State or direction from Statutory Authority, explosion, epidemic, quarantine restriction, strikes and lockouts (as are not limited to the establishments and facilities of the parties), fire, floods, earthquakes, natural calamities or any act of GOD (hereinafter referred to as EVENT) , provided notice of happenings of any such event is given by the affected party to the other, within twenty one (21) days from the date of occurrence thereof, neither party shall have any such claims for damages against the other, in respect of such non-performance or delay in performance. Provided service under this contract shall be resumed as soon as practicable, after such EVENT comes to an end or ceases to exist.

30.2. In the event of a Force Majeure, the affected party will be excused from performance during the existence of the force Majeure. When a Force Majeure occurs, the affected party after notifying the other party will attempt to mitigate the effect of the Force Majeure as much as possible. If such delaying cause shall continue for more than sixty (60) days from the date of the notice stated above, the party injured by the inability of the other to perform shall have the right, upon written notice of thirty (30) days to the other party, to terminate this contract. Neither party shall be liable for any breach, claims, and damages against the other, in respect of non-performance or delay in performance as a result of Force Majeure leading to such termination.

31. Indemnity

31.1. The SELECTED BIDDER agrees to indemnify and hold harmless RailTel, its officers, employees and agents (each an "Indemnified Party") promptly upon demand at any time and from time to time, from and against any and all losses, claims, damages, liabilities, costs (including reasonable attorney's fees and disbursements) and expenses (collectively, "Losses") to which the Indemnified party may become subject, in so far as such losses directly arise out of, in any way relate to, or result from :

- a) Any mis-statement or any breach of any representation or warranty made by SELECTED BIDDER or
- b) The failure by the SELECTED BIDDER to fulfill any covenant or condition contained in this contract by any employee or agent of the Bidder. Against all losses or damages arising from claims by third Parties that any Deliverables (or the access, use or other rights thereto), created by SELECTED BIDDER pursuant to this contract, or any equipment, software, information, methods of operation or other intellectual property created by SELECTED BIDDER pursuant to this contract, or the SLAs (i) infringes a copyright, trade mark, trade design enforceable in India, (ii) infringes a patent issues in India, or (iii) constitutes misappropriation or unlawful disclosure or used of another Party's trade secrets under the laws of India (collectively, "Infringement Claims"); or
- c) Any compensation / claim or proceeding by ECT or any third party against RailTel arising out of any act, deed or omission by the SELECTED BIDDER or
- d) Claim filed by a workman or employee engaged by the SELECTED BIDDER for carrying out work related to this agreement. For the avoidance of doubt, indemnification of Losses pursuant to this section shall be made in an amount or amounts sufficient to restore each of the Indemnified Party to the financial position it would have been in had the losses not occurred.

31.2. Any payment made under this contract to an indemnity or claim for breach of any provision of this contract shall include applicable taxes.

32. Limitation of Liability towards RailTel

32.1. The SELECTED BIDDER liability under the contract shall be determined as per the Law in force for the time being. The SELECTED BIDDER shall be liable to RailTel for loss or damage occurred or caused or likely to occur on account of any act of omission on the part of the SELECTED BIDDER and its employees (*direct or indirect*), including loss caused to RailTel on account of defect in goods or deficiency in services on the part of SELECTED BIDDER or his agents or any person / persons claiming through under said SELECTED BIDDER, However, such liability of the SELECTED BIDDER shall not exceed the total value of the contract.

32.2. This limit shall not apply to damages for bodily injury (including death) and damage to real estate property and tangible personal property for which the SELECTED BIDDER is legally liable.

33. Confidentiality cum Non-disclosure

33.1. The Receiving Party agrees that it will not disclose to third party/parties any information belonging to the Disclosing Party which is provided to it by the Disclosing Party before, during

and after the execution of this contract. All such information belonging to the Disclosing Party and provided to the Receiving Party shall be considered Confidential Information. Confidential Information includes prices, quotations, negotiated issues made before the execution of the contract, design and other related information. All information provided by Disclosing Party to the Receiving Party shall be considered confidential even if it is not conspicuously marked as confidential.

33.2. Notwithstanding the foregoing, neither Party shall have any obligations regarding non-use or non-disclosure of any confidential information which:

- a) Is already known to the receiving Party at the time of disclosure;
- b) Is or becomes part of the public domain without violation of the terms hereof;
- c) Is shown by conclusive documentary evidence to have been developed independently by the Receiving Party without violation of the terms hereof;
- d) Is received from a third party without similar restrictions and without violation of this or a similar contract.

34.3. The terms and conditions of this contract, and all annexes, attachments and amendments hereto and thereto shall be considered Confidential Information. No news release, public announcement, advertisement or publicity concerning this contract and/or its contents herein shall be made by either Party without the prior written approval of the other Party unless such disclosure or public announcement is required by applicable law.

34.4. Notwithstanding the above, information may be transmitted to governmental, judicial, regulatory authorities, if so, required by law. In such an event, the Disclosing Party shall inform the other party about the same within 30 (thirty) Days of such disclosure.

34.5. This Confidentiality and Non- Disclosure clause shall survive even after the expiry or termination of this contract.

34. Insurance

The SELECTED BIDDER agrees to take insurances to cover all the elements of the project under this EOI including but not limited to Manpower, Hardware, Software.

35. Waiver

Except as otherwise specifically provided in the contract, no failure to exercise or delay in exercising, any right, power or privilege set forth in the contract will operate as a waiver of any right, power or privilege.

36. Changes in Contract Agreement

No modification of the terms and conditions of the Contract Agreement shall be made except by written amendments signed by the both SELECTED BIDDER and RailTel. All other terms and conditions between SELECTED BIDDER and RailTel shall be on **back-to-back** basis as mentioned in OPES tender document including corrigenda.

Format for COVERING LETTER

COVERING LETTER (To be on company letter head)

EoI Reference No: **RCIL/EOI/CO/ITB/2024-25/IT services to RCIL customer/6 dated 15.07.24**

Date:

To,

JGM/IT
RailTel Corporation of India Ltd.
Plate-A, 6th Floor, Office Tower-2,
NBCC Building, East Kidwai Nagar,
New Delhi 110023

Dear Sir,

SUB: Participation in the EoI Process

Having examined the Invitation for EoI document bearing the reference number _____ released by your esteemed organization, we, undersigned, hereby acknowledge the receipt of the same and offer to participate in conformity with the said Invitation for EoI document. I/We also agree to keep this offer open for acceptance for a period of 180 days from the date of submission of EOI response bid to RailTel and in default thereof,

If our application is accepted, we undertake to abide by all the terms and conditions mentioned in the said Invitation for EoI document.

We hereby declare that all the information and supporting documents furnished as a part of our response to the said Invitation for EoI document, 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.

Authorized Signatory

Name

Designation

Contact Details

रेलटेल
RAILTEL

**Compliance to Rule 144 (xi) of GFR, 2017 including amendments till date
(On Organization Letter Head)**

Bid Ref No. :

Date:

To,

Jt.General Manager (IT),
RailTel Corporation of India Limited,
Plate-A, 6th Floor, Office Block Tower-2,
East Kidwai Nagar, New Delhi - 110023

Ref : EOI No. RCIL/EOI/CO/ITB/2024-25/IT services to RCIL customer/6 dated 11.07.24

Dear Sir,

I, the undersigned, on behalf of M/s , have read the clause/para regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries.

- (a) I certify that M/s is not from such a country and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. I also certify that M/s will not offer any products / services of entity from such countries unless such entity is registered with the Competent Authority.

OR (Strikeout either (a) or (b), whichever is not applicable)

- (b) I certify that M/s is from such a country and has been registered with the Competent Authority. I also certify that M/s has product/services of entity from such countries and these entity / entities are also registered with the Competent Authority.

(Where applicable, evidence of valid registration by the Competent Authority is to be attached with the bid.)

I hereby certify that M/s fulfills all requirements in this regard and is eligible to be considered.

I hereby acknowledge that in the event of acceptance of my bid on above certificate and if the certificate is found to be false at any stage, the false certificate would be a ground for immediate termination of contract and further legal action in accordance with the Law.

Signature of Authorised Signatory

Name

Designation

Undertaking for Non-Blacklisting & Arbitration Case
(On Organization Letter Head)

Bid Ref No. :

Date:

To,

Jt. General Manager (IT),
RailTel Corporation of India Limited,
Plate-A, 6th Floor, Office Block Tower-2,
East Kidwai Nagar, New Delhi - 110023

Ref : EOI No. RCIL/EOI/CO/ITB/2024-25/IT services to RCIL customer/6 dated 11.07.24

Dear Sir,

I, the undersigned, on behalf of M/s , hereby submits that

1. We are not blacklisted by any State / Central Government Ministry / Department / Corporation / Autonomous Body at the time of submission of bid.
2. We are not having any ongoing or past, arbitration case(s) with RailTel at the time of submission of bid.

I hereby acknowledge that in the event of acceptance of bid of M/s on above undertaking and if the undertaking is found to be false at any stage, the false undertaking would be a ground for immediate termination of contract and further legal action in accordance with the Law, including but not limited to the encashment of Bank Guarantee related to Empanelment and Performance Bank Guarantee (PBG), as available with RailTel, related to this EoI.

Signature of Authorised Signatory

Name

Designation

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RAILTEL

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 Plate-A, 6th Floor, Office Tower-2, NBCC Building, East Kidwai Nagar, New Delhi-110023 having agreed to exempt(Hereinafter called "the said Contractor(s)") from the demand, under the terms and conditions of an Purchase Order 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.
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 the We 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.

.....the day of 2024

for
(indicate the name of the Bank)

Witness

1. Signature Name
2. Signature Name

Note: Claim Period of BG will be 365 days more than the BG Validity date.

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RAILTEL

Annexure-1

1. EXECUTIVE SUMMARY

CUSTOMER has its Applications and the Data Centre IT infrastructure hosted at RailTel Gurgaon (Main Data Centre / DC), Railtel Secunderabad (Disaster Recovery – Data Centre / DR) and CUSTOMER Complex (Near DR Data Center / NDC). It is proposed to acquire Operation and Maintenance Services for the said Data Centre Infrastructure, as also provide System Administration support for the Personal Computer infrastructure at Global Network Operating Center (GNOC) at CUSTOMER Complex and Alternate DataCentre, Begumpet, Secunderabad.

The scope is prepared based on the Domain Areas derived from the requirement specified hereunder, Technologies used by CUSTOMER, the level of skill set required, and the interfacing with the different stake holders of the project.

1.1 Organization of CUSTOMER's Data Centre Infrastructure

1.1.1. CUSTOMER Primarily operates out of Co-location hosted Data Centre infrastructure. The three main sites are as mentioned below:

- a. Main Data Centre (DC) – RailTel Data Centre Gurugram
- b. Disaster Recovery (DR) Centre - RailTel Data Centre Secunderabad, and Alternate Data Centre (ADC)– Secunderabad
- c. National Data Centre (NDC) –Delhi; also functions as Near DR and Test & Development Centre

2 Existing Infrastructure at DC, DR and NDC

2.1 Major Inventory at DC –Switches, Routers, Firewalls, IPSs

Ser. No.	Item Particulars	DC	DR	NDC	ADC	Total
a.	Server Farm Firewall	2	2	0		4
b.	MPLS Firewall	2	2	0		4
c.	Internet Firewall	2	2	0		4
d.	Core Switch (Cisco)	2	2	2		6
e.	Internet Router (Cisco)	2	2	2		6
f.	MPLS Router (Cisco)	2	2	0		4
g.	MPLS Switch/ L3 Switch	2	2	0		4
h.	Internet Switch/ L3 Switch	2	2	2		6
j.	Intruder Prevention System (IPS)	2	2	0		4
k.	Layer 3 Switches	4	4	2		10

l.	Layer 2 Switches	4	4	12	3	23
m.	Database Interconnect Switch	1	1	0		2
n.	Firewall (Cisco ASA)	0	0	1		1
o.	Forti Analyser (1000)	0	0	1		1

2.2 Servers and Storage

Total Count

Ser. No.	Item Particulars	DC	DR	NDC	Total
1.	Rack Servers (DB)	7	5+4	-	16
2.	Blade Servers-Type-I	21	16	6	43
3.	Blade Servers-Type-II	2	0	18	20
4.	Blade Chassis	3	2	1+2	8
5.	SAN Storage (1959 TB)VSP-G1500 + VSP5200	2 (488+311)	2 (513+311)	1 (336)	5
6.	Unified Storage (777 TB) HNAS 4060	1 (392)	1 (385)	0	2

Hardware Details

Sr.No.	Type	Configuration	QTY
Server Configuration			
A- Servers Configured at DC			
1.	Rack Server	Cisco C 460/ 4 CPU / 10 Core Per CPU / 3 TB RAM, (7) Oracle RAC Cluster with 140 Oracle Licenses Used	07
2.	Blade Server	Cisco B-200 2 CPU/16 Core per CPU / 512 GB RAM, Total 1280 CPU and 10240 GB Memory	23
3.	Chassis	Cisco UCS 5108 Blade Server Chassis	03
B- Servers configured at DR			
1.	Rack Server	Cisco C 460/ 4 CPU / 10 Core Per CPU / 3 TB RAM, (2 +1) Oracle RAC Cluster - for DR Application Support Setup for MIS and Reports - 40 Oracle licenses used	05
2.	Blade Server	Cisco B-200 2 CPU/16 Core per CPU / 512 GB RAM, Total: 1024 CPU/7680 GB RAM	16
3.	Chassis	Cisco UCS 5108 Blade Server Chassis	02
C- Servers Configured at NDC			
1.	Rack Server	Cisco C 460/ 4 CPU / 10 Core Per CPU / 3 TB RAM	0
2.	Rack Server	Cisco UCS C 240 / 2 CPU/8 Core per CPU / 64 GB RAM (2 servers used for testing purpose)	16
3.	Blade Server	Cisco B 200 / 2 CPU/32 Core per CPU / 512 GB RAM	06

4.	Blade Server	Cisco B 200 / 2 CPU/16 Core per CPU / 64 GB RAM	12
5.	Blade Server	Cisco B 200 / 2 CPU/20 Core per CPU / 64 GB RAM	06
6.	Chassis	Cisco UCS 5108 Blade Server Chassis	03

21.1. Software Details

Sr. No.	Subscription Name	Quantity
RHEL Subscription Details:		
1	Red Hat Enterprise Linux Server, Premium (Physical or Virtual Nodes)	30
2	Red Hat JBoss Enterprise Application Platform without Management (Legacy),64-Core Premium	07
3	Red Hat Virtualization (2-sockets), Premium	60
4	Smart Management for Unlimited Guests	60
5	Red Hat Enterprise Linux for Virtual Data-centers, Premium	60
6	Red Hat JBoss Operations Network for EAP, 64 Core Premium	07
7	Smart Management	30
8	RHEL Satellite Server / VM and License Management	
Oracle Subscriptions and licensing		
1	Oracle 12c Enterprise Edition	140 + 40

2.3 Infrastructure at ADC

Sr.No.	Type	Configuration	QTY
1.	Desktop	Intel Core i5, 8 GB with Windows 10 Professional	18
2.	Network	RailTel 9.6 Mbps, PGCIL 2.4 Mbps	

3. Operation and Maintenance of DC, DR and NDC through GNOC operations of ADC, Begumpet, Secunderabad

Sr.NO	Operations	Process
1.	Server Management:	Maintain server from UCS console management.
2.	Patch Up-gradation	Patch Upgradation as per Audit report (quarterly) & OEM recommendations. This Shall include OS subscription updation and ISO.
3.	Incident management	g-NOC team responds to restore normal service operation as quickly as possible to minimize the impact on business operations.
4.	Root cause analysis	g-NOC team analyses the problem, identifies the problem, takes corrective action and monitors the system and resolving through OEM
5.	Server performance matrix	Request Per Second, Average response time, Peak RT, Hardware Utilization, Thread count, Up Time, HTTP server error rate, Commands used - TOP, Vmstat, TCP dump, Iostat,Htop, sar, free

6.	AMC Warranty	Servers, Network components, Security appliances at DC and DR are under 5 years on-site warranty support. As regard to NDC, the warranty is going to be expired.
7.	Complaint registration	To Hitachi & Cisco for hardware
8.	Call escalation	To Hitachi & Cisco
9.	Problem resolution	Troubleshoot the issue with support from vendor.
10.	Service Support	Cisco/Hitachi & Redhat
1- Network Management		
11.	Complaint registration	g-NOC team raises service call request to vendors (RAILTEL, BSNL, PGCIL) through Telephonic and email.
12.	Call escalation	Call escalation to Vendors by Level 1 to higher level support team for any outage and new hardware replacement.
13.	Problem resolution	g-NOC team troubleshoots the network issue and try to fix urgently issues like: Network slowness, Site down, Application not working, Application slowness & New deployment in data center during non production time.
14.	Service Support	Daily basis Lan & WAN issue and new changes required as per CMR Raised by client
2- Storage Management		
15.	Complaint registration	g-NOC team raises service request calls to vendors (Hitachi, CISCO) through Telephonic and email.
16.	Call escalation	Call escalation to Vendors by Level 1 to higher level support team for any outage and new hardware replacement.
17.	Problem resolution	We do troubleshoot the Storage issue and try to fix urgently like: I/O error slowness, Application not working, Application slowness.
18.	Service Support	On Daily basis as per request by client g-NOC doing LUN provisioning and host mapping.
19.	Three-way data replication	DC to DR and DC to NDC asynchronous Replication and shadow copy replication at DR.
20.	Backup	Backup solution implementation is under process
21.	Data restoration	Shall be tested after implementation of Backup & archival solution
22.	Effective storage management	DR Site and 3-way replication available. Capacity planning & scalability.
23.	Garbage management	No garbage policy and solutions. Manually Housekeeping the unused LDEVs
24.	Performance tuning	G-NOC team collects IOPs on a daily basis. Team does troubleshooting for any deviation in report
3- Security Management		
25.	Complaint registration	g-NOC team call service request to vendors (Checkpoint, FortiGate, CISCO, Hitachi) through Telephonic and email.

26.	Call escalation	Call escalation to Vendors by Level 1 to higher level support team for any outage and new hardware replacement.
27.	Problem resolution	g-NOC team troubleshoots the network security issue and tries to fix urgently issues like: Access permissions, address translation, whitelisting IPs, IPS monitoring, threat and malware attacks monitoring and analysis, Firmware upgrade
28.	Service Support	Daily basis Lan & WAN issues and new changes required as per CMR Raised by client
29.	Prevention from hacking and malware Attempt	IPS monitoring and anti spoofing enabled at FW.
30.	RCA	g-NOC team analysis the problem, identified the problem, taken corrective action and monitor the system and resolving through OEM
31.	Incidental reporting to Top Management	g-NOC team response the process to restore normal service operation as quickly as possible to minimize the impact to business operations.
32.	Virus data upgradation	g-NOC Security Admin shall manage all Security appliances
33.	Firewall Management	g-NOC Security Admin managed all Security appliances.
34.	IPS management	g-NOC Security Admin managed all Security appliances.
	4- Database management(To include Oracle/MSSQL/MYSQL/POSTGRESSQL)	
35.	Database administration and performance tuning	Daily database health monitoring through OEM13c (oracle) or opensource tools (for MySQL/Postgres)
36.	RAC management	Using Cluster Commands. Addition and deletion of nodes in the existing RAC Setup
37.	Backup And retrivals	Backup taken as per policies. RMAN backup of Db, level0 weekly, level1 Daily and retention period is 2 weeks
38.	Database and performance monitoring	Check load, long running queries, blocking.
39.	Coordination with application development team for smooth implementation	Running scripts in a database received from application team(CDAC) and In house application teams. Providing privileged access to CUSTOMER users of ADC at Database and OS level to .DR databases.
40.	Archival management	Retain archives (24 days) as per policy.
41.	Log Management	Listener Log and log files purging on a daily basis.
	5- Operating System	

42.	OS patch up- gradation	RHEL 7.2/7.5/7.6 Windows
43.	OS patch up- gradation	OS Patch Upgradation as per audit (quarterly) and recommendations. Red hat Subscription Management
44.	OS administration and support	Managed by g-NOC & Redhat
45.	Operational management and Performance tuning	g-NOC Team, this includes provisioning requests for NEW Server/VM's. This includes management of Active Directory.
46.	Loading and configuration of servers	g-NOC Team
47.	Complaint booking	g-NOC
48.	Call escalation	Call escalation to Vendors by Level 1 to higher level support team for any outage and new hardware replacement.
49.	Problem resolution	Troubleshoot the OS issues and try to fix on high priority like: Application not working, Application slowness etc.
6- VIRTUALISATION (RHEVM 4.2)		
50.	Managing virtual machines	rhevm.vayu.epfindia.gov.in rhevm.prithvi.epfindia.gov.in rhevm.aakash.epfindia.gov.in
51.	Allocation of resources	Managed by gNOC
52.	Log maintenance	Rsyslog server , with proper documentation
53.	Operation management reporting	To CUSTOMER
54.	Complaint booking	REDHAT support and AMC vendor
55.	Call escalation	Redhat for OS & Hitachi/CISCO for hardware.
56.	Problem resolution	Troubleshooting the issues with support from Red Hat.
7- Dashboard (Dashboard setup at NDC)		
57.	Dash board shall be setup at g-NOC, NDC for the operations and management of devices (Server, storage, network & security appliances available at DC, DR, NDC and field offices).	Engineers from different domains are deputed for the EPFO DC operations from g-NOC , NDC, Dwarka, New Delhi.
58.	Day to Day Operations:	
59.	Resource planning (server / storage / network) and maintenance	Yes
60.	Allotment of resources to users (server / storage / Virtual Machine)	Yes

61.	Addressing performance and operational problems of hardware, Operating System, Active Directory and Network	Yes
62.	IP Allotment and tracking	Yes
63.	Firewall and Security Management	Yes
64.	DC and DR Operations and Management including DC- DR Drill	DC/DR operations are managed by NDC and ADC team. Operations to be managed by the resources deployed in GNOC and ADC by the agency including DR drills as elaborated at <u>Annexure M</u>
65.	Internet Leased Line Management (DC, DR and NDC) as per SLA	Yes
66.	MPLS Management (DC, DR, NDC and Field offices) as per SLA	Yes
67.	Operations and Management of existing running applications / portals etc., at NDC	Yes
68.	Operations and Management of SMS Gateway Servers & E-Mail Servers including running and management of OTP transmissions etc.,	Yes, Mail server managed by NIC.
69.	Periodical reports, SLA reports, Security reports and log reports shall be generated time to time for the devices for better monitoring and to impose the SLA as per the agreement between CUSTOMER and other OEM(s) and Service providers.	Yes

4 Detailed Scope of Work:

CUSTOMER proposes to hire the following as Managed Services:

1. Data Center Compute & Storage Infrastructure Management at DC, DR and NDC
 - 1.1 Virtualization Administration & Management
 - 1.2 Server Administration & Management
 - 1.2.1 Server Operating System Administration
 - 1.2.2 System Services Management
 - 1.3 Data Center Storage Infrastructure Management at DC, DR and NDC
2. Application Platform & Performance Management
 - 2.1 Service Desk / Helpdesk Management only for CUSTOMER offices
 - 2.2 Application Server / Middleware Platform & Performance Management
 - 2.3 Web Server & Load Balancer Platform & Performance Management
 - 2.4 File Server Platform & Performance Management
 - 2.5 Database Server Platform & Performance Management
3. Data Center Network Infrastructure Management at DC, DR and NDC
4. Data Backup Management
5. Application & IT Infrastructure Security Management
6. System Administration of IT Infrastructure at GNOC and ADC
7. Managing Application Performance Tools (APM tools day to day operations)
8. EMS Operations & Management
9. Warranty / AMC / Complaint Registration / Vendor Co-Ordination to resolve the technical issues

10. Active Directory Management and fixing issues.
11. Data restoration in case of server failure.
12. Data migration to new servers .
13. Existing Dash will be maintained/updated at g-NOC, NDC for the operations and management of devices (Server, storage, network & security appliances available at DC,DR,NDC)

The above services shall be managed by the Managed Service Provider (MSP)/ Vendor, including the System Administration support for GNOC, ADC and for managing the DR infrastructure at Hyderabad.

4.1 Data Centre Compute Infrastructure Management at DC, DR and NDC

Vendor shall manage the physical servers deployed in the NDC and co-located in DC &DR locations. The physical server management includes:

1. 24x7 continuous monitoring of server alerts, alarms & failures
2. Diagnosis & Troubleshooting of issues, whenever identified or reported
3. Escalation of physical hardware level issues to OEM / AMC Vendor, appropriately
4. Timely resolution of all the issues, in close follow-up with the Vendors
5. Maintaining Service Call Reports and periodic appraisals to client regarding the performance of the OEM / AMC vendors
6. Firmware patch management
7. Capacity Planning and Management
8. Maintaining the inventory details
9. Maintaining the Change & Access management
10. Monitoring the Power, Network, FC and other connectivity to the servers
11. Monitoring Rack Cooling, Dust free, failover connectivity etc., in the co-located Data Centre.
12. Server Operating System Administration & Management related to the physical Servers shall also be the part of this service scope (for calculating the commercials)
13. Access Permission (AD User) and User Management
14. Root Cause Analysis of problems and fixing
15. Lack of configuration or misconfigurations of various elements will be addressed by the System Integrator(SI).

4.1.1 Virtualization Administration & Management

Vendor shall manage the virtualization of physical hosts and manage the virtual machines. The detailed scope of virtualization administration & management shall be as follows:

1. Configuration Management of Hypervisor parameters
2. Cluster & Data Store configuration of Hypervisor hosts
3. 24x7 continuous monitoring of Hypervisor host failures
4. 24x7 continuous monitoring the resource utilization of the hosts
5. Diagnosis & Troubleshooting of hypervisor level issues, whenever identified or reported
6. Escalation of hypervisor level issues to OEM support, appropriately
7. Timely resolution of all the issues, in close follow-up with the OEM.
8. Maintaining Service Call Reports and periodic appraisals to client regarding the performance of the OEM
9. Hypervisor patch management
10. Maintaining the inventory details of Virtual Machines
11. Creation, Deletion & Management of Virtual Machines

12. Capacity Planning at VM & Hypervisor level
13. Upgradation in the Hypervisor as per OEM recommendations
14. Maintaining Change & Access Management of Hypervisor Hosts
15. Performance tuning of Hypervisor, if necessary.
16. Centralized logging – Syslog configuration for the Hypervisor host
17. Configuration of VM Snapshot level backup
18. Configuring and ensuring the Hypervisor configuration files and logs are backed up through backup scripts and backup jobs
19. VM level DC-DR (Two way) / DC-NDC-DR (Three way) replication, if applicable, which shall be decided during the revision of deployment design architecture as per the requirement.
20. Server Operating System Administration & Management related to the virtual machine Servers shall also be the part of this service scope (for calculating the commercials)
21. Lack of configuration or misconfigurations of various elements will be addressed by the System Integrator(SI).

4.1.2 Server Administration & Management

- (a) Management of physical hardware in working condition.
- (b) Periodical health check-up by the OEM
- (c) Co-ordination with OEM / AMC Vendor for preventive maintenance activities
- (d) Complaint registration / follow-up & closure of the complaint
- (e) Root cause Analysis
- (f) Server Performance Matrix
- (g) Incident Management
- (h) Patch Upgradation.
- (i) Lack of configuration or misconfigurations of various elements will be addressed by the System Integrator(SI).

4.1.2.1 Server Operating System Administration

Vendor shall manage the Operating System (OS) of physical servers and virtual machines (RHEL, Windows etc). The detailed scope of OS administration & management shall be as follows:

1. Installation & Configuration of Operating System
2. Configuration Management of OS parameters
3. 24x7 continuous monitoring of Server failures
4. 24x7 continuous monitoring the resource utilization of the Servers
5. Diagnosis & Troubleshooting of OS level issues, whenever identified or reported
6. Escalation of OS level issues to OEM support, appropriately
7. Timely resolution of all the issues, in close follow-up with the OEM / AMC vendor.
8. Maintaining Service Call Reports and periodic appraisals to client regarding the performance of the OEM
9. OS Level patch management
10. Capacity Planning at Server level
11. Upgradation in the OS as per OEM recommendations
12. Maintaining the Change & Access Management of Servers
13. Performance tuning of OS, if necessary.
14. Centralized logging – Syslog configuration at OS
15. File level DC-DR (Two way) / DC-NDC-DR (Three way) replication, if applicable,

which shall be decided during the revision of deployment design architecture as per the requirement.

16. Configuring and ensuring the OS configuration files and logs are backed up through backup scripts and backup jobs
17. Backup and Restoration of Server.
18. Problem resolution.
19. Server hardening as per the recommendation of Security Audit Agency.
20. Smart Management Implementation and its Operations Management.
21. Identity Management Implementation and its operations Management.

4.1.2.2 System Services Management

Vendor shall manage (and, if required, configure) the allied system services viz., DNS, DHCP, LDAP, AD, e-Mail, Monitoring / Management tools (like Nagios, Ganglia, NMS, APM (AppDynamics), EMS (tbXMS), Storage Manager, GitLab, RHEL Satellite, etc), Anti-Virus / End Point Services, Syslog, NTP & other System Services / tools. The detailed scope of system services management shall be as follows:

1. Installation & Configuration of the allied system services
2. Configuration Management of allied system services
3. 24x7 continuous monitoring of Critical Services
4. Diagnosis & Troubleshooting of allied system service level issues, whenever identified or reported
5. Escalation of allied system service level issues to OEM support, appropriately
6. Timely resolution of all the issues, in close follow-up with the OEM.
7. Maintaining Service Call Reports and periodic appraisals to client regarding the performance of the OEM
8. Service Level patch management
9. Upgradation in the Services as per OEM recommendations
10. Maintaining the Change Management at Service Level
11. Performance tuning of the services, if necessary.
12. Centralized logging – Syslog configuration at Service Level, appropriately
13. Service level DC-DR (Two way) / DC-NDC-DR (Three way) replication, if applicable, which shall be decided during the revision of deployment design architecture as per the requirement.
14. Configuring and ensuring the service level configuration files and logs are backed up through backup scripts and backup jobs, appropriately

4.1.3 Data Centre Storage Infrastructure Management at DC, DR and NDC

Vendor shall manage the Storage Boxes & associated equipment deployed in the NDC and co-located in DC

& DR locations. The Storage management includes:

1. 24x7 continuous monitoring of storage related alerts, alarms & failures
2. Diagnosis & Troubleshooting of issues, whenever identified or reported
3. Escalation of physical hardware level issues to OEM / AMC Vendor, appropriately
4. Timely resolution of all the issues, in close follow-up with the Vendors
5. Maintaining Service Call Reports and periodic appraisals to client regarding the performance of the OEM / AMC vendors
6. Firmware patch management

7. Capacity Planning and Management
8. Maintaining the inventory details
9. Maintaining the Change & Access management
10. Monitoring the Power, Network, FC and other connectivity to the SAN & NAS StorageBox, SAN Switches, iSCSI Network and the management entities.
11. Creating, managing & deleting the Logical Unit Numbers (LUNs) in the SAN Storage and partitions in the NAS storage boxes.
12. Provisioning, managing, configuring & decommissioning the Storage & FC Links between Servers, Storage, backup appliances.
13. Ensuring redundancy and multi-pathing of links & connectivity among the storage.
14. Storage level DC-DR (Two way) / DC-NDC-DR (Three way) replication, if applicable, which shall be decided during the revision of deployment design architecture as per the requirement.
15. Periodical check-up for data extraction
16. Data Restoration
17. Data Backup.
18. Garbage management
19. Performance tuning.
20. Lack of configuration or misconfigurations of various elements will be addressed by the System Integrator(SI).

4.2 Application Platform & Performance Management

Vendor shall manage the middleware and application platform required for the deployment of the application, database and other required services. The applications stands configured in redundant mode at DC and in DR. In order to ensure near zero data loss for the critical applications three way DR shall be configured for other applications two way DR shall be configured, if necessary. The application platform & performance management comprises of following major activities:

1. 24x7 Service Desk / Help Desk for the application platform, deployment & performance related issues.
2. Application Server/ Middleware Platform & Performance management – (JBoss Enterprise Application Server)
3. Web Server & Load Balancer Platform & Performance Management – (Apache HTTP & HAProxy)
4. File Server Platform & Performance Management (NFS, FTP, SFTP & other File servers)
5. Database Server Platform & Performance Management – (Oracle, MS Sql & PostgreSQL)
6. Application Performance Management – (AppDynamics)
7. Application Version control management and patch management (Git)
8. In addition to the above, the g-NOC team shall ensure that all the patches in the applications Software are deployed as per the Git. The action taken / error (if any) shall be reported back to the concerned team member.
9. Daily operations management & EMS Tool including monitoring of incidents and warnings
10. Daily Incident reporting, Hardware Issues alerts, Ticket raising, Escalation and configuration and improvisation of EMS Tools.
11. Observation & monitoring of Application Performance Management Tool in all respects.
12. End User Management in APM Monitoring
13. Proactive monitoring of Load, Connections, Incidental Errors, Performance Tuning.
14. Time taking queries and its corresponding escalation to user team.
15. Shifting of APM tools licenses from one asset to other for proactive monitoring.

4.2.1 Service Desk / Helpdesk Management

Vendor shall establish a service desk for attending to the issues related to the production deployment and related performance issue in the application. The first level helpdesk issues related to overall application functionalities shall be under the scope of the client. The service desk management of Vendor shall include the following:

1. 8x5 support related to Application deployment and performance issues
2. Level zero analysis of the issues based on the knowledge base documents and provide resolution
3. Escalation of tickets further to the concerned team
4. Follow-up with the stake-holders for proper timely closure of the tickets
5. Update the Knowledge base accordingly
6. Maintain the service desk weekly and monthly reports

4.2.2 Application Server / Middleware Platform & Performance Management

Vendor shall manage the application server / middleware (JBoss Enterprise Application Server) platform at DC, NDC, ADC / DR locations along with the business continuity management. The Application Server/ middleware platform management includes the following:

1. Installation & Configuration of the Application server / Middleware/ Docker
2. Configuration Management of Application server / Middleware/ Docker
3. 24x7 continuous monitoring of Application Server performance
4. Diagnosis & Troubleshooting of Application server level issues, whenever identified or reported
5. Patch management at Application server level
6. Upgradation in the Application server as per OEM recommendations after thorough testing from the application development team
7. Maintaining the Change Management at Application Server Level
8. Performance tuning of the Application server, if necessary.
9. Escalation of Application server level issues to OEM support, appropriately
10. Timely resolution of all the issues, in close follow-up with the OEM.
11. Maintaining Service Call Reports and periodic appraisals to client regarding the performance of the OEM
12. Centralized logging – Syslog configuration at Application Server Level, appropriately
13. Application level DC-DR (Two way) / DC-NDC-DR (Three way) replication, if applicable, which shall be decided during the revision of deployment design architecture as per the requirement.
14. Configuring and ensuring the Application server level configuration files and logs are backed up through backup scripts and backup jobs, appropriately
15. Application and patch deployment on the application server as per the deployment document provided by the application development team.
16. Backup drill to test the application backup restoration testing
17. DR drill to test the business continuity of the application
18. Access Management of the application server and middleware profiles
19. Configuring all the security recommendations and hardening of the application servers from time to time
20. Configuration, management and monitoring through JON Server.
21. Configuration of all the application server in a load balanced cluster and ensuring the high

availability.

22. Lack of configuration or misconfigurations of various elements will be addressed by the System Integrator(SI).

4.2.3 Web Server / Load Balancer Platform & Performance Management

Vendor shall manage the web server & Load Balancer (Apache HTTP Server / HAProxy) platform at DC, NDC/ DR locations along with the business continuity management. The web server & Load Balancer platform management includes the following:

1. Installation & Configuration of the web server & Load Balancer
2. Configuration Management of web server & Load Balancer
3. 24x7 continuous monitoring of web server & Load Balancer performance
4. Diagnosis & Troubleshooting of web server & Load Balancer level issues, whenever identified or reported
5. Patch management at web server & Load Balancer level
6. Upgradation in the web server & Load Balancer as per OEM recommendations after thorough testing from the application development team
7. Maintaining the Change Management at web server & Load Balancer Level
8. Performance tuning of the web server & Load Balancer, if necessary.
9. Escalation of web server & Load Balancer level issues to OEM support, appropriately
10. Timely resolution of all the issues, in close follow-up with the OEM.
11. Maintaining Service Call Reports and periodic appraisals to client regarding the performance of the OEM
12. Centralized logging – Syslog configuration at web server & Load Balancer Level, appropriately
13. Application level DC-DR (Two way) / DC-NDC-DR (Three way) replication, if applicable, which shall be decided during the revision of deployment design architecture as per the requirement.
14. Configuring and ensuring the web server & Load Balancer level configuration files and logs are backed up through backup scripts and backup jobs, appropriately
15. Application and patch deployment on the web server & Load Balancer as per the deployment document provided by the application development team.
16. Backup drill to test the application backup restoration testing
17. DR drill to test the business continuity of the application
18. Access Management of the web server & Load Balancer profiles
19. Configuring all the security recommendations and hardening of the web server & Load Balancer from time to time
20. Configuration, management & troubleshooting of SSL Certificates for SSL offloading
21. Configuration of all the web server & Load Balancer in a high availability cluster

4.2.4 File Server Platform & Performance Management

Vendor shall manage the File Server (FTP / SFTP / NFS / other File Servers) platform at DC, NDC / DR locations along with the business continuity management. The File Server platform management includes the following:

1. Installation & Configuration of the File server
2. Configuration Management of File server
3. 24x7 continuous monitoring of File server performance
4. Diagnosis & Troubleshooting of File server level issues, whenever identified or reported
5. Patch management at File server level

6. Upgradation in the File server as per OEM recommendations
7. Maintaining the Change Management at File Server Level
8. Performance tuning of the File server, if necessary.
9. Escalation of File server level issues to OEM support, appropriately
10. Timely resolution of all the issues, in close follow-up with the OEM.
11. Maintaining Service Call Reports and periodic appraisals to client regarding the performance of the OEM
12. Centralized logging – Syslog configuration at File Server Level, appropriately
13. Application level DC-DR (Two way) / DC-NDC-DR (Three way) replication, if applicable, which shall be decided during the revision of deployment design architecture as per the requirement.
14. Configuring and ensuring the File server level configuration files and logs are backed up through backup scripts and backup jobs, appropriately
15. Backup drill to test the application backup restoration testing
16. DR drill to test the business continuity of the application
17. Access Management of the File server profiles
18. Configuring all the security recommendations and hardening of the File server from time to time
19. Configuration of all the File server in a high availability cluster

4.2.5 Database Server Platform & Performance Management

Vendor shall manage the Database Server (Oracle Database Servers, PostgreSQL Database Servers and MySQL Database Servers) platform at DC, NDC / DR locations along with the business continuity management. The Database Server platform management includes the following:

1. Installation & Configuration of the Database server(s) and its performance tuning.
2. Real Application Server (RAC) Configuration & Management
3. Addition / Deletion of Node(s) & its Management
4. Configuration Management of DB server
5. 24x7 continuous monitoring of DB server performance
6. Diagnosis & Troubleshooting of DB server level issues, whenever identified or reported
7. Patch management at DB server level
8. Upgradation in the DB server as per OEM recommendations after thorough testing from the application development team
9. Maintaining the Change Management at DB Server Level
10. Performance tuning of the DB server, if necessary.
11. Escalation of DB server level issues to OEM support, appropriately
12. Timely resolution of all the issues, in close follow-up with the OEM.
13. Maintaining Service Call Reports and periodic appraisals to client regarding the performance of the OEM.
14. Centralized logging – Syslog configuration at DB Server Level, appropriately
15. Application level DC-DR (Two way) / DC-NDC-DR (Three way) replication, if applicable, which shall be decided during the revision of deployment design architecture as per the requirement.
16. Configuring and ensuring the DB server level configuration files, Data and logs are backed up through backup scripts and backup jobs, appropriately

17. Application and patch deployment on the DB server as per the deployment document provided by the application development team.
18. Backup drill to test the application backup restoration testing
19. DR drill to test the business continuity of the application
20. Access Management of the DB server profiles
21. Configuring all the security recommendations and hardening of the DB server from time to time
22. Configuration of all the DB server nodes in a high availability cluster
23. Backup restoration and retrievals.
24. Backup & Archival as per the Backup Policy approved by CUSTOMER.
25. Performance tuning & Monitoring.
26. RAC Management.
27. Coordination with Application team for smooth implementation.

4.3 Data Centre Network Infrastructure Management at DC, DR, ADC and NDC

Vendor shall manage the Network associated equipment deployed in the NDC/ ADC and co-located in DC & DR locations. The Network management includes:

1. Configuration and management of NMS / EMS
2. 24x7 continuous monitoring of Network Connectivity and Devices through NMS Software related alerts, alarms & failures
3. Diagnosis & Troubleshooting of Network issues, whenever identified or reported
4. Escalation of Network Connectivity, Network Device hardware level issues to TSP / ISP / OEM / AMC Vendor, appropriately
5. Timely resolution of all the issues, in close follow-up with the Vendors (TSP / ISP / OEM / AMC Vendor)
6. Maintaining Service Call Reports and periodic appraisals to client regarding the performance of the TSP / ISP / OEM / AMC Vendors Firmware patch management in the Network Devices
7. Capacity Planning and Management
8. Maintaining the inventory details
9. Maintaining the Change & Access management
10. Monitoring the Power, Passive Cabling, Fiber Cabling and other connectivity to the Servers, Network Devices, Network Equipment and the management entities.
11. Creating, managing & deleting the Virtual LANs (vLANs) in the Network
12. Provisioning, managing, configuring & decommissioning the Network Links between Servers, Network Switches, Routers, Firewalls, Storage, backup appliances and other devices.
13. Ensuring redundancy and multi-pathing of Network links & connectivity
14. Network level configuration management in DC-DR (Two way) / DC-NDC-DR (Three way) replication, if applicable, which shall be decided during the revision of deployment design architecture as per the requirement.
15. Configuring, Managing and troubleshooting the Routers and IP routes in both MPLS VPN network and Public access network.
16. Configuring, Managing and troubleshooting the Firewall, IPS and application controls in both MPLS VPN network and Public access network
17. Managing and monitoring the East-West and North-South Traffic
18. Configuring all the network devices in High Availability mode to ensure redundancy with no single point of failure.

19. Managing IPv4 and IPv6 address & configurations
20. Configuring all the security recommendations and hardening of the Network Devices and Access from time to time
21. Centralized logging – Syslog configuration at Network Device Level, appropriately
22. DR drill to test the business continuity of the application
23. Configuring and ensuring the Network level configuration files and logs are backed up through backup scripts and backup jobs, appropriately
24. Creating, managing and deleting the VPN users
25. Provisioning and deleting the access to the VPN users as per the security policy of CUSTOMER
26. IPS Configuration & management.
27. Network Configuration, Routing, Performance monitoring, Policy Application, IP Blocking & other OS upgrade/firmware upgrade in Network & Security Application.

4.4 Data Backup Management at DC, DR and NDC

Vendor shall manage the critical data backup & associated equipment deployed in the NDC and co-located in DC & DR locations. The backup management includes:

1. Configuration and management of Backup Software / Appliance
2. Monitoring of Backup Jobs and related alerts, alarms & failures
3. Diagnosis & Troubleshooting of backup issues, whenever identified or reported
4. Escalation of backup level issues to OEM / AMC Vendor, appropriately
5. Timely resolution of all the issues, in close follow-up with the Vendors (OEM / AMC Vendor)
6. Maintaining Service Call Reports and periodic appraisals to client regarding the performance of the OEM / AMC Vendors
7. Capacity Planning and Management of Backup Storage, Appliance / Software
8. Schedule backup, instantaneous backup, labelling, restoration of backup etc.,
9. Maintaining the inventory details (Tapes / Appliance)
10. Backup drill to test the application backup restoration testing
11. DR drill to test the data copy and integrity
12. Managing the backup as per the CUSTOMER backup and retention policy
13. Centralized logging – Syslog configuration at backup device level, appropriately
14. DR drill to test the business continuity of the application

4.5 Application & IT Infrastructure Security Management

Vendor shall manage the security of the applications and IT infrastructure in the NDC and co-located in DC & DR locations. Vendor shall establish SOC Capabilities using FOSS Tools (to the extent feasible) for CUSTOMER which includes:

1. Configuration and management of FOSS SIEM / SOC tools
2. Monitoring of events and security related alerts, alarms
3. Analyzing the logs and events to identify the security incidents
4. Diagnosis & Troubleshooting of Security incidents whenever identified or reported
5. Manage and report incidents periodically as per the security policy of CUSTOMER
6. Undertake Security Incident forensics (to the extent feasible, given the setup)

- available at GNOC) to identify the root cause of the incident
- 7. Periodic VAPT of the GNOC desktop Infrastructure
- 8. Vulnerability management of applications, server and network infrastructure
- 9. Escalation of vulnerabilities / security issues to the concerned stakeholders, appropriately
- 10. Timely resolution of all the issues, in close follow-up with the concerned stakeholders
- 11. Maintaining incident and vulnerability Reports and periodic appraisals to client
- 12. Maintaining the IT assets and inventory details

4.6 System Administration of IT Infrastructure at GNOC

Vendor shall manage the desktop PCs and IT infrastructure at GNOC which includes:

- 1. Installation, configuration and management of Operating System in Desktops
- 2. Installation, configuration and management of Anti-virus / End Point Security tools in Desktops
- 3. Create, manage and delete users in Active Directory
- 4. Manage the Active Directory, Group Policies and User Policies as per the CUSTOMER policies
- 5. Diagnosis & Troubleshooting of desktop issues, whenever identified or reported
- 6. OS updates / upgrades and patch management
- 7. Identification, diagnosis and removal of virus & malwares
- 8. 8x5 Support for all Desktop issues
- 9. Escalation of desktop related issues to OEM / AMC Vendor, appropriately
- 10. Timely resolution of all the issues, in close follow-up with the Vendors (OEM / AMC Vendor)
- 11. Maintaining Service Call Reports and periodic appraisals to client regarding the performance of the OEM / AMC Vendors

21.2. 5 Scope of CUSTOMER:

- 1. All procurements including but not limited to any Hardware (Servers, Storage, and Network Devices), Equipment, Appliances, AMC of Hardware, Software Tools, Licenses, Annual / periodic Support Licenses, subscriptions shall be under the scope of CUSTOMER.
- 2. The consumables required for the project such as temporary storage devices (External HDD, Tape Cartridge, etc.,) shall be provided by CUSTOMER to Vendor
- 3. The servers and storage shall have valid AMC with Business Support (4 Hrs. Response) from OEM/ OEM Authorised Vendor. The network devices shall have minimum Next Business Day (NBD) support. The timely renewal of the AMC / Support shall be under the scope of CUSTOMER.
- 4. The first level helpdesk support for the functional issues in the applications shall be ensured by CUSTOMER, through their respective Application Teams and only the issues related to the application deployment, platform and performance shall be addressed to Vendor.
- 5. The network connectivity provisioning – MPLS VPN or Internet Connectivity at all the locations – will be ensured by CUSTOMER. Monitoring of connectivities, logging of Service Calls and subsequent follow-up shall be ensured by vendor. In

case the issues are not getting addressed in a reasonable time as per the SLAs and escalation matrices, the same shall be brought to the notice of concerned CUSTOMER Officials for remedial action.

6. CUSTOMER shall provide suitable access to Vendor for managing NOC & SOC and remote management (if approved) either through redundant MPLS VPN or IPSec VPN connectivity from two different devices to DC, DR and NDC.
7. All Major Software like Oracle, RHEL, etc., should be with valid support & Professional services / Consultant support.
8. CUSTOMER shall provide Enterprise level tools related to Application Performance Monitoring (APM), Element Management System (EMS) / Network Management System (NMS), Security Incident & Event Management (SIEM), Backup Management tool / appliance, Helpdesk ticketing tool.
9. CUSTOMER shall provide sufficient sitting space for team in the GNOC premises / CUSTOMER premises at Secunderabad.
10. Vendor team shall be provided with proper access rights for entry into DC, DR & NDC at any time for regular maintenance & attending the faults. The logs of such entry/ exist shall be maintained appropriately.
11. Sufficient number of desktops / Laptops and other devices with the network connectivity and required access for managing the infrastructure and services may be provided for the onsite team.
12. CUSTOMER shall facilitate patching of all the application level vulnerabilities reported by Vendor through the respective application development team / any other third party. Patching of application level vulnerabilities shall be under the scope of CUSTOMER.
13. CUSTOMER shall arrange implementation of all the application level recommendations provided by Vendors in order to tune-up the applications for better performance from the respective application development team / any other third party. Performance tuning at application level shall be under the scope of CUSTOMER only.

21.3. 7 Other Terms and conditions

1. CUSTOMER Operations Team shall only provide details of scope of work and services, the number of shifts of GNOC Operation as well as the requirement of minimum number of personnel to be maintained in any shift. Beyond this the Vendor shall work out and propose the requirement of number of resources to be placed for meeting the SLA requirements.
2. The services are proposed to be hired for a period of 1 year from the date of issue of purchase order by CUSTOMER, which can be further extended by another 1 year at a time.
3. There should be provision for continuation of services through extension of validity of the agreement, if so desired by both the parties, on mutually agreed terms & conditions.
4. The proposal shall be provided on comprehensive basis as an overall solution and not as individual services.
5. Vendor may execute the project either by deploying resource on its payroll / outsourced resources. The Vendor shall not subcontract the services.
6. The Transition Phase will commence from 22nd day from issuance of Letter of Award (LoA). The Transition Phase will be for a period of 90 days (shadow and reverse shadow, 45 days each) that will include a period of Parallel Run of 30 days with the incumbent service provider.

Security, Scope, Rights & Responsibilities

8. The Vendor shall ensure that the resources provided shall be duly Police

Verified and of irreproachable integrity and character.

9. CUSTOMER shall provide the Gate Pass for carrying in / out any parts, materials, tools, resources like laptops, etc., on the visit by Vendor authorized personnel. The gate pass shall be approved by CUSTOMER for taking any parts or resources under the custody of CUSTOMER, out of CUSTOMER / Railtel premises by notifying the same day / one day in advance. Similarly, for the incoming parts or resources entry slips shall be prepared under arrangements of CUSTOMER.
10. CUSTOMER shall provide the tools and resources required for any activity that shall be executed by the Vendor in CUSTOMER / Railtel Premises.

Volumetric Quantification

Device/ Component Details (Category wise):

Server Type	DC	DR	ND C	Total
APPLICATION	96	94	78	268
DB	7	9	9	25
FTP	3	2	0	5
HAP	35	30	2	67
HAPF	1	0	0	1
HAPT	24	24	1	49
MAIL	1	0	0	1
MIS	12	20	0	32
MISS	13	0	0	13
NFS	2	0	0	2
WEB	36	26	4	66
DATABASE	7	5	0	12
HYP	22	0	0	22
SFTP	0	1	0	1
NFS SERVER	0	0	1	1
Manager	0	0	1	1
DNS	0	0	3	3
ANTIVIRUS	0	0	1	1
FILE SERVER	0	0	2	2
AD	0	0	2	2
PROXY	0	0	3	3
RHEVM	0	0	1	1
BLANK	1	24	37	62
Total	259	211	108	578

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