



**Surat
Municipal
Corporation**

ADDENDUM & CORRIGENDUM-2

REQUEST FOR PROPOSAL

FOR

**Implementation of Enterprise Resource Planning System
for Surat Municipal Corporation**

RFP No.: RFP No.: SSCDL-ERP-RFP-01-2020

Last date for Price Bid Submission: 19.10.2020



Invited by

Surat Smart City Development Limited

1st Floor, South Zone Office, Surat Municipal
Corporation, Opp. Satyanagar, Udhna, Surat-
394210, Gujarat, India

ADDENDUM & CORRIGENDUM-2: RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation
[RFP No.: SSCDL-ERP-RFP-01-2020]



Surat Smart City Development Limited

ADDENDUM AND CORRIGENDUM-2

RFP Notification No.: RFP No.: SSCDL-ERP-RFP-01-2020

The Bidder are requested to take note of the following changes made in the RFP documents, which are to be taken in to account while submitting the RFP. They shall be presumed to have done so and submitted the RFP accordingly.

- This Addendum and Corrigendum shall be the part of the RFP documents.
- All items specified in this Addendum and Corrigendum supersede relevant items to that effect as provided in the original RFP documents. All other specifications, terms and conditions of the original RFP document shall remain unchanged.
- Bidder shall read and consider following points, which shall be a part of the RFP documents.
- All the changes mentioned in this document should be read across the RFP, Addendum & Corrigendum, wherever applicable.
- **The queries raised and given by bidders, but the clarifications are not made in this Addendum and Corrigendum shall be considered to remain unchanged as per the terms and conditions mentioned in the original RFP documents.**

Changes with respect to RFP Schedule

Please note that with respect to tendering schedules, the following changes have been effected. Bidders are requested to take note of the same and adhere to the dates specified hereunder with regards to Price Bid Submission and Technical Bid Submission:

Particular	Current Dates	Proposed Dates
Online Price Bid Submission Date	09.10.2020 up to 18:00 hrs.	19.10.2020 up to 18:00 hrs.
Technical Bid Submission (in Hard Copy) Filled-in Technical Bid along with Bid Fee, EMD and other documents	In sealed envelope strictly by RPAD/Postal Speed Post On or before 13.10.2020 up to 18:00 hrs. To the Chief Accounts, Surat Municipal Corporation, Muglisara, Surat – 395003, Gujarat by RPAD or Speed Post Only.	In sealed envelope strictly by RPAD/Postal Speed Post On or before 23.10.2020 up to 18:00 hrs. To the Chief Accounts, Surat Municipal Corporation, Muglisara, Surat – 395003, Gujarat by RPAD or Speed Post Only.

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Other Changes

#	Section	Page No.	Tender Reference	Existing Clause	Amended/New Clause																																																		
1.	1	11	Introduction	The project being awarded to the deserving party would be on a design-build-maintain-transfer model for a period of four years post Hypercare. SMC reserves the right to perpetuate the operation period beyond contract period as well.	The project being awarded to the deserving party would be on a design-build-maintain-transfer model for a period of four years post Hypercare. SMC reserves the right to extend the operation period beyond contract period on mutual agreement with the SI. Note: Please read this statement across the document, wherever applicable.																																																		
2.	2.1.2	17	Workflow/ BPM based E-office applications using DMS	Concurrent users are estimated to be 500 which are distributed across sub-modules with total number of users 1000	Concurrent users are estimated to be 500 which are distributed across sub-modules with total number of users 1500.																																																		
3.	2.2	43	9. Civic Application & Approval Module for various services		Please refer to Annexure I for revised Functional Requirements																																																		
4.	2.6.1	67	Post Go-Live Support	<table border="1"> <thead> <tr> <th>#</th> <th>Personnel</th> <th>During 4 years post Hypercare Support</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Project Manager</td> <td>1</td> </tr> <tr> <td>2</td> <td>Functional Consultants</td> <td></td> </tr> <tr> <td>2.1</td> <td>Finance</td> <td rowspan="3">7</td> </tr> <tr> <td>2.2</td> <td>HR & Payroll</td> </tr> <tr> <td>2.3</td> <td>Procurement & Material Management</td> </tr> <tr> <td>2.4</td> <td>E-office application</td> <td>3</td> </tr> <tr> <td>3</td> <td>Application Developers (ERP)</td> <td>3</td> </tr> <tr> <td>4</td> <td>Application Developer (e-Office/BPM/DMS)</td> <td>1</td> </tr> <tr> <td></td> <td>Total</td> <td>15</td> </tr> </tbody> </table>	#	Personnel	During 4 years post Hypercare Support	1	Project Manager	1	2	Functional Consultants		2.1	Finance	7	2.2	HR & Payroll	2.3	Procurement & Material Management	2.4	E-office application	3	3	Application Developers (ERP)	3	4	Application Developer (e-Office/BPM/DMS)	1		Total	15	<table border="1"> <thead> <tr> <th>#</th> <th>Personnel</th> <th>During 4 years post Hypercare Support</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Project Manager</td> <td>1</td> </tr> <tr> <td>2</td> <td>Functional Consultants</td> <td></td> </tr> <tr> <td>2.5</td> <td>Finance</td> <td rowspan="3">7</td> </tr> <tr> <td>2.6</td> <td>HR & Payroll</td> </tr> <tr> <td>2.7</td> <td>Procurement & Material Management</td> </tr> <tr> <td>2.8</td> <td>E-office application</td> <td>3</td> </tr> <tr> <td>3</td> <td>Application Developers (ERP)</td> <td>3</td> </tr> </tbody> </table>	#	Personnel	During 4 years post Hypercare Support	1	Project Manager	1	2	Functional Consultants		2.5	Finance	7	2.6	HR & Payroll	2.7	Procurement & Material Management	2.8	E-office application	3	3	Application Developers (ERP)	3
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					<table border="1"> <tr> <td>4</td> <td>Application Developer (e-Office/BPM/DMS)</td> <td>1</td> </tr> <tr> <td>5</td> <td>Helpdesk Support Engineer</td> <td>1</td> </tr> <tr> <td></td> <td>Total</td> <td>16</td> </tr> </table>	4	Application Developer (e-Office/BPM/DMS)	1	5	Helpdesk Support Engineer	1		Total	16
4	Application Developer (e-Office/BPM/DMS)	1												
5	Helpdesk Support Engineer	1												
	Total	16												
5.	2.6.3	68	Service Management Support Process	It is expected that system integrator will implement an IT Service Support Management (ITSSM) tool that appeared in latest Gartner magic quadrant and have sales and support in India, which will be used by support desk, SMC ISD, IT vendors including ERP SI for IT service management/ ticket handling/ KPI and SLA monitoring across SMC and SSCDL. The tool should support integration with ERP system and provide necessary reporting and dashboard capabilities by vendor or by contract.	<p>It is expected that system integrator will implement an IT Service Support Management (ITSSM) tool that have sales and support in India, which will be used by support desk, SMC ISD, IT vendors including ERP SI for IT service management/ ticket handling/ KPI and SLA monitoring across SMC and SSCDL.</p> <p>ITSSM tool should be configured without HA at DC. The backup of the same should be stored at DR on a periodic basis. The tool should support integration with ERP system and provide necessary reporting and dashboard capabilities by vendor or by contract.</p> <p>Note: Please read the above changes across the RFP.</p>									
6.	2.7.4	74	Payment Schedule for Support, ATS and AMC	The payment for the support charges will be made on a quarterly basis based on SLAs in the Support phase. Payment for Annual Technical Support Charges, Cloud Based DR setup and emailing solution will be made in advance on a yearly basis.	The payment for the support charges will be made on a quarterly basis based on SLAs in the Support phase. Payment for Annual Technical Support Charges, Cloud Based DR setup (Idle DR) and emailing solution will be made in advance on a yearly basis. The payment for the Active DR will be made on actual hours of utilization (on producing the supporting document from CSP) as per price quoted in the Commercial Bid.									
7.	2.7.5		New Clause		2.7.5 Payment Schedule for ISO 27001 Certification									

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					The payment for the ISO 27001 will be released to SI on submission of certificate from STQC / STQC empaneled agency.
8.	6.1	99	Pre-Qualification Criteria / Basic Eligibility Criteria		Please refer to Annexure II for revised Pre-Qualification Criteria
9.	6.2	109	Technical Evaluation Criteria		Please refer to Annexure III for revised Technical Evaluation Criteria
10.	Form -1.7: Affidavit	132	Affidavit		Please refer to Annexure IV for revised format
11.	9	150	Form-1.17: MAF - Format for Authorization Letters from OEMs		Please refer to Annexure V for revised Format
12.	10.3		Commercial Bid Format		Please refer to Annexure VI for revised Format
13.	11.1	166	General Instructions	h) DR Site on third party (Cloud) site	Please refer to Annexure VII for revised clause
14.	11.1	166	General Instructions	i) The hardware to host ERP solution must be OEM certified appliance.	i) The hardware to host ERP solution must be certified by OEM.
15.	11.2	167	Minimum Technical Specification		Please refer to Annexure VII for revised specifications of below components – <ol style="list-style-type: none"> 1. Server for ERP Solution 2. Server for Other Requirements 3. SAN Storage with SAN Switches

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					<p>4. 10 G LAN Switch</p> <p>5. HSM Device</p>
16.	11.3	201	Summary of Bill of Quantity (BoQ)	Table 4: IT Infrastructure, Software & Service Cost for Cloud based DR	Please refer to Annexure VII for revised Format
17.	Appendix 1	203	Appendix 1: Resource Requirements		Please refer to Annexure VIII for revised clauses
18.	Appendix 4	211	Appendix 4: Contract Agreement	<p>6. Scope Extension</p> <p>SSCDL reserves right to extend the scope of services for the price & timelines as given in Annexure II & Annexure III to this Agreement. The SLAs applicable to this Contract shall be liable for the additional items too.</p>	<p>6. Scope Extension</p> <p>SSCDL reserves right to extend the scope of services for the price & timelines as given in RFP and subsequent Addendum & Corrigendum. The SLAs applicable to this Contract shall be liable for the additional items too.</p>
19.	Appendix 4	218	Appendix 4: Contract Agreement	<p>15. Force Majeure & Vandalism</p> <p>In the event that any Damages to items due to Vandalism (physical Majeure attack by public, tampering of equipment by SMC / SSCDL staff and damage due to accidents) or due to Force Majeure events (such as earthquake, fire, natural calamities, war, act of God) of any kind during the contract period shall be the liability of SSCDL. In such case, SSCDL/Authority shall request the successful Bidder to repair/replace the damaged unit and reinstall the same. All costs towards the same shall be reimbursed by SSCDL/Authority to the successful Bidder less of insurance proceeds if need of replacement so arise then replacement shall be on tender rates only.</p> <p>The System Integrator shall not be liable for forfeiture of its Performance Guarantee, imposition of liquidated damages</p>	<p>15. Force Majeure & Vandalism</p> <p>In the event that any Damages to items due to Vandalism (physical Majeure attack by public, tampering of equipment by SMC / SSCDL staff and damage due to accidents) or due to Force Majeure events (such as earthquake, fire, natural calamities, war, act of God) of any kind during the contract period shall be the liability of SSCDL. In such case, SSCDL/Authority shall request the successful Bidder to repair/replace the damaged unit and reinstall the same. All costs towards the same shall be reimbursed by SSCDL/Authority to the successful Bidder less of insurance proceeds if need of replacement so arise then replacement shall be on tender rates only.</p>

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#	Section	Page No.	Tender Reference	Existing Clause	Amended/New Clause
				<p>or termination for default, if and to the extent that it's delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the "reasonable" control of the System Integrator, not involving the System Integrator's fault or negligence and not foreseeable. Such events may include Acts of God & acts of Government of India in their sovereign capacity</p> <p>For the SI to take benefit of this clause it is a condition precedent that the SI must promptly notify the SSCDL, in writing of such conditions and the cause thereof within 2 calendar days of the Force Majeure event arising. SSCDL, or the consultant / committee appointed by the SSCDL shall study the submission of the SI and inform whether the situation can be qualified one of Force Majeure. Unless otherwise directed by the SSCDL in writing, the SI shall continue to perform its obligations under the resultant Agreement as far as it is reasonably practical, and shall seek all reasonable alternative means for performance of services not prevented by the existence of a Force Majeure event.</p> <p>In the event of delay in performance attributable to the presence of a force majeure event, the time for performance shall be extended by a period(s) equivalent to the duration of such delay. If the duration of delay continues beyond a period of 30 days, SSCDL and the SI shall hold consultations with each other in an endeavor to find a solution to the problem.</p>	<p>The System Integrator shall not be liable for forfeiture of its Performance Guarantee, imposition of liquidated damages or termination for default, if and to the extent that it's delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the "reasonable" control of the System Integrator, not involving the System Integrator's fault or negligence and not foreseeable. Such events may include Acts of God & acts of Government of India in their sovereign capacity</p> <p>For the SI to take benefit of this clause it is a condition precedent that the SI must promptly notify the SSCDL, in writing of such conditions and the cause thereof within 14 calendar days of the Force Majeure event arising. SSCDL, or the consultant / committee appointed by the SSCDL shall study the submission of the SI and inform whether the situation can be qualified one of Force Majeure. Unless otherwise directed by the SSCDL in writing, the SI shall continue to perform its obligations under the resultant Agreement as far as it is reasonably practical, and shall seek all reasonable alternative means for performance of services not prevented by the existence of a Force Majeure event.</p> <p>In the event of delay in performance attributable to the presence of a force majeure event, the time for performance shall be extended by a period(s) equivalent to the duration of such delay. If the duration of delay continues beyond a period of 30 days, SSCDL</p>

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#	Section	Page No.	Tender Reference	Existing Clause	Amended/New Clause
				Notwithstanding anything to the contrary mentioned above, the decision of the SSCDL shall be final and binding on the SI.	and the SI shall hold consultations with each other in an endeavor to find a solution to the problem. Notwithstanding anything to the contrary mentioned above, the decision of the SSCDL shall be final and binding on the SI.

ANNEXURE-I

2.2 Module wise Functional Requirements

9. Civic Application & Approval Module for various services

9. Civic Application & Approval Module for various services	
Sr.No.	Functionalities
9.1 General	
1	System should have module to apply for various municipal services using this module.
2	Applicant or operator should be able to fill-up the form based on the service along with the supporting documents online.
3	The application form should have checklist in place and should facilitate upload of the document online.
4	The assignment and approval workflow should be defined based on the service in the system with appropriate rights based on the role.
5	Provision for application approval, rejection and query should be there.
6	System should be integrated with email and/or SMS gateway for notification to the applicant as well as assignee employee/officer.
7	Various reports indicating daily progress w.r.t. application processing and processing time should be available in the system.
8	Necessary dashboard and reports should be available to ascertain the current status of various applications and its pendency.
9	Necessary audit trail should be maintained in the system.
10	Applicant should be able to check the status of the application and should be able to see historic transactions.
11	The interface for the applicants/citizens to avail this service online, should be developed by the SI. SI will be required to make it available on existing website and mobile app, necessary support in this regard will be provided by SMC.

ANNEXURE-II

6.1 Pre-Qualification Criteria / Basic Eligibility Criteria

6.1.1.2 Revised OEM for Datacentre and DR

#	Basic Requirements	Pre-Qualification Criteria	Proof Document Required
1.	Active Network Equipment (Network Switches)	OEM must be listed in Leader's Quadrant of the latest Gartner Magic Quadrant for Wired and Wireless LAN Access Infrastructure.	This clause is deleted.
2.		<p>Commitment to Support</p> <p>The OEM should commit to support the product proposed in the scope of this RFP for at least at least four (4) years post Hypercare support.</p> <p>End of support date should not have been announced for the product proposed</p>	MAF - Format for Authorization Letters from OEMs as per Section 9, Form 1.17
3.	Server	OEM must be listed in Leader's Quadrant of the latest Gartner Magic Quadrant for Modular Servers	This clause is deleted.
4.		<p>Commitment to Support</p> <p>The OEM should commit to support the product proposed in the scope of this RFP for at least at least four (4) years post Hypercare support.</p> <p>End of support date should not have been announced for the product proposed.</p>	MAF - Format for Authorization Letters from OEMs as per Section 9, Form 1.17
5.	Storage	OEM must be listed in Leader's Quadrant of the latest Gartner Magic Quadrant for General-Purpose Disk Arrays.	This clause is deleted.
6.		<p>Commitment to Support</p> <p>The OEM should commit to support the product proposed in the scope of this RFP for at least four (4) years post Hypercare support</p> <p>End of support date should not have been announced for the product proposed.</p>	MAF - Format for Authorization Letters from OEMs as per Section 9, Form 1.17
7.	Cloud based DR	Service Provider must be MeitY empaneled CSP as on bid start date.	Empanelment Certificate issued by MeitY

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#	Basic Requirements	Pre-Qualification Criteria	Proof Document Required
8.		OEM must be listed in Leader's Quadrant of the latest Gartner Magic Quadrant for Cloud Infrastructure as Service.	This clause is deleted.
9.		The CSP should be a company registered under the Companies Act,2013 or the Companies Act, 1956	Copy of Certificate of Incorporation/ Registration
10.		CSP/MSP must have experience of providing DC/DR hosting services in their data center at least 5 distinct clients from any Central Govt/StateGovt/Semi-Govt/ULB/PSU organization with a minimum order value of 1 Crore each.	Work Order/Contract and Completion Certificate
11.		Proposed DR site should be in a different Seismic Zone than the current DC at Surat Municipal Corporation.	Letter from authorized signatory on the letter head of CSP mentioning the address of the proposed MeitY / Cert-in Certified Disaster Recovery Site
12.		Commitment to Support The OEM should commit to support the proposed Cloud Based DR service in the scope of this RFP for at least four (4) years post Hypercare support	MAF - Format for Authorization Letters from OEMs as per Section 9, Form 1.17
13.	ITSSM	The proposed product/module should have been implemented in minimum five (5) clients in India, out of which three (3) must be in Government (State or Central) / Public Sector Units/ ULB with a minimum license cost and annual technical support of Rs. 25 lakh each in India in last 10 years from the date of issuance of RFP.	Work Order/Contract and Completion Certificate
14.		Commitment to Support The OEM should commit to support the product proposed in the scope of this RFP for at least four (4) years post Hypercare support End of support date should not have been announced for the product proposed.	MAF - Format for Authorization Letters from OEMs as per Section 9, Form 1.17

6.1.1.3 Pre-Qualification Criteria – Workflow/ BPM based E-office applications (if not part of COTS ERP)

#	Requirement	Details	Documents Required
1	Implementation Partners	The OEM should have at least 3 Implementation Partners in India	OEM self-certification as Section-9 Form 1.12A
2	Implementations	The product must have been implemented in at least 3 projects in Central Govt/StateGovt/Semi-Govt/ULB/PSU organization with a minimum	OEM self-certification as Section-9 Form 1.12D

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#	Requirement	Details	Documents Required
		license cost and annual technical support of Rs. 1 crore each in India in last 10 years from the date of issuance of RFP.	
3	Product Acceptability	The product must be listed in the latest Gartner Magic Quadrant (2016 or later) of Enterprise Content Management or Intelligent Business Process & Management. AND The product must have appeared in the Gartner Magic Quadrant of Enterprise Content Management and Intelligent Business Process & Management in last 5 years as on date of issuance of RFP.	This clause is deleted.
4	Support	The OEM should also have SLA based 24/7 x 365 days support center.	OEM Self-certificate as perSection-9 Form –1.12B
5	Source Code	Proposed solution to come with complete transparency including the Source Code for Customization	OEM Self-certificate as perSection-9 Form –1.12C
6	Integration with proposed ERP solution	The proposed solution should support integration with proposed ERP solution.	OEM Self-Certificate
7	Integration	The proposed solution should support integration with third party applications like Open Standard based GIS software, payment gateway, email gateway.	OEM Self-certificate as perSection-9 Form –1.12C
8	Commitment to Support	The OEM should commit to support the software for which license is provided in the scope of this RFP at least for 7 years. End of support date should not have been announced for the product proposed. OEM will abide by the same SLA during annual maintenance support period as System Integrator in case of any product bug raised on their service portal by the SI based on the priority matrix.	OEM self-certification as perSection-9 Form –1.12B indicating the commitment to support along with product roadmap

ANNEXURE-III

6.2 Revised Technical Evaluation Criteria

Points assigned for each submission of the Technical Proposals, for the purpose of technical evaluation of bidder, shall be as under. All necessary supporting documents for evaluation purpose must be submitted along with the technical bid. The Total Technical Score of any bidder would be an arithmetic sum of scores obtained by the bidder for each of the parameter indicated below. **The minimum total technical score required shall be 60% to become eligible for opening of the Financial Proposal.**

Section	Evaluation Criteria	Marks
A	Bidder's Experience	65
B	Bidder's Profile	15
C	Proposed IT Products and Solution	20
Total		100

#	Criteria	Marks
Bidder's Experience [Total – 65 marks]		
1.	<p>Relevant experience of prime bidder in COTS ERP* Implementation in India in past 10 years (as on date of issuance of Bid) covering the following modules (maximum 5 projects):</p> <ul style="list-style-type: none"> a. Financial Accounting and Costing b. Payroll and HR c. Project Management d. Purchase and material management e. Asset management <ul style="list-style-type: none"> • For the project where 3 out of 5 core modules have been implemented having user base of more than 300 transactional users – 7 marks each • For the project where 3 out of 5 core modules have been implemented having user base of more than 150 transactional users – 6 marks each • For the project where 2 out of 5 core modules have been implemented having user base of more than 300 transactional users – 5 marks each • For the project where 2 out of 5 core modules have been implemented having user base of more than 150 transactional users – 4 marks each <p>If the COTS ERP solution considered in above project is same as proposed COTS ERP Solution in SMC, then additional 1 marks per project will be awarded.</p> <p>In case of an ongoing project with phased approach, the corresponding number of transactional users should have started using the system and corresponding number of modules should have gone live for which marks are claimed. The Certificate to this effect from the client on client's letterhead to be provided along with copy of work order / purchase order.</p> <p>In case of any ongoing project where the project/modules have not gone live, the bidder will be given half of the marks as compared to the projects that have gone live or projects having specified no. of modules gone live.</p> <p><i>[*The COTS ERP of only those OEM meeting the Pre-Qualification Criteria specified in 6.1.1 will be considered for evaluation.]</i></p>	40 marks

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#	Criteria	Marks
2.	<p>Relevant experience of bidder in COTS Based Workflow/ BPM* based applications implementation in Public Sector Units(PSU)/State/Central Govt./ULB/Banks (Nationalised / Private Sector as per RBI)/Insurance Companies (registered by IRDA) in India in past 10 years (as on date of issuance of Bid) (maximum 2 projects)</p> <ul style="list-style-type: none"> For the project having user base of more than 200 users – 4 marks each For the project having user base of more than 100 users – 2.5 marks each <p>If the COTS solution is same as proposed COTS Solution in SMC, then additional 1 marks for each project.</p> <p>In case of an ongoing project with phased approach, the corresponding number of transactional users should have started using the system for which marks are claimed. The Certificate to this effect from the client on client's letter head to be provided along with copy of work order / purchase order.</p> <p>In case of any ongoing project where the project has not gone live, the bidder will be given half of the marks as compared to the projects that have gone live.</p> <p><i>[*The COTS Based Workflow/BPM of only those OEM meeting the Pre-Qualification Criteria specified in 6.1.1 will be considered for evaluation.]</i></p>	10 marks
3.	<p>Experience of prime bidder in COTS ERP* implementation in India in past 10 years (as on date of issuance of Bid) in Public Sector Units(PSU)/State/Central Govt. / ULB</p> <ul style="list-style-type: none"> 1st project – 5 marks (If the COTS ERP is same as proposed COTS ERP Solution in SMC, then additional 1 marks) 2nd project – 3 marks (If the COTS ERP is same as proposed COTS ERP Solution in SMC, then additional 1 marks) <p>In case of any ongoing project where the project has not gone live, the bidder will be given half of the marks as compared to the projects that have gone live.</p> <p><i>[*The COTS ERP of only those OEM meeting the Pre-Qualification Criteria specified in 6.1.1 will be considered for evaluation.]</i></p>	10 marks
4.	<p>Relevant experience of prime bidder in Implementation of turnkey project including Software Application Development and/or provision, installation and commissioning of backend hardware (Servers, Network equipment etc. desktops and other client side hardware will not be considered) in Public Sector Units(PSU)/State/Central Govt./ULB/Banks (Nationalized/Private Sector as per RBI)/Insurance Companies (registered by IRDA) in India in past 10 years having minimum project value of Rs. 5 Crore.</p> <p>In case of any ongoing project and project has not gone live, the bidder will be given half of the marks as compared to the projects that have gone live provided the project has achieved minimum 50% financial progress.</p> <ul style="list-style-type: none"> Maximum 2 projects – 2.5 Marks each <p>Note: Projects considered under point 1 to 3 will not be considered under this criteria.</p>	5 marks
Bidder's Profile [Total – 15 marks]		
5.	<p>Average annual turnover of prime bidder</p> <ul style="list-style-type: none"> >=150 Cr to 200 Cr – 2 marks >=201 Cr to 300 Cr – 3 marks >=301 Cr to 500 Cr – 4 marks >=501 Cr – 5 marks 	5 marks
6.	<p>Employee Strength in India (combined for both consortium partners)</p> <ul style="list-style-type: none"> >=250 to 500 – 2 marks >=501 to 750 – 3 marks >= 751 to 1000 – 4 marks >=1001 – 5 marks 	5 marks

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#	Criteria	Marks								
	(Bidders are required to submit letter indicating employee strength in India from authorized signatory or HR Manager)									
7.	Consortium capability <ul style="list-style-type: none"> • No Consortium– 5 marks • Consortium with a partner having SEI CMM Level-3 Certificate– 4 marks • Consortium with a partner having ISO 9001 Certificate – 3 marks 	5 marks								
Proposed IT Products and Solution [Total - 20 marks]										
8.	Pre-Qualification Criteria – Workflow/ BPM based E-office applications <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #800000; color: white;">Particular</th> <th style="background-color: #800000; color: white;">Marks</th> </tr> </thead> <tbody> <tr> <td>Proposed OEM listed in the latest Gartner Magic Quadrant of Enterprise Content Management or Intelligent Business Process & Management.</td> <td align="center">3</td> </tr> <tr> <td>Proposed OEM is not listed in the latest Gartner Magic Quadrant of Enterprise Content Management or Intelligent Business Process & Management.</td> <td align="center">0</td> </tr> </tbody> </table>	Particular	Marks	Proposed OEM listed in the latest Gartner Magic Quadrant of Enterprise Content Management or Intelligent Business Process & Management.	3	Proposed OEM is not listed in the latest Gartner Magic Quadrant of Enterprise Content Management or Intelligent Business Process & Management.	0	3 marks		
Particular	Marks									
Proposed OEM listed in the latest Gartner Magic Quadrant of Enterprise Content Management or Intelligent Business Process & Management.	3									
Proposed OEM is not listed in the latest Gartner Magic Quadrant of Enterprise Content Management or Intelligent Business Process & Management.	0									
9.	Active Network Equipment (Network Switches) <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #800000; color: white;">Particular</th> <th style="background-color: #800000; color: white;">Marks</th> </tr> </thead> <tbody> <tr> <td>Proposed OEM listed in Leaders Quadrant of the latest Gartner Magic Quadrant for Wired and Wireless LAN Access Infrastructure</td> <td align="center">4</td> </tr> <tr> <td>Proposed OEM listed in Challengers Quadrant of the latest Gartner Magic Quadrant for Wired and Wireless LAN Access Infrastructure</td> <td align="center">2</td> </tr> <tr> <td>None of the Above</td> <td align="center">0</td> </tr> </tbody> </table>	Particular	Marks	Proposed OEM listed in Leaders Quadrant of the latest Gartner Magic Quadrant for Wired and Wireless LAN Access Infrastructure	4	Proposed OEM listed in Challengers Quadrant of the latest Gartner Magic Quadrant for Wired and Wireless LAN Access Infrastructure	2	None of the Above	0	4 marks
Particular	Marks									
Proposed OEM listed in Leaders Quadrant of the latest Gartner Magic Quadrant for Wired and Wireless LAN Access Infrastructure	4									
Proposed OEM listed in Challengers Quadrant of the latest Gartner Magic Quadrant for Wired and Wireless LAN Access Infrastructure	2									
None of the Above	0									
10.	Servers <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #800000; color: white;">Particular</th> <th style="background-color: #800000; color: white;">Marks</th> </tr> </thead> <tbody> <tr> <td>Proposed OEM listed in Leaders Quadrant of the latest Gartner Magic Quadrant for Modular Servers</td> <td align="center">3</td> </tr> <tr> <td>Proposed OEM listed in Challengers Quadrant of the latest Gartner Magic Quadrant for Modular Servers</td> <td align="center">1.5</td> </tr> <tr> <td>None of the Above</td> <td align="center">0</td> </tr> </tbody> </table>	Particular	Marks	Proposed OEM listed in Leaders Quadrant of the latest Gartner Magic Quadrant for Modular Servers	3	Proposed OEM listed in Challengers Quadrant of the latest Gartner Magic Quadrant for Modular Servers	1.5	None of the Above	0	3 marks
Particular	Marks									
Proposed OEM listed in Leaders Quadrant of the latest Gartner Magic Quadrant for Modular Servers	3									
Proposed OEM listed in Challengers Quadrant of the latest Gartner Magic Quadrant for Modular Servers	1.5									
None of the Above	0									
11.	Storage <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #800000; color: white;">Particular</th> <th style="background-color: #800000; color: white;">Marks</th> </tr> </thead> <tbody> <tr> <td>Proposed OEM listed in Leaders Quadrant of the latest Gartner Magic Quadrant for Primary storage</td> <td align="center">3</td> </tr> <tr> <td>Proposed OEM listed in Challengers Quadrant of the latest Gartner Magic Quadrant for Primary storage</td> <td align="center">1.5</td> </tr> <tr> <td>None of the Above</td> <td align="center">0</td> </tr> </tbody> </table>	Particular	Marks	Proposed OEM listed in Leaders Quadrant of the latest Gartner Magic Quadrant for Primary storage	3	Proposed OEM listed in Challengers Quadrant of the latest Gartner Magic Quadrant for Primary storage	1.5	None of the Above	0	3 marks
Particular	Marks									
Proposed OEM listed in Leaders Quadrant of the latest Gartner Magic Quadrant for Primary storage	3									
Proposed OEM listed in Challengers Quadrant of the latest Gartner Magic Quadrant for Primary storage	1.5									
None of the Above	0									
12.	Cloud Based DR Service Provider (CSP) <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #800000; color: white;">Particular</th> <th style="background-color: #800000; color: white;">Marks</th> </tr> </thead> <tbody> <tr> <td>Proposed OEM listed in Leaders Quadrant of the latest Gartner Magic Quadrant for Cloud Infrastructure as Service.</td> <td align="center">4</td> </tr> <tr> <td>Proposed OEM listed in Challengers Quadrant of the latest Gartner Magic Quadrant for Cloud Infrastructure as Service</td> <td align="center">2</td> </tr> <tr> <td>None of the Above</td> <td align="center">0</td> </tr> </tbody> </table>	Particular	Marks	Proposed OEM listed in Leaders Quadrant of the latest Gartner Magic Quadrant for Cloud Infrastructure as Service.	4	Proposed OEM listed in Challengers Quadrant of the latest Gartner Magic Quadrant for Cloud Infrastructure as Service	2	None of the Above	0	4 marks
Particular	Marks									
Proposed OEM listed in Leaders Quadrant of the latest Gartner Magic Quadrant for Cloud Infrastructure as Service.	4									
Proposed OEM listed in Challengers Quadrant of the latest Gartner Magic Quadrant for Cloud Infrastructure as Service	2									
None of the Above	0									

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#	Criteria	Marks	
13.	ITSSM Tool	3 marks	
	Particular		Marks
	Proposed OEM listed in the latest Gartner Magic Quadrant for IT Service Management (ITSM) Tools		3
	Proposed OEM is not listed in the latest Gartner Magic Quadrant for IT Service Management (ITSM) Tools	0	

Note:

1. Value of project must be for contract value of the services and excludes hardware and other infrastructure costs.
2. For computing the project value, single work order will be considered.
3. Bidder must provide the experience statement as per Annexure-1 (Form-1.5) for each project claimed for Points-1 & 3 and Annexure-1 (Form-1.16) for point 2 above along with the documentary evidences like Copy of Purchase Order or Work Order or LOI or Agreement duly authenticated/ signed by the respective client and Completion Certificates/ Project Acceptance Certificate/ Go-Live certificate from respective client. The number of transactional users and modules in use should be evident from either of the above client documents.
4. Bidders are required to submit letter indicating employee strength in India from authorized signatory or HR Manager for point 5 above.
5. 'Clients' or 'Customers' in this section refers to work order issuing authority.

ANNEXURE-IV

Revised Form –1.7: Affidavit

On letterhead of each member, including full postal address, telephone, fax, email, addresses)

The affidavit format as indicated below to be furnished on non-judicial stamp paper of Rs. 300 (duly notarized) by bidder (or each member of consortium, in case of consortium)

Name of work: Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation.

1. I, the undersigned, do hereby certify that all the statements made in the required attachments are true and correct.
2. The undersigned also hereby certifies that neither our firm M/s **have abandoned any work in India nor any contract awarded to us for such works has been rescinded during last five years, from the date of this bid submission.**
3. The undersigned hereby authorize(s) and request(s) any bank, person, authorities, government or public limited institutions, firm or corporation to furnish pertinent information deemed necessary and requested by the SSCDL/SMC to verify our statements or our competence and general reputation.
4. The undersigned understands and agreed that further qualifying information may be requested, and agrees to furnish any such information at the request of the SSCDL/SMC.
5. The SMC/SSCDL and its authorized representative are hereby authorized to conduct any inquiries or investigations to verify the statements, documents, and information submitted in connection with this application and to seek clarification from our bankers and clients regarding any financial and technical aspects. This Affidavit will also serve as authorization to any individual or authorized representative of any institution referred to in the supporting information, to provide such information deemed necessary and requested by you to verify statements and information provided in the tender or with regard to the resources, experience and competence of the Applicant.
6. My/ our offer shall not be considered in case of fake/ forged document(s) found during verification at any stage or at any stage of contract. I/ We are agreed to whatever action (s) taken by competent authority of corporation in the aforesaid circumstances such as forfeiture of security deposit and debarring from participation in future tenders for the period/ years as deemed fit by the corporation and informing the same to all other state/ central level Government/ semi government organizations.

Signed by the Authorized Signatory of the firm _____

Title of the office: _____

Name of the firm: _____

Date: _____

ANNEXURE-V

Form-1.17: MAF - Format for Authorization Letters from OEMs

<<To be printed on letter head of OEM and signed by Authorized signatory of OEM>>

Date: dd/mm/yyyy

To
The General Manager IT,
Surat Smart City Development Ltd.
1st Floor, South Zone Office, Surat Municipal Corporation,
Opp. Satyanagar, Udhna, Surat-394210, Gujarat, India.

Sub : Authorization Letter from OEM for “RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation”

Ref : RFP No.: SSCDL-ERP-RFP-01-2020

Dear Sir/ Madam,

We _____ (Name of the OEM) who are established and reputable OEM of _____ (product proposed), do hereby authorize _____ (Name and address of the Bidder) to bid, negotiate and conclude the contract with you against RFP No. SSCDL-ERP-RFP-01-2020 for the above product developed by us.

We authorized the _____ (name of the bidder) for the following modules/products:

Sr. No.	Product Name	Make & Model
1		
2		
...		
N		

<<<for software components>>>>

We _____ (Name of the OEM) extend our warranty maintenance or support services for proposed product against this invitation for bid by _____ (Name of the Bidder) as per requirements of this RFP for 4 years post completion of Hypercare Support. We also confirm that End of support date have not been announced for the product proposed and product roadmap is attached for your reference.

<<<for hardware components>>>>

We _____ (Name of the OEM) extend our warranty maintenance, support services and parts availability for proposed product against this invitation for bid by _____ (Name of the Bidder) as per requirements of this RFP for 4 years post completion of Hypercare Support. We also confirm End of support date have not been announced for the product proposed and product roadmap is attached for your reference.

<<<for Cloud Based DR Service Provider (CSP)>>>>

We _____ (Name of the CSP) extend our services for Cloud Based DR against this invitation for bid by _____ (Name of the Bidder) as per requirements of this RFP for 4 years post completion of Hypercare Support.

Thanking you,
Yours faithfully,

(Signature)
For and on behalf of: _____ (Name of the OEM)

Authorised Signatory

Name:
Designation:
Place:
Date:

Sign
Stamp

ANNEXURE-VI

10.3 Revised Commercial Bid Format

[Note: Price Bid is to be submitted online only. The Price Bid if submitted physically along with Technical Bid leading to revelation of prices before the due date of opening of the Price Bid will lead to disqualification.]

Please note below important instructions for preparation and submission of commercial bid

1. **Under Schedule-A**, bidder is required to specify the implementation Cost and Annual Support Cost for ERP Core Modules and Implementation Cost and Annual Support Cost for e-Office Application using DMS & BPM.
2. **Under Schedule-B**, bidder is required to specify the yearly subscription cost for the Email Exchange & Collaboration tool.
3. **Under Schedule-C: Table-1**, bidder is required to clearly list each item that is licensed separately and required as part of proposed solution w.r.t. COTS product related to ERP and e-office/BPM. Software license required at DR should be listed as a separate line with suffix “[for DR]”.
4. **Under Schedule-C: Table-2**, bidder is required to clearly list each item that is licensed separately and required as part of proposed solution w.r.t. Server OS, Database, Backup Software, Antivirus, Virtualisation License, ITSSM Tool, etc. for physical Data Center. Software license required at DR should be listed as a separate line with suffix “[for DR]”.
5. **Under Schedule-D: Table-1**, bidder is required to clearly list each hardware item that is required to host the proposed solution at physical Datacenter. Each item with different configuration (i.e. servers of different configuration) should be listed separately.
6. **Under Schedule-D: Table 2a**, bidder is required to clearly list each subscription item (i.e. computer service, storage service, database service, security service, etc.) required as part of **Cloud based Idle DR**.
7. **Under Schedule-D: Table 2b**, bidder is required to clearly list each subscription item (i.e. computer service, storage service, database service, security service, etc.) required as part of **Cloud based Active DR**. For the purpose of commercial bid evaluation, **cost of Active DR** will be considered for 120 hours on a yearly basis including provision for the DC/DR mock drills.
8. **Under Schedule-D: Table 3**, bidder is required to clearly mention the cost of ISO 27001 Certification.
9. **Under Schedule-E**, bidder is required to quote the Monthly Billing Rate for additional resources. However, the cost of additional resources will not be considered for financial evaluation. If required, SMC/SSCDL may ask the bidder to deploy additional resources as per the rates specified in the table
10. All the above schedules are to be submitted online only as part of commercial proposal.
11. **Based on above schedules the Project summary will be generated by SSCDL/SMC to evaluate the Commercial Proposal of the bidder as per table below:**

Table-1: Summary of All Cost Components

Sr. No.	Description	Total Amount without Taxes
1	Total Cost of Schedule - A [Implementation Cost and Annual Support Cost for ERP Core Modules and e-Office Application using DMS & BPM]	
2	Total Cost of Schedule - B [Email Exchange & Collaboration Tool]	
3	Total Cost of Schedule - C: Table 1 [Software Licenses & ATS cost for ERP OEM and e-Office with DMS & BPM]	
4	Total Cost of Schedule - C:Table 2 [Other Software Licenses & ATS Cost]	

Table-1: Summary of All Cost Components		
5	Total Cost of Schedule - D:Table 1 [IT Infrastructure Hardware for Datacenter with warranty support]	
6	Total Cost of Schedule - D: Table 2a [IT Infrastructure, Software & Service Cost for Cloud based Idle DR]	
7	Total Cost of Schedule - D: Table 2b [IT Infrastructure, Software & Service Cost for Cloud based Active DR]	
8	Total Cost of Schedule - D: Table 3 [ISO 27001 Certification Cost]	
Grand Total in INR		

10.3.1 Schedule-A: Implementation Cost and Annual Support Cost for ERP Core Modules and e-Office Application using DMS & BPM

Note:

- Under Schedule-A**, bidder is required to specify the implementation Cost and Annual Support Cost for ERP Core Modules and Implementation Cost and Annual Support Cost for e-Office Application using DMS & BPM.
- All the prices quoted should be excluding GST. Rate of GST to be indicated separately. The rate of GST will not be considered in Commercial evaluation and GST will be paid extra on actuals

Schedule-A: Implementation Cost and Annual Support Cost for ERP Core Modules and e-Office Application using DMS & BPM						
#	Description	Qty	Measurement Unit	Unit Price (in INR)	Amount (in INR)	Rate of GST in %
(A)	(B)	(C)	(D)	(E)	(F) = (C) X (E)	(G)
A	ERP Core Modules: Implementation Cost	1	Lumpsum			
B	ERP Core Modules: Annual Support Cost for 4 years with required mandatory onsite presence (defined under PGLS section) supported by offshore team post Hypercare Support	4	Years			
C	e-Office Application using DMS & BPM: Implementation Cost	1	Lumpsum			
D	e-Office Application using DMS & BPM: Annual Support Cost for 4 years with required mandatory onsite presence (defined under PGLS section) supported by offshore team post Hypercare Support	4	Years			
Total Amount in INR						

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10.3.2 Schedule-B: Email Exchange & Collaboration Tool

Note:

- Under Schedule-B**, bidder is required to specify the yearly subscription cost for the Email Exchange & Collaboration tool.
- All the prices quoted should be excluding GST. Rate of GST to be indicated separately. The rate of GST will not be considered in Commercial evaluation and GST will be paid extra on actuals

Schedule-B: Email Exchange & Collaboration Tool					
#	Description	No. of Users	Yearly Subscription Cost (in INR)	Subscription Cost of 4 years	Rate of GST in %
(A)	(B)	(C)	(D)	(E)=(C)*(D)*4	(F)
A	Subscription charges for Email Exchange & Collaboration tool	1000			
Total Amount in INR					

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10.3.3 Schedule-C: Software Licenses & ATS Cost

Table 1- Software Licenses pertaining to ERP OEM and e-Office with DMS & BPM

Note:

- 1 **Under Schedule-C: Table-1**, bidder is required to clearly list each item that is licensed separately and required as part of proposed solution w.r.t. COTS product related to ERP and e-office/BPM. Software license required at DR should be listed as a separate line with suffix “[for DR]”.
- 2 The yearly ATS Charge for respective software component should be mentioned in Column-I: ATS Charge. In case, if ATS is not applicable for certain line item then "o" should be mentioned in Column-I.
- 3 All the prices quoted should be excluding GST. Rate of GST for License Cost and ATS to be specified in Column-L and Column-M, GST will be paid extra on actuals.
- 4 The information mentioned in Column C,D,E &F should be same as mentioned in Unpriced BoQ in Section 11.3 of the RFP

Schedule-C: Table-1 -Software Licenses pertaining to ERP OEM and e-Office with DMS & BPM												
Item	Item Description	OEM & Model	Part Code	Measurement Unit (e.g user count, lumpsum, etc.)	Proposed Qty	Unit Price (in INR)	Total License Amount (in INR)	ATS Charge (in INR)	ATS for 4 years (in INR)	Total Amount (in INR)	Rate of GST in % Applicable on License	Rate of GST in % Applicable on ATS Charge
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)=(F)*(G)	(I)	(J)=(I)*4	(K)=(H)+(J)	(L)	(M)
1	Supply & Activation ERP License (275 units)											
I	Finance - Accounting											
Ii	Finance - Costing											
Iii	HR - Personnel Management											
iv	HR-Appraisal & Promotion											
v	Vendor Management..etc.											
...												
2	Supply & Activation of ERP Employee Self-service (1000 Units)											
i												

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Schedule-C: Table-1 -Software Licenses pertaining to ERP OEM and e-Office with DMS & BPM

Item	Item Description	OEM & Model	Part Code	Measurement Unit (e.g user count, lumpsum, etc.)	Proposed Qty	Unit Price (in INR)	Total License Amount (in INR)	ATS Charge (in INR)	ATS for 4 years (in INR)	Total Amount (in INR)	Rate of GST in % Applicable on License	Rate of GST in % Applicable on ATS Charge
ii												
...												
3	Supply & Activation of Payroll License (20000 units)											
i												
ii												
...												
4	e-Office with DMS and BPM											
i												
ii												
...												
Total Amount in INR												
Information mentioned in above table under "Column-B: Item Description" is indicative. Bidder is required to clearly list each item that is licensed separately and required as part of proposed solution along with relevant details under each column.												

Table 2-Other Software Licenses & ATS Cost

Note:

- Under Schedule-C: Table-2**, bidder is required to clearly list each item that is licensed separately and required as part of proposed solution w.r.t. Server OS, Database, Backup Software, Antivirus, Virtualisation License, ITSSM Tool, etc. for physical Data Center. Software license required at DR should be listed as a separate line with suffix "[for DR]".
- The yearly ATS Charge for respective software component should be mentioned in Column-I: ATS Charge. In case, if ATS is not applicable for certain line item then "o" should be mentioned in Column-I.
- All the prices quoted should be excluding GST. Rate of GST for License Cost and ATS to be specified in Column-L and Column-M, GST will be paid extra on actuals.
- The information mentioned in Column C,D,E &F should be same as mentioned in Unpriced BoQ in Section 11.3 of the RFP

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Schedule-C: Table-2 -Other Software Licenses & ATS Cost

Item	Item Description	OEM & Model	Part Code	Measurement Unit (e.g user count, lumpsum, etc.)	Proposed Qty	License rate (in INR)	Total License Amount (in INR)	ATS Charge (in INR)	ATS for 4 years (in INR)	Total Amount (in INR)	Rate of GST in % Applicable on License	Rate of GST in % Applicable on ATS Charge
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)=(F)*(G)	(I)	(J)=(I)*4	(K)=(H)+(J)	(L)	(M)
1	Database											
2	Server OS											
3	IT Service Support Management (ITSSM)											
4	Backup											
5	Virtualisation											
...												
Total Amount in INR												
Information mentioned in above table under "Column-B: Item Description" is indicative. Bidder is required to clearly list each item that is licensed separately and required as part of proposed solution along with relevant details under each column.												

10.3.4 Schedule-D: Datacenter IT Infrastructure, Cloud Based DR & Certification Cost

Table 1-IT Infrastructure Hardware for Datacenter with warranty support

Note:

- Under Schedule-D: Table-1**, bidder is required to clearly list each hardware component that is required to host the proposed solution at physical Datacenter. Each item with different configuration (i.e. servers of different configuration) should be listed separately.
- All the prices quoted should be excluding GST. Rate of GST to be indicated separately. The rate of GST will not be considered in Commercial evaluation and GST will be paid extra on actuals.
- The information mentioned in Column C,D,E &F should be same as mentioned in Unpriced BoQ in Section 11.3 of the RFP

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Schedule-D: Table 1- IT Infrastructure Hardware for Datacenter with warranty support

Item	Item Description	OEM & Model	Part Code	Measurement Unit	Proposed Qty	Unit Price with 4 years warranty support post Hypercare support (in INR)	Total Amount (in INR)	Rate of GST in %
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)=(F)*(G)	(I)
1								
2								
3								
...								
Total Amount in INR								

Table 2a- IT Infrastructure, Software & Service Cost for Cloud based Idle DR

Note:

- Under Schedule-D: Table 2a,** bidder is required to clearly list each subscription item (i.e. computer service, storage service, database service, security service, etc.) required as part of Cloud based Idle DR.
- All the prices quoted should be excluding GST. Rate of GST to be indicated separately. The rate of GST will not be considered in Commercial evaluation and GST will be paid extra on actuals.
- The information mentioned in Column C,D,E &F should be same as mentioned in Unpriced BoQ in Section 11.3 of the RFP
- DR storage should be provisioned at 50% of the capacity (250 TB) of the Data Centre site. In case of requirement for additional storage space, SI will be required to provision the same as per the approved rate on pro-rata basis

Schedule-D: Table 2a-IT Infrastructure, Software & Service Cost for Cloud based Idle DR

Item	Item Description	OEM & Model	Part Code	Measurement Unit	Proposed Qty	Yearly Subscription Rate (in INR)	Subscription Amount for 4 years (in INR)	Rate of GST in %
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)=(F)*(G)*4	(I)
1								
2								

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Schedule-D: Table 2a-IT Infrastructure, Software & Service Cost for Cloud based Idle DR

Item	Item Description	OEM & Model	Part Code	Measurement Unit	Proposed Qty	Yearly Subscription Rate (in INR)	Subscription Amount for 4 years (in INR)	Rate of GST in %
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)=(F)*(G)*4	(I)
...								
Total Amount in INR								

Table 2b- IT Infrastructure, Software & Service Cost for Cloud based Active DR

Note:

- Under Schedule-D: Table 2b**, bidder is required to clearly list each subscription item (i.e. computer service, storage service, database service, security service, etc.) required as part of Cloud based **Active DR**.
- All the prices quoted should be excluding GST. Rate of GST to be indicated separately. The rate of GST will not be considered in Commercial evaluation and GST will be paid extra on actuals.
- The information mentioned in Column C,D,E &F should be same as mentioned in Unpriced BoQ in Section 11.3 of the RFP
- For the purpose of commercial bid evaluation, **cost of Active DR** will be considered for 120 hours on a yearly basis including provision for the DC/DR mock drills.

Schedule-D: Table 2b-IT Infrastructure, Software & Service Cost for Cloud based Active DR

Item	Item Description	OEM & Model	Part Code	Measurement Unit	Proposed Qty	Hourly Subscription Rate (in INR)	Subscription Amount for 4 years (in INR)	Rate of GST in %
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)=(F)*(G)*120*4	(I)
1								
2								
...								
Total Amount in INR								

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Table 3- ISO 27001 Certification Cost

Note:

- Under Schedule-D: Table 3**, bidder is required to clearly mention the cost of ISO 27001 Certification.
- All the prices quoted should be excluding GST. Rate of GST to be indicated separately. The rate of GST will not be considered in Commercial evaluation and GST will be paid extra on actuals

Schedule-D: Table 3-STQC Certificate Cost						
Item (A)	Item Description (B)	Measurement Unit (C)	Qty (D)	Rate in INR (in INR) (E)	Total Amount (in INR) (F)=(D)*(E)	Rate of GST in % (I)
1	ISO 27001 Certification Cost	Number	2			
Total Amount in INR						

10.3.5 Schedule E: Monthly Billing Rate

Note:

- All the prices quoted should be excluding GST and the same will be paid extra on actuals.
- The cost of additional resources will not be considered for financial evaluation. If required, SMC/SSCDL may ask the bidder to deploy additional resources as per the rates specified in the table

Sr.No	Role	Monthly Billing Rate (in INR) – ONSITE	Monthly Billing Rate (in INR)– OFFSHORE
1	Project Manager		
2	Functional Consultant		
3	System Architect		
4	Lead Application Developer		
5	Application Developer (ERP)		
6	Integration Lead		
7	Database Administrator		
8	System Administrator		
9	Application Developers (e-Office, BPM/DMS)		
10	Helpdesk Support Engineer		

ANNEXURE-VII

11.1 General Instructions

h) DR Site on third party (Cloud) site:

- i. SI will be required to properly size and provide complete solution including all the components to meet the RFP requirements.
- ii. The sizing and solution document must be submitted as part of Technical Bid document.
- iii. In the event of DC failure, DR site shall take over the active role, with 50% of compute of DC production environment infrastructure and such scenario will be called “**Active DR**”. Else the compute environment in DR shall be available with minimum possible compute resources required for a functional DR as per the Cloud solution offered, such scenario will be called “**Idle DR**”. DC Production Database shall be replicated on an ongoing basis and shall be available in full as per designed RTO/RPO (2 hours/ 4 hours) and replication strategy.
- iv. In addition to regular back up at DC, back up of Non-production environment consisting of Development/Quality/etc. at DC should be done at Cloud based DR site (weekly full backup with daily incremental backup). Backup to be retained for two weeks e.g. Backup of 1st week to be over written while taking backup of 3rd week where as the backup of 2nd week should be retained and similarly backup of 2nd week to be over written while taking backup of 4th week where as the backup of 2nd week should be retained.
- v. DR storage should be provisioned at 50% of the capacity (250 TB) of the Data Centre site. In case of requirement for additional storage space, SI will be required to provision the same as per the approved rate on pro-rata basis.
- vi. DC and DR should be configured in Active-Passive Mode.
- vii. The solution has to be configured with an RPO of 2 hour and RTO of 4 hour
- viii. Bidder shall be responsible to carry out DC/DR mock drills on half-yearly basis or as and when required.
- ix. Bidder will be required to quote the price for Active DR and Idle DR setup separately. For the purpose of commercial bid evaluation, cost of Active DR will be considered for 120 hours on a yearly basis including provision for the DC/DR mock drills where as the payment for Active DR will be made for actual hours of utilization as per the price quoted in commercial bid.

11.2 Minimum Technical Specification

- a) The bidder can quote for each item meeting or exceeding the below mentioned minimum specification. Separate sheet needs to be attached if more than one product is quoted.
- b) The specification mentioned below are minimum specification. The bidder can quote the products equivalent or higher depending upon the sizing for the entire solution.
- c) The bidder must clearly specify the features of the offered product vis-à-vis specification and deviation if any in the Column-C and Column-D respectively.
- d) The exact make and model of the product offered must be specified in the Column-E.
- e) The technical spec sheet and the product brochure of the product offered should also be submitted along with technical bid.
- f) In case the space provided is not sufficient then a separate paper as per the format below can be annexed to the bid. The same must be duly signed and stamped.
- g) The bidder is required to submit the datasheets highlighting the Technical Specification parameters in each datasheet for compliances

1. SERVER FOR ERP SOLUTION

#	Item	Matched [Yes/No]	Deviation from Specification / Remarks if Any	Specify Make, Model & Technology Name
(A)	(B)	(C)	(D)	(E)
I. SERVER FOR ERP SOLUTION				
1.	Make	Specify		
2.	Model	Specify		
3.	Form Factor	2U or Higher Rack Mountable		
4.	Processor	- Intel's Xenon series Gold or platinum category processor Latest Generation		
		- Minimum 2.5 GHz Base frequency		
		Specify Processor Model		
		Specify Processing Speed		
		Specify Cache		
		Specify No. of Cores		
		Specify No. of Processors proposed		
5.	Memory Technology	- DIMM Slots must be supporting 2400 MHz/2666MHz memory frequency		
		- Memory DIMM Slots must be supporting 8GB / 16GB / 32GB / 64GB/128GB memory modules.		
		- Minimum 50% DIMM Slots must be supporting Non-Volatile Memory.		
		- As per Application architecture, vendor can propose the memory. Hardware must have a provision to scale up atleast 25% more capacity for future.		
		Specify Maximum RAM supported		
		Specify Total RAM Proposed		
6.	Chipset	Compatible latest series of chipset (specify chipset)		
7.	Hard Disk Drives	Vendor must propose the SSD hard disks in case of internal storage is offered. Database and Critical application workload must be running from SSD Hard disks. Other supporting workloads can be offered on SAS drives.		

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#	Item	Matched [Yes/No]	Deviation from Specification / Remarks if Any	Specify Make, Model & Technology Name
	Specify the No. of HDD Slots supported			
	Specify the HDD Capacity Offered			
	Specify the HDD Composition proposed with capacity of each type of HDD			
8.	Storage Controllers			
	Servers must be equipped with RAID Controller supporting RAID 0,1 , 5, 6, and 10 with 8GB Cache memory			
9.	Networking features			
	4 Nos. of 10G SFP+ Ports with support of TCP/IP, Wake on LAN, Failover, Fault Tolerance must be available from day one. Scalability of 25Gigabit Ethernet Ports in same server.			
10.	Ports			
	2 Front and 2 Rear USB ports, 1 serial port, 2 RJ-45 port, 1 VGA, 1 Management Port (TCP\IP based). Dedicated USB / Micro USB or any type of Server Management port in front to manage the server from BIOS Level.			
11.	HBA			
	Single port 8 Gb OFC HBA X 2 Nos. for redundancy to connect with SAN Storage/SAN Switch			
12.	Slots			
	Minimum four PCIe Slots available from day one and scalable up to minimum 8 PCI Slots.			
13.	Server Management Features / Technologies / Softwares			
	<p>Embedded Agent less Server Management software regardless of operating system or Hypervisor Presence, should be GUI HTML5 based with functionality/features mentioned below:</p> <ul style="list-style-type: none"> - Alerts for monitoring health of critical components. - Having two factor Authentication support. - Should support automatic check & update of hardware drivers & BIOS Version Control. - Should be able to generate a report on Inventory & automatically track server warranty information. Remote Deployment & Configuration. - Email Alertings on at least, Fan, Power Supply, Memory, CPU, RAID, NIC, Internal HDD, Out of Band Performance. Customizable Settings for Exhaust Temperature 			
14.	Diagnostics Features			
	Embedded Diagnostic Tools, Server Configuration Backup & Restoration, System error LEDs on Front Panel in case of component failure			
15.	Power Supply			
	Hot Swappable High Efficiency Redundant Power Supplies (1+1) capable to provide necessary power for fully loaded server with India Power Cord.			

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#	Item	Matched [Yes/No]	Deviation from Specification / Remarks if Any	Specify Make, Model & Technology Name
16.	OS Support	Microsoft Windows Server 2012R2 or higher, Red Hat Enterprise Linux (RHEL), SUSE Linux Enterprise Server (SLES), Ubuntu, Citrix Xen Server, Vmware ESXi		
17.	Virtualization Support	Should support leading virtualization platforms including the one proposed by the bidder (if any)		
18.	Mounting Kit	Sliding rack mounting kit for rack server		
19.	Warranty	<ul style="list-style-type: none"> - 24 x 7 on-site comprehensive back-to-back OEM warranty with parts during complete contract period - minimum 7 years OEM's product support guarantee (Vendor has to give the same on OEM letterhead) 		
20.	Use of proposed server	Specify the type of proposed server (i.e. production server / testing server, etc.) and use of server (data base server, application server, etc.)		
21.	Quantity	Specify the quantity of the proposed server as per the solution architecture		

Note: The above table should be used to provide the specifications of the servers to be used for hosting ERP solution.

2. SERVER FOR OTHER REQUIREMENTS

#	Item	Matched [Yes/No]	Deviation from Specification / Remarks if Any	Specify Make, Model & Technology Name
(A)	(B)	(C)	(D)	(E)

II. SERVER FOR OTHER REQUIREMENTS

1.	Make	Specify		
2.	Model	Specify		
3.	Form Factor	2U or Higher Rack Mountable		
4.	Processor	Minimum 2.5 GHz Base frequency		
		Specify Processor Model		
		Specify Processing Speed		
		Specify Cache		
		Specify No. of Cores		
5.	Memory Technology	<ul style="list-style-type: none"> - DIMM Slots must be supporting 2400 MHz/2666MHz memory frequency - Memory DIMM Slots must be supporting 8GB / 16GB / 32GB / 64GB/128GB memory modules. - As per Application architecture, vendor can propose the memory. Hardware must have a provision to scale up atleast 25% more capacity for future. 		
		Specify Maximum RAM supported		

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#	Item	Matched [Yes/No]	Deviation from Specification/Remarks if Any	Specify Make, Model & Technology Name
	Specify Total RAM Proposed			
6.	Chipset	Compatible latest series of chipset (specify chipset)		
7.	Hard Disk Drives	Specify the No. of HDD Slots supported		
		Specify the HDD Capacity Offered		
		Specify the HDD Composition proposed with capacity of each type of HDD		
8.	Storage Controllers	Servers must be equipped with RAID Controller supporting RAID 0,1 , 5, 6, and 10 with 1 GB Cache memory		
9.	Networking features	2 Nos. of 10G SFP+ Ports with support of TCP/IP, Wake on LAN, Failover, Fault Tolerance must be available from day one. Scalability of 25Gigabit Ethernet Ports in same server.		
10.	Ports	2 Front and 2 Rear USB ports, 1 serial port, 2 RJ-45 port, 1 VGA, 1 Management Port (TCP\IP based). Dedicated USB / Micro USB or any type of Server Management port in front to manage the server from BIOS Level.		
11.	HBA	Single port 8 Gb OFC HBA X 2 Nos. for redundancy to connect with SAN Storage/SAN Switch		
12.	Slots	Minimum four PCIe Slots available from day one and scalable up to minimum 8 PCI Slots.		
13.	Server Management Features / Technologies / Softwares	<p>Embedded Agent less Server Management software regardless of operating system or Hypervisor Presence, should be GUI HTML5 based with functionality/features mentioned below:</p> <ul style="list-style-type: none"> - Alerts for monitoring health of critical components. - Having two factor Authentication support. - Should support automatic check & update of hardware drivers & BIOS Version Control. - Should be able to generate a report on Inventory & automatically track server warranty information. Remote Deployment & Configuration. - Email Alertings on at least, Fan, Power Supply, Memory, CPU, RAID, NIC, Internal HDD, Out of Band Performance. Customizable Settings for Exhaust Temperature 		
14.	Diagnostics Features	Embedded Diagnostic Tools, Server Configuration Backup & Restoration, System error LEDs on Front Panel in case of component failure		

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#	Item	Matched [Yes/No]	Deviation from Specification/ Remarks if Any	Specify Make, Model & Technology Name
15.	Power Supply	Hot Swappable High Efficiency Redundant Power Supplies (1+1) capable to provide necessary power for fully loaded server with India Power Cord.		
16.	OS Support	Microsoft Windows Server 2012R2 or higher, Red Hat Enterprise Linux (RHEL), SUSE Linux Enterprise Server (SLES), Ubuntu, Citrix Xen Server, Vmware ESXi		
17.	Virtualization Support	Should support leading virtualization platforms including the one proposed by the bidder (if any)		
18.	Mounting Kit	Sliding rack mounting kit for rack server		
19.	Warranty	- 24 x 7 on-site comprehensive back-to-back OEM warranty with parts during complete contract period - minimum 7 years OEM's product support guarantee (Vendor has to give the same on OEM letterhead)		
20.	Use of proposed server	Specify the type of proposed server (i.e. production server / testing server, etc.) and use of server (data base server, application server, etc.)		
21.	Quantity	Specify the quantity of the proposed server as per the solution architecture		

Note: The following table should be used to provide the specifications of the servers to be used for other requirements.

3. SAN STORAGE WITH SAN SWITCHES

#	Item	Matched [Yes/No]	Deviation from Specification/ Remarks if Any	Specify Make, Model & Technology Name
(A)	(B)	(C)	(D)	(E)
III. SAN Storage with SAN Switches				
1.	MAKE	Specify		
2.	MODEL	Specify		
3.	Controllers	<ul style="list-style-type: none"> At least 2 hot pluggable Controllers in active/active mode (for all required protocols) with automatic failover to each other in case of one controller failure. The controllers / Storage nodes should be upgradable seamlessly, without any disruptions / downtime to production workflow for performance, capacity 		

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#	Item	Matched [Yes/No]	Deviation from Specification/ Remarks if Any	Specify Make, Model & Technology Name
			enhancement and software / firmware upgrades. <ul style="list-style-type: none"> • Minimum four Xeon 8 Core CPU across storage controllers • Controller must support Multipath I/O Architecture. 	
4.	Storage Operating System		Storage offered must be with the latest operating system	
5.	Cache		<ul style="list-style-type: none"> • Minimum 512 GB of useable cache across controllers, out of which minimum 384 GB Cache must be controller cache and rest can be flash based cache. • Cache shall be used only for data and control operations and should not handle any overhead of operating system 	
6.	Host Interface Port		Minimum 16 nos. of 16 Gbps Fibre Channel Ports (in high availability) across Controller shall be available. Ports must be active and populated with SFP+ from day one.	
7.	Back and front port		The storage should support 8/16 Gbps on FC to connect SAN Switch, 10Gbps on iSCSI (SFP+/Base-T) to Connect on LAN switch within same controller pair.	
8.	Scalability		System should support a minimum of 500 drives or more within the same set of controllers.	
9.	Disk Drive Support		System should have support for <ul style="list-style-type: none"> • SSD/Flash drives • SAS drives • Near-line SAS drives 	
10.	RAID support		Should support various RAID Levels (RAID 0 / 1 / 5 / 6 / 10 or any combination of RAID level on single Storage system)	
11.	Solution/ Type		Bidder is required to offer corresponding ports both in server as well as storage controller based on the solution proposed (FC/iSCSI).	

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#	Item	Matched [Yes/No]	Deviation from Specification/Remarks if Any	Specify Make, Model & Technology Name
12.	Storage			
13.	Global Hot Spare			

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#	Item		Matched [Yes/No]	Deviation from Specification/ Remarks if Any	Specify Make, Model & Technology Name
14.	Minimum LUNs	Capacity to create minimum 2000 numbers of LUNs			
15.	Thin Provisioning	Offered Storage System should have Thin Provisioning and Thin Reclamation.			
16.	Hardware Platform	<ul style="list-style-type: none"> • Rack mounted form-factor • Modular design to support controllers and disk drives expansion 			
17.	On-line Expansion/RAID Group creation/ Expansion	System should have online expansion and shrinking of RAID Group or addition and deletion of new RAID Group. Must be able to add and delete additional disks on the fly to expand or reduce the RAID group capacity or create new RAID Group.			
18.	Redundancy and High Availability	The Storage System should be able to protect the data against single point of failure with respect to hard disks, Cache memory, Controller card, connectivity interfaces, fans and power supplies			
19.	Management software	<ul style="list-style-type: none"> • All the necessary software (GUI Based) to configure and manage the storage space, RAID configuration, logical drives allocation, snapshots, Deduplication, Compression, Thin Provisioning, Virtualization integration, etc. are to be provided for the entire system proposed from day-1. • Licenses for the storage management software should include disc capacity/count of the complete solution and any additional disks to be plugged in in the future, upto max capacity of the existing controller/units. • A single command console for entire storage system. • Should also include storage performance monitoring 			

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#	Item	Matched [Yes/No]	Deviation from Specification/ Remarks if Any	Specify Make, Model & Technology Name
20.	Data Protection			
21.	Server Operating System Support			
22.	Virtualization Support			
23.	Accessories			
24.	SAN Switch			

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#	Item	Matched [Yes/No]	Deviation from Specification/ Remarks if Any	Specify Make, Model & Technology Name
			application architecture, bidder has to provide the same. <ul style="list-style-type: none"> Necessary SFP modules, patch cables and other required accessories has to be provided. Bidder will have to ensure that all the hardware; i.e. servers, storage, backup or any other devices connecting to SAN switch shall be in redundant mode for controllers, ports as well as cables. 	
25.	Warranty		<ul style="list-style-type: none"> 24 x 7 on-site comprehensive back-to-back OEM warranty with parts during complete contract period minimum 7 years OEM's product support guarantee (Vendor has to give the same on OEM letterhead) 	

5. 10 G LAN SWITCH

#	Item	Matched [Yes/No]	Deviation from Specification / Remarks if Any	Specify Make, Model & Technology Name
(A)	(B)	(C)	(D)	(E)
IV. 10 G LAN SWITCH				
1	MAKE	Specify		
2	MODEL	Any [Specify]		
3	Device Type:	Managed Layer 3 switch with fully populated/all activated ports along with all Transceivers /modules /software /support from day 1		
4	Ports Qty:	24 x 10G SFP + Ports with all 10G SFP+ Transceivers required should be provided/ included with product from day 1		
		Minimum 2 x 40G BASE-QSFP+ ports with 2 x 40G QSFP+ Transceivers required should be provided/included with product from day 1		
5	RAM:	Minimum 4GB DRAM		
6	Flash Memory:	Minimum 2GB Memory		
7	Switching Capacity	Minimum 640 Gbps		

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#	Item	Matched [Yes/No]	Deviation from Specification / Remarks if Any	Specify Make, Model & Technology Name
8	Switching Throughput	Minimum 150 million pps		
9	MAC Address Table Size	32000 MAC addresses		
10	Routing Protocol:	Static routing, RIP V1/V2, OSPF V1/V2/V3, CIDR, IDRP, VRRP, PBR		
		PIM Dense Mode (PIM-DM), Sparse Mode (PIM-SM), and Source-Specific Mode (PIMSSM) for IPv4 and IPv6 multicast applications		
11	IPv6	IPv6 Host Management, IPv6 L3 Routing with Dual IP stack support		
12	Switching Protocol:	Ethernet		
13	Status Indicators:	Link activity, port transmission speed, port duplex mode, power, link OK, system, temprature LED, Diagnostic LED,rest button		
14	Vlans	Should support Port, Voice, QinQ Protocol(Optional), GVRP		
15	DHCP and BOOTP relay	Should support DHCP (udp helper), BootP, DHCP Relay, DHCP Snooping		
16	Redundancy Protocols	Should support STP, RSTP, MSTP, STP Root Guard, BPDU Guard, MLAG		
17	QoS	Flow based QoS service, port based QoS service, ACL QoS, MAC based cos assignment, rate limiting and metering		
18		Should support MAC based port security by number of MAC		
19		Should support Packet filtering at L2/L4 with flow based classification based on source MAC address, destination MAC address, source IP (IPv4/IPv6) address, destination IP (IPv4/ IPv6) address, port, protocol, and VLAN.		
20		Should support Standard, Extended ACL's		
21	Open Flow	Should support Open Flow 1.x		
22	Configuration	Should support CLI and SNMP v1/v2/v3 based managements		
		Should have Easy-to-use, Web-based management interface through either GUI based software utility or using standard web browser interface which Supports configuration, system dashboard, system maintenance, and		

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#	Item	Matched [Yes/No]	Deviation from Specification / Remarks if Any	Specify Make, Model & Technology Name
23	Authentication Method:		Secure Shell (SSH), RADIUS, TACACS+	
24	Power Device:		Device must have 1+1 redundant AC power input supply and must be included with switch from day 1.	
25	Voltage Required:		AC 110/240 V (50/60 Hz)	
26	Certifications		Energy Efficient Ethernet (EEE), FCC Class B , FCC Class A, IPv6 USGv6 Certification, IPv6 UNH Certification	
27	Warranty		<ul style="list-style-type: none"> - 24 x 7 on-site comprehensive back-to-back OEM warranty with parts during complete contract period - minimum 7 years OEM's product support guarantee (Vendor has to give the same on OEM letterhead) 	

9. HSM DEVICE

#	Item	Matched [Yes/No]	Deviation from Specification/ Remarks if Any	Specify Make, Model & Technology Name
(A)	(B)	(C)	(D)	(E)
VIII. HSM Device				
1.	MAKE	Specify		
2.	MODEL	Specify		
3.	Should support Windows, Linux, Solaris, VMWARE, AIX (all are required).			
4.	All keys must be stored in FIPS certified hardware/ device			
5.	TCP/IP Network based appliance.			
6.	Should comply to standards like FIPS 140-2 Level-3, ROHS			
7.	Key Length Supported (1024 to 4096)			

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#	Item	Matched [Yes/No]	Deviation from Specification/ Remarks if Any	Specify Make, Model & Technology Name
8.	Public Key Algorithm RSA encrypt/decrypt, RSA sign/verify, ECC (Electric Curve cryptography).			
9.	Key Exchange Symmetric Algorithm: AES, DES, Triple DES			
10.	Support for Hash Message Digest HMAC, SHA1 SHA2 (224-512).			
11.	Support for various cryptographic algorithms: Asymmetric Key RSA (1024-8192 bits), Diffie-Hellman (1024 4096 bits), Elliptic Curve Cryptography DSA (1024-3072).			
12.	Random Number Generation –FIPS 140-2 approved			
13.	Support for PKCS#11, CAPI, OpenSSL, JCE/JCA			
14.	If solution cannot backup CA keys using Smart Card/Crypto Token, bidder should provide appropriate mechanism to prepare backup device			
15.	Onboard key generation, signing inside the HSM.			
16.	Provision of delivery of new device on its failure without returning the failed one.			
17.	Support for multi factor authentication (Remote and Local)			
18.	HSM should provide the configurability such that HSM operations can be configured for mandatory manual interventions for all kind of operations & access to HSM. The following functionalities should be provided in HSM operations			
	i. Multiple Operators should be required to perform tasks / operations with traceability for each of the role.			
	ii. One operator should be able to perform multiple roles and each operation should be traced to operator's role			
	iii. Audit Trails: Logs generated by HSM should provide the operators signatures / traces.			
19.	Support for minimum 100 signatures per second at 2048 bits minimum, scalable up to 500 signatures per second.			
20.	Support for Health checkup, Diagnostic commands such as PING/TRACERT/ NETSTAT for monitoring Ethernet connections and utilization statistics.			
21.	HSM should have the capabilities of 20 partitions in single appliance			
22.	HSM should support NMS integration.			
23.	24x7 Telephonic/email/onsite support from OEM.			
24.	The appliance shall support High Availability in Active/Passive cluster with automatic key replication between devices			
25.	GUI - Command line interface (CLI)/graphical user interface (GUI)			
26.	SNMP V1, V2, V2C compatible monitoring			
27.	Hot Swappable dual power supplies			

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#	Item	Matched [Yes/No]	Deviation from Specification/ Remarks if Any	Specify Make, Model & Technology Name
28.	Dual Gigabit Ethernet ports (to service two network segments)			
29.	Onboard key generation and storage of at least 250 Keys within HSM secure Memory for better security.			
30.	Availability of published API for integrating with the Application software.			
31.	Support for document signing using different types / classes of digital signatures.			
32.	Support for instant real-time signing using an API for integration with Bidder's proposed solution.			
33.	The bidder should confirm that the proposed hardware solution is capable of integration with Document Management Solution.			
34.	Warranty: <ul style="list-style-type: none"> - 24 x 7 on-site comprehensive back-to-back OEM warranty with parts during complete contract period - minimum 7 years OEM's product support guarantee (Vendor has to give the same on OEM letterhead) 			
35.	Quantity: Specify the quantity of the proposed server as per the solution architecture			

11.3 Summary of Bill of Quantity (BoQ)

Table 4A-IT Infrastructure, Software & Service Cost for Cloud based Idle DR

- Bidder is required to clearly list each subscription item (i.e. computer service, storage service, database service, security service, etc.) required as part of Cloud based Idle DR.
- It is mandatory to provide the details pertaining to OEM, Product Name, Version, Part Code and exact Quantity for all components.
- The details specified hereinunder as part of BOQ should be exactly same as those specified in the price bid in terms of Item Description, OEM & Model, Part Code and Quantity.
- DR storage should be provisioned at 50% of the capacity (250 TB) of the Data Centre site. In case of requirement for additional storage space, SI will be required to provision the same as per the approved rate on pro-rata basis.

Item	Item Description	OEM & Model	Part Code	Measurement Unit (e.g user count, lumpsum, etc.)	Proposed Qty	DR Cloud Service (Years)
1	Specify	Specify	Specify	Specify	Specify	4
2	Specify	Specify	Specify	Specify	Specify	4
3	Specify	Specify	Specify	Specify	Specify	4
...	Specify	Specify	Specify	Specify	Specify	4

Table 4B-IT Infrastructure, Software & Service Cost for Cloud based Active DR

- Bidder is required to clearly list each subscription item (i.e. computer service, storage service, database service, security service, etc.) required as part of Cloud based Active DR.
- It is mandatory to provide the details pertaining to OEM, Product Name, Version, Part Code and exact Quantity for all components.
- The details specified hereinunder as part of BOQ should be exactly same as those specified in the price bid in terms of Item Description, OEM & Model, Part Code and Quantity.
- The Active DR will be considered for **120 hours on a yearly basis** for the purpose of DC/DR mock drills and Active DR utilization

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Item	Item Description	OEM & Model	Part Code	Measurement Unit (e.g user count, lumpsum, etc.)	Proposed Qty	DR Cloud Service (Years)
1	Specify	Specify	Specify	Specify	Specify	4
2	Specify	Specify	Specify	Specify	Specify	4
3	Specify	Specify	Specify	Specify	Specify	4
...	Specify	Specify	Specify	Specify	Specify	4

ANNEXURE-VIII

Appendix 1: Resource Requirements

Credentials of Team Members

Bidder to share the profiles of named key personnel (as per format described in Form 1.10 of Section-9) who would be assigned to the project based out of Surat working from SMC office. The Authority expects all the Key Personnel specified in the Proposal to be available during implementation.

Conditions of Eligibility for Key Personnel: Each of the Key Personnel deployed at SMC during the implementation and post-implementation must fulfill the Conditions of Eligibility specified below:

Key Personnel	Minimum qualification (Full Time)	Post qualification relevant experience	Experience required
Project Manager	B.Tech/B.E./ MCA/ CA	10 years	Total 10 years of post-qualification experience, out of which minimum 3 years' experience as a project manager for ERP projects with proven functional & technical expertise, excellent client management, communication and leadership skills.
Functional Consultants (Finance, HR, Project Management, Material management, Asset Management, E-office application)	B.Tech/B.E./ CA/ MBA	5 years	Total 5 years of post-qualification experience out of which minimum 3 years' experience including one implementation project in the same module to be handled during project
System Architect	B.Tech/B.E./ MCA	8years	Total 8 years of post-qualification experience out of which minimum 3 years' experience as system architect and one implementation project.
Lead Application Developer	B.Tech/B.E./ MCA	5 years	Total 5 years of post-qualification experience out of which minimum 3 years' experience as technical lead and one implementation project.
Integration Lead	B.Tech/B.E./ MCA	5 years	Total 5 years of experience out of which minimum 4 years of experience as integration consultant using same ERP product with interface development experience to multiple third party systems.
Application Developers (ERP)	B.Tech/B.E./ MCA	3 years	Total 3 years of relevant post-qualification experience
Application Developers (e-Office, BPM/DMS)	B.Tech/B.E./ MCA	3 years	Total 3 years of relevant post-qualification experience
Database Administrator	B.Tech/B.E./ MCA	5 years	Total 5 years experience out of which minimum 2years of experience as Data Base Administrator.
System Administrator	B.Tech/B.E./ MCA	3 years	Total 3 years experience out of which 2 years of experience in similar role
Helpdesk Support Engineer	B.Tech/B.E./ MCA/MSc (IT)	3 years	Total 3 years experience out of which 2 years of experience in similar role. Should have good communication skills and good grip over English and Hindi/Gujarati language.

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Note: Over and above the criteria defined above, for the ERP COTS based products, each resource deployed by the bidder must be certified by the OEM for respective role and/or module and/or technology and must possess minimum 2 years post certification experience.

The Bidder shall have to provide billing rates for each profile in online form along with Financial Proposal. Though the pricing is a fix bid type and billing rates will not be considered in financial evaluation, but in case additional resources are required at a later stage, the below mentioned rates would be used.

Note: The cost of additional resources will not be considered for financial evaluation. If required, SMC/SSCDL may ask the bidder to deploy additional resources as per the rates specified in the table. **Monthly Billing Rate (Appendix-1) must be submitted online.**

Sr. No.	Role	Monthly Billing Rate – ONSITE	Monthly Billing Rate – OFFSHORE
1	Project Manager		
2	Functional Consultant		
3	System Architect		
4	Lead Application Developer		
5	Application Developer (ERP)		
6	Integration Lead		
7	Database Administrator		
8	System Administrator		
9	Application Developers (e-Office, BPM/DMS)		
10	Helpdesk Support Engineer		

Note: In case additional resources are required at a later stage for the requirements beyond specified in section 2.6.1 Post Go-Live Support the above mentioned rates would be used.