REQUEST FOR PROPOSAL (RFP)

For

Selection of Service Provider for Upgradation, Operation and Maintenance of Chhattisgarh State Wide Area Network Volume-I

CHhattisgarh *i*nfotech & biotech Promotion Society

(CH*i*PS)

State Data Centre Building, Near Police Control Room,
Civil Lines, Raipur, Chhattisgarh–492001
Tel.: +91-771-4014158
Email:ceochips@nic.in, Website:www.chips.gov.in

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SECTION-I

NOTICE INVITING TENDER & FACT SHEET

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NOTICE INVITING TENDER

FOR

Selection of Service Provider for Upgradation, Operation and Maintenance of CGSWAN in Chhattisgarh

No.04/CEO/CHiPS/CGSWAN/2015 Raipur, Dated 20 /01/2015

Chhattisgarh infotech and biotech Promotion Society (CHiPS), the nodal agency of Department of Information Technology and biotechnology, Government of Chhattisgarh in the state of Chhattisgarh invites technical and financial proposals from reputed Selected Bidder / Implementing Agency firms of national and international repute in e-Governance implementation (in sealed cover), to provide **"Setting up and maintenance of newly created 9 Districts and Services, Operation and Maintenance of existing CGSWAN in Chhattisgarh"** on behalf of of Department of Information Technology and biotechnology , as detailed in the Scope of Work in this RFP.

The document can be downloaded from the website www.chips.gov.in & www.cgstate.gov.in response to this tender shall be deemed to have been done after careful study and examination of this document with full understanding of its implications. This section provides general information about the Issuer, important dates and addresses and the overall eligibility criteria for the parties. **The tender document cost of Rs.20, 000/- is to be submitted video crossed demand draft on any Nationalized bank/ Scheduled Bank in favor of The CEO, Chhattisgarh infotech& Biotech Promotional Society, Raipur.**

1.1 **Issuer**

The CEO

Chhattisgarh infotech& Biotech Promotional Society, Raipur

State Data Centre Building, Near Police Control Room,
Civil Lines, Raipur,
Chhattisgarh–492001
Tel: + 91 – 771 – 4014158
Fax: + 91 – 771 – 4014158
Email: ceochips@nic.in
Website: www.chips.gov.in &www.cgstate.gov.in

1.2 **Address for Bid Submission and Correspondence**

The CEO,

Chhattisgarh infotech& Biotech Promotional Society, Raipur

State Data Centre Building, Near Police Control Room,
Civil Lines, Raipur,
Chhattisgarh–492001
Tel: + 91 – 771 – 4014158
Fax: + 91 – 771 – 4014158

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LIST OF ABBREVIATIONS

S. No	Abbreviations	Description
1.	APNIC	Asia Pacific Network Information Center
2.	AS	Autonomous System Number
3.	BGP	Boarder Gateway Protocol
4.	BHQ	Block Head Quarter
5.	BIDDER	Tender participant
7.	CHiPS	Chhattisgarh infotech & Biotech Promotional Society
8.	CGSWAN	Chhattisgarh State Wide Area Network
9.	CPE	Customer Premise Equipment
10.	CSU	Channel Service Unit
11.	CVBE	Commercial Value for Bid Evaluation
12.	DHQ	District Head Quarters
13.	DMZ	De Militarized Zone
14.	DNS	Domain Name Server
15.	DSU	Data Service Unit
16.	EGP	Exterior Gateway Protocol
17.	FWSM	Firewall Services Module
18.	GOI	Government Of India
19.	GoCG	Government of Chhattisgarh
20.	GO-LIVE	Handover from Existing SWAN Operator and start operation
20.	HDSL	High bit rate Digital Subscriber Line
21.	HTTP	Hypertext Transfer Protocol
22.	HQ	Head Quarter
23.	IMAP	Internet Message Access Protocol
24.	IP	Internet Protocol
25.	IPS	Intrusion Prevention System
26.	ISDN	Integrated Services Digital Network
27.	ISP	Internet Service Provider
28.	LOI	Letter of Intend to be issued to successful bidder
29.	Mbps	Mega Bits Per Seconds
30	MCU	Multipoint Conferencing Unit
32.	CGSWAN	Chhattisgarh State Wide Area Network
33.	MZ	Militarized Zone
34.	NAT	Network Address Translation
35.	NeGP	National e-governance plan
36.	NIC	National Informatics Centre
37.	NIT	Notice Inviting Tenders
38.	NMC	Network Management Centre
39.	NMS	Network Management Server(State Head Quarter)
40.	NPBH	Non-Prime Business Hours
41.	OEM	Original Equipment Manufacturer
42.	OSPF	Open Shortest Path First Protocol
43.	PAT	Port Address Translation
44.	PBH	Prime Business Hours

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45.	PoE	Power Over Ethernet
45.	POP	Point of Presence
46.	QGR	Quarterly Guaranteed Revenue
47.	QoS	Quality of Service
48.	RFP	Request for Proposal
49.	SHQ	State Head Quarter
50.	SNMP	Simple Network Management Protocol
51.	SLA	Service Level Agreement
52.	SWAN	State Wide Area Network
53.	TPA	Third Party auditor
54.	VoIP	Voice over IP
55.	VC	Video Conferencing
56.	WAN	Wide Area Network

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DISCLAIMER

The information contained in this Request for Proposal (hereinafter referred to as "RFP") document provided to the Bidders, by the Chhattisgarh infotech& Biotech Promotional Society Raipur, hereinafter referred to as CHiPS, or any of their employees or advisors, is provided to the Bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

The purpose of this RFP document is to provide the Bidder(s) with information to assist in the formulation of Proposals. This RFP document does not aim to hold all the information each Bidder may require. This RFP document may not be appropriate for all persons, and it is not possible for the CHiPS, their employees or advisors to consider the business/investment objectives, financial situation and particular needs of each Bidder who reads or uses this RFP document. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and where necessary obtain independent advice from appropriate sources.

CHiPS, their employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP document.

CHiPS may, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.

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1 FACT SHEET

1	**Tender No.**	**04/CEO/CHiPS/CGSWAN/ 2015**
2	Name of the Work	Selection of Service Provider for Providing Services, Upgradation, Operation and Maintenance of CGSWAN in Chhattisgarh
3	Name of the issuer of this tender	CEO, CHiPS
4	Date of issue of tender document	20/01/2015
5	Date for sending Pre Bid Query	24/01/2015 till 5 P.M.
6	Pre Bid Meeting	27/01/2015 at 03:00 PM at CHiPS office Raipur as per address of Communication mentioned below. (Pls. refer the instructions for attending pre-bid meeting)
7	Publishing of pre-bid queries response	30/01/2015 on CHiPS website
8	Last Date for Submission of Bids	10/02/2015 up to 03:00 P.M.
9	Date of Opening of Pre-qualification Bids	10/02/2015 at 03:30 P.M.
10	Date of Commercial Bid opening	16/02/2015 at 04:00 P.M.
11	Place of Submission & Opening of Bids	The CEO, CHiPS, State Data Center Building, Near Police Control Room, Civil Lines, Raipur, Chhattisgarh–492001 Information on the outer envelope should also include: < Name of the RFP >& "DO NOT OPEN BEFORE < insert the date & time >
12	Address of Communication	State Data Center Building, Near Police Control Room, Civil Lines, Raipur, Chhattisgarh–492001
13	Cost of Tender Document	Rs 20000/- (Rs. Twenty thousand only) through Demand draft from any Nationalized Bank in favor

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		of "CEO, CHiPS " payable at Raipur
14	Earnest Money Deposit (EMD)	Rs. 60, 00,000/- (Rupees Sixty Lakhs only). Either in form of Demand Draft or Bank Guarantee in favour of CEO, CHiPS payable at Raipur
15	Purchase of Tender Document	RFP can be purchased from the following address on or before 10/02/2015: The CEO, Chhattisgarh infotech & Biotech Promotional Society (CHiPS), Raipur State Data Centre Building, Near Police Control Room, Civil Lines, Raipur 492001 by paying the document Fee of Rs. 20,000/- by Demand Draft in favor of 'CEO CHiPS' and payable at Raipur from any of the scheduled commercial banks or Downloaded from www.chips.gov.in & www.cgstate.gov.in However, in this case, the bidders are required to submit the tender cost in the form of a demand draft (details mentioned in above para) along with the Proposal.
16	Validity of Proposal	Proposals must remain valid 180 days after the submission date.
17	Method of Selection	L1 Basis
18	Bid Submission	Bidders must submit an **original** and **One** additional copies of each proposal along with one number of non-editable CD

Note:

1. The date of the opening of the commercial bids will be intimated to the qualified Bidders before the due date through Email or Telephone.

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2. CHiPS reserve the right to change any schedule of bidding process. Please visit CHiPS website mentioned in document regularly for the same.
3. Proposals must be received not later than time, date and venue mentioned in the Fact Sheet. Proposals that are received after the deadline WILL NOT be considered in this procurement process

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SECTION-II

INTRODUCTION

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2 BACKGROUND INFORMATION

2.1 ABOUT CHHATTISGARH

Chhattisgarh, a 21st century State, came into being on November 1, 2000. Larger than Tamil Nadu, it is just the right size, and is also fortunate to have a low population density. Good Governance is the highest priority in this Fast Track State. There is both policy stability as well as political stability. Government has been kept small and the State is in excellent fiscal health.

Chhattisgarh is truly a land of opportunities. With all major minerals, including diamonds in abundance, it is the richest State in mineral resources. There are mega industries in Steel, Aluminum and Cement. Chhattisgarh contributes substantially to the Human Resources of India. Several hundred students from the State qualify for admissions in prestigious academic institutions every year. Bhilai, the knowledge capital of the State, alone sends over 50 students to the elite Indian Institutes of Technology every year.

Its' large power surplus is attracting power-intensive industries, and the State is poised to become the power-hub of the nation. Its central location helps easy power transmission to any part of the country. 12% of India's forests are in Chhattisgarh, and 44% of the State's land are under forests. Identified as one of the richest bio-diversity habitats, the Green State of Chhattisgarh has the densest forests in India, rich wildlife, and above all, over 200 non-timber forest produces, with tremendous potential for value addition.

One third of Chhattisgarh's population is of tribes, mostly in the thickly forested areas in the North and South. The central plains of Chhattisgarh are known as the "Rice Bowl" of Central India. Female literacy has doubled in the last decade, and male literacy is higher than India's average. Gender ratio is next only to Kerala. Bastar is known the world over for its unique and distinctive tribal heritage. The Bastar Dashera is the traditional celebration of the gaiety of tribals. Many virgin, unexplored tourism destinations are there is all the parts of Chhattisgarh.

2.2 ABOUT CHiPS

CHiPS, a Registered Society promoted by the Government of Chhattisgarh, is the nodal agency and prime mover for propelling IT growth and implementation of IT plans in the State. The Hon'ble Chief Minister heads the High Powered Governing Council of CHiPS It includes the

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Minister for Finance & Commercial Taxes, Minister for Commerce & Industry, Minster of IT, Minister for Education, Minister for Panchayat & Rural Development, Chief Secretary, and a representative from the Ministry of Information Technology in Government of India and eminent persons from IT industry.

CHiPS is involved as State Designated Agency (SDA) in NeGP MMP's implementation of some mega IT Projects like CHOiCE, Digital Secretariat, GyanVinimay (e-classroom), e-Procurement, SWAN, SSDG, e-District, Bhuiyan, SLCM, Wi-Fi enablement in Governemnt offices, CM Dashboard and advisory services to CM Secretariat and GIS, CSC'S. A professional approach is being adopted for the implementation of IT Projects using the services of e-governance experts and consultants from corporate and academia.

2.3 ABOUT THIS REQUEST FOR PROPOSAL (RFP)

Chhattisgarh infotech and biotech Promotion Society (CHiPS), the nodal agency of Department of Information Technology and biotechnology, Government of Chhattisgarh in the state of Chhattisgarh invites technical and financial proposals from reputed Selected Bidder firms of national and international repute in System Integration project implementation (in sealed cover), to Provide **"Setting up and maintenance of newly created 9 Districts and Services, Operation and Maintenance of existing CGSWAN in Chhattisgarh"** as detailed in the Scope of Work in this RFP. The successful bidder will be provided to cover services under this RFP for 3 years O&M period, Other Implementation as per detail and may be extended for another 2 year period.

The invitation to proposal is for System Integrators for project **"Setting up and maintenance of newly created 9 Districts and Services, Operation and Maintenance of existing CGSWAN in Chhattisgarh"** for the following deliverables:

1. Operation & Maintenance of Existing CGSWAN Project
2. Upgradation of BHQ to DHQs in newly formed 9 districts.

The bidders are advised to study the tender document carefully. Submission of bids shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications. This section provides general information about the Issuer, important dates and addresses and the overall eligibility criteria for the bidders.

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2.4 STRUCTURE OF THE RFP

This Request for Proposal is meant to inform interested bidders, capable of delivering the services described herein. This Request for Proposal document consists of two volumes viz:

Volume I: Commercial and Bidding Terms

Volume I of RFP details the Instruction to Bidders, Evaluation Criteria, Commercial Formats, and Bidding process details.

Volume II: Functional, Technical and Operational Requirements

Volume II of RFP details out Scope of Work, Bill of Material, Specifications, and Service levels.

This document is Volume I of the RFP.

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SECTION III

ELIGIBILITY CRITERIA

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3. ELIGIBILITY CRITERIA

The bidder must possess the requisite experience, strength and capability in providing the services necessary to meet the requirements as described in the tender documents. The bidder must also possess the technical know-how and the financial wherewithal that would be required to successfully provide the services for **"Setting up and maintenance of newly created 9 Districts and Services, Operation and Maintenance of existing CGSWAN in Chhattisgarh"** and support services sought by the CEO, Chhattisgarh *i*nfotech & Biotech Promotional Society CH*i*PS Raipur, for the entire period of the contract. The bids must be complete in all respects and should cover the entire scope of work as stipulated in the Tender document. The invitation to proposal is open to all bidders who qualify the eligibility standards as presented under:

S. No.	Eligibility Criteria	Documents Required
1	The Prime bidder should be a company registered in India under companies Act 1956, registered with the Service Tax Authorities and operating for the last Five years in IT/ITeS Services as of 31st March 2014.	Certificate of company registered in India AND Service Tax Registration shall be enclosed as a proof.
2	The Prime Bidder should have ISO 9001:2008, and ISO 27001:2005	Copy of certificate needs to be attached.
3	The bidder should furnish, as part of its proposal, an Earnest Money Deposit (EMD) of the Rs.60 Lakhs /- (Rs. Sixty Lakhs only) The EMD should be in the form of a Demand Draft issued by a Nationalized / Scheduled Bank or Bank Guarantee, in favor of CEO, CHiPS, Raipur, CG, payable at Raipur.	Attach original Bank Draft / Bank Guarantee
4	The Bidder shall not be under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted by any of the Government agencies.	Undertaking in this regard by the authorized signatory of the bidder as per the given format
5	The Bidder and Consortium (In case of consortium not more than 1) partners should be an Information Technology Solution and Service Provider with a registered office and operations in India. The Prime Bidder should be operational in India for at least the last five financial years as of 31st March 2014.	Certificate of company registered in India by all consortium partners
6	The bidder must have an office in the Chhattisgarh State or should furnish an undertaking that the same would be established within One month of signing the contract.	Undertaking in this regard by the authorized signatory of the bidder as per the given format

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7	The Prime Bidder, a single legal entity registered in India, should have an average annual turnover of not less than Rs. **150 (One Hundred Fifty) Crores from System Integrtion & Facility Management Services** for the last three financial years (as of 31-03-2014).	A copy of the audited Balance sheet of the company showing turnover of the company for last three years.
8	The Prime bidder should have positive Net Worth in each of the last three Financial Years (as of the year ending on 31st March 2012, 2013 & 2014)	Extracts from the audited Balance sheet and Profit & Loss Account; OR Certificate from the statutory auditor.
9	The Prime Bidder (In case of Constorium) must have a proven track record of successfully implementing at least any one of the following project for Supply of Networking equipments & providing Operation and Maintenance Services for IT equipments and Networking equipments of WAN and Facility Management Services: 1 project of worth of Rupees 30 crores with 200 WAN Nodes. OR 2 projects worth of Rupees 20 crores with 150 WAN Nodes. for Central Government / any of the State/UT governments / PSU in India in last five years (i.e. 2009-2010, to 31/12/2014). Note: a) Projects mentioned to qualify for this clause should have completed installation/commissioning, if applicable, and its maintenance phase should be on-going/completed. b) More than one work order against one tender shall be treated as one work order. However, orders against rate contract shall not be clubbed. c) bidder's own/its subsidiary in house data centers order copy can't considered for evaluation.	a) Work orders confirming year and Area of activity, the value of services to be delivered to each of the projects b) Complete / Satisfactory ongoing Certificate from Client
10	The Prime Bidder and/or consortium partners	a) Work orders confirming

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	should have experience of at least one order for IT Network Management including Operation and Maintenance, facility Management Services at 100 locations (City/Block/Tehsil) for Government of India/ any of the State/UT governments/ PSU.	year and Area of activity, the value of services to be delivered to each of the projects b) Complete / Partial Completion / Satisfactory ongoing Certificate from Client
11	The Prime Bidder or Consortium partner should have implemented at least one single network involving converged services (Voice/ Data/ Video) with minimum of 50 nodes and project worth should not less than 2 Crore for Government of India, any of the State/UT governments/ PSU.	a) Work orders confirming year and Area of activity, the value of services to be delivered to each of the projects b) Complete / Partial Completion / Satisfactory ongoing Certificate from Client
12	The Prime bidder should have a minimum strength of 400 IT professionals with the company.	A copy of the EPF register of previous month along with the deposit challan must be enclosed as a proof OR Any Statutory Compliance proof w.r.t employee proof
13	The quoted OEM for Networking devices & Video Conferencing should be in Top Five in IDC Report in any quarter of last two years (After 01/04/2012).	IDC report copy where ranking should be mentioned.
14	A power of attorney / Board resolution in the name of the person signing the bid by Prime Bidder and Signed by all consortium partners.	Original Power of attorney/ Board resolution copy

Notes:

1. *Work order for providing Supply, Operation and Maintenance Services of IT equipments means including Supply, commissioning, of IT equipments & Networking equipments, AMC & FMS services for Networking equipments of WAN.*
2.

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SECTION- IV

EVALUATION CRITERIA

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4. EVALUATION CRITERIA

4.1 EVALUATION PROCESS

a) CHiPS will constitute a Proposal Evaluation Committee to evaluate the responses of the bidders.

b) The Proposal Evaluation Committee constituted by the CHiPS shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection.

c) The decision of the Proposal Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of evaluation by the Committee.

d) The Proposal Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals.

e) The Proposal Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.

f) Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

4.2 Tender Opening

The Proposals submitted up to date and time mentioned in this RFP document by Proposal evaluation committee authorized by CHiPS, in the presence of such of those Bidders or their representatives who may be present at the time of opening.

The representatives of the bidders should be advised to carry the identity card or a letter of authority from the tendering firms to identify their bonafide for attending the opening of the proposal.

4.3 Tender Validity

The offer submitted by the Bidders should be valid for a minimum period of 180 days from the date of submission of Tender.

4.4 Tender Evaluation

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i) Initial Bid scrutiny will be held and incomplete details as given below will be treated as non-responsive. If Proposals;

a) Are not submitted in as specified in the RFP document.

b) Received without the Letter of Authorization (Power of Attorney)

c) Are found with suppression of details

d) With incomplete information, subjective, conditional offers and partial offers submitted

e) Submitted without the documents requested on the checklist

f) Have non-compliance of any of the clauses stipulated in the RFP

g) With lesser validity period

ii) All responsive Bids will be considered for further processing as below.

Proposal evaluation Committee will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a Committee, according to the Evaluation process defined in this RFP document. The decision of the Committee will be final in this regard.

a. The evaluation committee will examine the bids to determine whether they are complete, whether any computational errors have been made, and whether the bids are generally in order.

b. Arithmetical errors will be rectified on the following basis:

- If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected.
- If the Bidder does not accept the correction of the errors, his proposal will be rejected. If there is a discrepancy between words and figures, the amount in words will prevail.

c. The CHiPS may conduct clarification meetings with each or any bidder to discuss any matters, technical or otherwise.

d. Further, the scope of the evaluation committee also covers taking any decision with regard to the Tender Document, execution/ implementation of the project including management period.

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e. The proposal shall be opened in the presence of bidders' representatives who intend to attend at their cost. The bidders' representatives who are present shall sign a register giving evidence of their attendance.

f. Proposal document shall be evaluated as per the following steps:

i. **Preliminary Examination of Pre-qualification/ Eligibility Criteria documents:** The Pre-qualification document will be examined to determine whether the bidder meets the eligibility criteria, whether the proposal is complete in all respects, whether the documents have been properly signed and whether the bids are generally in order. Any bids found to be non-responsive for any reason or not meeting the minimum levels of the performance or eligibility criteria specified in various sections of this Tender Document will be rejected and will not be considered further.

ii. **Evaluation of document:** A detailed evaluation of the bids shall be carried out in order to determine whether the bidders are competent enough and whether the technical aspects are substantially responsive to the requirements set forth in the Tender Document. Bids received would be assigned scores based on the parameters defined in the table below.

All supporting documents submitted in support of Eligibility and Technical Evaluation matrix should comply the following:-

a) Supporting document is to be submitted with both soft and hard copies in quality print.
b) Supporting documents should clearly indicate the value of the completed project and scope of work/ services should be clearly highlighted.
c) Completion certificate should clearly indicate the value and duration of the project.
d) In case of Bidder is having a Non Disclosure Agreement (NDA) with their client no such experience will be counted (if agreement copy not submitted).
e) Incomplete order copy submitted by the bidder will not be considered for evaluation.

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f) In case of projects where the order for recurring /Extension and subsequent order has been placed on the Bidder only the mentioned order value will be considered for evaluation.

g) Minimum qualifying Marks in Technical is 60% or more out of 100 Technical Marks. Only those bidders securing more than 60% marks shall qualify for commercial proposal opening.

Bidders failing to comply any of the above then the Bid will be summarily rejected.

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TECHNICAL EVALUATION MATRIX

S. No.	Criteria	Maximum Marks	Method of allotting marks	Required eligible document
Organization Capabilities of Bidder-				
1	Number of years of operation in India in LAN/ WLAN/WAN Networking in State Government/ Central Government/ PSU	10	Minimum 5 years will be awarded 2 marks. For every additional completed 2 years of operation, 2 marks will be awarded to a maximum of total 10 Marks.	Enclose copy of documents of incorporation and **oldest work order / agreement to execute work and work completion report**
Project Experience				
2	a) Number of Project in India where Supply, Commissioning of Networking Solutions , including operation and Maintenance and FMS services implemented by the prime bidder (In case of Consortium) in India in last five years. Completed / Running /Awarded Projects as on 30.11.14 valuing more than Rs. 20 Crores for each project in State / Central Govt./ PSU/ Other	25	a) 2 Projects will be given 5 marks. For every additional 1 project 5 marks will be awarded to a maximum of total 15 Marks. b) 1 Projects will be given 2 marks. For every additional 1 project 2 mark will be awarded to a maximum of total 10 Marks.	1) Work orders confirming year and Area of activity, the value of services to be delivered to each of the projects 2) Complete / Partial Completion / Satisfactory ongoing Certificate from Client 3) enclose a list with detail of address of such project, contact person along with phone numbers

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S. No.	Criteria	Maximum Marks	Method of allotting marks	Required eligible document
	Government Institutions b) Number of Project in India where single network involving converged services (Voice/ Data/ Video) with minimum of 50 nodes and project worth should not less than 2 Crore in State / Central Govt./ PSU/ Other Government Institutions by the bidder in India in last five years. Completed / Running /Awarded Projects as on 30.11.14			
3	Number of Projects in India where the Prime Bidder should having experience of SWAN Project at any of the State/UT governments	15	1 Projects will be given 5 marks. For every additional 1 project 5 marks will be awarded to a maximum of total 15 Marks.	1) Work orders confirming year and Area of activity, the value of services to be delivered to each of the projects 2) Complete / Partial Completion / Satisfactory ongoing Certificate from Client 3) enclose a list with detail of address of such project, contact person along with phone numbers

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S. No.	Criteria	Maximum Marks	Method of allotting marks	Required eligible document
4	Number of Projects in India where the Prime Bidder or Consortium partner should having experience of at least one order for IT Network Management including Operation and Maintenance, facility Management Services at 100 locations (City/Block/Tehsil) for Government of India, any of the State/UT governments/ PSU.	10	1 Projects will be given 5 marks. For every additional 1 project 5 marks will be awarded to a maximum of total 10 Marks.	Enclose copy of **work order / agreement to execute work and work completion report**
Financial Capabilities				
5	Average annual turnover of last 3 FY in IT/ITeS solutions as on 31.03.2014	15	The bidders with average turnover of Rs. 150 Crore in each of last 3 years 2011-12 and 2012-13 and 2013-14, will be awarded 5 marks. Thereafter 5 mark for every additional Rs. 150 (Fifty) crore will be awarded, subject to a maximum of total 15 Marks.	**A certificate by Chartered Accountant** along with 'Profit & Loss statements submitted with Income Tax returns' indicating sector-specific turnover is required.
Approach and Methodology				
6	Approach and Methodology during project	**5**	Describe Methodology in Detail	Submit detail document with

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S. No.	Criteria	Maximum Marks	Method of allotting marks	Required eligible document
				Technical Bid
Deployment of SHQ Team				
7	Project Manager	**5**	**Years of Experience:** 10-12 Years: 1 Marks >12Years: 2 Marks **Government Project related to IT Network Infrastructure and Program Management**: 1 Project =1 Marks 2 Project =2 Marks 3 Project =3 Marks	Submit CV as per format provided in this RFP and should certified by Person and HR Manager.
	CA Tool Specialist	**3**	**Years of Experience:** 7+ Years: 1 Marks **Government Project related to CA tool experience, integration with different NMS tool and service desk**: 1 Project =1 Marks	Submit CV as per format provided in this RFP and should certified by Person and HR Manager.

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S. No.	Criteria	Maximum Marks	Method of allotting marks	Required eligible document
			2 Project =2 Marks	
	Security Expert	**3**	**Years of Experience:** 7+ Years: 1 Marks **Government Project related to security knowledge in Network, server, application, etc**: 1 Project =1 Marks 2 Project =2 Marks	Submit CV as per format provided in this RFP and should certify by Person and HR Manager.
	System Administrator	**3**	**Years of Experience:** 7+ Years: 1 Marks **Government Project related to Server Management, configuration and troubleshooting**: 1 Project =1 Marks 2 Project =2 Marks	Submit CV as per format provided in this RFP and should certify by Person and HR Manager.
	Network Expert	**3**	**Years of Experience:** 7+ Years: 1 Marks	Submit CV as per format provided in this RFP and should certify by

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S. No.	Criteria	Maximum Marks	Method of allotting marks	Required eligible document
			Government Project related to managing all aspects of IT/ Network infrastructure and Monitoring of the services (NMS): 1 Project =1 Marks 2 Project =2 Marks	Person and HR Manager.
	Network Engineer	**3**	**Years of Experience:** 3+ Years: 1 Marks **Government Project related to worked on installation and commissioning of network equipments, Upgrading OS and other software for network infrastructure**: 1 Project =1 Marks 2 Project =2 Marks	Submit CV as per format provided in this RFP and should certify by Person and HR Manager.
Grand Total		100		

Note: Minimum qualifying Marks in Technical is 60% or more out of 100 Technical Marks. Only those bidders securing more than 60% marks shall qualify for commercial proposal opening.

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iii. **PRICE BID EVALUATION**

Bidders who are qualified in Technical Bid (Securing more than 60% marks and other technical parameter) only will be called for Price Bid opening. The Price Bids will be opened in the presence of the authorized representative of the Bidders at CHiPS office, Raipur. Only authorized representatives of the bidders will be allowed to take part in the Price Bid opening. The Price evaluation will include all Duties and Taxes as given below.

a. In cases of discrepancy between the cost quoted in words and in figures, the amount mentioned in words will be considered.
b. In evaluation of the price of an imported item, the price will be determined inclusive of the customs duty;
c. In evaluation of the price of articles which are subject to excise duty, the price will be determined inclusive of such excise duty;
d. Price evaluation will be inclusive of all Taxes and Delivery charge up to respective location of Chhattisgarh state.
e. The Price Validity for all items should be minimum one year from date of signing the agreement.

The lowest cost for overall price bid as per the above evaluation will be adjudged as L1. CHiPS will not be responsible for any erroneous calculation of tax rates or any subsequent changes in rates or structure of applicable taxes. All differences arising out as above shall be fully borne by the successful bidder.

Proposals will be evaluated as given below and the Bidders obtaining highest marks for their offering shall be declared as the Preferred Bidders. Upon acceptance of the Price of the 'Most Preferred Bidder' with or without further negotiations, CHiPS may declare the 'Most Preferred Bidder' as the 'Successful Bidder' for the agreement.

iv. AWARD OF CONTRACT

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a) Bidder should submit Performance Bank Guarantee (PBG) as per prescribed format in this RFP before signing the Rate Contract valid for the period of three years three months.

b) No dispute can be raised by any Bidder whose bid has been rejected and no claims will be entertained or paid on this account.

v. CHiPS RESERVES THE RIGHT TO

i. Increase/ Decrease the quantity to be supplied/services to be provide.

ii. Insist on quality/specification of materials to be supplied.

iii. Modify, reduce or increase the quantity requirements as per the requirement of CHiPS.

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SECTION V

INSTRUCTIONS TO BIDDERS

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5. INSTRUCTIONS TO THE BIDDERS

5.1 General

a) While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the Implementation services required. Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to this RFP.

b) All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the CHiPS on the basis of this RFP.

c) No commitment of any kind, contract or otherwise, shall exist unless and until a formal written contract has been executed by or on behalf of the CHiPS. Any notification of preferred bidder status by the CHiPS shall not give rise to any enforceable rights by the Bidder. The CHiPS may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the CHiPS.

d) This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

5.2 Compliant Tenders / Completeness of Response

a) Bidders are advised to study all instructions, forms, terms, requirements and other Bidders are advised to study all instructions, forms, requirements, appendices and other information in the RFP documents carefully. Submission of the bid / proposal shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

b) Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:

i. Comply with all requirements as set out within this RFP.

ii. Submit the forms as specified in this RFP and respond to each element in the order as set out in this RFP.

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iii. Include all supporting documentations specified in this RFP

5.3 Pre-Bid Meeting & Clarifications

5.3.1 Bidders Queries

a. CHiPS shall hold a pre-bid meeting with the prospective bidders on Date & time and Address mentioned in Fact Sheet of this document.
b. The two (2) authorized representative of interested organization may attend pre-bid conference at their own cost after registering by making payment of Rs. 20,000/- (Rs. Twenty Thousand Only) non-refundable, in form of DD, in the favour of CEO, CHiPS, payable at Raipur. For the bidder who has downloaded the RFP shall have to submit the RFP document charges along with its offer document in case it has not participated in the Pre bid conference.
c. Pre-bid queries of only those bidders will be responded who have registered themselves on or before response of pre-bid queries are released.
d. Bidders are requested to submit the e-mail address and mobile no. of one authorized person for all communications along with the registration.
e. The Bidders will have to ensure that their queries for Pre-Bid meeting should reach to CHiPS by email (Excel File only) on or before the last date for sending pre-bid queries mentioned in Fact Sheet of this document through the e-mail of only authorized representative of the bidder.
f. The queries should necessarily be submitted in the following format:

S. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification
1.			
2.			
3.			
4.			
5.			
6.			

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g. CHiPS shall not be responsible for ensuring that the bidder's queries have been received by them. Any requests for clarifications post the indicated date and time may not be entertained by the CHiPS.

h. Bidders must confirm their participation in advance.

i. The purpose of the meeting is to provide Bidders information regarding the RFP, project requirements, and opportunity to seek clarification regarding any aspect of the RFP and the project. However, the 'CHiPS' reserves the right to hold or re-schedule the Pre-Bid meeting.

5.3.2 Responses to Pre-Bid Queries and Issue of Corrigendum

a. The Officer notified by the CEO, CHiPS will endeavor to provide timely response to the queries. However, CHiPS make no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does CHiPS undertake to answer all the queries that have been posed by the bidders.

b. At any time prior to the last date for receipt of bids, CHiPS may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.

c. The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on the CHiPS website www.chips.gov.in & www.cgstate.gov.in

d. Any such corrigendum shall be deemed to be incorporated into this RFP.

e. In order to provide prospective Bidders reasonable time for taking the corrigendum into account, CHiPS may, at its discretion, extend the last date for the receipt of Proposals.

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5.4 Key Requirements of the Bid

5.4.1 Right to Terminate the Process

a) CHiPS may terminate the RFP process at any time and without assigning any reason. CHiPS make no commitments, express or implied, that this process will result in a business transaction with anyone.

b) This RFP does not constitute an offer by CHiPS. The bidder s participation in this process may result CHiPS selecting the bidder to engage towards execution of the contract.

5.4.2 RFP Document Fees

a) RFP document can be purchased at the address & dates provided in the Fact sheet by submitting a non-refundable bank demand draft of Rs. 20,000/- drawn in favor of the CEO, CHiPS payable at Raipur from any scheduled commercial banks.

b) The bidder may also download the RFP documents from the website **www.chips.gov.in** & www.cgstate.gov in. In such case, the demand draft of RFP document fees should be submitted along with the proposal. Proposals received without or with inadequate RFP Document fees shall be rejected.

5.4.3 Earnest Money Deposit (EMD)

a) Bidders shall submit, along with their Bids, EMD of Rs. Sixty Lakhs (60 Lakhs) only, in the form of a Demand Draft OR Bank Guarantee (in the format specified in Annexure IV) issued by any nationalized/ Scheduled bank in favor of CEO CHiPS, payable at Raipur, and should be valid for 180 Days from the due date of the tender / RFP.

b) EMD of all unsuccessful bidders would be refunded by CHiPS within 60 Days of the bidder being notified as being unsuccessful. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee as per the format provided in Appendix VI.

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c) EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.

d) The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.

e) The EMD may be forfeited:
   i) If a bidder withdraws its bid during the period of bid validity.
   ii) In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.

5.4.4 Submission of Responses

b. The bidders should submit their responses as per the format given in this RFP in the following manner
   i) EMD and Bid Document Fees: Original DD/ Bank Guarantee for EMD and Original DD for Tender Document fees in **envelope .A**
   ii) Eligibility Criteria &Technical Proposal (Techno Commercial Proposal)- (1 Original + 1 Copies + 1 CD) in **envelope B**.
   iii) Financial Proposal - (1 Original) in **envelope C**.

b. The Response to EMD, Technical Proposal and Commercial Proposal (As mentioned in previous paragraph) should be covered in separate sealed envelopes super-scribing "EMD", "Techno-Commercial Proposal" and "Financial Proposal" respectively. Each copy of each bid should also be marked as "Original" OR "Copy" as the case may be.

c. Please Note that Prices should not be indicated in the Technical Proposal but should only be indicated in the Commercial Proposal.

d. The three envelopes containing copies of EMD, Technical Proposal and Commercial Proposal should be put in another single sealed envelope clearly marked "Response to RFP for < Name of the assignment > - < RFP Reference Number > and the wordings "DO NOT OPEN BEFORE < Date and Time >".

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e. The outer envelope, thus prepared should also indicate clearly the name, address, telephone number, E-mail ID and fax number of the bidder to enable the Bid to be returned unopened in case it is declared "Late".

f. All the pages of the proposal must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.

g. The original proposal/bid shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidder itself. Any such corrections must be initialled by the person (or persons) who sign(s) the proposals.

h. All pages of the bid including the duplicate copies, shall be initialled and stamped by the person or persons who sign the bid.

i. In case of any discrepancy observed by CHiPS in the contents of the submitted original paper bid documents with respective copies, the information furnished on the original paper bid document will prevail over others.

j. A bidder must ensure that the information furnished by him in respective CDs is identical to that submitted by him in the original paper bid document. In case of any discrepancy observed by CHiPS in the contents of the CDs and original paper bid documents, the information furnished on the original paper bid document will prevail over the soft copy.

5.4.5 Authentication of Bids

A Proposal should be accompanied by a power-of-attorney in the name of the signatory of the Proposal as per Annexure II mentioned in this RFP.

5.5 Preparation and Submission of Proposal

5.5.1 Proposal Preparation Costs

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The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by CHiPS to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process.

CHiPS will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

5.5.2 Language

The Proposal should be filled by the bidders in English language only. If any supporting documents submitted are in any language other than English, translation of the same in the English language is to be duly attested by the Bidders. For purposes of interpretation of the documents, the English translation shall govern.

5.5.3 Late Bids

a) Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall be returned unopened.

b) The bids submitted by telex/telegram/ fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter.

c) CHiPS shall not be responsible for any postal delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained.

d) CHiPS reserve the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vi's-à-is urgent commitments.

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5.7 Prequalification and Technical Proposal

i. Prequalification/Eligibility Criteria:

Pre-qualification document as per **eligibility criteria specified under Section -3 above** along with the following documentations:

a. The profile of the bidder along with required certifications that the period of validity of bids is 180 days from the last date of submission of proposal.

b. Audited annual financial results (balance sheet and profit & loss statement showing business in India) of the bidder for the last three financial years.

c. Reference list of major clients

d. Power-of-attorney granting the person signing the proposal the right to bind the bidder as the 'Constituted attorney of the Directorate'.

e. A copy of the Tender Document, all pages duly-signed by the authorized signatory towards acceptance of the terms and conditions of the Tender Document.

ii. Technical proposal

a. Proposal particulars

b. Proposal letter

c. Proposed approach and methodology and services offered

d. Proposed Project Plan and Implementation Schedule

e. Schedule of delivery

f. All relevant documents for Technical Evaluation

g. Annexure for Technical Qualification

iii. Commercial proposal

a. Proposal letter

b. Proposal particulars including priced Bill of Material (BOM) Bidders should enclose, with their offers, full details of services offered as well as their latest on-going /completed projects.

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5.8 Modification and withdrawal of Bids

a. The Bidder is allowed to modify or withdraw its submitted proposal any time prior to the last date prescribed for receipt of bids, by giving a written notice to the CHiPS.

b. Subsequent to the last date for receipt of bids, no modification of bids shall be allowed.

c. The Bidders cannot withdraw the proposal in the interval between the last date for receipt of bids and the expiry of the proposal validity period specified in the Proposal. Such withdrawal may result in the forfeiture of its EMD from the Bidder.

5.9 Proposal Forms

a. Wherever a specific form is prescribed in the Proposal document, the Bidder shall use the form to provide relevant information. If the form does not provide space for any required information, space at the end of the form or additional sheets shall be used to convey the required information.

b. For all other cases, the Bidder shall design a form to hold the required information.

c. CHiPS shall not be bound by any printed conditions or provisions in the Bidder's Proposal Forms, packaging document or delivery challan.

5.10 Local Conditions

a. Each Bidder is expected to become fully acquainted with the local conditions and factors, which may affect the performance of the contract and /or the cost.

b. The Bidder is expected to know all conditions and factors, which may have any effect on the execution of the contract after issue of letter of Award as described in the bidding document. The CHiPS shall not entertain any request for clarification from the Bidder regarding such local conditions.

c. It is the Bidder's responsibility that such factors have been properly investigated and considered before submitting the proposal. No claim, what-so-ever, including that for financial adjustment to the contract awarded under the bidding document will be entertained by the CHiPS. Neither any change in the time

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schedule of the contract nor any financial adjustments arising thereof shall be permitted by the CHiPS on account of failure of the Bidder to know the local laws / conditions.

d. The Bidder is expected to visit and examine and study the location of Govt. offices in CG and its surroundings and obtain all information that may be necessary for preparing the proposal at its own interest and cost.

5.11 Contacting the Chhattisgarh infotech& Biotech Promotional Society, Raipur

a. Any effort by a Bidder to influence the proposal evaluation, proposal comparison or contract award decisions may result in the rejection of the proposal.

b. Bidder shall not approach CHiPS officers after office hours and/or outside CHiPS office premises, from the time of the proposal opening till the time the Contract is awarded.

5.12 Eligibility Criteria

The bidder shall meet the criteria for eligibility mentioned in the Tender document.The bidder must have registration certificate, registration under Labour Laws Contract Act, valid sales tax registration certificate and valid service tax registration certificate, whichever is applicable, for this Tender. Any kind of consortium will not be permitted.

5.13 Tentative Schedule of Events

Tentative schedule of events regarding this tender shall be as per the dates and time given on the Section-1:Fact Sheet.

5.14 Opening of Proposal

First, the envelope containing Earnest Money Deposit (EMD) will be opened, and if found, that the bidder has furnished all the documents in the prescribed manner, then the second envelope containing Technical Proposal will be opened. The Financial proposal would be opened in presence of technically shortlisted

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bidders. The Evaluation Committee or its authorized representative will open the tenders. Sequence of opening is as follows:

a. EMD Envelope
b. Techno- Commercial Proposals
c. Financiall Proposals

5.15 Deciding Award of Contract

a. The CHiPS reserve the right to ask for a technical elaboration/clarification in the form of a technical presentation from the Bidder on the already submitted Technical Proposal at any point of time before opening the Commercial Proposal. The Bidder shall furnish the required information to CHiPS and its appointed representative on the date asked for, at no cost to the CHiPS. The CHiPS may at its discretion, visit the office of the Bidder anytime before the signing of the Agreement.
b. CHiPS shall inform those Bidders whose proposals did not meet the eligibility criteria or were considered non-responsive, informing that their Commercial Proposals will be returned unopened after completing the selection process. CHiPS shall simultaneously notify those Bidders who qualify for the Evaluation process as described in this Tender Document, informing the date and time set for opening of Commercial Proposals. The notification may be sent by mail or fax.
c. The bidder's name, the Proposal Price, the total amount of each proposal and other such details as the Tendering Authority may consider appropriate, will be announced and recorded by the CHiPS at the opening of bids.
d. CHiPS shall inform those Bidder whose proposals are accepted via issuance of Letter of Intent (LoI) in the duplicate copy. Bidder shall acknowledge the LoI and return the duplicate copy duly sealed and signed, within seven days from the issue of LoI by CHiPS.
e. After acceptance of LoI, Performance Security shall be deposited as specified in this document for signing an Agreement with CHiPS.
f. Special Condition for Awarding the Agreement:

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i. CHiPS will sign the Agreement with Successful Bidder for initially 3 years 3 Months period.

ii. CHiPS may extend the Agreement for another 2 year period as per cost proposed in the price bid by the successful bidder.

5.16 Confidentiality

a. As used herein, the term "Confidential Information" means any information, including information created by or for the other party, whether written or oral, which relates to internal controls, computer or data processing programs, algorithms, electronic data processing applications, routines, subroutines, techniques or systems, or information concerning the business or financial affairs and methods of operation or proposed methods of operation, accounts, transactions, proposed transactions or security procedures of either party or any of its affiliates, or any client of either party, except such information which is in the public domain at the time of its disclosure or thereafter enters the public domain other than as a result of a breach of duty on the part of the party receiving such information. It is the express intent of the parties that all the business process and methods used by the Bidder in rendering the services hereunder are the Confidential Information of the Bidder.

b. The Bidder shall keep confidential, any information related to this tender, with the same degree of care as it would treat its own confidential information. The Bidders shall note that the confidential information will be used only for the purposes of this tender and shall not be disclosed to any third party for any reason what-so-ever.

c. At all time of the performance of the services, the Bidder shall abide by all applicable security rules, policies, standards, guidelines and procedures. The Bidder should note that before any of its employees or assignees is given access to the Confidential Information, each such employee and assignees shall agree to be bound by the term of this tender and such rules, policies, standards, guidelines and procedures by its employees or agents.

d. The Bidder should not disclose to any other party and keep confidential the terms and conditions of this Contract agreement, any amendment hereof, and any Attachment or Annexure hereof.

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e. The obligations of confidentiality under this section shall survive rejection of the contract.

5.17 Publicity

Any publicity by the bidder containing the name of CHiPS should be done only with the explicit written permission from CHiPS.

5.18 Execution of Agreement

After acknowledgement of the LoI by the selected bidder, a performance security of 10% of contract value has to deposit in the form of FDR/TDR/DD/BG of any nationalized /Scheduled Bank in the name of The CEO, Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur, for a Period of Three years Three months and shall sign the Agreement within Twenty one days from the issue of the LoI.

5.19 Duration of the contract:

The CONTRACT shall initially valid for a period of Three Years Three Months (3 Months for Implementation & handover, 3 Year for O&M) year from the date of signing of the Agreement. CHiPS may extend the Agreement for another two (2) year period with as mutually agreed by CHiPS & successful bidder.

5.20 Terms and Conditions: Applicable Post Award of Contract

5.20.1 Termination Clause

i) Right to Terminate the Process

CHiPS reserve the right to cancel the contract placed on the selected bidder and recover expenditure incurred by CHiPS under the following circumstances:-

a. The selected bidder commits a breach of any of the terms and conditions of the bid.

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b. The bidder goes into liquidation, voluntarily or otherwise.
c. An attachment is levied or continues to be levied for a period of seven days upon the effects of the bid.
d. If the selected bidder fails to complete the assignment as per the timelines prescribed in the RFP and the extension if any allowed, it will be a breach of contract. The CHiPS reserve its right to cancel the order in the event of delay and forfeit the bid security as liquidated damages for the delay.
e. If deductions on account of liquidated damages /Penalty exceeds more than 10% of the total contract price.
f. In case the selected bidder fails to deliver the services as stipulated in the delivery schedule, CHiPS reserve the right to procure the same or similar services from alternate sources at the risk, cost and the responsibility of the selected bidder.
g. After award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, CHiPS reserve the right to get the balance contract executed by another party of its choice by giving one month notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which CHiPS may have to incur in executing the balance contract. This clause is applicable, if for any reason, the contract is cancelled.
h. CHiPS reserve the right to recover any dues payable by the selected Bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and/or invoking the bank guarantee under this contract.

II) Consequences of Termination

i. In the event of termination of the Contract due to any cause whatsoever, [whether consequent to the stipulated term of the Contract or otherwise], CHiPS shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the Bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Bidder to take over the

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obligations of the erstwhile Bidder in relation to the execution/continued execution of the scope of the Contract.

ii. Nothing herein shall restrict the right of CHiPS to invoke the CHiPS Guarantee and other guarantees, securities furnished, enforce the Deed of Indemnity and pursue such other rights and/or remedies that may be available CHiPS under law or otherwise.

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

5.20.2 Liquidated Damages

i. Notwithstanding CHiPS s right to cancel the order, liquidated damages for late delivery at 1% (One percent) of the undelivered portion of order value per week will be charged for every week's delay in the specified delivery schedule subject to a maximum of 10% of the value of the order value.

ii. Liquidated damages for GO-Live of "Operation and Maintenance of Existing CGSWAN" at 1% (One percent) of the order value per week will be charged for every week's delay in operation to a maximum of 10% of the value of the total project cost.

iii. Please note that the above LD for delay in delivery and delay in commissioning are independent of each other and shall be levied as the case may be.

iv. CHiPS reserve its right to recover these amounts by any mode such as adjusting from any payments to be made by CHiPS to the bidder. Liquidated damages will be calculated on a per week basis.

5.20.3 Acceptance Tests for newly created PoP's

The selected bidder in the presence of the CHiPS authorized officials will conduct acceptance tests at the site. The test will involve installation and commissioning and successful operation of the DHQ's Operation, software, installation, etc. No additional charges shall be payable by the CHiPS for carrying out these acceptance tests.

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5.20.4 Audit by Third Party

CHiPS at its discretion, may appoint third party for testing of application (like STQC, TPA etc.) auditing the activities of onsite services and operations of entire services provided to the CHiPS.

5.20.5 Penalty

a. The Bidder shall perform its obligations under the agreement entered into with the CHiPS, in a professional manner.

b. In the event of failure of maintaining the SLA, the penalty should be attracted of the cost of concerned services as per mentioned in SLA would be levied.

c. CHiPS may recover such amount of penalty from any payment being released to the Bidder, irrespective of the fact whether such payment is related to this contract or otherwise.

d. If any act or failure by the bidder under the agreement results in failure or inoperability of systems and if the CHiPS has to take corrective actions to ensure functionality of its property, the CHiPS reserve the right to impose penalties, which may be equal to the cost it incurs or the loss it suffers for such failures.

- CHiPS may impose penalty to the extent of damage to its any equipment, if the damage was due to the actions directly attributable to the staff of the Bidder.
- The CHiPS shall implement all penalty clauses after giving due notice to the bidder.
- If the Bidder fails to complete the due performance of the contract in accordance with the specification and conditions of the offer document, the CHiPS reserves the right either to cancel the order or to recover a suitable amount as deemed reasonable as Penalty / Liquidated Damage for non-performance.

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5.20.6 Dispute Resolution Mechanism

The Bidder and the CHiPS shall endeavor their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner:

a. The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice.

b. The matter will be referred for negotiation between Officer nominated by CHiPS and the Authorized Official of the Bidder. The matter shall then be resolved between them and the agreed course of action documented within a further period of 15 days.

In case any dispute between the Parties, does not settle by negotiation in the manner as mentioned above, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations. Arbitration shall be held in Raipur and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint one arbitrator, each and the two arbitrators shall jointly appoint the third or the presiding arbitrator.

The "Arbitration Notice" should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as provided herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within 45 days from receipt of the notice. All notices by one party to the other in connection with the arbitration shall be in writing and be made as provided in this tender document.

Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides. The Bidder shall not be entitled to suspend the Service/s or the completion of the job, pending resolution of any dispute between the Parties and shall continue to render the Service/s in accordance with the provisions of the Contract/Agreement notwithstanding the

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existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

5.20.7 Notices

Notice or other communications given or required to be given under the contract shall be in writing and shall be faxed/emailed followed by hand-delivery with acknowledgement thereof, or transmitted by pre-paid registered post or courier. Any notice or other communication shall be deemed to have been validly given to date of delivery if hand delivered & if sent by registered post than on the expiry of seven days from the date of posting.

5.20.8 Force Majeure

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or CHiPS as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:

1. Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics.
2. Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos.
3. Terrorist attack, public unrest in work area provided either party shall, within 10 days from the occurrence of such a cause, notifies the other in writing of such causes. The bidder or CHiPS shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by the parties and all obligations expressed quantitatively shall be calculated as on the date of termination. Notwithstanding this, provisions relating to indemnity, confidentiality survive termination of the contract.

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5.20.9 Failure to agree with the Terms and Conditions of the RFP

Failure of the successful bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event CHiPS may award the contract to the next best value bidder or call for new proposals from the interested bidders or invoke the PBG of the most responsive bidder.

5.21 Service Levels

The purpose of Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of services which shall be provided by the successful bidder to the CHiPS for the duration of this contract. The benefits of this SLA are too:

a. Trigger a process that applies to successful Bidder's and CHiPS when that service provided falls below an agreed upon threshold, or target level.

b. Makes explicit the performance expectations that CHiPS has from the Successful bidder.

The Successful bidder and CHiPS shall regularly review the performance of the services being provided by the Successful Bidder and the effectiveness of SLA.

5.22 Payment Schedule

All bills will be submitted to CHiPS accordance to procedure mentioned in this tender document.

The fee amount will be equal to the amount specified in Format for Tender Response – Commercial Proposal. Payments will be released only on satisfactory acceptance of the deliverables for each Task as per the following schedule:

The indicative mode of payments to be made in consideration of the work to be performed by the Bidder shall be as follows:

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S. No.	Payment Schedule	Fee Payable	Remarks
1	On successful supply and installation of Component Mentioned under **Table-A (Upgradation of BHQ to DHQ)** in Financial Proposal & Final Acceptance Test.	76% of the order value for Component under **Table-A (Upgradation of BHQ to DHQ)** in Financial Proposal after deduction of all penalties	Warranty Certificate and FAT report to be submitted with Invoice
2	On providing Annual Maintenance support and warranty of Component Mentioned under **Table-A (Upgradation of BHQ to DHQ)** in Financial Proposal after Final Acceptance Test (in total 12 equal installments)	2% of the order value per **QGR** for Component under **Table-A (Upgradation of BHQ to DHQ)** in Financial Proposal after deduction of all penalties	Warranty Certificate and FAT report to be submitted with Invoice
3	On successful Handover from Exisitng SWAN Operator and and Start Minimum requirement under **Table-B** of O & M Phase, including FMS, Help Desk Support & AMC Support (in total 12 equal installments)	8.33% of the order value per **QGR** for Component under **Table-B** in Financial Proposal after deduction of all penalties or any other dues for the quarter	Quarterly Certified copy from the TPA /CHiPS regarding activity completed under O&M Phase to be submitted

Note:

Instruction: - The Invoice will be submitted after completion of above milestone. The payment will be made within 15 days after submission of the invoice with supporting document from CHiPS.

All Payments shall be made in Indian Rupees Only and will be subject to the provisions of Penalty and Liquidated Damages.

5.23 Category of SLAs

The following measurements and targets shall be used to track and report performance on a regular basis. The targets shown in the following paragraphs and tables are applicable for the duration of the contract for the 'Penalty shall be calculated on a quarterly basis'.

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The penalty for various delays and deficiencies in "Provide Services, Upgradation, Operation and Maintenance services for CGSWAN project will be as follows:

a. Service Level and Penalty Clause on Operation and Maintenance of Existing CGSWAN

The sucessfull bidder shall be bound by various SLAs as specified below. CHiPS shall impose penalty from first quarter from Go-live, the total penalties imposed due to non-adherence to SLA specified below shall not exceed 50% of the QGR. If the penalty in two consecutive quarters equals specified limit of 50% of QGR respectively on account of any reasons, CHIPS may be deem this event to be an event of "default" leading to possible termination of the contract.

i) CGSWAN Vertical Network is divided into following groups/levels

S.No	Group #	Severity level	Description
1	Group 1	Severity level-1	Hardware, Software and Services at Tier-1 POP (SHQ)
2	Group 2	Severity level-2	Hardware, Software and Services at Tier-2 POP (DHQ)
3	Group 3	Severity level-3	Hardware, Software and Services at Tier-3 POP (BHQ)
4	Group 4	Severity level-4	a. Horizontal connectivity from SHQ/ DHQ/ BHQ PoPs to Horizontal client offices b. A functional query or fault that has no impact on CGSWAN connectivity.

ii) Response and Resolution times of faults during PBH

S. No	Severity Level	Response Time (in Minutes)	Resolution Time excluding response time (in Hr)
1	1	15	1
2	2	30	2
3	3	30	4
4	4	60	48

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Above Table: Response and Resolution times of faults during PBH

Response and Resolution times of faults during ESH

S. No	Severity Level	Response Time (in Minutes)	Resolution Time excluding response time (in Minutes)
1	1	15	120
2	2	30	180
3	3	60	within PBH of next working day
4	4	120	within PBH of next working day

Above Table: Response and Resolution times of faults during ESH

PENALTIES FOR RESPONSE AND RESOLUTION TIME

Penalties shall be imposed on time taken to respond/ resolve the calls in addition to the SLAs mentioned in Above Table

S. No	Severity Level	Response Time Penalty per incident	Resolution Time Penalty per incident
1	1	Rs.500 for delay of every additional one minute	Rs.1000 for delay of every additional one minute
2	2	Rs.500 for delay of every additional ten minutes	Rs.1000 for delay of every additional ten minutes
3	3	Rs.500 for delay of every additional thirty minutes	Rs.1000 for delay of every additional thirty minutes
4	4	Rs.500 for delay of every additional thirty minutes	Rs.1000 for delay of every additional thirty minutes

PENALTIES FOR DOWNTIME

Network availability is defined as {Total time in a quarter (in minutes) less total down time (in minutes)} as a percentage of total time in the quarter. The network is considered available when all the services mentioned in the requirement Section in full capacity are available. Bandwidth downtime shall not be considered as part of network downtime.

Successful bidder shall take at least 5 days prior approval from CHiPS for the network maintenance i.e. planned downtime and it shall be allowed only during

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Saturday or Sunday night between 12 mid night to 4 am. Total planned downtime allowed in a month shall be 4 hrs ONLY. Planned downtime of more than 4 hrs in a given month shall be considered as network downtime and penalties shall be levied as per the penalty clause.

Additional down time can be allowed only in special circumstances with prior approval.

Downtime percentages shall be calculated for SHQ, DHQ and BHQ level for PBH and ESH separately.

PBH=Prime Business Hours ((0800 to 2000 hrs) Monday to Saturday throughout the Quarter)

ESH=Extended SLA Hours ((2000 to 0800 Hrs) 07 days a week including Sundays full time throughout the quarter.)

$$\text{Downtime percentage for PBH(\%)} = \frac{\text{(Total Downtime during PBH) x 100}}{\text{Total PBH Time in a quarter}}$$

$$\text{Downtime percentage for ESH(\%)} = \frac{\text{(Total Downtime during ESH) x 100}}{\text{Total ESH Time in a quarter}}$$

Uptime Percentage (%) = 100 - Downtime percentage (%)

Successful bidder is expected to maintain network availability as explained below:

	Availability during PBH	**Penalty**	**Availability during ESH**	**Penalty**
SHQ equipments	>= 99.5%	Nil	>= 95%	Nil
	Less by 1%	0.5% of QGR value	Less by 1%	0.5% of QGR value
	Less by >1% but < 2%	1% of QGR value	Less by >1% but < 2%	1% of QGR value
	Less by >2% but <5%	2% of the QGR Value	Less by >2% but <5%	2% of the QGR Value

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	Less by >5% but <20%	5% of the QGR Value	Less by >5% but <20%	5% of the QGR Value
	<80%	No payment for the QGR	<75%	No payment for the QGR
DHQ equipments (per location)	>=99%	Nil	>=90%	Nil
	Less by 1%	0.5% of the QGR	Less by 1%	0.5% of QGR value
	Less by >1% but < 2%	Additional 1% of the QGR	Less by >1% but < 2%	1% of QGR value
	Less by >2% but <5%	Additional 2% for every %age	Less by >2% but <5%	2% of the QGR Value
	Less by >5% but <20%	Additional 2.5% for every %age	Less by >5% but <20%	5% of the QGR Value
	<80%	No payment	<70%	No payment for the QGR
BHQ equipments (Per location)	>=95%	Nil	>=90%	Nil
	Less by 1%	0.5% of the QGR	Less by 1%	0.5% of QGR value
	Less by >1% but < 2%	Additional 1% of the QGR	Less by >1% but < 2%	1% of QGR value
	Less by >2% but <5%	Additional 2% for every %age	Less by >2% but <5%	2% of the QGR Value
	Less by >5% but <20%	Additional 2.5% for every %age	Less by >5% but <20%	5% of the QGR Value
	<75%	No payment	<70%	No payment for the QGR
Horizontal LL (Per location)	>=90%	Nil	>=85%	Nil
	Less by 1%	0.5% of the QGR	Less by 1%	0.5% of QGR value

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	Less by >1% but < 2%	Additional 1% of the QGR	Less by >1% but < 2%	1% of QGR value
	Less by >2% but <5%	Additional 2% for every %age	Less by >2% but <5%	2% of the QGR Value
	Less by >5% but <20%	Additional 2.5% for every %age	Less by >5% but <20%	5% of the QGR Value
	<70%	No payment	<65%	No payment for the QGR
Wireless (Per location)	>=85%	Nil	>=80%	Nil
	Less by 1%	0.5% of the QGR	Less by 1%	0.5% of QGR value
	Less by >1% but < 2%	Additional 1% of the QGR	Less by >1% but < 2%	1% of QGR value
	Less by >2% but <5%	Additional 2% for every %age	Less by >2% but <5%	2% of the QGR Value
	Less by >5% but <20%	Additional 2.5% for every %age	Less by >5% but <20%	5% of the QGR Value
	<65%	No payment	<60%	No payment for the QGR
VSAT HO (Per Locaion)	>=80%	Nil	>=75%	Nil
	Less by 1%	0.5% of the QGR	Less by 1%	0.5% of QGR value
	Less by >1% but < 2%	Additional 1% of the QGR	Less by >1% but < 2%	1% of QGR value
	Less by >2% but <5%	Additional 2% for every %age	Less by >2% but <5%	2% of the QGR Value
	Less by >5% but <20%	Additional 2.5% for every %age	Less by >5% but <20%	5% of the QGR Value
	<60%	No payment	<55%	No payment for the QGR

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Above Table : Downtime Penalties

If network is down because of reasons not attributable to successful bidder like, fault in network provided by bandwidth provider, Successful bidder shall apprise CHiPS for all such events specifying the root cause of such downtime and duration of down time. For every such downtime related issue, the respective ticket shall be updated stating the reason for downtime with supporting documents.

The successful bidder shall also submit these supporting documents along with the quarterly invoice for exemption in SLA.

Deterioration in Quality of service shall attract additional penalties in addition to the penalties given above as detailed in below Sections.

QUALITY OF SERVICE PARAMETERS

The quality of service shall be determined by the following parameters:

Packet Loss: Packet loss between two connected SWAN PoPs should be less then OR equal to 1% across CGSWAN network.

Latency: Latency between connected SHQ/DHQ, BHQ POPs and SHQ POP should be less then OR equal to 120 ms across CGSWAN network.

Virus Attack: SWAN network (All POPs) should be protected against all kinds of virus attacks.

Denial of Service Attack: Denial of Service (DoS) is the most common form of attack on the Network, which leads to network unavailability for the genuine network users. The successful bidder shall respond to Denial of Service attacks reported by departments/SWAN users or SWAN maintenance personnel within 15 minutes of intimation to the helpdesk. The Denial of

Service attack shall be defined as sudden burst of network traffic leading to more than 90-95% utilization of the SWAN bandwidth in any segment or complete network. In such a scenario successful bidder shall perform an analysis of the issue, verify whether the network utilization is due to genuine user requirements or it is a denial of service attack. In case it is identified as DoS attack, successful bidder shall identify the source of Denial of Service attack, and shall disconnect the source or network from SWAN backbone and resolve the issue to ensure availability and performance of the backbone.

Capacity and Performance Management

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The successful bidder shall provide capacity planning services through network base lining and trending, to determine the resources required for SWAN and to plan and complete network upgrades before a capacity problem causes SWAN down time or performance problems. In addition to availability, latency and packet loss, successful bidder shall monitor the network and dependent infrastructure (resource) utilization during successive time periods (hour, day, week, month, and year) and shall provide recommendations to State government on SWAN infrastructure up gradation. Successful bidder shall perform the planned network upgrades with prior notification to the departments/users in the network segment (s) affected by the planned outages. Successful bidder should ensure that all the planned outages are performed only in the Extended SLA Hours and only the emergency upgrades are performed in the Prime Business Hours.

The overall responsibility of ensuring the SWAN performance rests with the successful bidder and the following are critical areas in performance management which shall be monitored by the successful bidder on a constant basis.

- CPU utilization
- Memory utilization
- Link/ Bandwidth Utilization

CPU Utilization

CPU is used by both the control plane and data plane on any network device. In capacity and performance management, successful bidder must ensure that the device and network have sufficient CPU capacity to function at all times. Successful bidder shall configure the NMS to monitor the CPU utilization of the critical network devices implemented in PoP's. In case the average CPU utilization is above 80 % on a continuous basis, successful bidder shall perform the diagnostic review of the device and provide recommendations on addressing the issue. Successful bidder shall own the overall responsibility of the performance and shall accordingly escalate any performance related issues to the state government.

Memory Utilization

Memory is another resource that has data plane and control plane requirements. When devices run out of memory, operations on the device can fail. In case the average memory utilization is above 70 % on a continuous basis, Successful bidder shall perform the diagnostic review of the device and provide recommendations on addressing the issue. Successful bidder shall own the overall responsibility of the performance and shall accordingly escalate any performance related issues to the state government.

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Link/ Bandwidth Utilization

Successful bidder shall monitor the utilization of SWAN links across the segments to verify the current utilization and the trends to ensure that enough bandwidth is made available for the applications and services to function without performance issues. Successful bidder shall provide weekly reports and NMS to be configured to auto generation reports on the link utilization in DeitY template. In case the link utilization on a constant basis is exceeding 70 %, Successful bidder shall provide recommendations to the State government on procurement of additional bandwidth.

Penalties for deterioration of CGSWAN Security (Vertical PoPs)

S.No	QoS parameters	Penalty
1	Virus Attack (the successful bidder is required to update the anti-virus software on a regular basis)	Rs. 2000 for every virus attack reported and not resolved within 36 hours from the time of identification of virus

Above Table : Penalties for deterioration of QoS

Downtime because of leased lines shall not be considered for calculating the effective downtime.

In such cases, the successful bidder shall provide related proof using the tools deployed at NMC. If the successful bidder is unable to generate such a proof, reason for outage (RFO) dully signed by nodal officer appointed by CHiPS has to be submitted.

If successful bidder submits none of these documents, the entire downtime shall be considered as network downtime and penalties as applicable shall be levied. Severity level considered for calculating the effective downtime in such case shall be the level of higher POP amongst two given POPs.

PENALTIES FOR MANPOWER AND DELIVERABLES

S. No	Service level	Penalties
1	Deployment of required manpower at SHQ within **1 week** of acceptance of LoI	Rs 10,000 per manpower/week or part of the week of delay
2	Deployment of required manpower at DHQ PoPs within **4 weeks** of acceptance of LoI.	Rs 5,000 per PoP per manpower/week or part of the week of delay,

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3	Deployment of required manpower at 80% at BHQ PoPs within **4 weeks** of acceptance of LoI	Rs 1,000 for each BHQ PoP per manpower/week or part of week of delay in manpower deployment.
4	Deployment of required manpower at remaining 20% BHQ PoPs within one quarter from Go Live date.	Rs 500 per manpower/week or part of the week of delay for every BHQ PoP
5	SHQ manpower change without approval from CHiPS	Penalty of Rs. 1,00,000

Above Table : Penalties for manpower and deliverable

PENALTIES FOR MISUSE

In case of misuse of bandwidth/ Internet at the instance of the successful bidder, the penalty imposed on the successful bidder, without prejudice to CHiPS other remedies under the Agreement shall be 25% of the QGR for one quarter under the Agreement for all the centers.

In addition action shall be initiated as per prevailing law of the land. If the misuse continues for two quarters, CHiPS may terminate the Agreement.

DEFINITION OF HARDWARE, SOFTWARE AND SERVICES

- **Hardware**

Hardware is the physical aspect of the network; the term is as a way to distinguish the electronic circuitry and components of a computer or electronic devices from the program. The hardware used for the network includes Desktops, Servers, Router, Switch/Hubs, IDS/IPS/Firewalls, Modems, Cables, connectors, power supply units etc.

- **Software**

Software, or program, enables to perform specific tasks, as opposed to the physical components of the system (hardware). This includes application software such as a word processor, which enables a user to perform a task, and system software such as an operating system, which enables other software to run properly, by interfacing with hardware and with other software or custom software made to perform specific tasks related to specific equipments. The software includes system software and application software required for optimum performance of SWAN.

- **Services**

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The services covered under the scope of the SLA include all services which are required to be delivered by the CGSWAN. This includes providing effective communication between all terminals of SWAN for Data, Video, VoIP, Video Conferencing, Internet and E-mail etc. and any other applications etc. at all locations.

NOTE: CHIPS shall give list of VVIP offices (End users) across the state of M.P at the time of signing of agreement which is to be put under severity level 1 irrespective of locations. Number of such offices shall be 100.

Severity level of fault at remaining user departments shall be considered as per their locations as defined.

Guidance for calculating the Downtime

In case of failure of link between Two POP locations (failure of link due to bandwidth provider not included) the downtime shall be attributed to the PoP where equipment failure has occurred. This shall include failure of leased line modems or any other equipment (at PoP site as well as bandwidth provider's exchange) installed by CHIPS or successful bidder. In case it is not possible to establish definitely which PoP equipment has failed, the downtime shall be attributed to the higher category. In case of dispute the decision of CHIPS shall be final and binding.

Same procedure shall be adopted for a given POP and connected user departments. In case the failure of link between any two POPs is due to bandwidth provider and the failure is for more than Two hours between SHQ & DHQ, Three hours between DHQ & BHQ, and Five hours between BHQ & BHQ POPs, the successful bidder has to get a written reason for outage (RFO) from the bandwidth provider. In case successful bidder fails to get written RFO he should try to get at least written confirmation that Outage was due to bandwidth provider fault, failing this concerned outage shall be considered as Lease line outage due to N/w component failure in CGSWAN.

Same procedure shall be adopted for a given POP and connected user departments.

Any failure in VoIP, Video Conferencing, Internet E-mail, VPN and any other service controlled through SHQ, shall qualify for failure at SHQ (Severity level 1)

Any failure in VoIP, Video Conferencing, Internet E-mail, VPN and any other service controlled through CHQ/DHQ, shall qualify for failure s CHQ/DHQ (Severity level 2)

Any failure in VoIP, Video Conferencing, Internet E-mail, VPN and any other service controlled through BHQ, shall qualify for failure at SHQ (Severity level 3)

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b. ***Penalty for delay in execution of BHQ to DHQ Upgradation :***

If the successful bidder does not supply and install the equipment within the stipulated period of 3 months from date of signing the agreement given at under (A) Component in Financial Proposal a penalty at the rate of **1% per week** of the Total value of Component A will be levied for a maximum period of Ten weeks. If the services are not completed even within this Ten-week period, then the contract will be liable for termination, in part or whole, at the **discretion** of CHiPS and at the risk and cost of the selected Bidder.

c. ***Severity Levels & Penalty for Help Desk Service support during the contract period:***

The Successful Bidder should provide post implementation support for three years. The Selected Bidder shall provide a Help Desk support soft software for logging of complaints by the CHiPS/ Department Official's. The system should be able to acknowledge a receipt as a proof of having lodged a complaint by the CHiPS/ Department Official's. The Selected Bidder shall provide a Call Centre Help Desk Supports at which complaints can be lodged.

The Selected Bidder should ensure uptime as mentioned above during PBH and ESH. The Selected Bidder would be the first point of contact for the CHiPS/ Departmes & he in turn would be responsible to co-ordinate with the State Data Centre (SDC) Operator and CGSWAN bandwidth service provider or any other bandwidth provider to resolve downtime issues. The tools to monitor the SLA should be supplied by the Implementing Agency if not available in Existing Infrastructure. The penalties would be levied on the Complaint/ Call Logged by CHiPS/Department and the Selected Bidder does not provide the satisfactory resolution with in 24* hours from Call logged, in the event of call resolution failure to the Selected Bidder exceeds 5% the penalty will be levied @ 500 Rs. Per Call. The Selected Bidder should submit the call logging reports for every month clearly indicating the reasons for the failure and resolution for the same.

** – The time taken by the Selected Bidder to trouble - shoot and fix the problem from the time the call has been logged at the Helpdesk till the time the problem has been fixed.*

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5.24 Contract Performance Security

1. Within 21 days after the receipt of notification of award of the Contract from the CHiPS, the successful Bidder shall furnish Contract Performance Guarantee to the CHiPS, Raipur (CG), which shall be equal to 10% of Contract Value and shall be in the form of a Bank Guarantee Bond/DD from a Nationalized Bank in the Performa given here-in-after in this document valid for a period of 3 Years and 3 (Three) months.

2. The proceeds of the performance guarantees shall be payable to the Purchaser as compensation for any loss / penalties resulting from the Selected Bidder failure to complete its obligations under the contract.

3. The performance guarantee will be discharged by the purchaser and returned to the Selected Bidder within 60 days following the date of completion of the Selected Bidder performance obligations, including any warranty obligations under the Contract.

5.25 Statutory Requirements

During the tenure of this contract, nothing shall be done by the Selected Bidder in contravention of any law, act and/ or rules/regulations, thereunder or any amendment thereof governing inter-alia customs, stowaways, foreign exchange etc. and shall keep CHiPS indemnified in this regard.

5.26 Contract administration

a. Either party may appoint any individual / organization as its authorized representative through a written notice to the other party. Each Representative shall have the authority to:

(a) Exercise all of the powers and functions of his/her Party under this contract, other than the power to amend this contract and ensure proper administration and performance of the terms hereof; and

(b) Bind his or her Party in relation to any matter arising out of or in connection with this Contract.

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b. The Selected Bidder shall be bound by all undertakings and representations made by the authorized representative of the Selected Bidder and any covenants stipulated hereunder, with respect to this contract, for and on their behalf.

c. For the purpose of execution or performance of the obligations under this Contract, the CHiPS representative would act as an interface with the nominated representative of the Selected Bidder. The Selected Bidder shall comply with any instructions that are given by the CHiPS representative during the course of this contract in relation to the performance of its obligations under the terms of this contract and the Tender.

d. A committee comprising of representatives from the CHiPS and the Selected Bidder shall meet on a quarterly basis to discuss any issues / bottlenecks being encountered. The Selected Bidder shall draw the minutes of these meetings and circulate to theCHiPS.

5.27 Right of Monitoring, Inspection and Periodic Audit

The CHiPS reserves the right to inspect and monitor / assess the progress / performance at any time during the course of the Contract, after providing due notice to the Selected Bidder. The CHiPS may demand, and upon such demand being made, the selected bidder shall provide with any document, data, material or any other information required to assess the progress of the project.

The CHiPS shall also have the right to conduct, either itself or through any other agency as it may deem fit, an audit to monitor the performance by the Selected Bidder of its obligations/functions in accordance with the standards committed to or required by the CHiPS and the Selected Bidder undertakes to cooperate with and provide to the CHiPS/ any other Consultant/ Agency appointed by the

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CHiPS, all documents and other details as may be required by them for this purpose. Any deviations or contravention identified as a result of such audit/assessment would need to be rectified by the Selected Bidder failing which the CHiPS may, without prejudice to any other rights that it may have, issue a notice of default.

5.28 Chhattisgarh infotech& Biotech Promotional Society's / (CHiPS) Obligations

The CHiPS representative shall interface with the Selected Bidder, to provide the required information, clarifications, and to resolve any issues as may arise during the execution of the Contract.

CHiPS shall ensure that timely approval is provided to the selected Bidder, where deemed necessary, which should include diagrams / plans and all specifications related to services required to be provided as part of the Scope of Work.

5.29 Information Security

The Selected Bidder shall not carry and/or transmit any material, information, layouts, diagrams, storage media or any other goods/material in physical or electronic form, which are proprietary to or owned by the CHiPS, out of the premises, without prior written permission from the CHiPS.

The Selected Bidder shall, upon termination of this agreement for any reason, or upon demand by CHiPS, whichever is earlier, return any and all information provided to the Selected Bidder by CHiPS, including any copies or reproductions, both hard copy and electronic.

5.30 Indemnity

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The Selected Bidder shall execute and furnish to the CHiPS, a Deed of Indemnity in favor of the CHiPS, in a form and manner acceptable to the CHiPS, indemnifying CHiPS from and against any costs, loss, damages, expense, claims, including those from third parties or liabilities of any kind how-so-ever suffered including patent, copyright, trademark and trade secret, arising or incurred inter-alia during and after the Contract period out of:

a. Negligence or wrongful act or omission by the Selected Bidder or it's team or any Agency/ Third Party in connection with or incidental to this Contract; or

b. Any breach of any of the terms the Selected Bidder's Proposal as agreed, the Tender and this Contract by the Selected Bidder, its Team or any Agency/ Third Party.

c. The indemnity shall be to the extent of 100% of project cost in favor of the CHiPS.

5.31 Prices

Prices quoted must be firm and shall not be subject to any upward revision on any account what-so-ever throughout the period of 3 Years 3 Months. CHiPS however, reserve the right to review and negotiate the charges payable.

5.32 Special Conditions of Contract

Amendments of, and Supplements to, Clauses in the General Conditions of Contract.

5.33 Events of Default by the Selected Bidder

The failure on the part of the Selected Bidder to perform any of its obligations or comply with any of the terms of this contract shall constitute an Event of Default on the part of the Selected Bidder. The events of default as mentioned above may include inter-alia the following:

a. The Selected Bidder has failed to perform any instructions or directives issued by the CHiPS which it deems proper and necessary to execute the scope of work under

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the Contract, or

b. The Selected Bidder has failed to adhere to any of the key performance indicators as laid down in the Key Performance Measures / Contract, or if the Selected Bidder has fallen short of matching such standards/targets as the CHiPS may have designated with respect to any task necessary for the execution of the scope of work under this Contract. The above mentioned failure on the part of the Selected Bidder may be in terms of failure to adhere to timelines, specifications, requirements or any other criteria as defined by the CHiPS;

c. The Selected Bidder has failed to remedy a failure to perform its obligations in accordance with the specifications issued by the CHiPS, despite being served with a default notice which laid down the specific deviance on the part of the Selected Bidder to comply with any stipulations or standards as laid down by the CHiPS; or

d. The Selected Bidder / Bidder's Team has failed to conform to any of the Service/Facility Specifications/standards as set out in the scope of the work of this Tender document or has failed to adhere to any amended direction, modification or clarification as issued by the CHiPS during the term of this Contract and which the CHiPS deems proper and necessary for the execution of the scope of work under this Contract;

e. The Selected Bidder has failed to demonstrate or sustain any representation or warranty made by it in this Contract, with respect to any of the terms of its Proposal, the Tender and this Contract

f. There is a proceeding in bankruptcy, insolvency, winding up or there is an appointment of a receiver, liquidator, assignee, or similar official against or in relation to the Selected Bidder.

g. The Selected Bidder / Bidder's Team has failed to comply with or is in breach or contravention of any applicable laws.

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Where there has been an occurrence of such defaults inter alia, as stated above, the CHiPS shall issue a notice of default to the Selected Bidder, setting out specific defaults / deviances / omissions and providing a notice of Sixty (30) days to enable such defaulting party to remedy the default committed.

Where despite the issuance of a default notice to the Selected Bidder by the CHiPS and the Selected Bidder fails to remedy the default to the satisfaction of the CHiPS, the CHiPS may, where it deems fit, issue to the defaulting party another default notice or proceed to adopt such remedies as may be available to the CHiPS.

5.34 Liquidated Damages

Subject to clause for Force Majeure, if the bidder fails to complete the services under the project scope of work before the scheduled completion date or the extended date or if the Selected Bidder repudiates the contract before completion of the work, the CHiPS, at its discretion, may without prejudice to any other right or remedy available to it under the contract, recover a maximum of 10 percent of the project cost from the Selected Bidder, as Liquidated Damages (LD).

In case it leads to termination, CHiPS shall give thirty days' notice to the Selected Bidder of its intention to terminate the contract and shall so terminate the contract unless during the thirty day notice period, the Selected Bidder initiates remedial action acceptable to the CHiPS.

The CHiPS may without prejudice to its right to affect recovery by any other method, deduct the amount of liquidated damages from any money belonging to the Selected Bidder in its hands (which includes the CHiPS right to claim such amount against Selected Bidder's Bank Guarantee) or which may become due to the Selected Bidder. Any such recovery or liquidated damages shall not in any way relieve the Selected Bidder from any of its obligations to complete the work

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or from any other obligations and liabilities under the Contract.

5.35 Dispute Resolution

The CHiPS and the Selected Bidder shall make every effort to resolve amicably by direct informal negotiations, any disagreement or disputes, arising between them under or in connection with the Contract.

If even after thirty (30) days from the commencement of such direct informal negotiations, the CHiPS and the Selected Bidderare unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanism specified in clauses below.

- In the case of a dispute or difference arising between the CHiPS and the Selected Bidder relating to any matter arising out of or connected with this Contract, such dispute or difference shall be referred to the award of the Arbitrator as indicated in this RFP. The award of the Arbitrator shall be final and binding on the parties.
- The Arbitration and Conciliation Act 1996, the rules there under and any statutory modification or re-enactments thereof, shall apply to the arbitration proceedings.
- The venue of arbitration shall be the Raipur, India.
- The CHiPS may terminate this contract, by giving a written notice of termination of minimum thirty days, to the Selected Bidder, if the Selected Bidder fails to comply with any decision reached consequent upon arbitration proceedings pursuant to above Clause.

5.36 Continuance of the Contract:

Notwithstanding the fact that settlement of dispute(s) (if any) under arbitration may be pending, the parties hereto shall continue to be governed by and perform the work in accordance with the provisions under the Scope of Work to ensure continuity of operations.

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5.37 Conflict of interest

The Bidder shall disclose to CHiPS in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the Bidder or the Bidders team) in the course of performing the Service(s) as soon as practical after it becomes aware of that conflict.

5.38 Severance

In the event any provision of the Contract is held to be invalid or unenforceable under the applicable law, the remaining provisions of this Contract shall remain in full force and effect.

5.39 Governing Language

The Agreement shall be written in English language. Subject to below Clause, such language versions of the Agreement shall govern its interpretation. All correspondence and other documents pertaining to the Contract that are exchanged by the parties shall be written in English language only.

5.40 "No Claim" Certificate

The Selected Bidder shall not be entitled to make any claim, whatsoever against CHiPS, under or by virtue of or arising out of, the contract, nor shall CHiPS entertain or consider any such claim, if made by the Selected Bidder after it has signed a "No claim" certificate in favour of CHiPS in such form as shall be required by itafter the work is finally accepted.

5.41 Publicity

The Selected Bidder shall not make or permit to be made a public announcement or media release about any aspect of this Contract unless the CHiPS first gives its written consent to the selected bidder.

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5.42 Force Majeure

Force Majeure shall not include any events caused due to acts/omissions of such Party or result from a breach/contravention of any of the terms of the Contract, Proposal and/or the Tender. It shall also not include any default on the part of a party due to its negligence or failure to implement the stipulated/proposed precautions, as were required to be taken under the Contract.

The failure or occurrence of a delay in the performance of any of the obligations of either party shall constitute a Force Majeure event only where such failure or delay could not have reasonably been foreseen, or where despite the presence of adequate and stipulated safeguards the failure to perform obligations has occurred. In such an event, the affected party shall inform the other party in writing within five days of the occurrence of such event. The CHiPS will make the payments due for Services rendered till the occurrence of Force Majeure. However, any failure or lapse on the part of the Selected Bidder in performing any obligation as is necessary and proper, to negate the damage due to projected force majeure events or to mitigate the damage that may be caused due to the above mentioned events or the failure to provide adequate disaster management/recovery or any failure in setting up a contingency mechanism would not constitute force majeure, as set out above.

In case of a Force Majeure, all Parties will endeavor to agree on an alternate mode of performance in order to ensure the continuity of service and implementation of the obligations of a party under the Contract and to minimize any adverse consequences of Force Majeure.

5.43 Representations & Warranties On Agreement

In order to induce the CHiPS, Government of Chhattisgarh, Raipur, CG to enter into this Contract, the Selected Bidder hereby represents and warrants as of the date hereof, which representations and warranties shall survive the term and termination hereof, the following:

1) That the Selected Bidder is not involved in any major litigation or legal proceedings,

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pending, existing, and potential or threatened, that may have an impact of affecting or compromising the performance or delivery of Services under this Contract.

2) That the representations and warranties made by the Selected Bidder in the proposal or will be made in this contract are and shall continue to remain true and fulfill all the requirements as are necessary for executing the obligations and responsibilities as laid down in the Contract and the Tender and unless the Govt. of Chhattisgarh specifies to the contrary, the Selected Bidder shall be bound by all the terms of the Proposal and the contract through the term of the contract.

3) That the Selected Bidder has the professional skills, personnel and resources/authorizations that are necessary for providing all such services as are necessary to fulfill the Scope of Work stipulated in the Tender and this Contract.

4) That there shall not be any privilege, claim or assertion made by a third party with respect to right or interest in, ownership, mortgage or disposal of any asset, property, movable or immovable as mentioned in any Intellectual Property Rights, licenses and permits.

5) That the Selected Bidder shall use such assets of the Govt. of Chhattisgarh as the Govt. of Chhattisgarh may permit for the sole purpose of execution of its obligations under the terms of the Proposal, Tender or this Contract. The Selected Bidder shall however, have no claim to any right, title, lien or other interest in any such property, and any possession of property for any duration whatsoever shall not create any right in equity or otherwise, merely by the fact of such use or possession during or after the term hereof.

6) That the Selected Bidder shall procure all the necessary permissions and adequate approvals and licenses for use of various software and any copyrighted process/product free from all claims, titles, interests and liens thereon and shall keep the Govt. of Chhattisgarh indemnified in relation thereto.

7) That the execution of the Services and the Scope of work herein are and shall be in accordance and in compliance with all applicable laws.

8) That all conditions precedent under the Contract has been satisfied.

9) That neither the execution and delivery by the Selected Bidder of the Contract nor the Selected Bidder"s compliance with or performance of the terms and provisions of the Contract (i) will contravene any provision of any Applicable Law or any order, writ, injunction or decree of any court or Governmental Authority binding on

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the Selected Bidder, (ii) will conflict or be inconsistent with or result in any breach of any or the terms, covenants, conditions or provisions of, or constitute a default under any Contract, Contract or instrument to which the Selected Bidder is a party or by which it or any of its property or assets is bound or to which it may be subject or (iii) will violate any provision of the Memorandum and Articles of Association of the Selected Bidder.

10) That the Selected Bidder certifies that all registrations, recordings, filings and notarizations of the Contract and all payments of any tax or duty, including, without limitation stamp duty, registration charges or similar amounts which are required to be effected or made by the Selected Bidder which is necessary to ensure the legality, validity, enforceability or admissibility in evidence of the Contract have been made.

11) That the Selected Bidder owns, has license to use or otherwise has the right to use, free of any pending or threatened liens or other security or other interests all its Intellectual Property Rights, which are required or desirable for the performance of its services under this contract and regarding the same the Selected Bidder does not, so far as the Selected Bidder is aware, in carrying on its business and operations, infringe any Intellectual Property Rights of any person. So far as the Selected Bidder is aware, none of the Intellectual Property Rights, owned or enjoyed by the Selected Bidder or which the Selected Bidder is licensed to use, which are material in the context of Selected Bidder"s business and operations for the performance of this contract are being infringed nor, so far as the Selected Bidder is aware, is there any infringement or threatened infringement of those Intellectual Property Rights licensed or provided to the Selected Bidder by any person. All Intellectual Property Rights (owned by the Selected Bidder or which the Selected Bidder is licensed to use) required by the Selected Bidder for the performance of the contract are valid and subsisting. All actions (including registration, payment of all registration and renewal fees) required to maintain the same in full force and effect have been taken thereon and shall keep the Govt. of Chhattisgarh indemnified in relation thereto.

12) That time is the essence of the Contract and hence the Selected Bidder shall at all times maintain sufficient manpower, resources, and facilities, to provide the Services in a workmanlike manner on a timely basis.

13) That its security measures, policies and procedures are adequate to protect and maintain the confidentiality of the Confidential Information.

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14) That in providing the Services, or deliverables or materials, neither Selected Bidder nor its agent, nor any of its employees, shall utilize information which may be considered confidential information of, or proprietary to, any prior employer or any other person or entity;

5.44 General

a. Relationship between the Parties

i) Nothing in the Contract constitutes any fiduciary relationship between the CHiPS and Selected Bidder/ Bidder's Team, or any relationship of employer, employee, principal and agent, or partnership, between the CHiPS and Selected Bidder.

ii) No Party has any authority to bind the other Party in any manner whatsoever except as agreed under the terms of the Contract.

iii) CHiPS will not be under any obligation to the Implementation Agency's Team except as agreed under the terms of the Contract.

b. No Assignment

The Selected Bidder shall not transfer any interest, right, benefit or obligation under the contract without the prior written consent of CHiPS.

c. Survival

The provisions of the clauses of the Contract in relation to documents, data, processes, property, Intellectual Property Rights, indemnity, publicity and confidentiality and ownership survive the expiry or termination of this Contract and in relation to confidentiality, the obligations continue to apply unless CHiPS notifies the Selected Bidder of its release from those obligations.

d. Entire Contract

The terms and conditions laid down in the Tender and all annexes thereto as also the Proposal and any attachments/annexes thereto shall be read in consonance with and form an integral part of the Contract. The Contract supersedes any prior

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contract, understanding or representation of the Parties on the subject matter.

e. Governing Law

This contract shall be governed in accordance with the laws of India.

f. Jurisdiction of Courts

The High Court of India in Bilaspur, Chhattisgarh has exclusive jurisdiction to determine any proceeding in relation to the Contract.

g. Compliance with Laws

The Selected Bidder shall comply with the laws in force in India in the course of performing the Contract.

h. Notices

a. A "notice" means:

i) a notice; or

ii) A consent, approval or other communication required to be in writing under the Contract. All notices, requests or consent provided for or permitted to be given under this Contract shall be in writing and shall be deemed effectively given when personally delivered or mailed by pre-paid certified/registered mail, return receipt requested, addressed as follows and shall be deemed received two days after mailing or on the date of delivery if personally delivered:

To

The CEO,

Chhattisgarh infotech& Biotech Promotional Society, Raipur

SDC Building, Near Police Control Room,

Civil Lines Raipur- 492 001 (Chhattisgarh)

Tel: + 91 – 771 – 4014158

Fax: + 91 – 771 – 4014158

Email: ceochips@nic.in

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To Selected Bidder at:

Attn:

Address:

[Phone:]

[Fax:]

Any Party may change the address to which notices are to be directed, by giving a notice to the other party in the manner specified above. A notice served on a Representative is taken to be a notice to that Representative's Party.

i. Waiver

- Any waiver of any provision of this Contract is ineffective unless it is in writing and signed by the Party waiving its rights.
- A waiver by either Party in respect of a breach of a provision of this Contract by the other Party is not a waiver in respect of any other breach of that or any other provision.
- The failure of either Party to enforce at any time any of the provisions of this Contract shall not be interpreted as a waiver of such provision.

j. Modification

Any modification of the Contract shall be in writing and signed by an authorized representative of each Party.

k. TAXES

The Bidder shall pay service and other applicable taxes, if any, imposed on the services under this contract.

l. Application

These General Conditions shall apply to the extent that provisions in other parts of the Contract do not supersede them.

5.45 Fraud and Corrupt Practices

i) Fraud and Corrupt Practices

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a. The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, the CHiPS shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in the Selection Process. In such an event, the CHiPS shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for, inter alia, time, cost and effort of the Authority, in regard to the RFP, including consideration and evaluation of such Bidder s Proposal.

b. Without prejudice to the rights of the CHiPS under Clause above and the rights and remedies which the CHiPS may have under the LoA or the Agreement, if an Bidder or Systems Implementation Agency, as the case may be, is found by the Authority to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LoA or the execution of the Agreement, such Bidder shall not be eligible to participate in any tender or RFP issued by the CHiPS during a period of < period, suggested 2 (two) > years from the date such Bidder, as the case may be, is found by the CHiPS to have directly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.

c. For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:

II **"corrupt practice"** means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of

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employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the CHiPS who is or has been associated in any manner, directly or indirectly with the Selection Process or the LoI or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the CHiPS, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LoI or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LoI or the Agreement, who at any time has been or is a legal, financial or technical consultant/ adviser of the CHiPS in relation to any matter concerning the Project;

"fraudulent practice" means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;

III. "Coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person s participation or action in the Selection Process;

IV. "Undesirable practice" means (i) establishing contact with any person connected with or employed or engaged by CHiPS with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and

V. "Restrictive practice" means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

1) Arbitration

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CHiPS and the selected bidder shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.

If, after thirty (30) days from the commencement of such informal negotiations, CHiPS and the selected Bidder have been unable to amicably resolve the dispute, either party may require that the dispute be referred for resolution to The Director, Chhattisgarh infotech& Biotech Promotional Society, Raipur, as single party Arbitrator in accordance with the Arbitration and Conciliation Act, 1996. The decision of the arbitrator shall be final and binding to all parties.

All Arbitration proceedings shall be held in Raipur, Chhattisgarh, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

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ANNEXURE I - PROPOSAL COVERING LETTER

(A copy to be enclosed with each part of the proposal)

Date:……..

To,

The CEO,

Chhattisgarh infotech& Biotech Promotional Society

State Data Centre Building, Near Police Control Room,

Civil Lines,

Raipur, Chhattisgarh–492001

Dear Sir,

We…….. (Name of the bidder) hereby submits our proposal in response to notice inviting tender date…….. and tender document no. …… …….. and confirm that :

1. All information provided in this proposal and in the attachments is true and correct to the best of our knowledge and belief.
2. We shall make available any additional information if required to verify the correctness of the above statement.
3. Certified that the period of validity of bids is 180 days from the last date of submission of the proposal, and
4. We are quoting for all the services mentioned in the tender.
5. We the Bidders are not under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted by any of the Government agencies.
6. Chhattisgarh infotech& Biotech Promotional Society, Raipur may contact the following person for further Information regarding this tender:
   a. Name and full address of office, Contact No., Email ID, Company Name
   b. Name and full address of office, Contact No., Email ID, Company Name
7. We are submitting our Eligibility Criteria proposal, bid documents and technical bid documents
   a. In soft format in the form of a CD/DVD clearly hyperlinking all the relevant scanned documents and highlighting relevant portions of the document for ease of evaluation.

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This is in addition to the paper documents in hard copy format to be submitted by the bidders and needs to be handed over along with bids.

b. The hard copy format is also similarly indexed, flagged and highlighted at relevant places.

Yours sincerely,

Signature

Full name of signatory

Designation

Name of the bidder (firm, etc.)

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ANNEXURE II: FORMAT FOR POWER OF ATTORNEY

(To be provided in original as part of **Techno-Commercial Proposal (Envelope – B)** on stamp paper of value required under law duly signed by 'lead bidder' for the tender)

Dated: _____

POWER OF ATTORNEY

To Whomsoever It May Concern

Know all men by these presents, we _____ (name and registered office address of the Bidder) do hereby constitute, appoint and authorize Mr. _____ (Name of the Person(s)), domiciled at _____ (Address), acting as _____ (Designation and the name of the firm), as Authorized Signatory and whose signature is attested below, as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our Proposal for award of Agreement **"Upgradation, Operation and Maintenance of CGSWAN in Chhattisgarh"** involving the deliverables including Operation and Maintenance of Existing SWAN, Installation and commissioning of 9 DHQ, in Chhattisgarh as per agreement with CHiPS, vide Invitation for Tender (Tender Document) Document dated ____ , issued by The CEO, Chhattisgarh infotech& Biotech Promotional Society Raipur, including signing and submission of all documents and providing information and responses to clarifications / enquiries etc. as may be required by Chhattisgarh infotech& Biotech Promotional SocietyRaipuror any governmental authority, representing us in all matters before Chhattisgarh infotech& Biotech Promotional Society Raipur, and generally dealing with CHiPSin all matters in connection with our Proposal for the said Project.

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

For ----------

(Signature)

(Name, Title and Address)

Accept

(Attested signature of Mr._____)

(Name, Title and Address of the Attorney)

Notes:

- To be executed by the Bidder

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- The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.
- Also, wherever required, the executant(s) should submit for verification the extract of the charter documents and documents such as a resolution / power of attorney in favour of the Person executing this Power of Attorney for the delegation of power hereunder on behalf of the executants(s).

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ANNEXURE III-FINANCIAL PROPOSAL FORMAT

To be submitted in original along with the Proposals **(ENVELOP - C)**

Tender Document No.

To

The Chief Executive Officer,

SDC Building, Near Police Control Room

Civil Lines, Raipur- 492001

Sir,

I/We hereby submit our Proposal for the **"Setting up and maintenance of newly created 9 Districts and Services, Operation and Maintenance of existing CGSWAN in Chhattisgarh"** mentioned in the Tender document within the time specified and in accordance with the special Terms and Conditions as well as Scope of work. The rates are quoted in the prescribed format given below:

SUMMARY OF FINANCIAL PROPOSAL FOR UPGRADATION, OPERATION AND MAINTENANCE OF CGSWAN		
S. No	**Item Name**	**Total Amount Inclusive of Taxes(INR)**
1	Grand Total of Table (A)	
2	Grand Total of Table (B)	
TOTAL COST= (A+B) IN FIGURE		
GRAND TOTAL=(A+B) IN WORDS		

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Table A: Bill of Material for Upgradation of BHQ to DHQ's (A)							
S. No	Item Name	Qty	Unit	Unit Rate (in INR)	Per Unit Tax	Unit Rate Inclusive of Taxes (in INR)	Total Amount Inclusive of Taxes(INR)
		Q	U	R	T	UR=(R+T)	TA=Q*UR
1	District Router	9	Nos.				
2	DHQ LAN Switch	9	Nos.				
3	Video Conferencing end Point	9	Nos.				
4	40” Full HD LED TV	9	Nos.				
5	Air Conditioner- 2 Ton	9	Nos.				
6	RACK 42U	9	Nos.				
7	Generator Set- 8KVA	9	Nos.				
8	UPS – 5 KVA	9	Nos.				
TOTAL A IN FIGURE							
TOTAL A IN WORDS							

Table B: Bill of Material for Operation and Maintenance of Existing CGSWAN (B)							
S. No	Item Name	Qty	Unit	Unit Rate (in INR)	Per Unit Tax	Unit Rate Inclusive of Taxes (in INR)	Total Amount Inclusive of Taxes(INR)
		Q	U	R	T	UR=(R+T)	TA=Q*UR
1	AMC charges for Existing Hardware & Software equipment at SHQ, DHQ's, BHQ's, HO and Other Location	3 Year	Per Year	Total of X			
2	Operational Charges including electricity, Fuel , other consumable etc. For smooth running at SHQ, DHQ’s , BHQ’s HO and HO PoP’s etc.	3 Year	Per Year				
3	Facility Management Services at SHQ through 13 Person deployment at SHQ Location	3 Year	Per Year				
3	Facility Management Services at DHQ's through 81 Person deployment at 27 DHQ's Location	3 Year	Per Year				
4	Facility Management Services at BHQ's Location, HO and PoP through 124 Person deployment at 124 BHQ's	3 Year	Per Year				
TOTAL B IN FIGURE							

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TOTAL B IN WORDS	

Table: X -B ill of Material for AMC of Existing Equipment Under CGSWAN							
AMC Charges for SHQ Items (X1)							
S. No	Item Name	Qty	Unit	Unit Rate (in INR) Per Year	Per Unit Tax	Unit Rate Inclusive of Taxes (in INR) Per Year	Total Amount Inclusive of Taxes(INR)
		Q	U	R	T	UR=(R+T)	TA=Q*UR
1	SHQ Core Router Juniper M120	1	Nos.				
2	SHQ Core Switch Nortel 8610	1	Nos.				
3	SHQ Internet Router Juniper J4350	1	Nos.				
4	SHQ Firewall Juniper ISG 1000	1	Nos.				
5	SHQ DMZ / Internet Switch Nortel 5520-24T	1	Nos.				
6	SHQ IP Phones Type -1 Nortel IP Phone 2007	1	Nos.				
7	SHQ IP Telephoney System (Soft Switch) Nortel Communication server 1000E	1	Nos.				
8	NMS	1	Nos.				
9	Help Desk Management	1	Nos.				
10	Multipoint Control Unit (MCU)	1	Nos.				
11	Interface Server	1	Nos.				
12	Mailing Server	1	Nos.				
13	Proxy Server	1	Nos.				
14	Hardware Specification For All Infra-structure Servers	1	Nos.				
15	20 KVA UPS (3 Phase Output) for VSAT Hub equipments	1	Nos.				
16	42U Rack for SHQ	3	Nos.				
17	Active Directory Server Hardware with Windows 2003 Enterprise Server	1	Nos.				
18	Gateway Mail Server Hardware with Windows 2003 Enterprise Server	1	Nos.				
19	Antivirus Server Hardware with Windows 2003 Enterprise Server	1	Nos.				
20	Antivirus Software License	151	Nos.				

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21	DNS Server	2	Nos.				
22	Network Management Server Hardware with Windows 2003 Server OS	3	Nos.				
23	Helpdesk Server Hardware with Windows 2003 Server OS	2	Nos.				
24	Helpdesk agent worstation with windows XP/Vista	5	Nos.				
25	Web Server	1	Nos.				
26	KVM Switch	1	Nos.				
27	Workstations at each PoP	1	Nos.				
28	Rack 42U	1	Nos.				
29	Authentication, Authorisation and Accounting Server(AAA)	1	Nos.				
30	UPS	1	Nos.				
31	Air Conditionaer -4 tonnage	2	Nos.				
32	Generator Set -30 KV	1	Nos.				
33	Modem Specifications for Leased Lines	2	Nos.				
34	IPS	1	Nos.				
35	Video Streaming Server	1	Nos.				
36	Database and application Server	1	Nos.				
37	Syslog Server	1	Nos.				
TOTAL X1 IN FIGURE							

AMC Charges for DHQ Items (X2)							
S. No	**Item Name**	**Qty**	**Unit**	**Unit Rate (in INR) Per Year**	**Per Unit Tax**	**Unit Rate Inclusive of Taxes (in INR) Per Year**	**Total Amount Inclusive of Taxes(INR)**
		Q	**U**	**R**	**T**	**UR=(R+T)**	**TA=Q*UR**
1	DHQ Router	17	Nos.				
	DHQ PRI Router	17	Nos.				
2	DHQ LAN Switch	17	Nos.				
3	IP Phones- Type-1	17	Nos.				
4	Rack 42U	17	Nos.				
5	Air-Conditioner -2 tonne	17	Nos.				
6	UPS 5KVA	17	Nos.				
7	Generator Set - 8 KVA	17	Nos.				
8	Workstations at each PoP	17	Nos.				
9	Video-Conferencing End-points	17	Nos.				

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TOTAL X2 IN FIGURE	

AMC Charges for BHQ Items (X3)							
S. No	Item Name	Qty	Unit	Unit Rate (in INR) Per Year	Per Unit Tax	Unit Rate Inclusive of Taxes (in INR) Per Year	Total Amount Inclusive of Taxes(INR)
		Q	U	R	T	UR=(R+T)	TA=Q*UR
1	BHQ Router	118	Nos.				
2	BHQ LAN Switch	133	Nos.				
3	IP Phones-2	133	Nos.				
4	Rack 15U	133	Nos.				
5	Air-Conditioner -2 tonne	133	Nos.				
6	UPS 2KVA	133	Nos.				
7	Desktops Based Video Conferencing	133	Nos.				
8	Generator Set - 5 KVA	133	Nos.				
9	Modem Specifiactions for Leased Lines	266	Nos.				
10	Workstations at each PoP	133	Nos.				
TOTAL X3 IN FIGURE							

AMC Charges for HO Items (X4)							
S. No	Item Name	Qty	Unit	Unit Rate (in INR) Per Year	Per Unit Tax	Unit Rate Inclusive of Taxes (in INR) Per Year	Total Amount Inclusive of Taxes(INR)
		Q	U	R	T	UR=(R+T)	TA=Q*UR
1	Horizontal Router	500	Nos.				
2	HO LAN Switch	500	Nos.				
3	IP Phones	500	Nos.				
4	Modem Specifiactions for Leased Lines	1000	Nos.				
TOTAL X4 IN FIGURE							

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AMC Charges for Wireless Items X5							
S. No	Item Name	Qty	Unit	Unit Rate (in INR) Per Year	Per Unit Tax	Unit Rate Inclusive of Taxes (in INR) Per Year	Total Amount Inclusive of Taxes(INR)
		Q	U	R	T	UR=(R+T)	TA=Q*UR
1	Base Station	150	Nos.				
2	Tower at PoP	150	Nos.				
3	Tower /Pole at remote PoP	3000	Nos.				
4	Wireless Equipment	3000	Nos.				
5	Radio Modem	3000	Nos.				
6	IP Phones	3000	Nos.				
TOTAL X5 IN FIGURE							

AMC Charges for VSAT Items (X6)							
S. No	Item Name	Qty	Unit	Unit Rate (in INR) Per Year	Per Unit Tax	Unit Rate Inclusive of Taxes (in INR) Per Year	Total Amount Inclusive of Taxes(INR)
		Q	U	R	T	UR=(R+T)	TA=Q*UR
1	HUB Antenna	1	Nos.				
2	Antenna Integration Material	1	Nos.				
3	Low Noise Amplifier	1	Nos.				
4	Down Convertor	1	Nos.				
5	Up Convertor	1	Nos.				
6	HPA (TWTA/SSPA) Amplifier	1	Nos.				
7	VSAT Hub Baseband Equipment	1	Nos.				
8	Remote VSAT	15	Nos.				
9	Earthing for VSAT	15	Nos.				
10	Remote VSAT	77	Nos.				
11	Earthing for VSAT	77	Nos.				
TOTAL X6 IN FIGURE							
GRAND TOTAL (X) for 1 Year AMC = (X1+X2+X3+X4+X5+X6) IN FIGURE							
GRAND TOTAL (X) for 1 Year AMC=(X1+X2+X3+X4+X5+X6)							

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IN WORDS	

Please note the following:

1. All quoted prices should be **inclusive of all taxes and duties** prevailing on the date of proposal submission.
2. Since the price proposal is in INR, CHiPS shall not consider any upward variation/ fluctuation on account of any foreign exchange at any time during the currency of the contract.
3. Prices are valid for a period of 180 Days from date of submission of the Bid.
4. Other than what is given above, the bidder is expected to account for any other deliverable to make the implementation successful and will be considered for commercial evaluation.
5. **Warranty on Hardware products** will be 5 (Five) years from the date of FAT. The warranty will become effective from the date of FAT.
6. CHiPS reserves the right to increase or decrease the no. of resources / other item quantity at the time of the Agreement or during the project.
7. CHiPS may issue the work order for any item as per BoM with in one year from date of agreement . So prices are valid for a period of one year from date of signing the agreement.
8. In case the contract is extended for another 2 years, the rates for year 4 and 5 will be increased based on the mutually agreed terms between CHiPS and the successful bidder. The Consumer Price Index (CPI) and Cost Inflation Index (CII) of India for the last 3 years will be taken as a base for the increment for 4^{th}& 5^{th} Year with a maximum capping of 10%.

Signature of the bidder with seal

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ANNEXURE-IV-BANK GUARANTEE FORMAT FOR EARNEST MONEY DEPOSIT

(To be provided in original as part of the Qualification Bid **(Envelope – B)** on stamp paper of value required under law duly signed by an authorized representative of the Bank)

This Deed of Guarantee executed at _____ by _____ / _____ (Name of the Nationalized/ Scheduled Bank) having its Head / Registered office at _____, and having one of its branches at _____ Raipur (hereinafter referred to as "the Guarantor") which expression shall unless it be repugnant to the subject or context thereof include its heirs, executors, administrators, successors and assigns;

In favor of Chief Executive Officer, Chhattisgarh infotech and biotech Promotion Society (CHiPS) Under Department of Information Technology and biotechnology, Government of Chhattisgarh, having its office at SDC Building, Near Police Control Room, Civil Lines, Raipur, Chhattisgarh (hereinafter referred to as "CHiPS") which expression shall unless it be repugnant to the subject or context thereof include its heirs, executors, administrators, successors and assigns;

Whereas Name of the bidder _____ Ltd., a Company / partnership firm / proprietorship concern registered under the _____(name of the relevant act/law under which incorporated) having its registered office at _____ (hereinafter called "Bidder" which expression shall unless it be repugnant to the subject or context thereof include its executors, administrators, successors and assigns) has submitted its Proposal for Selection of Service Provider for providing **"Services, Upgradation, Operation and Maintenance of CGSWAN in Chhattisgarh"** vide Invitation for Tender Document No _____ dated _____ issued by CHiPS Government of Chhattisgarh (hereinafter referred to as "the Project").

Whereas in terms of the Invitation for Tender Document No _____dated _____ (hereinafter referred to as Tender Document) issued by CHiPS, the Bidder is required to furnish to CHiPS an unconditional and irrevocable Bank Guarantee for an amount of INR 60, 00, 000 (INR Sixty Lakhs only) as Earnest Money Deposit and the Guarantor has at the request of the Bidder agreed to provide such Guarantee being these presents:

Now this Deed witnessed that in consideration of the premises, we, _____ Bank hereby agree, declare, undertake and guarantee as follows:

1. We as primary obligor hereby irrevocably, unconditionally and without reservation guarantee the due and faithful fulfilment and compliance of the terms and conditions of the tender by the said Bidder and unconditionally and irrevocably undertake to pay forthwith to CHiPS an amount not exceeding INR 60,00,000.00 (INR Sixty Lakh only) without any demur, reservation, recourse, contest or protest and without reference to the Bidder, if the Bidder has failed to comply with and fulfil all or any of the terms

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and conditions contained in the tender. A letter from CHiPS stating that the Bidder is in default in the due and faithful fulfilment and compliance with the terms and conditions contained in the tender shall be final, conclusive and binding on the Bank, in respect of the forfeiture of the Earnest Money Deposit and the amount due and payable under this Guarantee.

2. This Guarantee shall remain in full force and effect for a period of 180 (One hundred and Eighty) days from the _____ (Proposal Due Date).

3. Subject to clause 1 above, any claim for payment under this Guarantee shall be in the form of a written declaration by CHiPS.

4. We……..Bank further agree that CHiPS shall be the sole judge as regards the determination as to whether the Bidder is in default of due and faithful fulfilment and compliance of the terms and conditions contained in the Tender and the decision of CHiPS in this regard shall be final and binding on us, notwithstanding any differences between CHiPS and the said Bidder and/or any dispute between CHiPS and the Bidder pending before any Court, Tribunal, Arbitrator or any other authority.

5. CHiPS shall have the full liberty without affecting in any way the liability of the Bank under this Guarantee from time to time to vary any other terms and conditions of the said Tender document or to extend the time frame for completion of bidding process or the period of fulfilment and compliance with the terms and conditions contained in the said Tender document by the said Bidder or to postpone for any time and from time to time any of the powers exercisable by it against the said Bidder and either to enforce or forbear from enforcing any of the terms and conditions contained in the said Tender document or the securities available to CHiPS and the bank shall not be released from its liability under these presents by any exercise by CHiPS of the liberty with reference to the matters aforesaid or by reason of time being given to the said Bidder or any other forbearance, act or omission on the part of CHiPS or any indulgence by CHiPS to the said Bidder or of any other matter or thing whatsoever which under the law relating to sureties would but for this provision have the effect of releasing the Bank from its such liability.

6. Any notice by way of request, demand or otherwise hereunder shall be sent by courier or by registered mail to the Bank, addressed as aforesaid.

7. We undertake to make the payment on receipt of your notice of claim on us addressed to _____ (name of Bank along with branch address) and delivered at our above branch that shall be deemed to have been duly authorised to receive the said notice of claim.

8. It shall not be necessary for CHiPS to proceed against the said Bidder before proceeding against the bank and the Guarantee herein contained shall be enforceable against the bank, notwithstanding any

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other security which CHiPS may have obtained or obtained from the said Bidder, shall at the time when proceedings are taken against the bank hereunder, be outstanding or unrealised.

9. We _____ Bank lastly undertake not to revoke this guarantee during its currency except with the previous express consent of CHiPS in writing and agree that any change in the constitution of the Bank or the said Bidder shall not discharge our liability hereunder.

10. The Bank declares that it has the power to issue this guarantee and the undersigned have full powers to do so on behalf of the Bank.

Date _____ day of _____ 2015

Signature of the Issuing / Authority with seal

CORPORATE SEAL
For _____ Bank

Note: A covering letter of confirmation is also to be given by the bank along with this bank guarantee.

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ANNEXURE-V- DECLARATION FOR NOT BLACK LISTED

(To be provided in original as part of Techno-Commercial Proposal (Envelope – B))

Date.....

To,

CEO, CHiPS

SDC Building, Near Police Control Room

Opp. to New Circuit House, Civil Lines

Raipur, Chhattisgarh– 492001

Dear Sir,

Ref.: Tender No.

I / We..... hereby confirm that our firm has not been banned or blacklisted by any government organization/Financial institution/Court /Public sector Unit /Central Government.

Signature of Bidder..... Place:

Name..... Date:

Designation.....

Seal

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ANNEXURE VI -DRAFT PERFORMANCE GUARANTEE

(To be issued by a Bank)

This Deed of Guarantee executed at ———————— by ———————— (Name of the Bank) having its Head/Registered office at ———————————— (hereinafter referred to as "the Guarantor") which expression shall unless it be repugnant to the subject or context thereof include its heirs, executors, administrators, successors and assigns;

In favour of The CEO of Chhattisgarh infotech& Biotech Promotional Society, Raipur, having its office at SDC Building, Near Police Control Room, Civil Lines, Raipur (CG) (hereinafter called "CEO, CHiPS Raipur" which expression shall unless it be repugnant to the subject or context thereof include its heirs, executors, administrators, successors and assigns);

Whereas M/s _____. a company formed under _____ (specify the applicable law) and having its registered office at _____ has been, consequent to conduct and completion of a competitive bidding process in accordance with the letter of requirements document No._____ dated __/__/2015 issued by CEO, CHiPS Raipur, and selected M/s _____ (hereinafter referred to as the Bidder) for the Agreement by CEO, CHiPS Raipur as more specifically defined in the aforementioned Document including statement of work and the Agreement executed between the CEO, CHiPS Raipur and Bidder. The Agreement requires the Bidder to furnish an unconditional and irrevocable Bank Guarantee for an amount of Rs._____ /- (Rupees _____only) by way of security for guaranteeing the due and faithful compliance of its obligations under the Agreement.

Whereas, the Bidder approached the Guarantor and the Guarantor has agreed to provide a Guarantee being these presents:

Now this Deed witnessed that in consideration of the premises, we, ———— Bank hereby guarantee as follows:

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1. The Bidder shall implement the Project, in accordance with the terms and subject to the conditions of the Agreement, and fulfil its obligations there under

2. We, the Guarantor, shall, without demur, pay to CEO, CHiPS Raipur an amount not exceeding Rs. _____ (Rupees _____ only) within 7 (seven) days of receipt of a written demand therefore from CEO, CHiPS Raipur stating that the Bidder has failed to fulfil its obligations as stated in Clause 1 above.

3. The above payment shall be made by us without any reference to the Bidderor any other person and irrespective of whether the claim of the CEO, CHiPS Raipur is disputed by the Bidder or not.

4. The Guarantee shall come into effect from_____ (Start Date) and shall continue to be in full force and effect till the earlier of its expiry at 1700 hours Indian Standard Time on _____ (Expiry Date) (both dates inclusive) or till the receipt of a claim, from the Chhattisgarh infotech& Biotech Promotional Society, Raipur, Government of Chhattisgarh under this Guarantee, which is one month after the expiry of performance guarantee, whichever is earlier. Any demand received by the Guarantor from CEO, CHiPS Raipur prior to the Expiry Date shall survive the expiry of this Guarantee till such time that all the moneys payable under this Guarantee by the Guarantor to CEO, CHiPS Raipur.

5. In order to give effect to this Guarantee,CEO, CHiPS Raipur shall be entitled to treat the Guarantor as the principal debtor and the obligations of the Guarantor shall not be affected by any variations in the terms and conditions of the Agreement or other documents by CEO, CHiPS Raipur or by the extension of time of performance granted to the Bidderor any postponement for any time of the power exercisable by CEO, CHiPS Raipur against the Bidder or forebear or enforce any of the terms and conditions of the Agreement and we shall not be relieved from our obligations under this Guarantee on account of any such variation, extension, forbearance or omission on the part of CEO, CHiPS Raipur or any indulgence by CEO, CHiPS

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Raipur to the Bidder to give such matter or thing whatsoever which under the law relating to sureties would but for this provision have effect of so relieving us.

6. This Guarantee shall be irrevocable and shall remain in full force and effect until all our obligations under this guarantee are duly discharged.

7. The Guarantor has power to issue this guarantee and the undersigned is duly authorized to execute this Guarantee pursuant to the power granted under _____.

In witness, whereof the Guarantor has set its hands hereunto on the day, month and year first here-in-above written.

Signed and Delivered by _____ Bank by the hand of Shri_____ ____ its _____and authorised office.

Authorised Signatory _____Bank

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ANNEXURE VII: CURRICULUM VITAE (CV) OF KEY PERSONNEL

(To be provided in original as part of **Techno-Commercial Proposal (Envelope – B)** law duly signed by bidder for the tender)

1. Proposed Position				
2. Name Of Firm				
3. Name Of Expert				
4. Date Of Birth		**Citizenship:**		
5. Education				
6. Membership In Professional Associations				
7. Countries Of Work Experience				
Languages	**Languages**	**Speaking**	**Reading**	**Writing**
	English	Good	Good	Good
	Hindi	Good	Good	Good

8. Employment Record		
From:	**To:**	
Employer:		
Position Held		
From:	**To:**	
Employer:		
Position Held		
From:	**To:**	
Employer:		
Position Held		
From:	**To:**	
Employer:		
Position Held		
From:	**To:**	
Employer:		
Position Held		
From:	**To:**	
Employer:		
Position Held		
From:	**To:**	
Employer:		
Position Held		
Position Held		

9. Work Undertaken That Best Illustrates Capability To Handle The Tasks Assigned		
	Project Name	
	Year	

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	Location	
	Client	
	Main Project Features	
	Positions Held	
	Activities Performed	
	Project Name	
	Year	
	Location	
	Client	
	Main Project Features	
	Positions Held	
	Activities Performed	
	Project Name	
	Year	
	Location	
	Client	
	Main Project Features	
	Positions Held	
	Activities Performed	
	Project Name	
	Year	
	Location	
	Client	
	Main Project Features	
	Positions Held	
	Activities Performed	

Expert's contact information: (e-mail……., phone……)

Certification:

I, the undersigned, certify to the best of my knowledge and belief that

(i) This CV correctly describes my qualifications and experience
(ii) I am not employed by the Executing or the Implementing Agency
(iii) I was not part of the team who wrote the Scope of Work for this RFP.
(iv) I certify that I have been informed by the firm that it is including my CV in the Proposal for the {name of project and contract}. I confirm that I will be available to

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carry out the assignment for which my CV has been submitted in accordance with the project and the schedule set out in the Proposal.

Or [If the CV is signed by the firm's authorized representative and the written agreementAttached]

(v) I, as the authorized representative of the firm submitting this Proposal for the {name of project and contract}, certify that I have obtained the consent of the named resource to submit his/her CV, and that I have obtained a written representation from the expert that s/he will be available to carry out the assignment in accordance with the implementation arrangements and schedule set out in the Proposal.

I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

Date:
[Signature of Personnel or authorized representative of the firm] Day/Month/Year

Full name of authorized representative: _____

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ANNEXURE VIII: PARTICULARS OF THE BIDDERS

(To be provided in original as part of **Techno-Commercial Proposal (Envelope – B)** duly signed by bidder for the tender)

SI No.	Information Sought	Details to be Furnished
1	Name and address of the bidding Company	
2	Incorporation status of the firm (public limited / private limited, etc.)	
3	Year of Establishment	
4	Date of registration	
5	ROC Reference No.	
6	Details of company registration	
7	Details of registration with appropriate authorities for service tax	
8	Name, Address, email, Phone nos. and Mobile Number of Contact Person	
9	Details of Service Tax Registration, VAT, CST & TAN	

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ANNEXURE IX: FORMAT OF SENDING PRE-BID QUERIES

Ref: RFP Notification no <xxx> dated <dd/mm/yy>

Name of the Bidder

<<…….>>

Contact Number and Address of the Bidder -

<<…….

…… >>

Sr. No.	Section No.	Page No.	RFP Clause	Query	Remarks
1					
2					
.					
N					

Note: Bidder will send its query only the prescribed format above by email and Excel file only.

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ANNEXURE X: PRE-CONTRACT INTEGRITY PACT

(To be provided in original as part of **Techno-Commercial Proposal (Envelope – B)**)

1. GENERAL

1.1. This pre-bid contract Agreement (hereinafter called the Integrity Pact) is made on .....day of the month ..... 20..... between, the Government of Chhattisgarh acting through Shri. ..... (Designation of the officer, Department) Government of Chhattisgarh (hereinafter called the "TENDERING AUTHORITY", which expression shall mean and include, unless the context otherwise requires, his successors in the office and assigns) and the First Party, proposes to procure (name of the Stores/Equipment/Work/Service) and M/s .....represented by Shri ..... (hereinafter called the "BIDDER/SeIIer", which expression shall mean and include, unless the context otherwise requires, his successors an permitted assigns) and the Second Party, is willing to offer/ has offered.

1.2. WHEREAS the BIDDER is a Private Company/Public Company/ Government Undertaking/ Partnership firm, constituted in accordance with the relevant law in the matter and the TENDERING AUTHORITY is a Ministry/Department of the Government, performing its function on behalf of the Government of Chhattisgarh.

2. OBJECTIVES

NOW, THEREFORE, the TENDERING AUTHORITY and the BIDDER agree to enter into this pre-contract agreement, hereinafter referred to as Integrity Pact, to avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the Contract to be entered into with a view to:-

2.1. Enabling the TENDERING AUTHORITY to obtain the desired Stores/Equipment/Work/Service at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

2.2. Enabling BIDDERs to abstain from bribing or indulging in any corrupt practices in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing any corrupt practices and the TENDERING AUTHORITY will commit to prevent corruption, in ay form, by its official by following transparent procedures.

3. COMMITMENTS OF THE TENDERING AUTHORITY

The TENDERING AUTHORITY commits itself to the following:-

3.1. The TENDERING AUTHORITY undertakes that no official of the TENDERING AUTHORITY, connected directly or indirectly with the contract, will demand, take promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

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3.2. The TENDERING AUTHORITY will, during the pre-contract stage, treat BIDDERs alike, and will provide to all BIDDERs the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to the other BIDDERs.

3.3. All the officials of the TENDERING AUTHORITY will report the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the TENDERING AUTHORITY with the full and verifiable facts and the same prima fade found to be correct by the TENDERING AUTHORITY, necessary
disciplinary proceedings, or any other action as deemed, fit, including criminal proceedings may be initiated by the TENDERING AUTHORITY and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the TENDERING AUTHORITY the proceedings under the contract would not be stalled.

4. COMMITMENTS OF BIDDERS

The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means an illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-

4.1. The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the TENDERING AUTHORITY, connected directly or indirectly with the biding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

4.2. The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage, or inducement to any official of the TENDERING AUTHORITY or otherwise in procuring the Contract of forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favour or dis-favour to any person in relation to the contract or any other contract with the Government.

4.3. The BIDDER further confirms and declares to the TENDERING AUTHORITY that the BIDDER in the original Manufacture/Integrator/Authorized government sponsored exportentity of the stores and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the TENDERING AUTHORITY or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

4.4. The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payment he has made, is committed to or intends to make to officials of the TENDERING AUTHORITY or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.

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4.5. The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.

4.6. The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

4.7. The BIDDER shall not use improperly, for purpose of competition or personal gain, or pass on to others, any information provided by the TENDERING AUTHORITY as part of the business relationship, regarding plans, technical proposal and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

4.8. The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

4.9. The BIDDER shall not instigate or cause to instigate any third person to commit any ofthe acts mentioned above.

5. PREVIOUS TRANSGRESSION

5.1. The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify BIDDER's exclusion from the tender process.

5.2. If the BIDDER makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

6.EARNEST MONEY (SECURITY DEPOSIT)

6.1. Every BIDDER while submitting commercial bid, shall deposit an amount as specified in RFP as Earnest Money/Security Deposit, with the TENDERING AUTHORITY through any of the following instruments:

(i) Bank Draft or a Pay Order in favour of.....
(ii) A confirmed guarantee by an Indian Nationalised Bank, promising payment of the guaranteed sum to the .... (TENDERING AUTHORITY) ..... on demand within three working days without any demur whatsoever and without seeking any reasons whatsoever. The demand for payment by the TENDERING AUTHORITY shall be treated as conclusive proof of payment.

(iii) Any other mode or through any other instrument (to be specified in the RFP).

6.2. The Earnest Money/Security Deposit shall be valid upto a period of five years or the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and TENDERING AUTHORITY, including warranty period, whichever is later.

6.3. In the case of successful BIDDER a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provisions of Sanctions for violation shall be applicable for forfeiture of Performance Bond in case of a decision by the TENDERING AUTHORITY to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

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6.4. No interest shall be payable by the TENDERING AUTHORITY to the BIDDER on Earnest Money/Security Deposit for the period of its currency.

7. SANCTIONS FOR VIOLATIONS

7.1. Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitlethe TENDERING AUTHORITY to take all or any one of the following actions, wherever required:-

(i) To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.

(ii) To forfeit fully or partially the Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/Performance Bond (after the contract is signed), as decided by the TENDERING AUTHORITY and the TENDERING AUTHORITY shall not be required to assign any reason therefore.

(iii)To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.

(iv)To recover all sums already paid by the TENDERING AUTHORITY, and in case of the Indian BIDDER with interest thereon at 2% higher than the prevailing Prime Lending Rate while in case of a BIDDER from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER from the TENDERING AUTHORITY in connection with any other contract such outstanding payment could also be utilized to recover the aforesaid sum and interest.

(v) To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the TENDERING AUTHORITY, along with interest.

(vi)To cancel all or any other contracts with the BIDDER and the BIDDER shall be liable to pay compensation for any loss or damage to the TENDERING AUTHORITY resulting from such cancellation/rescission and the TENDERING AUTHORITY shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.

(vii) To debar the BIDDER from participating in future bidding processes of the Government of Chhattisgarh for a minimum period of five years, which may be further extended at the discretion of the TENDERING AUTHORITY.

(viii) To recover all sums paid in violation of this Pact by BIDDER(s) to any middlemen or agent or broken with a view to securing the contract.

(ix) In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the TENDERING AUTHORITY with the BIDDER, the same shall not be opened.

(x) If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is closely related to any of the officers of the TENDERING AUTHORITY, or alternatively, if any close relative of an officer of the TENDERING AUTHORITY has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filling of

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tender. Any failure to disclose the interest involved shall entitle the TENDERING AUTHORITY to rescind the contract without payment of any compensation to the BIDDER.

The term 'close relative' for this purpose would mean spouse whether residing with the Government servant or not, but not include a spouse separated from the Government servant by a decree or order of a competent court; son or daughter or step son or step daughter and wholly dependent upon Government servant, but does not include a child or step child who is no longer in any way dependent upon the Government servant or of whose custody the Government servant has been deprived of by or under any law; any other person related, whether by blood or marriage, to the Government servant or to the Government servant's wife or husband and wholly dependent upon Government servant.

(xi)The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the TENDERING AUTHORITY, and if he does so, the TENDERING AUTHORITY shall be entitled forthwith to rescind the contract and all other contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the TENDERING AUTHORITY resulting from such rescission and the TENDERING AUTHORITY shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.

7.2. The decision of the TENDERING AUTHORITY to the effect that a breach of the provisions of this pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Monitor(s) appointed for the purposes of this Pact.

8. FALL CLAUSE

8.1. The BIDDER undertakes that he has not supplied/is not supplying similar product/systems or subsystems at a price lower than that offered in the present bid in respect of any other Department of the Government of Chhattisgarh or PSU and if it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any other Department of the Government of Chhattisgarh or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the TENDERING AUTHORITY,. if the contract has already been concluded.

9. INDEPENDENT MONITORS

9.1. The TENDERING AUTHORITY will appoint Independent Monitors (hereinafter referred to as Monitors) for this Pact.

9.2. The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

9.3. The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.

9.4. Both the parties accept that the Monitors have the right to access all the documentsrelating to the project/procurement, including minutes of meetings. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/SubSelected Bidder(s) with confidentiality.

9.5. As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the TENDERING AUTHORITY.

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9.6. The Monitor will submit a written report to the designated Authority of TENDERING AUTHORITY/Secretary in the Department/within 8 to 10 weeks from the date of reference or intimation to him by the TENDERING AUTHORITY/BIDDER and, should the occasion arise, submit proposals for correcting problematic situations

10. FACILITATION OF INVESTIGATION

In case of any allegation of violation of any provisions of this Pact or payment of commission, the TENDERING AUTHORITY or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information of the relevant documents and shall extend all possible help for the purpose of such examination.

11. LAW AND PLACE OF JURISDICTION

This Pact is subject to Indian Law, the place of performance and jurisdiction shall be the seat of the TENDERING AUTHORITY.

12. OTHER LEGAL ACTIONS

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the any other law in force relating to any civil or criminal proceedings.

13. VALIDITY

13.1. The validity of this Integrity Pact shall be from the date of its signing and extend up to 3 years or the complete execution of the contract to the satisfaction of both the TENDERING AUTHORITY and the BIDDER/Seller whichever is later. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

13.2. If one or several provisions of this Pact turn out to be invalid; the remainder of this Pact shall remain valid. In such case, the parties will strive to come to an agreement to their original intentions.

14. The parties hereby sign this Integrity Pact
at.....on.....

TENDERING AUTHORITY **BIDDER**

Name of the Officer

Designation

Witness **Witness**
1)..... 1).....

2)..... 2).....

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ANNEXURE XI: CORE PROJECT TEAM

(To be provided in original as part of **Techno-Commercial Proposal (Envelope – B)** duly signed by bidder for the tender)

Description of Core Project Team
Bidder shall provide a detailed description of the proposed Core Project Team to be deployed for the CGSWAN project. The description should include details about the Project Team Hierarchy and a detailed explanation of the role to be played by each individual that would be part of the CGSWAN project.

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ANNEXURE XII: SOFTWARE MANUFACTURER AUTHORIZATION & SUPPORT FORM

(To be provided in original as part of **the Techni Commercial Proposal (Envelope – B)** on letterhead, signed by the authorized representative of OEM in favor of 'lead bidder' for the tender)

To,
The Chief Executive Officer

SDC Building, Near Police Control Room

Civil Lines, Raipur- 492001

Subject: Tender for the Project **"Selection of Service Provider for Upgradation, Operation and Maintenance of CGSWAN"** in State of Chhattisgarh.

Dear Sir,

This is with reference to the above Tender & requirements therein, we authorize _____ to offer their prices for our products as listed below -

1. Product / Component
   a)
   b)
   c)
2. Product / Component
   a)
   b)
   c)

We _____ would be responsible for support of providing updates, patches, security updates, and bug fixes for the entire period of the contract for all the locations for the above products as required in the Tender. Confirm that the products meet the technical & functional requirements & Products quoted are latest version / specification and not the end of life.

We also assure you that we _____ indemnifies Information Technology Department, Government of Chhattisgarh against all third party claims of infringement of patents, trademarks arising from the use of the above software for the entire period of contract.

Date: SIGNATURE OF AUTHORISED PERSON

Place: FULL NAME OF SIGNATORY

DESIGNATION AND SEAL OF SIGNATORY

Date: COUNTERSIGNATURE OF BIDDER

Place: NAME *DESIGNATION AND SEAL*

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ANNEXURE XIII: HARDWARE MANUFACTURER AUTHORIZATION & SUPPORT FORM

(To be provided in original as part of **Techno Commercial Proposal (Envelope – B)** on letter head signed by the authorized representative of OEM in favour of 'lead bidder' for the tender)

To,
The Chief Executive Officer
SDC Building, Near Police Control Room
Civil Lines, Raipur- 492001

We have gone through the tender document for the said NIT and we authorise M/s. - _____ (name of the bidder to said NIT) with office at _____to submit tender in response to the said NIT with equipment _____ produced by us on the understanding and with the undertaking from our side that the product offered in not at the end of its life cycle and we shall provide expeditiously all spares and full maintenance support to the equipment's supplied by the bidder for this tender throughout a period of five year of warranty as required by the tender document. Confirm that the products meet the technical & functional requirements & Products quoted are latest version / specification and not the end of life

This is also to certify that all products are ISO 9001, International Certified, and Restriction of hazardous substances (RoHS) compliant.

Date:	SIGNATURE OF AUTHORISED PERSON
Place:	FULL NAME OF SIGNATORY
	DESIGNATION AND SEAL OF SIGNATORY
Date:	COUNTER SIGNATURE OF BIDDER
Place:	NAME
	DESIGNATION AND SEAL

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ANNEXURE XIV: DEED OF CONSORTIUM

(To be provided in original as part of **Techno-Commercial Proposal (Envelope – B)** on stamp paper of value required under law duly signed by each member of a consortium of bidders in favour of 'lead bidder' for the tender)

TO WHOEVER IT MAY CONCERN

Whereas we, M/s. _____, and M/s. _____ (names of members of the consortium of bidders as registered by the relevant registering authority under the deed relating to their respective incorporation) have formed a consortium named _____ to compete as a single consortium for the award of the work for which Notice Inviting Tenders (NIT) has been issued by the , Government of Chhattisgarh vide its NIT No._____ dated __/__/____, M/s. _____ as a member of the said consortium and having its registered address as _____ is hereby duly authorized to fully represent and act on behalf of, and as 'lead bidder' of the said consortium to sign the tender proposal, conduct negotiation(s), sign agreement(s) / contract(s), incur liabilities and receive communication(s) for, and on behalf of, the consortium, and, further, to transact all other necessary affairs in connection with all matters related to, or arising from, with the said NIT. We hereby confirm that we are jointly and severally liable, together with the other member(s) of the said consortium, to the Government of Chhattisgarh in the Department of Information Technology for all obligations of the consortium in respect of all matters related to, or arising from, the said NIT.

In witness whereof, we have hereunto set under our respective hands and seals this _____ day of _____, 2015.

Signing for and on behalf of, and under authority from, M/s. _____ (name of member of consortium)	Signing for and on behalf of, and under authority from, M/s. _____ (name of member of consortium)	Signing for and on behalf of, and under authority from, M/s. _____ (name of member of consortium)
_____ (Signature)	_____ (Signature)	_____ (Signature)
Name of signatory _____	Name of signatory _____	Name of signatory _____
Designation of signatory _____	Designation of signatory _____	Designation of signatory _____
(Seal of member of consortium for and under whose authorization	(Seal of member of consortium for and under	(Seal of member of consortium for and under

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signing)	whose authorization signing)	whose authorization signing)
Name of witness _____	Name of witness _____	Name of witness _____
Signature of witness_____	Signature of witness_____ ___	Signature of witness_____ ___

Note: Original copy of the deed constituting the consortium referred herein to be attached hereto.

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ANNEXURE XV: FORMAT FOR POWER OF ATTORNEY – FOR CONSORTIUM

(To be provided in original as part of **Techno-Commercial Proposal (Envelope – B)** on stamp paper of value required under law duly signed by each member of a consortium of bidders for the tender)

Whereas Chhattisgarh Infotech and biotech Promotion Society (hereinafter referred to as "CHiPS") has invited Proposals from interested parties for award of contract for the project **"Selection of Service Provider for Upgradation, Operation and Maintenance of CGSWAN"** in State of Chhattisgarh involving the deliverables including Operation and Maintenance, Facility Management Services, Supply, Installation, commissioning and warranty support for at least 3 years in the state of Chhattisgarh (hereinafter referred to as "the Project"), vide Invitation for Tender (hereinafter referred to as Tender Document) document dated ____ , issued by Government of Chhattisgarh, and,

Whereas, we, (Name of Address of the Lead Member) and (Name of Address of the other Member of Consortium), (hereinafter collectively referred to as "the Consortium"), propose to submit our Proposal in accordance with Tender Document and on being awarded the contract, to implement the Project in accordance with the terms and condition of the Tender Document and other connected documents in respect of the Project,

And whereas it is necessary under the Tender Document for the members of the Consortium to designate one of them as the Lead Member with all necessary power and authority to do for and on behalf of the Consortium all acts, deeds and things, as may be necessary, in connection with the aforesaid Project.

NOW THIS POWER OF ATTORYNEY WITNESSETH THAT:

We ___and ___ (respective names of the members of the Consortium) hereby nominate _____ (Name of the lead member of the Consortium), being one of the members of the Consortium, as the Lead Member of the Consortium, and authorize ---- (Name of the Lead Member) as our constituted attorney in our name and on our behalf, to do or execute all or any of the acts, deeds or things necessary or incidental to the Consortium's Proposal for the Project, including, inter-alia, submission of Proposal, participating in conferences, responding to clarifications/ queries, submission of information/documents and generally to represent the Consortium in all its dealings with CHiPS or any other Governmental Authority , in connection with the Project until culmination of the process of bidding and thereafter until the Agreement is entered into with CHiPS.

And we hereby agree that all acts, deeds and things lawfully done by our said attorney, pursuant to this Power of Attorney, shall be construed as acts, deeds and things done by us and we

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undertake to ratify and confirm all and whatsoever that the said attorney shall lawfully do or cause to be done for us by virtue of the power hereby given.

In Witness hereof we have signed this deed on this the _____ _____ day of _____.

1. For and on behalf of _____
2. For and on behalf of _____

Notes:

- To be executed by all the members in the Consortium.
- The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants (s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.

Also wherever required, the executant(s) should submit for verification the extract of the charter documents and documents such as resolution/ power of attorney in favor of the person executing this power of attorney for the designation of power hereunder on behalf of the Consortium member.

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REQUEST FOR PROPOSAL (RFP)

Selection of Service Provider for Upgradation, Operation and Maintenance of CGSWAN Volume-II

CHhattisgarh infotech & biotech Promotion Society

(CHiPS)

State Data Centre Building, Near Police Control Room,
Civil Lines, Raipur, Chhattisgarh–492001
Tel.: +91-771-4014158
Email:ceochips@nic.in, Website:www.chips.gov.in

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1. EXECUTIVE SUMMARY

The Government has approved the Scheme for establishing State Wide Area Networks (SWANs) across the country, in March, 2005 at a total outlay of Rs.3,334 crore to be expended by the Department under Grant-in-Aid of Rs. 2,005 crore, over a period of five years. SWAN has been identified as a core infrastructure project for supporting e-Governance initiatives and has been undertaken by respective state governments.

Under this Scheme, technical and financial assistance are being provided to the States/UTs for establishing SWANs to connect all State/UT Headquarters up to the Block level via District/ sub-Divisional Headquarters, in a vertical hierarchical structure with a minimum bandwidth capacity of 2 Mbps per link. Each of the State / UT can enhance the bandwidth up to 34 Mbps between SHQ and DHQ and up to 8 Mbps between DHQ and BHQ depending upon the utilization.

GoCG has nominated CHiPS (Registered Office Raipur) as the nodal agency for the implementation of SWAN in the state of Chhattisgarh.

CHiPS had awarded CGSWAN project to M/s. Tata Consultancy Services for supply, installation & commissioning of the CGSWAN. The scope included operation and maintenance of the network for 5 years as per detailed service levels & and deliverables defined in the tender document. The contract period will expire on in24th February2015.

BSNL is the primary band width service provider for CGSWAN for vertical and horizontal leased line connectivity. M/s Antrix corporation is the VSAT bandwidth provider for VSAT operation under CGSWAN.

The **Chhattisgarh State Wide Area Network** (CG-SWAN) is a very ambitious project to provide the State with a basic information technology backbone which will be utilized for carrying voice, data and voice traffic facilitating interdepartmental communication and data sharing within the State. CG-SWAN will be a safe, fast, reliable and cost effective network connecting all the 146 blocks of the State through a hybrid network consisting of WiMax,

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leased line and other network technologies such VSAT on a Public-Private Partnership mode and operating on a Build-Operate-Transfer (BOOT) model. The project will enable instant online interaction among government departments / agencies resulting in obtaining reports on a real time, improving the workflow processes and the pace of decision-making. The project would act as a vehicle for effective implementation of e-Governance projects across the State.

Impact:

- Anywhere-Anytime access to Government Services for citizens
- Availability of government services in cost-effective manner regardless of location
- Prompt communication between citizens and the government
- Better Monitoring and evaluation of Government Schemes with Management Information System (MIS)
- Substantial Reduction in Communication Cost
- Minimum 2 Mbps connectivity till block level
- Backbone for Common Services Centers (CSC) Project
- Establish a single centralized State communications infrastructure to provide ability to access the applications hosted by the State Data Centre.
- Support the framework / architecture necessary for secure and confidential electronic transactions
- Seamless connectivity in thick forest cover and other inaccessible areas of the State.
- Strengthening Disaster Management Capacity

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2. OVERVIEW OF EXISTING SWAN

The SWAN provides primary back bone for communication of voice, data and video throughout the state and is an effective tool for implementation of e-Governance Projects.

2.1 EXISTING NETWORK ARCHITECTURE

The SWAN network has been divided in to two parts namely:

- Vertical connectivity: SWAN Backbone
    - Tier – 1 : State Headquarter (SHQ)
    - Tier – 2 : District Headquarter (DHQ)
    - Tier – 3 : Block Headquarter (BHQ)
- Horizontal connectivity: Connectivity to Government Departments

SWAN Back bone is through conventional P2P leased lines and VSAT.

Tier	PoP Level	Number of PoPs
1	SHQ	1
2	DHQ	17
3	BHQ	116
4	BHQ with VSAT	15

The overall schematic network diagram of CGSWAN is shown in the figure below:

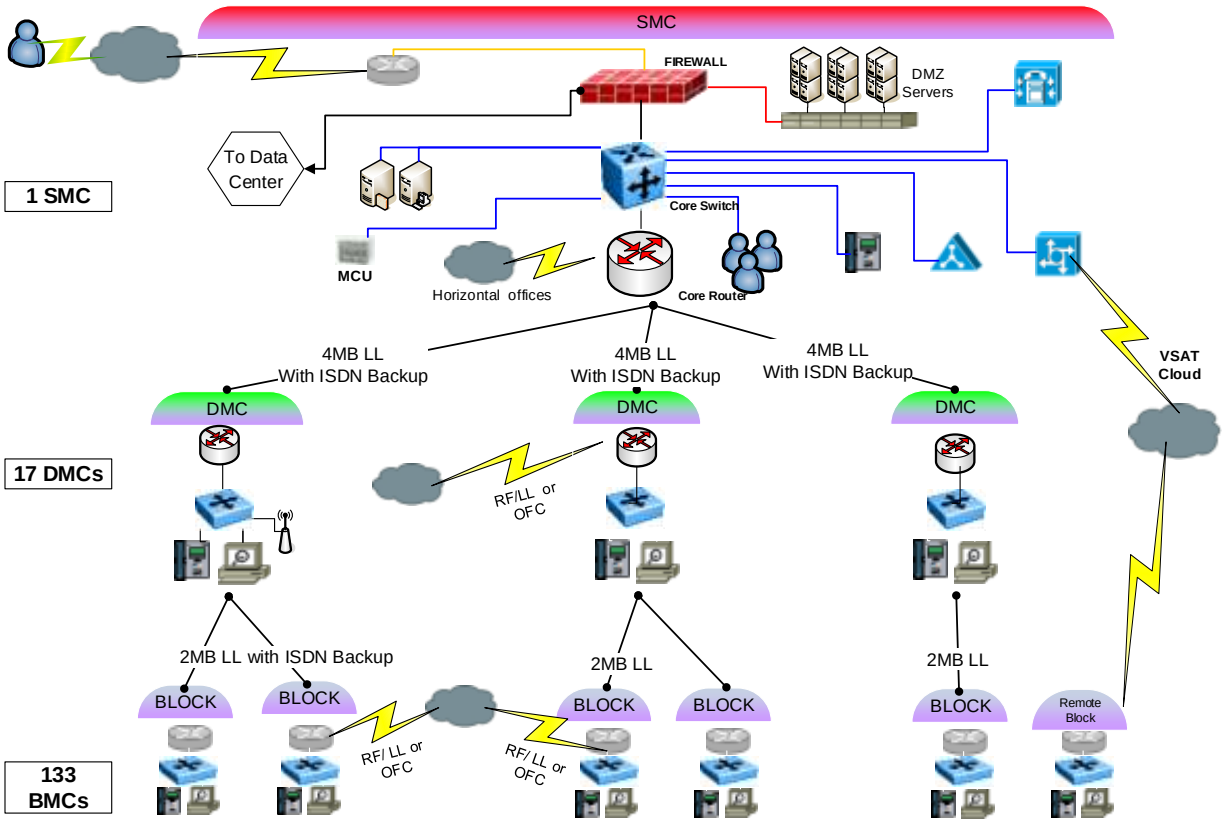


Figure1:High Level–Functional CGSWAN Diagram

The above diagram shows the schematic connectivity of CGSWAN POP. The Internet connectivity for the CGSWAN is taken at SHQ and terminated on the Internet Router which is a mid-level router and supports BGP configuration.

The SHQ tier connects with the DHQ tier, DHQ tier connects with BHQ tier by means of lease circuits (as shown in the above diagram). All the services deployed at CGSWAN are hosted at SHQ. The SHQ is located at Raipur.

Dedicated leased lines of variable capacity are being used for connectivity between various tiers as per following details:-

1. Connectivity from DHQ to SHQ is **4 Mbps**
2. In addition, DHQ is connected to SHQ through NKN link of 100 Mbps capacity (15 districts only). 3 districts in process.
3. Connectivity from Block to District POP is **2 Mbps.**

2.1.1 SHQ- State IT Center

As per the diagram shown below, DMZs/VLANs have been created based on requirements. Whole of the SHQ setup is divided into DMZ's which are segregated depending on the applications criticality and security levels required to maintain them.

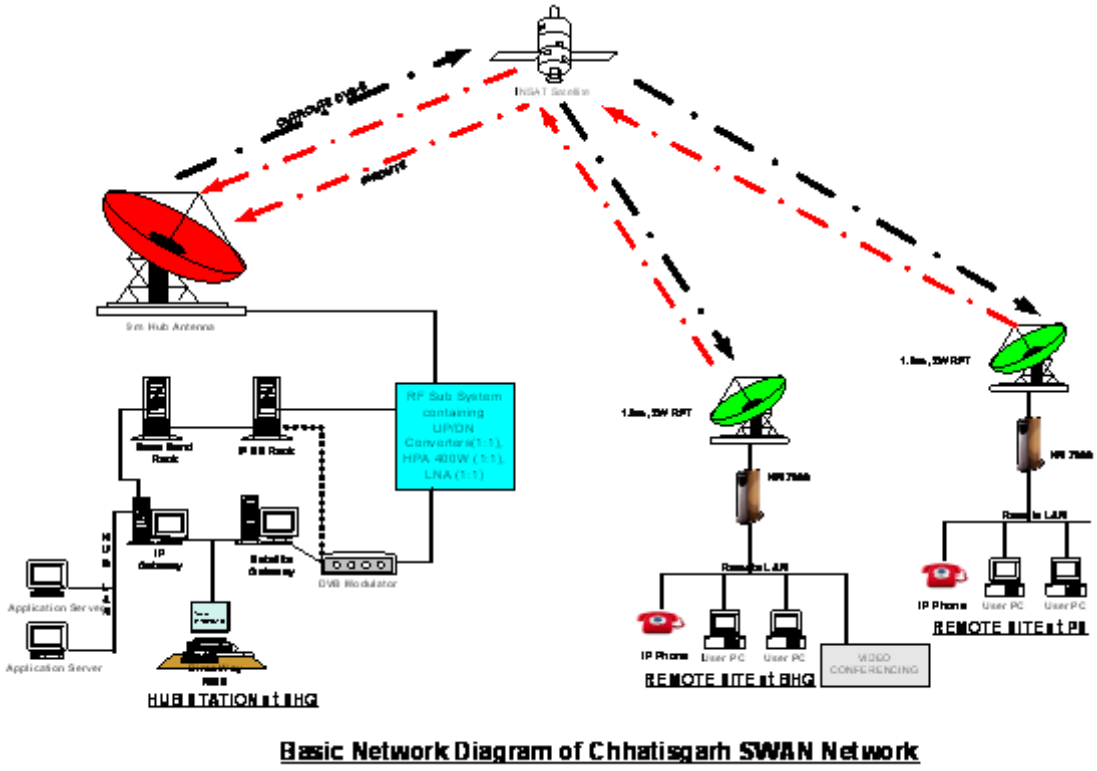
All the VLANs are created in core switch and core router. All the NMS servers are connected to one VLAN which is categorized as Server VLAN. VOICE and VIDEO VLANS have been created separately. DMZ zone hosts all the External web server, MAIL-Gateway and External DNS Server. A gateway level IPS/Firewall filters the traffic going to and fro from Internet to CGSWAN, based on the security requirements of different applications.

All the database servers are directly connected to core switch using another VLAN. All the SHQ, DHQ and BHQ traffic is categorized in trust zone of the firewall. All the traffic from Inside/DMZ is translated to visit the swan network using the network IP address. The servers which are published to SWAN are having static NAT/PAT. For internet connectivity another Zone has been created in the Firewall named as outside which is connected to the internet router connecting to different ISP.

An Intrusion Detection and Prevention System (IDP) is installed & commissioned at SHQ for securing the entire traffic to and fro from Internet to CGSWAN. The SHQ LAN consists of central application servers and voice and video gateways which have been terminated on a high end Layer 3 switch. Separate provisioning of internet router has been done and is fully functional at SHQ, terminating the Internet bandwidth.
IP Schema has been approved by CHiPS/ STPI/ DietY and the same has been implemented in CGSWAN.

VSAT HUB has been deployed for connectivity to remote Blocks and Horizontal offices. A Captive HUB has been established with bandwidth from ISRO. The VSAT HUB is directly connected to the core router and static routing is used for the same.

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Basic Network Diagram of Chhatisgarh SWAN Network

Figure: 2 Basic Network Diagram for CG SWAN Network

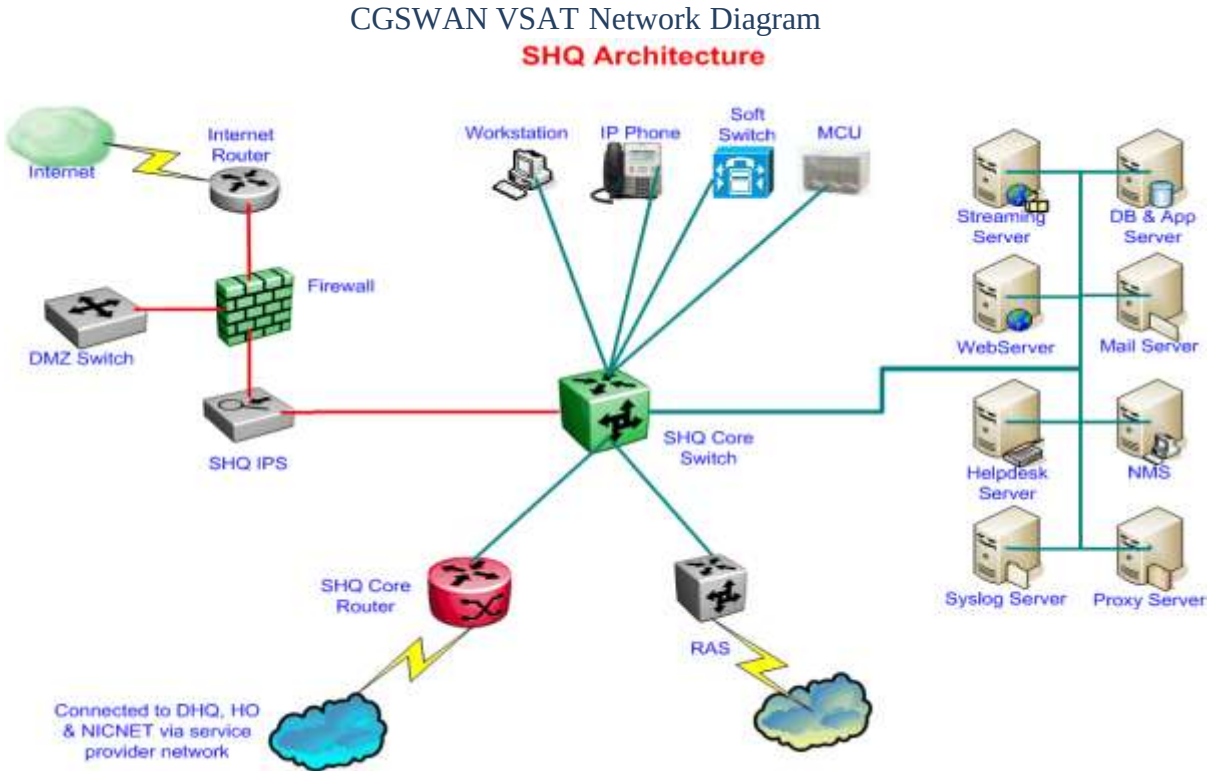


Figure 3: SHQ Level Network Diagram

A Core router is located at SHQ for terminating the entire CGSWAN Traffic through OSPF. The Core router is connected to Firewall and internet is provisioned based on

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several policies. In addition to this a Central Call Manager/ Call server catering to entire CGSWAN VoIP traffic is located at SHQ. Also a central Video Conferencing MCU is located at SHQ catering to the entire CGSWAN Video Conferencing traffic.

An Intrusion Detection and Prevention System (IDP) is located at SHQ securing the entire traffic to and fro from the Internet domain to the CGSWAN domain.

The six Central Servers located at SHQ are:-

- **AAA Server**
- **Web Server**
- **DNS Server**
- **Proxy server**
- **Email Server**
- **NMS**

Following is the overview of these different servers:

Proxy Servers – Proxy Server provides high performance web caching, application layer inspection firewall solution allowing for controlled and monitored web access as well as advanced protection network protection firewall.

AAA Server – The Remote Authentication Dial-in User Service (RADIUS) server supports managing user authentication and authorization. It also supports authentication, authorization, and accounting for network access.

Web Server –The Web Server accepts http/https requests. The Web Server delivers high reliability and performance. The web server has been configured for maximum security by default.

Email Server: Email server is being used for providing email services to users. Users are able to access this using WWW as well as POP3. A mail server with capacity to handle mail traffic of 5000 users via POP3 / IMAP / HTTP access, of which concurrent user load may be of 100 users

DNS server: Domain Name resolution Server (DNS) is available for all internet users in the SWAN network.

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NMS Server: Central NMS servers are located at SHQ for NMS, monitoring all the SNMP Supporting devices deployed including Servers Routers, Switches, Power Supplies, Call Manager, Leased line, Wireless Broadband Base Stations and CPE's etc.

2.1.1.1 DISTRICT LEVEL POP ARCHITECTURE

As shown in the below diagram, each district POP has STM1 coming from SHQ POP's to the primary router.

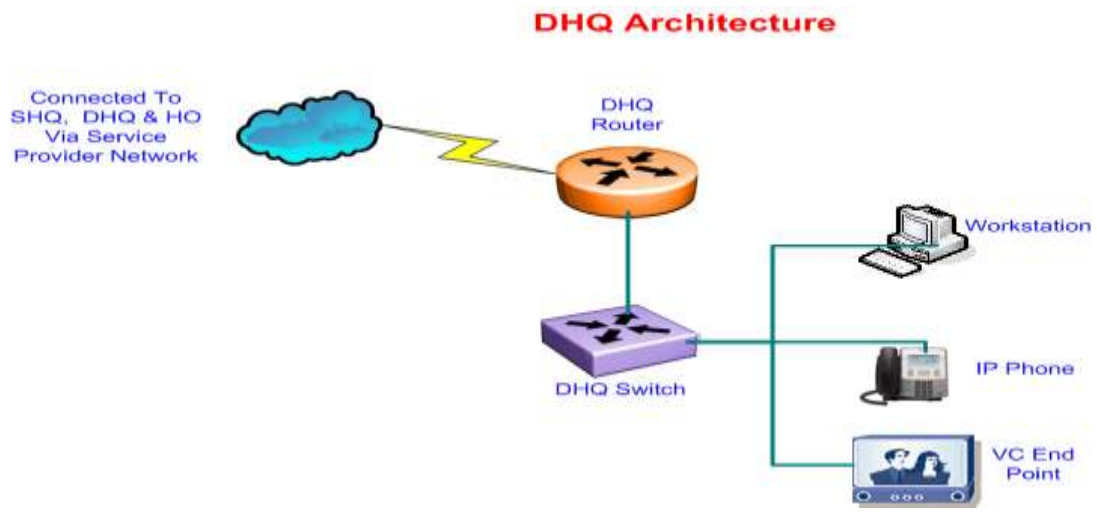


Figure 4: DHQ Architecture

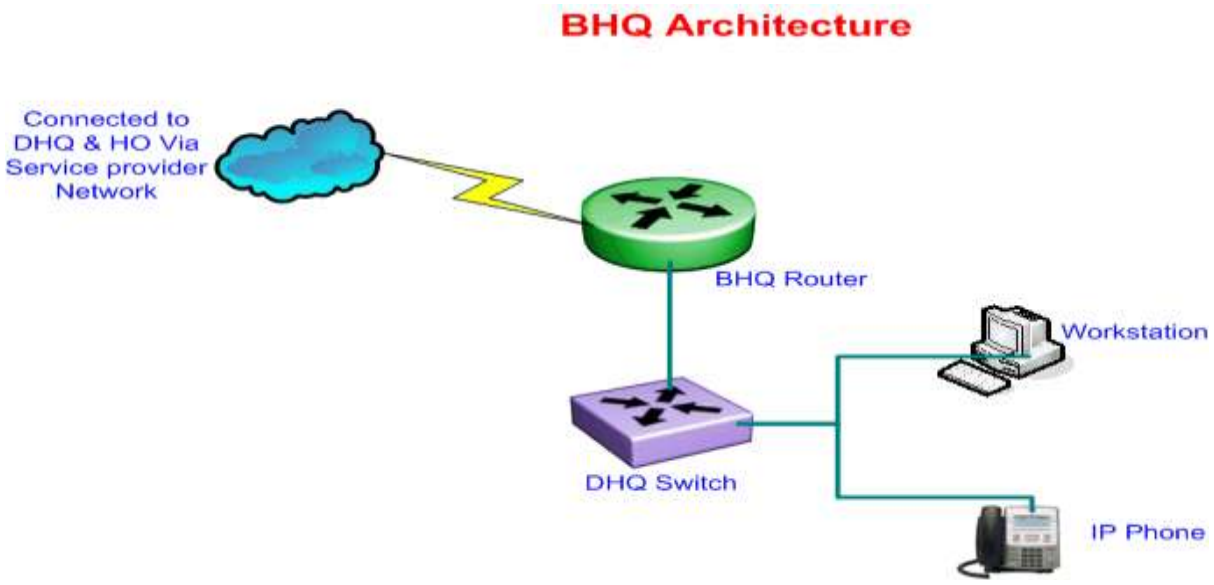


Figure 5: BHQ Architecture

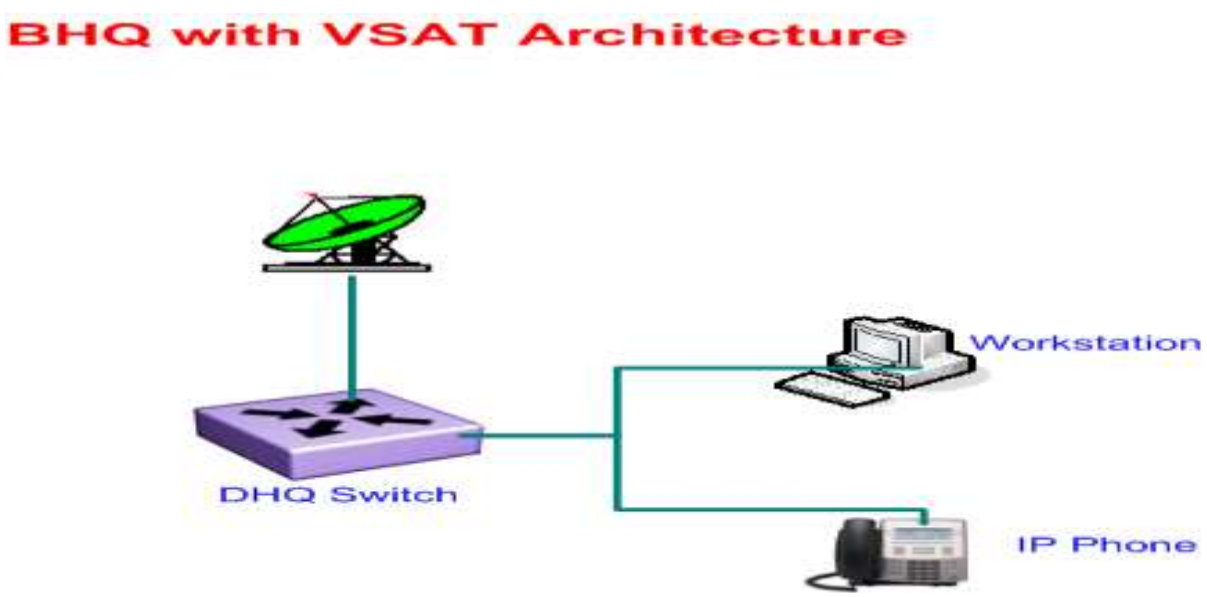


Figure 6: BHQ with VSAT

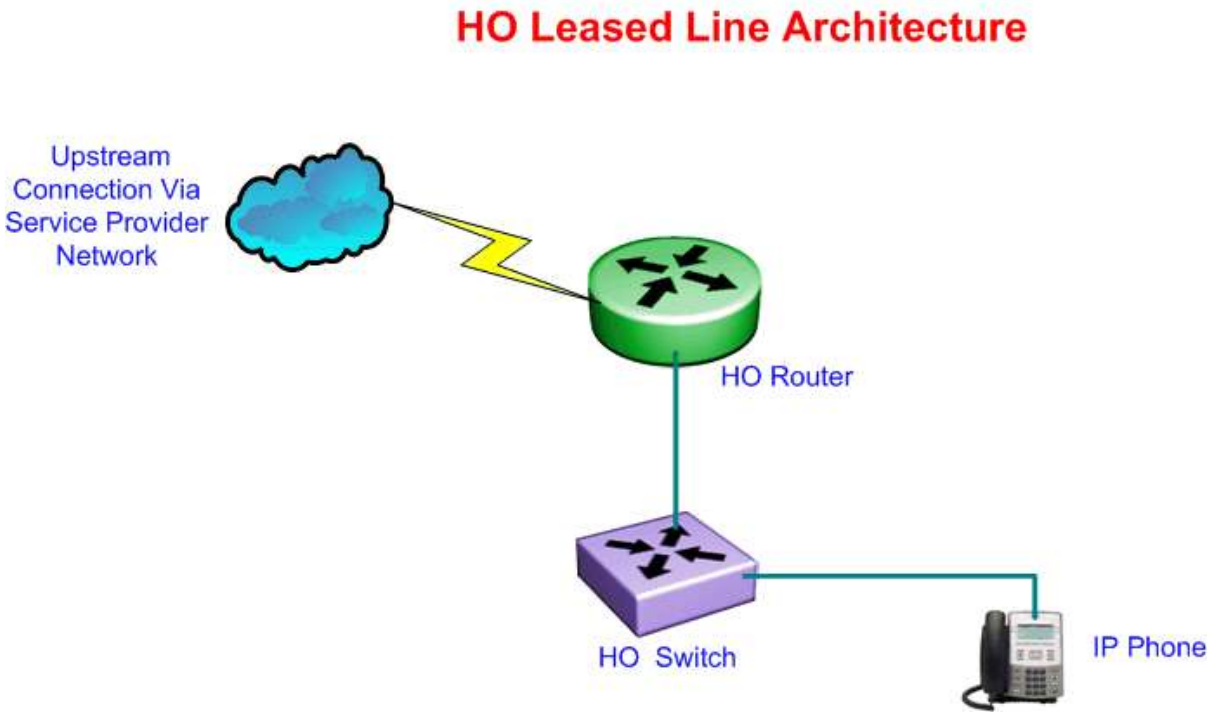


Figure 7: HO Leased Line Architecture

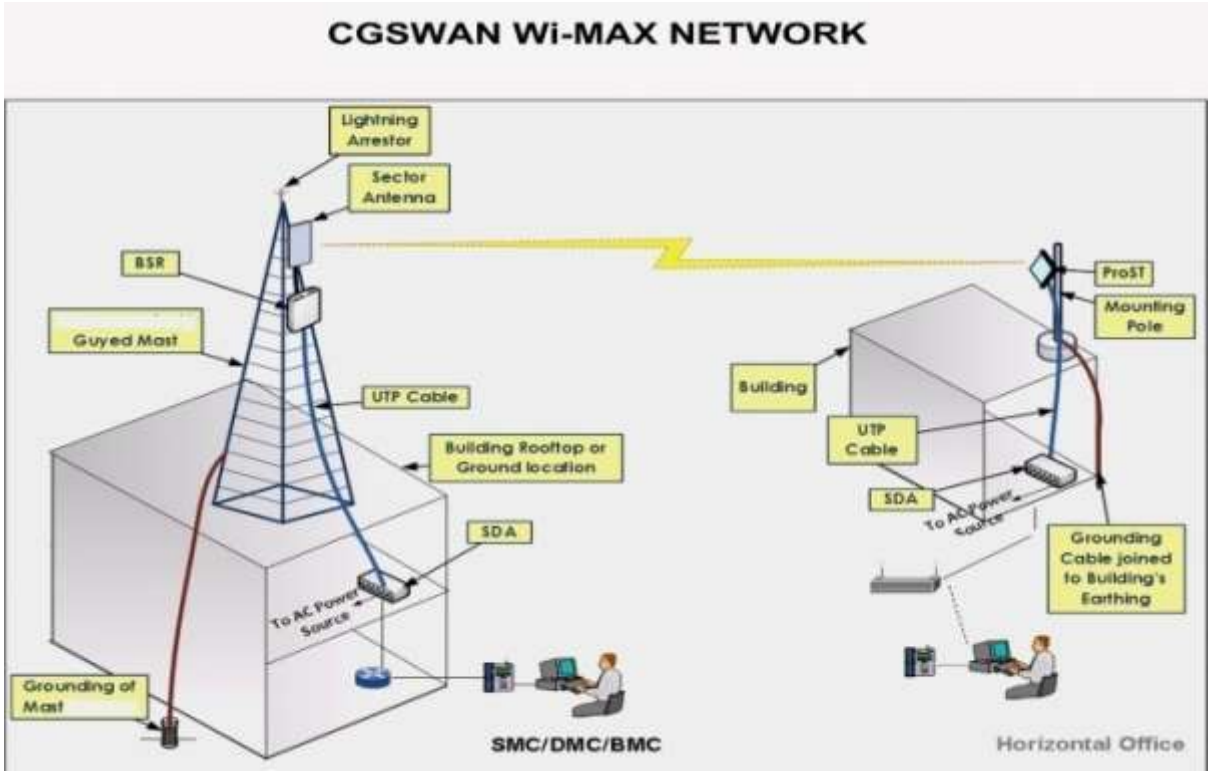


Figure 8: CGSWAN Wi-MAX Network

2.1.1.2 IP NETWORK DESIGN

CGSWAN has IP connectivity from NKN and Airtel. Private IP (172.16.0.0./12) address ranges are being used for the rest of the inter-network. The routing protocol used is OSPF.

2.1.1.3 NETWORK SECURITY DESIGN

Following security features have been considered in the network:

- URL filtering
- Intrusion Prevention system/ Intrusion Detection System
- Firewall Services has been implemented internally in SHQ, DHQ and BHQ Routers.

2.1.2 POP CONFIGURATION

2.1.2.1 TIER-1 POP AT Raipur (SMC)

- Juniper M120 Core Router and Nortel Passport 8010 Core Switch.
- Ethernet terminations for Servers, VC, VoIP, NMC, LAN and wireless.
- As majority government departments have HQs at Raipur, connectivity from user departments through Leased line/wireless etc is present. Approximately >500 users are connected to SHQ.
- Extending connectivity to these locations is a combination of wired, wireless and optical fibre as the case may be.
- Interconnectivity between SWAN POPs is terminated directly on Routers and user department connectivity to SWAN is through layer-3 switch i.e. Ethernet (user department connected through wireless point to multipoint system gives it Ethernet connectivity which is directly connected to switch and connectivity through copper wire is converted to router through channelized E1).
- Point-to-Multipoint Airspan Wi-MAX system (BTS 1060,)
- E1/G.703 Nomus Modems.
- Remote Access Server
- Firewall, VoIP Exchange, MCU VC Server with RSS and VMC.
- DNS, Microsoft Exchange 2010 Mail server.
- Network Management Software (NMS).
- Fire Protection. (Supported by Data Center Operator).
- Network security.
- VoIP Phone
- SWAN and NIC(NKN) are interconnected with 1Gbps link

Note: SHQ equipment is placed in state data center in co-location model. Electricity and connectivity at SHQ has been taken care of by CHiPS.

2.1.2.2 TIER-2 POP AT DISTRICT HQs (DMC)

- Routers and Switches as per Annexure B.
- Ethernet connectivity for LAN and wireless.
- UPS and DG as per Annexure B
- AC as per Annexure B
- District offices of government would like to take connectivity and we may take 100 user departments in next 05 years. Extending connectivity to these locations is a combination of wired and wireless.
- Interconnectivity between SWAN POPs terminates directly on Routers and user department connectivity to SWAN is through layer-2 switch i.e. Ethernet (user department connected through wireless point to multipoint system gives us Ethernet connectivity which is directly connected to switch and connectivity through copper wire has been converted to router through channelized E1.
- Point-to-Multipoint wireless system
- E1/G.703 Nomus Modems

- VoIP Phone.
- Polycom VSX 7000 Endpoint with Panasonic 42 inch LCD TV.

2.1.2.3 TIER-3 POP AT BLOCK (BMC)

- Routers and Switches as per Annexure B
- Ethernet connectivity for LAN and wireless.
- UPS and DG as per Annexure B
- AC as per Annexure B
- Horizontal offices in a given block are connected to SWAN through wire/ wireless.
- Interconnectivity between SWAN POPs is terminated directly on Routers and user department connectivity to SWAN is through layer-3 switch i.e. Ethernet (user department connected through wireless point to multipoint system gives us Ethernet connectivity which is directly connected to switch and connectivity through copper wire is converted to router through channelized E1.)
- Point-to-Multipoint wireless system
- E1/G.703 Nomus Modems.
- VOIP Phone, Desktop VC Software.

2.1.3 NETWORK MANAGEMENT SYSTEM

At present, the network management system at the State IT Centre, Raipur is the CA Technologies proprietary tool with the following deployed modules:

- CA Service Desk
- CA e-Health
- CA Spectrum
- CA Antivirus
- CA Gateway Security

The NMS deployed has following key features:

1. **Configuration Events & Alarms:** The NMS has the capability to view and record status of alarms, monitoring WAN and LAN based on SNMP polling and monitoring network device configuration

2. **Data Management:** The NMS tool has the provision and suitable arrangements for taking back up of NMS data.

3. **Functionality:** The NMS has the capability of generating customized reports, providing view of selected sub-network and indicating network status

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via different colours

4. **Fault Management:** The NMS has the capability to support advanced filtering, and to eliminate extraneous data/ alarms in web browser and GUI

5. **Network Monitoring:** The NMS has the capability to collect data and set service level, SNMP, MIB variables, to monitor and report utilization and availability and to support network monitoring via SNMP polling

6. **Presentation:** The NMS has the capability to represent discovered links with proper colour for complete network visualization, to support dynamic object collections and auto discovery, to provide view of entire network topology in a single map, to generate customized maps based on certain group of devices/region

7. **Reports:** The NMS has the capability to generate drill down reports for PoP and link availability during PBH, ESH and 24 hours separately. It has the capacity to generate reports of utilization and network performance. Reports get generated both in 'pdf' & 'excel' format. User has the flexibility to create customized reports

8. **Access Control:** The NMS has the capability to configure and maintain user activity log and audit trails, to maintain list of NMS usernames with defined access level, existence of super user password and its level of access to database (read, write, modify/delete).

2.1.4 BANDWIDTH PROVIDER

BSNL is the primary bandwidth service provider for CGSWAN for vertical connectivity. Additional 100 Mbps L2 MPLS connectivity has been provided by NKN at 15 DMCs presently (3 DMCs in progress) of CGSWAN.

Leased lines of variable capacity are used for connectivity between various Tiers, capacity details are as below:

1. Connectivity from District to SHQ POP is at **4Mbps through BSNL STM1 and 100 Mbps from NKN L2 MPLS on Ethernet.**
2. Connectivity from Block to District POP is at **2 Mbps on E1.**

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2.1.5 EXISTING FACILITY MANAGEMENT SERVICES

M/s Tata Consultancy Services has been selected as BOOT operator for CGSWAN which has deployed in total, 176 personnel.

The deployment of the manpower is as follows:

Location Category	Number of Engineers deployed
SHQ	19
DHQ	29 (i.e. 17 at DHQs and 12 for Wi-Max)
BHQ	128
Total	**176**

Important note: Sub-contracting of manpower by bidders is allowed only at block level (BHQ) PoPs and for Wireless support. Apart from this, no sub-contracting would be allowed at SHQ.

a. Purchaser reserves its right to subject the sub-contractors to security clearances as it deems necessary and all the personnel of the sub-contractor before they are appointed to the project.

b. The successful bidder shall be responsible for strict compliance of and shall ensure strict compliance by its sub-contractors, of all laws, rules or regulations having the force of law affecting the relationship of employer and employee between the successful bidder / successful bidder's sub-contractors and their respective employees and/or otherwise concerning labour, social welfare and provident fund, pension, bonus, gratuity and other benefits.

c. The Purchaser may ask the successful bidder to replace sub-contracted employee(s) owing to his/her poor performance.

2.1.6 IP TELEPHONY

CGSWAN has centralized network architecture. It consists of call manager at the central site, IP telephone users spread across the network. The IP telephones are connected to the Soft Switch either using LAN if the user is located in the LAN or WAN if the user is located remotely. The WAN network has been built for data traffic and is being used to connect the IP phones located in the remote sites.

The same IP WAN also carries call control signaling between the central site and the remote sites. Centralized system also supports termination of PSTN lines, call

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processing of both PSTN and VoIP calls can be done using call manger.
The centralized call manager controls the entire IP telephony network. It performs the major tasks such as Call Processing, Controlling, Switching, etc. In this model, the remote sites rely on the centralized call manager to handle their call processing. Routers that reside at the WAN edges require quality of service (QoS) mechanisms, such as priority queuing and traffic shaping, to protect the voice traffic from the bursty data traffic across the WAN.

The primary advantage of this model is centralized call processing that reduces the equipment required at the remote sites and facilitates to have Unified Dial plan across the network.

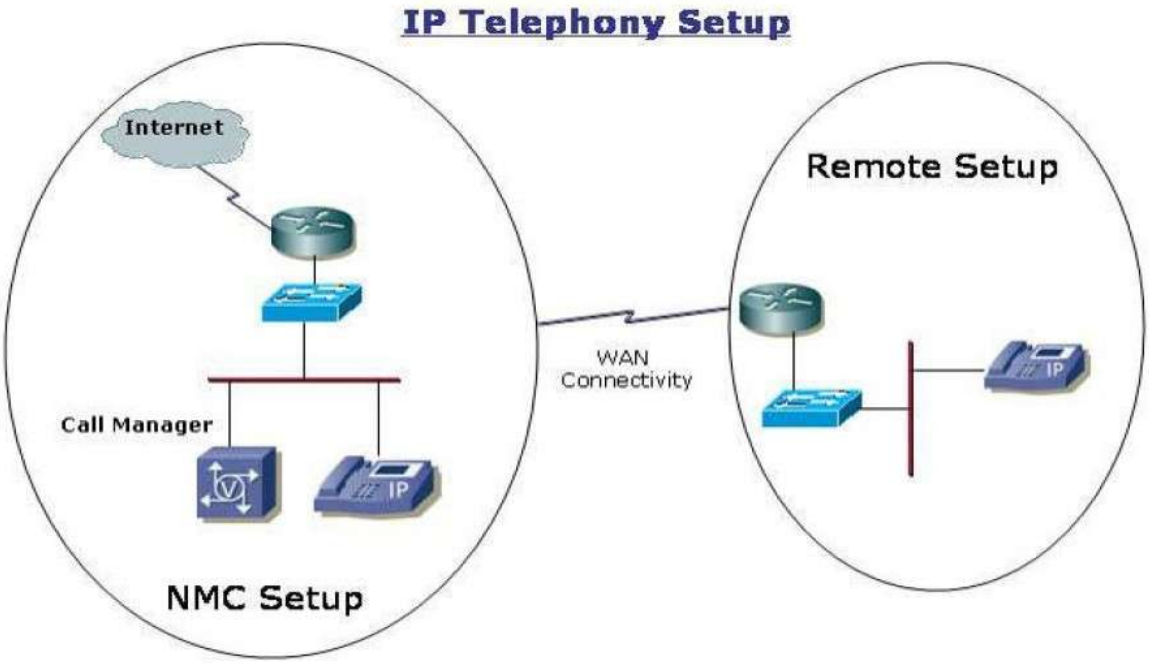


Figure 8: IP Telephony Setup

The above diagram depicts the IP telephony setup for CGSWAN. The architecture is centralized in nature. All the call processing engine & Soft Switch is located at the State Center, while IP telephone users are spread across the LAN and WAN.

- Call server/ call manager is used as IP PBX and performs the Call processing and Call control Functionality.
- IP Phone is being used for the Office communication.
- For VoIP service capacity is of minimum 5000 users and maximum of 25,000 users plus with min. 1000 simultaneous sessions.
- For Unified messaging solution the capacity is maximum 500 users with min. 20 simultaneous sessions.

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2.1.6.1 REMOTE SITE IP TELEPHONY DETAILS

As depicted the diagram above, the CGSWAN IP Telephony is set up at remote offices and IP phones are connected to the Ethernet switch. External power adapter/PoE switches are used to supply the power to the Phone each IP phones have been assigned unique IP address. And all these phones have been registered with call manager at the Central office. Remote offices connect to the Central office through IPWAN. Each phone is assigned Unique Directory Number (DN) for identifying the phone in the IP telephony network.

2.1.6.2 VOICE GATEWAY

The State Head quarter is to be connected to the outside voice telephone network. The voice gateway router supports the widest range of packet telephony-based voice interfaces and signaling protocols within the industry.

The voice gateway router enables users to immediately deploy an end-to-end IP telephony network architecture or gradually shift voice traffic from traditional circuit-switched networks to a single infrastructure carrying data, voice, and video over packet networks.

2.1.6.2 VIDEO CONFERENCING

The video conferencing services are managed from SHQ. Sessions are created from SHQ after necessary approvals from CHiPS officials.

A central Video Conferencing MCU is also located at State-IT centre catering to the entire CGSWAN Video Conferencing traffic. Desktop based VC solution has been implemented which has the facility to setup point to point/multipoint VC sessions

Other end point equipment (projector, end point client system etc.) will also be enabled for video connectivity.

HORIZONTAL CONNECTIVITY

A point to point network has been setup for horizontal connectivity with no link connecting to MPLS network. BSNL is the Horizontal connectivity provider at present which has deployed network equipment at all the districts with around ten departments like excise, fisheries etc. to name a few that utilize the horizontal links. However, few horizontal links have also been provided by M/s Bharti Airtel. As

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present around 3320 horizontal offices are connected through CGSWAN, out of which, around >50 have been implemented by M/s Bharti Airtel. In the coming future, CHiPS aims at achieving connectivity of 100 horizontal offices per DHQ PoP.

Horizontal connectivity to various departments and offices is provided via copper/optical cables and wireless equipment on unlicensed band, depending on the feasibility w.r.t. distance and bandwidth requirements.

The user department uses low-end router with/without modem at department with 2 M bps link at departments. OSPF routing is enabled at the Block/DHQ routers for routing. This improves the performance of the total routing in the network. Static routing has been configured for some of the CGSWAN routers.

The security policies are deployed effectively because when the user from the department tries to access any application or server at DHQ PoPs, he has to pass through software based security device (FW+IPS) and when he tries to access the application at SHQ, the Core firewall and IPS checks its authenticity.

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3. SCOPE OF WORK

The invitation to proposal is for System Integrators for project "**Providing Services, Upgradation, Operation and Maintenance of Chhattisgarh State Wide Area Network (CGSWAN)**" for the following deliverables:

1. Upgradation of BHQ's to DHQs at newly formed 9 districts.
2. Operation & Maintenance of Existing CGSWAN Project

The bidders are advised to study the tender document carefully. Submission of bids shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications. This section provides general information about the Issuer, important dates and addresses and the overall eligibility criteria for the bidders.

The bidder should provide following major services under this project:

- The Bidder should provide AMC support for all existing equipment as mentioned in Annexure-B in this RFP.
- The Bidder should provide Operation and Maintenance, FMS services at all location covered under this RFP.
- The Bidder should coordinate with State Data Centre Operator (DCO), Bandwidth and MPLS provider for Connectivity.
- The Bidder should upgrade BHQ's to DHQ's at newly formed 9 districts.

3.1 Operation & Maintenance of Existing CGSWAN Project

As part of this initiative, CHiPS intends to select a network operator for managing its SWAN operations and manage the related facilities for a period of Three (3) years. The bidder shall be procuring the AMCs for all components throughout the duration of the project except Router and Switch installed at DHQ's & BHQ's.

AMCs shall be procured for a period of 3 years depending on the end of life of the equipment and may be extended up to period of 5 Years. These AMCs shall be passed on to the successful bidder for contract administration. The successful bidder shall

deploy manpower till the block level for network operations and related facility management services. The successful bidder shall also facilitate resolution of issues related to horizontal connectivity.

CHiPS shall provide the successful bidder inventory of equipments. The successful bidder shall manage this inventory provided by CHiPS.

In case of an issue with any of the equipment at any of the POPs, the personnel deployed by the successful bidder shall log a call with the OEM and shall replace the equipment from the inventory (if any). The inventory shall be used to reduce the time taken for replacement of the hardware.

3.1.1 MAJOR SCOPE OF WORK UNDER THIS PART

a) Transition Phase

The Phase-I shall commence from the date of acceptance of Letter of Intent (LoI) by the successful bidder. This phase shall conclude (GO-LIVE) on the date of submission of final hand over report. The date of acceptance of LoI shall be within 1 weeks of date of issuance of LoI.

The activities in phase I shall be as below:

S. No	Activity	W1	W2	W3	W4	W5	W6	W7	W8	W9	W10	W11	W12
1	Deployment of manpower at SHQ and setting up of transition team												
2	Project Kick-off Meeting												
3	Preparation & Submission of Detailed Project Plan												
4	Site inspection & preparation of survey report for all Project locations												
5	Submission of System Study Report GAP Report and sign-off												

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	from CHiPS/ Existing Bidder												
6	Hand over all software & Hardware from existing bidder												
7	Project Handover document and sign-off from existing Bidder												
8	Deployment of manpower at DHQ and BHQ												
9	Handover of Existing Operation at SHQ												
10	Handover of Existing Operation at DHQ												
11	Handover of Existing Operation at BHQ, HO & VSAT Locations												
12	Final Acceptance Test from CHiPS/TPA												

b) Team Mobilization

The successful bidder shall submit a manpower deployment schedule within 1 week of acceptance of the Agreement. The successful bidder shall deploy manpower at SHQ within one week and at DHQ PoPs within four weeks from the date of acceptance of Letter of Intent. The successful bidder shall deploy manpower at least 80% of the BHQ PoPs within 4 weeks from the date of acceptance of Agreement. The successful bidder shall be provided a period of one quarter from Go-Live date for deployment of manpower at rest of the 20% BHQ PoPs, failing which the penalties shall be applicable as stipulated under SLA and Penalty clause in Volume-1.

The manpower deployment schedule shall detail out roles and responsibilities of all the proposed resources vis-à-vis the project activities and deployment date of the manpower.

The successful bidder shall constitute, within (T0+1 week), a Transition Team at the SHQ, for the planning and transition phase. This team shall be responsible for overall project execution, monitoring, documentation, reporting requirements related to the project and supervision of transition process. The team shall comprise of at least one Project Manager, CA Tool specialist, Network Expert, Security Expert, System Administrator, 2 Network Engineer and 3 Help Desk Engineer. The qualifications of

the manpower shall be as stated in this RFP.

The successful bidder shall submit a manpower deployment report to CHiPS on weekly basis. This report shall include the details of manpower deployed at PoPs by the successful bidder and schedule of deployment of manpower at rest of the PoPs. The transition team and the nodal officer of CHiPS shall monitor, coordinate and report the activities.

CHiPS shall provide access to Network Operating Centre (NOC) at SHQ to the successful bidder with basic facilities like electricity and backup, appropriate sitting facility etc.

c) AS-IS AND GAP ANALYSIS

The successful bidder is required to carry out an extensive As-Is study as part of site survey and submit a comprehensive site report to CHiPS within 6 weeks from signing of AGREEMENT (T0+6weeks).

The As-Is report shall cover the detailed status of IT, Non - IT infrastructure at each PoP and inventory to be provided by CHiPS. It would also detail out the action to fill the gaps and its associated timelines and dependencies. The report of each PoP shall be in the format decided in consultation with CHiPS and TPA.

The successful bidder shall also submit a detailed format for capturing asset details at each PoP.

Transition team shall design the formats for all the deliverables/ reports for operations and maintenance phase mentioned in this tender and all these formats of deliverables/reports shall be reviewed by CHiPS TPA and approved by CHiPS.

The successful bidder shall gather information regarding the end of sale, end of support and end of life of existing network equipment during the period of contract.

The successful bidder shall prepare and maintain floor-wise layouts of the LAN structured cabling showing the location of the networking equipment, the route of the LAN cabling and the location of each of the PoPs. The site layout is required to be produced in the softcopy form and submitted to CHiPS as a part of As-Is report.

For the site survey at each location, successful bidder shall contact the Nodal Officer designated by CHiPS. The Nodal Officers nominated by CHiPS and transition team at

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SHQ shall coordinate and facilitate the site survey activity. The Transition Team shall coordinate with manpower deployed at various PoPs during As-Is Study. The Transition team shall gather information regarding the detailed status of the inventory, to be provided by CHiPS as per Annexure C, within 4 weeks of acceptance of Agreement (T0+4 weeks) and submit the inventory report to CHiPS. The report shall also include details of equipment reaching end of life phase during currency of contract. The format of the report shall be approved by CHiPS in consultation with TPA.

The successful bidder shall study and configure the CA tools at SHQ so that manpower attendance report from all PoPs can be generated in NMC during operation and maintenance phase. The format of this report has to be approved by CHiPS. The successful Bidder shall procure/implement an attendance monitoring tool, without any additional cost to CHiPS in case it is not able to configure/upgrade the CA tools at SHQ.

The successful bidder shall be deemed to have in general to have obtained himself all necessary information of all site conditions, risks, contingencies and circumstances effecting his obligations and responsibilities therewith under the contract and his ability to perform it. However, if during the site survey, successful bidder detects physical condition and/ or obstructions affecting the work, it shall be the responsibility of successful bidder to take all measures to overcome them and to take all necessary measures.

Based on the As-Is Report, Transition Team shall design the format for preventive maintenance report and get it approved by CHiPS within 7 weeks of signing of Agreement (T0).

d) HANDOVER OF AMC TO THE NEW SUCCESSFUL BIDDER

Successful bidder shall submit a transition plan within 6 weeks after acceptance of Agreement (T0+6 weeks). Any change, if suggested by the CHiPS in the transition plan, shall be accommodated by the successful bidder.

The transition plan shall include a comprehensive schedule for handover of AMC from CHiPS to the successful bidder and site wise handover schedule of PoP operations to the successful bidder. The handover process shall commence only after confirmation of deployment of manpower at minimum 80% PoPs. Deployment of manpower shall be verified by authority designated by CHiPS. The transition team at SHQ shall facilitate the process.

Responsibility of administering the AMC during day to day activities lies with

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the successful bidder.

i. HANDOVER OF INVENTORY

The inventory as specified in Annexure C shall be handed over to the successful bidder.

The successful bidder shall decide the strategic location for keeping inventory at various PoPs. The handover activity shall include physical verification and handover of:

- Equipment at inventory
- AMC of the inventory equipment

After the handover, the successful bidder shall submit a letter to CHiPS stating the equipment detail of the handed over inventory. This letter has to be submitted within 6 weeks of signing of Agreement (T0+6 weeks)

ii. HANDOVER OF POP OPERATIONS

The site-wise transition schedule from existing to the successful bidder shall be drawn-up by the successful bidder in consultation with CHiPS. During the transition, the successful bidder shall share a weekly status report depicting the incremental PoPs transitioned through a transition status report.

The successful bidder shall share a transition status report on a weekly basis with the CHiPS starting the commencement of transition as per site-wise transition schedule. This report shall include information on the PoPs transitioned to the successful bidder and schedule for transitioning of rest of the PoPs. The indicative schedule is to be submitted along with technical proposal.

Handover of a PoP shall be deemed successful only after successful completion of below activities:

- Inventory check of IT and Non-IT equipment
- Deployment of manpower (Details of manpower deployed which shall include Name, contact details etc)

The weekly transition status report shall comprise status of above activities at all the PoPs.

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The Go-Live date shall be the date on which the operations of at least 80% PoPs are successfully handed over to successful bidder post submission of final handover report by the successful bidder to CHiPS. The final handover report is to be submitted within 8 weeks of signing of Agreement (T0+8 weeks).

Based on consideration of the delay beyond 2 weeks (after Phase 1+2 weeks), CHiPS reserves right to invoke other penalties as stated under SLA and Penalty clause in Volume-1. The completion would be fully tested and with no hindrances within a reasonable downtime of not more than 2 hours of a WAN Link. The permission required for the planned down time must be approved by the Nodal officer designated by the CHiPS.

After Go-live the Transition Team shall be dissolved and designated manpower at SHQ shall take over the respective responsibilities as mentioned in this RFP.

e) OPERATIONS AND MAINTENANCE

The successful bidder shall adhere to the Service Level Agreements (SLA) as specified under SLA and Penalty clause in Volume-1 and is required to provide the support services during the 3 years of operations & maintenance phase. The operations & maintenance phase shall commence from the successful Go-Live of the project as notified by the CHiPS under this engagement.

The successful bidder shall monitor the health of the network using Network Management System and other means as required. The CA NMS has been deployed at State HQ, Raipur.

The ownership of the inventory provided by CHiPS shall remain with CHiPS.

i. NETWORK OPERATIONS & MANAGEMENT

Successful bidder shall provide network management services using the Network Management System for end-to-end management of the network. This includes providing effective communication between all terminals of SWAN for Data, Video, VoIP, Video Conferencing, Internet and E-mail etc. and any other applications etc. at all PoPs and horizontal offices.

Performance reports on the service levels as specified in the RFP under SLA and Penalty clause in Volume-1 must be provided by the successful bidder.

The successful bidder shall use Network Management System to monitor the WAN links and Remote Infrastructure Management (RIM). The NMS shall also be used for monitoring all the WAN & LAN equipment up to the respective PoPs and horizontal offices connected to CGSWAN.

The NMS used in the monitoring system shall be used for generating the SLA reports and monitoring of the LAN & WAN links and other networking equipment of CGSWAN. The successful bidder shall be responsible for providing complete access to the CHiPS or its nominated agency for the NMS tool deployed for this engagement.

The successful bidder shall facilitate the initiatives taken by CHiPS for enhancement of CGSWAN. These initiatives shall be but not limited to implementation of MPLS and IPv6.

ii. BANDWIDTH MANAGEMENT

Bandwidth management involves process of measuring and controlling the communications (traffic, packets) on a network link, to avoid filling the link to capacity or overfilling the link, which would result in network congestion and poor performance of the network.

The successful bidder shall have the responsibility to manage the bandwidth provided by BSNL or any other ISP for CGSWAN so as to ensure optimum utilization.

iii. SECURITY SOLUTIONS & SERVICES

The successful bidder shall be required to provide comprehensive support to the department during the Third Party Audit, Security Audit, Audit of Tools etc. The successful bidder shall be responsible in getting the required readiness built in the network during audit for security solutions.

Successful bidder shall monitor the security of the network and submit deliverables like Antivirus Reports, Denial of Service Attack Log, Intrusion Log, Compromise and defacement log etc as mentioned under SLA and

Penalty clause in Volume-1of this RFP.

The CHiPS reserves the right to inspect, monitor and assess the progress and performance of the project either itself or through another designated agency as it may deem fit, throughout the course of the Contract. The CHiPS may demand and upon such demand being made, the CHiPS shall be provided with any document, data, material or any other information which it may require, to enable it to assess the progress of the project.

The CHiPS shall also have the right to conduct, either itself or through another agency as it may deem fit, an audit to monitor the performance by the successful bidder of its obligations/functions in accordance with the standards committed to or required by the CHiPS and the successful bidder undertakes to cooperate with and provide to the CHiPS any other agency appointed by the CHiPS, all Documents and other details as may be required by them for this purpose. Any deviations or contravention identified as a result of such audit/assessment would need to be rectified by the successful bidder failing which the CHiPS may, without prejudice to any other rights that it may have issue a notice of default.

i. FACILITY MANAGEMENT SERVICES

The successful bidder shall deploy manpower as stated in this RFP at all the PoPs. The locations of the PoPs have been mentioned in Annexure A.

The staff deployed by successful bidder shall be trained and well versed on desktop, printers & other peripherals, network troubleshooting, ITIL processes. The manpower shall work with the OEM vendors and bandwidth service providers for proper operations of the network. The qualification, role and responsibility of the manpower shall be as mentioned of this RFP.

The staff deployed at DHQ/BHQ PoPs shall also be responsible for monitoring and maintenance of horizontal connectivity which would also include facilitating rectification of faults and working with various departments utilizing horizontal connectivity, bandwidth providers, CHiPS officials etc.

In case there is a need for translocation of any of the CGSWAN PoPs, the successful bidder shall ensure proper re-establishment and configuration of PoP equipment as per the directions and support from CHiPS.

Depending on the requirements of CGSWAN, CHIPS may decide to increase the number of DHQ/BHQ PoPs during the life of the contract. The successful bidder shall provide additional manpower to be deployed at these PoPs. These additional PoPs shall also be incorporated under the scope of this

RFP.

The maximum change in the manpower deployed at the NMC in any one financial year shall not exceed 3 resources. Any additional change of the resources during a financial year at the NMC level shall be subject to levy of penalty as specified in under SLA and Penalty clause in Volume-1.

The following number of Manpower's should be deployed by Selected Bidder

Location Category	Number of Engineers deployed
SHQ	13
DHQ	54 (i.e. 27 at DHQs and 27 for Wi-Max)
BHQ	124
Total	**218**

The only exceptions allowed are:
a) The resource separates from the successful bidder's organization
b) The resource is changed at the request of the CHiPS
c) The resource is not able to attend office due to prolonged sickness or death

All additions, removal and replacement of manpower at DHQ and BHQ level shall be done with the prior approval of the CHiPS.

ii. HELPDESK MANAGEMENT SERVICES

CGSWAN has as a part of the NMS, a comprehensive Helpdesk Management System to enable the support staff to provide reliable infrastructure support services. In all, Helpdesk comprises of Helpdesk tool, policies, helpdesk personnel along with supporting people.

Manpower deployed at the helpdesk shall log calls regarding the queries / complaints of CGSWAN users. The CA service desk tool has the capability for auto ticketing through SMS. This SMS pulls and push service shall be provided by the successful bidder. The tool also has the capability of manual ticketing.

The success Bidder shall either configure existing tool (CA Service Desk) or procure/implement a helpdesk tool, without any additional cost to CHiPS. This tool shall have facility which allows user to log ticket using internet, email, telephone call and SMS. User shall be able to log ticket using any of these options.

Helpdesk tool, if required shall be developed/ implemented by

successful bidder in consultancy with CHiPS.

iii. OVERALL COMPREHENSIVE MAINTENANCE

The successful bidder shall have the responsibility to administer the AMC of the network components as specified in this RFP. In order to ensure the timely availability of spares for replacement of failed equipment, the CHiPS/Existing Bidder should provide the existing inventory to successful bidder, as specified in Annexure B, at the strategic locations as specified by the successful bidder.

The successful bidder shall plan and conduct periodic preventive maintenance of all the components of the project and share preventive maintenance reports on quarterly basis with the CHiPS. The format for the maintenance reports have to be prepared by the Transition Team and approved by the CHiPS as stated in this RFP.

The preventive maintenance shall include, but not limited to, below activities:

a. Dusting of network equipment with Blower
b. Maintenance of UPS battery
c. Running of DG set for minimum 15 minutes in a week
d. Draining of UPS battery per month to maintain charge-discharge cycle.
e. Maintenance of structured cabling
f. Asset tagging
g. Maintenance of inventory register
h. Following up with AMC provider for maintenance of AC and DG
i. Tightening of RF gyro point
j. Changing of faulty MCB
k. Check earthing voltage and rectify if required.
l. Check lightening arrester

The successful bidder shall intimate CHiPS regarding the equipment nearing end of life, end of sale, end of support at least four months in advance. Procurement of such equipment shall be done by CHiPS.

iv. FUEL EXPENCES FOR DG SETS AND ELECTRICITY BILL

The cost of fuel & consumables expenses like UPS Batteries etc. shall be borne by the successful bidder for DG sets for SHQ/DHQ/BHQ PoPs. DG fuel expenses and electricity expenses for SHQ shall be borne by the successful bidder.

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All the PoPs have been provided with electricity connection. The successful bidder shall be responsible for timely payment of the electricity bills for SHQ/DHQ/BHQ PoPs. At PoPs where electricity meter has not been installed, the successful bidder has to make provisions for the same. The cost of installation of electricity meter will be reimbursed by CHiPS as per actuals.

3.1.2 MINIMUM DELIVERABLES

a) PLANNING AND TRANSITION PHASE

List of minimum deliverables for successful bidder during Implementation Management and Acceptance phase are mentioned below:

S. No	Deliverable	Timeline
1.	Manpower deployment schedule	T0 +7 days
2.	Transition plan	T0 +6 weeks
3.	Manpower deployment report	On a weekly basis from commencement of manpower deployment as per manpower deployment schedule till 100% deployment.
4.	Inventory report	T0+4 weeks
5.	As-Is report	T0+6 weeks
6.	Transition status report	On a weekly basis from commencement of transition as per Site-wise transition schedule
7.	Final Handover report	As per the Site-wise transition schedule
8.	Format of Preventive maintenance report	T0+7 weeks

b) OPERATIONS AND MAINTENANCE PHASE

S. No.	Deliverable	Frequency	Timeline
1.	PoP Uptime and Downtime report	Quarterly	Reports of the previous month shall be submitted by 2nd week of next quarter and as per requirement

2.	Latency Report	Quarterly	Reports of the quarter shall be submitted by 2nd week of next quarter
3.	Antivirus Reports	Monthly	Reports of the previous month shall be submitted by 1st week of next month
4.	Denial of Service Attack Log	Monthly	Reports shall be submitted by 1st week of next month
5.	Call Response and Rectification report	Quarterly	Reports of the previous quarter shall be submitted by 1st week of next month
6.	Link wise Bandwidth Utilization report	Daily/Monthly/Quartely	As per requirement
7.	Preventive Maintenance report	Quarterly	Reports of the quarter shall be submitted by 2nd week of next quarter
8	Security Audit and VA/PT	Half yearly	As per requirement
9	Inventory	Yearly	By 1st month of next year

3.1.3 MANPOWER REQUIREMENTS

Successful bidder shall deploy sufficient manpower in shifts to meet the SLA. Minimum personnel's required to be deployed are as under:

	Manpower deployment at Tier-1(NOC) (Minimum):				
S. No	**Designation**	**Shift wise Manpower distribution**			
		1000hrs to 1800hrs	**700hrs to 1500hrs**	**1500hrs to 2300hrs**	**2300hrs to 700hrs**
1	Project Manager	1			
2	CA Tool specialist	1			

3	Network Expert	2			
4	Security Expert	1			
5	System Administrator	1			
6	Network Engineer	2			
7	Help Desk Engineer		1	1	1
8	Wireless Engineer	1			
9	VSAT Engineer	1			
	Total	10	1	1	1
Manpower deployment at all Tier-2 (District HQs) (Minimum)					
Network Engineer		1/DHQ			
Wireless Engineer		1/DHQ			
Manpower deployment at all Tier-3 (Block) POP's (Minimum)					
Network Engineer		1/BHQ			

Table: Manpower Requirement

Facilities for conveyance/ transportation of staff and equipments, communication facilities (mobile phones etc) shall also be provided by the successful bidder. The manpower deployed shall also be available on phone for resolution of calls.

The successful bidder shall keep the shift timings flexible as per the requirements of CGSWAN as recommended by CHIPS.

a) PROJECT MANAGER

Successful bidder shall ensure that at all times during the contract, a Project Manager; acceptable to CHIPS would be available for regular interaction and reporting. The project manager would be required to attend all meetings where the successful bidder's role and the activities performed by it are discussed. The Project Manager shall validate all the reports to be submitted to CHIPS and should take responsibility of answering related queries of CHIPS. It shall be the responsibility of the Project Manager to present all such reports to key committees of CHIPS, constituted for spearheading the CGSWAN Project. The Project Manager would be expected to be receptive to the expectations of CHIPS and other key stakeholders of the CGSWAN Project and ensure the incorporation of the same to the deliverables. The Project Manager shall function from SHQ of

CHIPS premise. The Project Manager shall be assisted by a Core team, providing expertise in areas of network operations, security and infrastructure etc.

b) TEAM MEMBERS

The team shall consist of the network specialists, network monitoring engineers, helpdesk engineers, technicians and network engineers deployed on the project at SHQ/ DHQ/BHQ PoPs. Successful bidder shall deploy dedicated team for day to day activities related to the project as defined in RFP. The SHQ team shall operate from SHQ and shall be responsible for assessment of effectiveness of the defined standards and procedures by CGSWAN, resolution of issues, project monitoring, periodic assessment of CGSWAN and related activities as specified in the Scope of Work specified in this RFP. The SHQ Team shall carry out all activities from NMS, State IT center, Raipur except those requiring field visits.

Number of team members required shall be as specified below:

S. No.	Function	Role	Key Indicative Responsibilities
1	Network Monitoring	Network Specialist	• Monitoring of Network Infrastructure • Monitoring of Bandwidth utilization • Monitoring of the network security services offered by CGSWAN as specified in RFP • Performance assessment of CGSWAN Coordinate and support to CHIPS's hired/nominated agency in the security audit of the Network Infrastructure. • Setup of effective communication process for mitigation of the security risks/ challenges/ issues • Submission of deliverables to Project Manager • Conducting security drill test on behalf of CHIPS • Troubleshooting network problems and outages • Monitoring of Helpdesk System using NMS • Generating reports on problems occurred in a specific period and take precautionary actions for stopping the occurrence of problems in future. • Providing recommendations/ suggestions to CHIPS for system improvement • Resolving CGSWAN performance issues • Setup of effective communication process for mitigation of the project risks/ challenges/ issues • Submission of deliverables to

			Project Manager • Conducting Network drill test on behalf of CHIPS • Other related activities as per scope of work of successful bidder specified in this RFP
2		Network Monitoring Engineer	• Monitoring of Bandwidth utilization • Performance assessment of CGSWAN • Monitoring of Helpdesk System using NMS and resolving Helpdesk calls. • Providing recommendations/ suggestions to CHIPS for system improvement • Submission of deliverables to Project Manager • Resolving CGSWAN performance issues • Conducting Network drill test on behalf of CHIPS • Other related activities as per scope of work of successful bidder specified in this RFP
3	Network Management and Maintenance	Network Engineer	• Preventive maintenance of PoP equipments • Facilitation of proper network operations • Troubleshooting network problems and outages • Maintenance of passive components • Facilitating new CGSWAN initiatives • Other related activities as per scope of work of successful bidder specified in this RFP
4		Technician	Performing identification problem and resolution for electrical equipment. • Performing preventive maintenance of PoP equipment. • Maintenance of passive components • Facilitating new CGSWAN initiatives • Equipment maintenance of SHQ/DHQ PoP and corresponding BHQ PoPs. • Other related activities as per scope of work of successful bidder specified
5	VSAT Engineer		• Maintenance and management of VSAT equipment/Applications/Server at Hub and Remote.
6	Help Desk Operations	Help Desk Engineer	• First level support on telephone response to all problems logged in help desk within SLA • Escalation of problems to higher level. • Tracking logged problems and update the status

			• Monitoring helpdesk problem queue & assigning problems to resources • Reminding the concerned technical staff for resolution of the problem Contacting users after problem resolution, for feedback on resolution of problem and accordingly close the logged call.

Table : Project Team Details

Successful bidder may deploy at its discretion additional man power to meet the SLA requirements. However, charges towards additional manpower has to be borne by the successful bidder.

The successful bidder shall post an on-site Project Manager to look after the entire operation of SWAN with his/her on-site team. The Project Manager shall coordinate with the designated officer's of CHIPS/Consultant/Third Party Agency etc.

The support team must be capable of managing/handling Network components, IP telephony infrastructure, NMS, IPS, Firewall, Application Switch etc.

Successful bidder shall appoint as many team members, over and above the manpower specified, as deemed fit by them, to meet the SLA requirements. CHiPS would not be liable to pay any additional cost for this. Successful bidder shall always maintain above minimum manpower on-site throughout the life of the contract.

c) QUALIFICATION OF THE RESOURCES

S. No.	Profile	Total Exp	Qualification and Certifications	Relevant Exp
1	Project Manager	10+ Years	BE / B-Tech./MCA/M-Tech with ITILv3 experience must, experience in Project Management and PMP/PRINCE2 or other industry equivalent certification, ITIL Certified must	i. At least 5 years of relevant experience in managing all aspects of a large advisory/implement ation program management ii. Must have experience in managing at least 3 completed projects for large, enterprise scale projects in IT Infrastructure/Network Audit and SLA monitoring.

				iii. Should preferably have worked on projects for government clients globally.
2	CA Tool Specialist	7+ years	BE / B-Tech./MCA/M-Tech with ITILv3 experience in NMS, Service Desk, ITIL certified	CA tool experience must, integration with different NMS tool and Servicedesk
3	Security Expert	7+ years	BE / B-Tech./MCA/M-Tech with relevant security certification must	Excellent security knowledge in Network, server, application, etc
4	System Administrator	7+	BE / B-Tech./MCA/M-Tech with relevant server certification must	Excellent understanding of Server Management, configuration and troubleshooting
5	Network Expert	7+ Years	BE/B.Tech/MCA/M-TECH degree or equivalent and CCNP/JNCIP/JNCIE/CCIE equivalent and ITIL with prior experience of IT Infrastructure/ Network Monitoring, Enterprise level NMS & Helpdesk Management tools	5+ years of overall experience with at least 3 years of relevant experience in managing all aspects of IT/ Network infrastructure and Monitoring of the services.
6	Technician	1+ Years	ITI in Electrical/Wireman	Experience in domestic/industrial wiring, knowledge of fault finding, earth testing, multimeter, megger etc. Basic operation and maintenance of DG set.
7	Network Engineer	4+ Years	Graduate with 2+ years relevant experience and	Trouble shooting of network equipment.

	(SHQ/DHQ)		CCNA/JNCIA or equivalent	Upgrading OS and other software for network infrastructure. Preferably should have worked on installation and commissioning of network equipments.
8	Network Engineer (BHQ)	1+ Years	Graduate with 1+ year relevant experience (Desirable CCNA/JNCIA or equivalent)	Trouble shooting of network equipment. Upgrading OS and other software for network infrastructure. Preferably should have worked on installation and commissioning of network equipments.
9	Help Desk Engineer	2+	Any Graduate with CCNA/JNCIA	Should have 2-3 years of experience in helpdesk services Should have experience in Networking Should have working experience on help desk software Should have good communication skills
10	Wireless Engineer	2+	Any graduate with relevant experience must	Good wireless knowledge

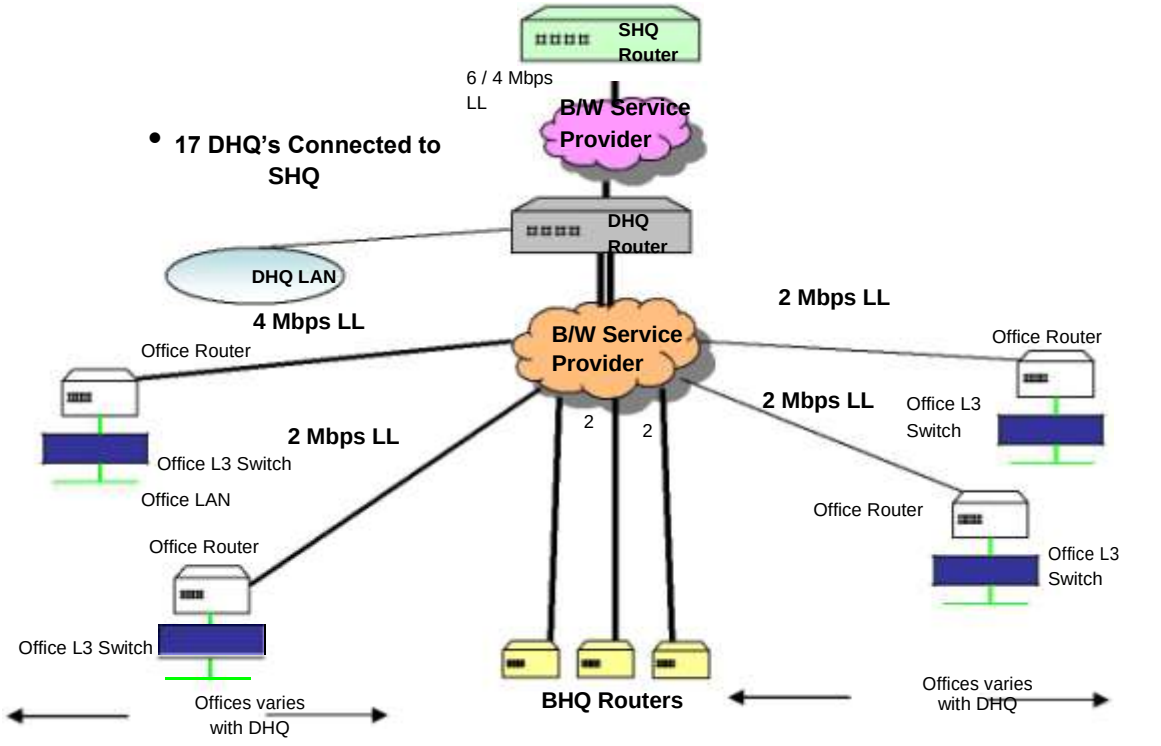
Table: Qualification of Resources

3.2 UPGRADATION OF BHQ'S TO DHQ'S IN NEWLY FORMED 9 DISTRICTS

District Head Quarters (DHQs)

This Tier-II of CGSWAN initially will be using 4 Mbps leased lines to connect the SHQ with District Head Quarters (DHQ) as vertical connectivity. These DHQs will be located at the respective BHQ PoP. There are Government Departments/ Organizations at the District level, which are spread over locations and will be connected to DHQ using n x 2 Mbps leased lines (horizontal). The co-located departments within the DHQ PoPs building will be accessing CGSWAN using LAN technologies directly on the LAN switch at DHQ; while 20% of the rest of GoCG offices in District level will be connected using n x 2 Mbps link, as Horizontal connectivity and remaining 80% using wireless as per details given herein after., It is also proposed that offices located close to each other at one location will be covered with only one horizontal connection.

Chhattisgarh State Wide Area Network – DHQ Connectivity



Initially	Upgrades in multiple(s) of	Connectivity between
4Mbps	4Mbps	SHQ – DHQ

2Mbps	**2Mbps**	**DHQ – BHQ**

Understanding DHQ/BHQ Network Components

S.NO	Particulars	Description
1	Distribution Router	It provide connectivity from DHQ to BHQ
2.	LAN Switch	It provide Horizontal connections
3.	VC end Point	To provide Video Conferencing solution from SHQ
4.	IP Phones	To provide VoIP to CGSWAN locations

DHQ Components

Technical Specifications for DHQ's				
S. No.	**Item Details**	**Item Specifications**	**Technical Specification provided By Bidder**	**Compliance Yes/No**
1	**District Router**	**The bidder should provide Equivalent or higher specification for existing Router at DHQ mentioned in Annexure-B**		
		The router should be IPV6 compliant The Bidder Should be provide Router and Switches should be from the single OEM based on top 5 companies/OEM as per IDC report in last 2 years so that manageability can be lowered.		
2	**DHQ LAN Switch**	**The bidder should provide Equivalent or higher specification for existing Swithc at DHQ mentioned in Annexure-B**		
		The router should be IPV6 compliant The Bidder Should be provide Router and Switches should be from the single OEM based on top 5 companies/OEM as per IDC report in last 2 years so that manageability can be lowered.		
3	**RACK 42U**	**Physical Attributes** Height :42U		

Technical Specifications for DHQ's				
S. No.	**Item Details**	**Item Specifications**	**Technical Specification provided By Bidder**	**Compliance Yes/No**
		Rack Type :Floor mount with caster wheels Wire managers :Two vertical and four horizontal Power distribution :10 points – 5Amp sockets horizontal and vertical sockets horizontal and vertical mounting type Door :Glass door in front with lock Fan trays :With 4 fans mounted on top Depth :1000 mm Metal :Aluminum extruded profile Side panels :Detachable side panels Width :19" equipment mounting, extra width is recommended for managing voluminous cables Castors:Suitable castors with brakes.		
4	**Air-Conditioner– 2 tonne**	**Capacity** Capacity 2 Tonnage , Cooling 50000 BTU/Hr , Compressor Rotary , Refrigerant R-22 type , Power Supply 230V/Ph **Performance** EER 10.6 , Air Circulation CFM 1030 , Noise level <50db **Operation** Remote Control LCD		
5	**UPS – 5 KVA**	**Manufacturer** ISO 9001-2008 **Safety Standards** EMC/EMI as per SAMEER/ ERTL/ Equivalent Certification - **Technology** Inverter device IGBT based , DSP/ Microprocessor controlled, Double Conversion True On-line UPS		

Technical Specifications for DHQ's				
S. No.	**Item Details**	**Item Specifications**	**Technical Specification provided By Bidder**	**Compliance Yes/No**
		- **Inverter efficiency** :>90 % - **Capacity** 5KVA online UPS with 1hour battery backup - **Input Voltage & Range** 230V 50Hz, Range 180V – 270V - **Input Frequency Range** 50Hz ± 8% - **Input Phase** Single Phase with ground - **Input Power Factor** >0.95 - **Output Voltage Regulation** 220/230/240 +/- 1% - **Output** 5 KVA - **Standard** RS 232 port for software interface SNMP interface support feature		
6	**Generator Set – 8 KVA**	- **Engine type** Multi cylinder, in accordance with IS 10002-1981with latest amendments. - **General Features** Electric start 12 V DC , Water cooled /Air cooled , Mechanical/Electronic Governor , Fuel Æ High speed diesel , Rating Continuous - **Output** Suitable HP rated to match the alternator , Rated speed 1500 RPM - **Over load capacity** 10% overload – 1 hour , 50% overload -15 second **Accessories**		

Technical Specifications for DHQ's				
S. No.	**Item Details**	**Item Specifications**	**Technical Specification provided By Bidder**	**Compliance Yes/No**
		Flywheel to suitable diameter and fuel injection equipment Air cleaner Lubricating oil cooler Electric motor starting equipment like motor, battery, charging generator with voltage regulator etc. Heavy duty radiator with fan , Residential type silencer with exhaust piping with vibration isolator , Fuel tank suitable for 8 Hrs of continuous running with necessary piping and fuel gauge, drain valve, inlet and outlet connections. Anti vibration mounting pads , Speed controlling governor, Suitable coupling system to the Alternator **Tachometer** Lubricating oil pressure gauge , Hour meter to indicate number of Hrs of operation , Auto trip on low oil pressure Over speed alarm with trip, Thermal insulation for exhaust line with glass wool, Aluminium sheet, chicken mesh, Diesel line 12 mm dia including beads flanger etc , Battery 12 V with lead and terminal Battery charger. Protection against low lubricating oil pressure, high water temperature and over speed shall be provided for engine with alarm and fuel shut off - **Alternator** Output8 KVA , P.F 0.8 lag , Voltage 220V, 1 Ph , Type continuous running duty type , Frequency 50 Hz , Phase single , Speed 1500 rpm , Cooling Air-cooled , Over load capacity 10% overload – 1 hour 50% overload -15 second , Lubrication forced ,. Excitation Self excited, self regulated, automatic voltage regulator with remote voltage control facility , Permissible voltage variation Æ +/-1.5% of rated voltage , Insulation Class H , Base frame Engine and alternator shall be coupled and mounted on sturdy, fabricated, welded construction, channel iron base frame with coupling guard. - **Control Panel**		

Technical Specifications for DHQ's				
S. No.	**Item Details**	**Item Specifications**	**Technical Specification provided By Bidder**	**Compliance Yes/No**
		The Genset control panel shall be of 14 SWG CRCA sheet and powder coated finish. The panel shall be provided with standard engine instrumentation, Voltmeter with selector switch, Ammeter with selector switch, Frequency meter, Current transformer, Instrument Fuses etc. MCCB/MCB of suitable rating shall be provide for overload and short circuit protection AMF facility shall be provided for the DG set. AMF relay shall be provided in the control panel/Electrical panel with required control wiring and Contactors for automatic operation shall be done - **Dimensions** Bidder to specify dimensions (H x W x D)		
7	**Video Conferencing end Point**	Video Standards		
		H.264/ H.264 High Profile		
		• H.263++		
		• H.261		
		• H.239 / People+Content		
		• H.263 and H.264 Video Error Concealment		
		Inputs		
		Proposed solution should cater both the Output of Camera as well as PC sharing during the presentation • Main HD Camera Minimum 1 Audio Inputs: • 1 Microphone Input		
		Outputs		
		Proposed solution should cater both the Output of Camera as well as PC sharing during the presentation: Minimum 2 Audio Outputs: • 1 x Aux main out (RCA) • Digital audio on HDMI cable		
		Network Interface		
		• Interface - 1-port 10/100		

Technical Specifications for DHQ's				
S. No.	**Item Details**	**Item Specifications**	**Technical Specification provided By Bidder**	**Compliance Yes/No**
		• H.323 up to 2 Mbps or equivallent & higher • SIP up to 2Mbps or equivallent & higher • QoS • Reconfigurable MTU size • Auto SPID detection and line number configuration • Lost Packet Recovery (LPR) for QoS		
		Camera		
		• Minimum specifications of the 720p High Definition Camera		
		- 1280 x 720p CCD/CMOS imager		
		- 12X optical zoom		
		- 72deg FOV at min zoom		
		- +- 90 deg pan range or more		
		- +15/-25 deg tilt range or more		
		- 10 camera presets or more		
		Output formats:		
		1280 x 720p @50/60 FPS or equivalent		
		Video Resolution		
		People Video Resolution		
		• 720p, 30 fps from 512 Kbps		
		• 720p, 60 fps from 832 Kbps		
		• 1080p, 30 fps from 1024 Kbps(optional; can be supported with additional software license on the same codec)		
		• 4SIF/4CIF, 30 fps from 128 Kbps		
		• 4SIF/4CIF, 60 fps from 512 Kbps		
		• SIF (352 x 240), CIF (352 x 288)		
		• QSIF (176 x 120), QCIF (176 x 144)		
		Content Video Resolution		
		• Input: WSXGASXGA, HD 720p, XGA, SVGA, VGA		
		• Video resolution Output: 720p , 1080 , XGA , SVGA		
		• Video resolution Content Frame Rate: 30 fps		
		Audio Standard		

Technical Specifications for DHQ's				
S. No.	**Item Details**	**Item Specifications**	**Technical Specification provided By Bidder**	**Compliance Yes/No**
		• Stereo Surround		
		• Audio Standard 2 channels of 20 kHz or more with crystal clear audio"		
		• 14kHz bandwidth with G.722.1 Annex C		
		• 7 kHz bandwidth with G.722, G.722.1		
		• 3.4 kHz bandwidth with G.711, G.728, G.729A or equivalent & higher specification		
		• Automatic Gain Control		
		• Automatic Noise Suppression		
		• Instant Adaptation Echo Cancellation		
		• Audio Error Concealment		
		Security		
		• Secure Web, Secure Telnet, Embedded AES, H.235V3 and H.233/234, Secure password authentication		
		• Remote monitoring with video pre-view		
		User Interface		
		• Directory Services		
		• System Management		
		- Web-based		
		- SNMP		
		• CDR		
8	**40" Full HD LED TV**	**ASV black TFT to reduce glare & reflection.**		
		Designed for Heavy Duty use with 24x7 Hr's continuous monitoring operation with or without fan less architecture.		
		Contrast Ratio min. 3000:1		
		Diagnostic RS -232 central controls from any Central location.		
		10 Bit Color Display, PIP and Picture by Picture		
		Built-in 10 Stereo Speakers.		
		Operating Temperature Range 0 º -40 º C		
		Rated LCD Backlight life 60,000Hrs.		

Technical Specifications for DHQ's				
S. No.	**Item Details**	**Item Specifications**	**Technical Specification provided By Bidder**	**Compliance Yes/No**
		Brightness – 700 cd/m²		
		Landscape & Portrait multi display modes.		
		Picture in Picture & Picture by Picture.		
		Panel response time max. 8 ms		

i) The selected bidder will supply, install and commission the new product as per requirement.
ii) The selected bidder should provide the equipment as per technical specification provide in above table for upgradation of BHQ''s to DHQ's in newly formed 9 District
iii) The quoted product should not be end of life/ end of support for next 5 years.
iv) The bidder should submit the MAF as per annexure provided in Volume-1
v) The entire product quoted should be compatible with existing equipment's in SHQ, DHQ, BHQ and other horizontal locations.
vi) The Bidder should quote with 5 years warranty for all products.

3.5 PROJECT ACTIVITIES AND TIMELINES

The Selected Bidder will be implement the entire project in first 3 months from date of signing the agreement. The operation and maintenance period of 36 months at all the designated project locations.

Part-1: Handover of Operation and Maintenance from Existing Bidder (T0+ 3 Months from date of signing the agreement)

S. No.	Activity	W1	W2	W3	W4	W5
1	Project Kick-off Meeting					
2	Preparation & Submission of Detailed Project Plan					
3	Site inspection & preparation of survey report for all Project locations					
4	Submission of System Study Report GAP Report and sign-off from CHiPS/ Existing Bidder					
5	Hand over all software & Hardware from existing bidder					

6	Project Handover document and sign-off from existing Bidder					

Part-2: Installation Commissioning and AMC for 9 newly formed DHQ's (3 Months)

- Supply, Installation and commissioning of all hardware, software and other infrastructure at all DHQ's in 3 Months from date of Signing the agreement
- All DHQ's should be in running condition from date of Signing the agreement
- FAT will be done by CHiPS or CHiPS nominated agency after completion of all activity.

Part-3: Operations & Maintenance Phase (36 Months)

- AMC for all existing equipment and software
- Operations & Maintenance Activities at all the project locations.
- Deployment of Facility Management Services (FMS) personnel for support day to day operation at 27 district locations and Block level.
- Deployment of Help Desk Support unit office in Raipur.
- Deployment of dedicated technical Personnel support team as per RFP at State Data Center in Raipur.

Note: Part-4 would commence only after the successful completion of Part-1.

Note: It must be noted that the time schedule for each milestone shown in the above would be enforced independently, even though some of them are interdependent. This would have a cascading effect of penalties for delays in all other milestones dependent on the preceding milestone. Therefore, the selected bidder shall have to be extremely careful in establishing an excellent project management set-up.

3.6 VALIDITY OF AGREEMENT

1) The contract will be valid for a period of 3 years after successful GO-LIVE of operation and maintenance Part-1 and may be extended up to 2 years. The GO-Live period will be 3 months from the date of signing of the Agreement.

2) CHiPS may issue the work order for any item as per BoM with in one year from date of agreement . So prices are valid for a period of one year from date of signing the agreement.

3.7 DOCUMENTATION ON "Go Live"

The documents to be furnished by the Bidder along with the products will be as follows:

1. Three copies of the sign off for GAP report and equipment handover list from existing bidder.

2. Three copies of the Standard Operating Procedure (SoP) for operation of CG SWAN.

3. Product Data Sheet, Licenses copy of software with Warranty support card for Hardware

3.8 FINAL ACCEPTANCE TEST

The Bidder in the presence of CHiPS and/or its nominated agency will conduct acceptance tests at the site. The tests will involve installation and commissioning and trouble free operation of the Network with the integration of hardware like computers, network printers, servers, etc. No additional charges shall be payable by the CHiPS for such integration and carrying out these acceptance tests.

3.9 DELAYS IN THE BIDDER'S PERFORMANCE

Delivery of the Network component and the services shall be made by the Bidder in accordance with the time schedule specified in this Scope of Work. If any time during performance of the contract, the Bidder should encounter conditions impeding timely delivery of the services, the Bidder shall promptly notify the CHiPS in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Bidder's notice, the CHiPS in consultation with the Bidder shall evaluate the situation and may, at its discretion, extend the Bidder's time for performance with or without a penalty. The decision of the CHiPS in this matter shall be final.

3.10 BIDDER'S OBLIGATIONS

The Bidder shall work closely with the CHiPS, existing bidder, TPA for CG SWAN, Bandwidth provider and Data Centre Operator (DCO) and abide by directives issued by them or their staff.

The Bidder will abide by the job safety requirements prevalent in India and shall indemnify the CHiPS from any demands or liabilities that may arise during the execution of the contract, including that from accidents or loss of life. The Bidder shall be solely liable for any compensation that may become payable as a result of such incidents and will not hold the CHiPS responsible or obligated.

The Bidder is responsible for managing the activities of its personnel or sub-contracted personnel and will hold itself responsible for any misdemeanors.

The Bidder will treat as confidential all data and information obtained during the execution of his responsibilities about the CHiPS in strict confidence and will not reveal such information to any other party without the prior written approval of the CHiPS.

3.11 REPORTS TO PURCHASER

A monthly report of the progress of work shall be submitted to CHiPS.

3.12 SIGN OFF DELIVERABLE/ EXIT CRITERIA

I. Detailed Project Plan
II. Detailed System Study Report
III. List of Services, Service Definitions, Service Levels
IV. Updated/vetted FRS
V. SRS/GAP document
VI. Network architecture documents.
VII. ER diagrams and other data modelling documents.
VIII. Change Management and Capacity Building Plans.
IX. Design of realtime tools for monitoring NMS
X. SLA and Performance Monitoring Plan.
XI. Training and Knowledge Transfer Plans.

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XII. Issue Logs.

3.13 EXIT MANAGEMENT

3.10.1 Purpose

I. This sets out the provisions, which will apply on expiry or termination of the MSA, the Project Implementation, Operation and Management SLA.

II. In the case of termination of the Project Implementation and/or Operation and Management, the Parties shall agree at that time whether, and if so during what period, the provisions of this Schedule shall apply.

III. The Parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.

3.10.2 Transfer of Assets

a) CHiPS shall be entitled to serve notice in writing on the Selected Bidder, at any time during the exit management period as detailed herein above requiring the Selected Bidder and/or its sub-Selected Bidders to provide the CHiPS with a complete and up to date list of the Assets within 30 days of such notice. CHiPS shall then be entitled to serve notice in writing on the Selected Bidder, at any time prior to the date that is 30 days prior to the end of the exit management period requiring the Selected Bidder to sell the Assets, if any, to be transferred to CHiPS or its nominated agencies at book value as determined as of the date of such notice in accordance with the provisions of relevant laws.

b) In case of contract being terminated, CHiPS reserve the right to ask Selected Bidder to continue running the project operations for a period of 6 months after termination orders are issued.

c) Upon service of a notice under this Article the following provisions shall apply:

i. In the event, if the Assets to be transferred are mortgaged to any financial institutions by the Selected Bidder, the Selected Bidder shall ensure that all such liens and liabilities have been cleared beyond doubt, prior to such transfer. All documents regarding the discharge of such lien and liabilities shall be furnished to the CHiPS.

ii. All risk in and title to the Assets to be transferred / to be purchased by the CHiPS pursuant to this Article shall be transferred to CHiPS, on the last day of the exit management period.

iii. CHiPS shall pay to the Selected Bidder on the last day of the exit management period, such sum representing the Net Block (procurement price less depreciation as per provisions of the Companies Act) of the Assets to be transferred as stated in the Terms of Payment Schedule.

iv. Payment to the outgoing Selected Bidder shall be made to the tune of the last set of completed services / deliverables, subject to SLA requirements.

v. The outgoing Selected Bidder will pass on to CHiPS and/or to the Replacement Selected Bidder, the subsisting rights in any leased properties/ licensed products on terms not less favorable to CHiPS / Replacement Selected Bidder, than that enjoyed by the outgoing Selected Bidder.

3.10.3 Cooperation and Provision of Information

During the exit management period:

I. The Selected Bidder will allow the CHiPS or its nominated agency access to information reasonably required to define the then current mode of operation associated with the provision of the services to enable the CHiPS to assess the existing services being delivered;

II. Promptly on reasonable request by the CHiPS, the Selected Bidder shall provide access to and copies of all information held or controlled by them, which they have prepared or maintained in accordance with this agreement relating to any material aspect of the services (whether provided by the Selected Bidder or sub-Selected Bidders appointed by the Selected Bidder). The CHiPS shall be entitled to copy all such information. Such information shall include details pertaining to the services rendered and other performance data. The Selected Bidder shall permit the CHiPS or its nominated agencies to have reasonable access to its employees and facilities as reasonably required by the Chairman, Program Management Committee (PMU) to understand the methods of delivery of the services employed by the Selected Bidder and to assist the appropriate knowledge transfer.

3.10.4 Confidential Information, Security and Data

I. The Selected Bidder will promptly on the commencement of the exit management period supply to the CHiPS or its nominated agency the following:

A. Information relating to the current services rendered and the customer and performance data relating to the performance of sub Selected Bidders in relation to the services;

B. Documentation relating to Computerization Project's Intellectual Property Rights;

C. Documentation relating to sub-Selected Bidders;

D. All current and updated data as is reasonably required for purposes of CHiPS or its nominated agencies transitioning the services to its Replacement Selected Bidder in a readily available format nominated by the CHiPS, its nominated agency;

E. All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable CHiPS or its nominated agencies, or its Replacement Selected Bidder to carry out due diligence in order to transition the provision of the Services to CHiPS or its nominated agencies, or its Replacement Selected Bidder (as the case may be).

II. Before the expiry of the exit management period, the Selected Bidder shall deliver to the CHiPS or its nominated agency all new or up-dated materials from the categories set out in Schedule above and shall not retain any copies thereof, except that the Selected Bidder shall be permitted to retain one copy of such materials for archival purposes only.

III. Before the expiry of the exit management period, unless otherwise provided under the MSA, the CHiPS or its nominated agency shall deliver to the Selected Bidder all forms of Selected Bidder confidential information, which is in the possession or control of Chairperson, PMU or its users.

3.10.5 Employees

I. Promptly on reasonable request at any time during the exit management period, the Selected Bidder shall, subject to applicable laws, restraints and regulations (including in particular those relating to privacy) provide to the CHiPS or its nominated agency, a list of all employees (with job titles) of the Selected Bidder dedicated to providing the services at the commencement of the exit management period.

II. Where any national, regional law or regulation relating to the mandatory or automatic transfer of the contracts of employment from the Selected Bidder to the CHiPS or its nominated agency, or a Replacement Selected Bidder ("Transfer Regulation") applies to any or all of the employees of the Selected Bidder, then the Parties shall comply with their respective obligations under such Transfer Regulations.

III. To the extent that any Transfer Regulation does not apply to any employee of the Selected Bidder, department, or its Replacement Selected Bidder may make an offer

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of employment or contract for services to such employee of the Selected Bidder and the Selected Bidder shall not enforce or impose any contractual provision that would prevent any such employee from being hired by the Chairperson, PMU or any Replacement Selected Bidder.

3.10.6 Transfer of Certain Agreements

On request by the CHiPS or its nominated agency the Selected Bidder shall execute such assignments, transfers, licensees and sub-licenses to CHiPS, or its Replacement Selected Bidder in relation to any equipment lease, maintenance or service provision agreement between Selected Bidder and third party lessors, vendors, and which are related to the services and reasonably necessary for the carrying out of replacement services by the CHiPS or its nominated agency or its Replacement Selected Bidder.

3.10.7 Rights of Access to Premises

I. At any time during the exit management period, where Assets are located at the System Selected Bidder premises, the Selected Bidder will be obliged to give reasonable rights of access to (or, in the case of Assets located on a third party's premises, procure reasonable rights of access to) the CHiPS or its nominated agency and/or any Replacement Selected Bidder in order to make an inventory of the Assets.

II. The Selected Bidder shall also give the CHiPS or its nominated agency or its nominated agencies, or any Replacement Selected Bidder right of reasonable access to the Implementation Partner's premises and shall procure the CHiPS or its nominated agency or its nominated agencies and any Replacement Selected Bidder rights of access to relevant third party premises during the exit management period and for such period of time following termination or expiry of the MSA as is reasonably necessary to migrate the services to the CHiPS or its nominated agency, or a Replacement Selected Bidder .

3.10.8 General Obligations of the Selected Bidder

I. The Selected Bidder shall provide all such information as may reasonably be necessary to effect as seamless a handover as practicable in the circumstances to the CHiPS or its nominated agency or its Replacement Selected Bidder and which the Selected Bidder has in its possession or control at any time during the exit management period.

II. For the purposes of this Schedule, anything in the possession or control of any Selected Bidder, associated entity, or sub-Selected Bidder is deemed to be in the possession or control of the Selected Bidder.

III. The Selected Bidder shall commit adequate resources to comply with its obligations under this Exit Management Schedule.

3.10.9 Exit Management Plan

I. The Selected Bidder shall provide the CHiPS or its nominated agency with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the MSA as a whole and in relation to the Project Implementation, and the Operation and Management SLA.

A. A detailed program of the transfer process that could be used in conjunction with a Replacement Selected Bidder including details of the means to be used to ensure continued provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer;

B. Plans for the communication with such of the Selected Bidder 's sub Selected Bidders, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on the CHiPS's operations as a result of undertaking the transfer;

C. (If applicable) proposed arrangements for the segregation of the Selected Bidder 's networks from the networks employed by CHiPS and identification of specific security tasks necessary at termination;

D. Plans for the provision of contingent support to CHiPS, and Replacement Selected Bidder for a reasonable period after transfer.

II. The Selected Bidder shall re-draft the Exit Management Plan annually thereafter to ensure that it is kept relevant and up to date.

III. Each Exit Management Plan shall be presented by the Selected Bidder to and approved by the CHiPS or its nominated agencies.

IV. The terms of payment as stated in the Terms of Payment Schedule include the costs of the Selected Bidder complying with its obligations under this Schedule.

V. In the event of termination or expiry of MSA, and Project Implementation, each Party shall comply with the Exit Management Plan.

VI. During the exit management period, the Selected Bidder shall use its best efforts to deliver the services.

VII. Payments during the Exit Management period shall be made in accordance with the Terms of Payment Schedule.

VIII. The successful bidder will hand over all the data compiled/ recorded during the period of the contract to the CHiPS in a readable digital format along with the data structure design for migration into any other system at the end of the contract for.

3.11 General Terms & Condition:

1. Bidder shall understand, analyze and examine the current state of the CGSWAN with the help of existing SI. The process of handover has to be seamless without any disruptions to the existing services.
2. Bidder shall undertake phase-wise takeover of equipments and operations from the existing SI upon proper due diligence. The bidder shall ensure that no downtime of network is attributed due to takeover.
3. The takeover of CGSWAN shall include
   - Process, Policies & Guidelines
   - Inventory &Assets details (IT, Non-IT and Utilities)
   - Network Elements Configuration etc.
4. Under the facility management and operations, the successful bidder is required to perform but not limited to the following tasks:
   - Round the clock Network Monitoring (24x7x365)
   - Network Performance Management
   - Network Security Management
   - SLA Management
   - Router Configuration Management
   - Network Fault Management
   - Link Management
   - Operational Liaoning with Bandwidth Service Providers
   - SWAN Asset Management
   - Report generation
   - Online booking of video conference requests and session management
5. Bidder should maintain Link between CGSWAN and NKN.
6. Technical Specifications need to be incorporated for setting up newly created districts PoPs.
7. All the equipments should IPv6 and SNMP enabled from day-1 for newly created PoPs.
8. Bidder has to support migration of IPv4-IPv6 as and when required.
9. The Bidder installs new VC end points fully compatible with existing VC setup.

ANNEXURE's

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ANNEXURE A: LIST OF POPS WITH ADDRESSES

sr	District	Type	Location	Location
1	Balod	BHQ	Balod	Janpad Panchayat
2	Balod	BHQ	Dondi	Janpad Panchayat
3	Balod	BHQ	Dondilohara	Janpad Panchayat
4	Balod	BHQ	Gunderdehi	Janpad Panchayat
5	Balod	BHQ	Gurur	Janpad Panchayat
6	Balodabazar	BHQ	Balodabazar	Janpad Panchayat
7	Balodabazar	BHQ	Bhatapara	Janpad Panchayat
8	Balodabazar	BHQ	Bilaigarh	Janpad Panchayat
9	Balodabazar	BHQ	Kasdol	Block Clony
10	Balodabazar	BHQ	Palari	Janpad Panchayat
11	Balodabazar	BHQ	Simga	Janpad Panchayat
12	Balrampur	BHQ	Balrampur	Janpad Panchayat
13	Balrampur	BHQ	Kusmi	Janpad Panchayat
14	Balrampur	BHQ	Rajpur	Janpad Panchayat
15	Balrampur	BHQ	Ramchandrapur	Janpad Panchayat
16	Balrampur	BHQ	Shankargarh	Janpad Panchayat
17	Balrampur	BHQ	Waidrafnagar	Janpad Panchayat
18	Bemetara	BHQ	Bemetara	SP Office
19	Bemetara	BHQ	Berla	Janpad Panchayat
20	Bemetara	BHQ	Navagarh	Janpad Panchayat
21	Bemetara	BHQ	Saja	Janpad Panchayat
22	Bastar	DHQ	Jagdalpur	Collectorate Parisar
23	Bastar	BHQ	Bakawand	Janpad Panchayat
24	Bastar	BHQ	Bastanar	Janpad Panchayat
25	Bastar	BHQ	Bastar	Janpad Panchayat
26	Bastar	BHQ	Darbha	Janpad Panchayat
27	Bastar	BHQ	Lohandigudha	Janpad Panchayat
28	Bastar	BHQ	Tokapal	Janpad Panchayat
29	Bijapur	DHQ	Bijapur	Collectorate Parisar
30	Bijapur	BHQ	Bhiramgarh	Janpad Panchayat
31	Bijapur	BHQ	Bhopalpattanam	
32	Bijapur	BHQ	awapalli / Usoor	
33	Bilaspur	DHQ	Bilaspur	Collectorate Parisar
34	Bilaspur	BHQ	Bilha	Janpad Panchayat
35	Bilaspur	BHQ	Gaurela	Janpad Panchayat
36	Bilaspur	BHQ	Kota	Janpad Panchayat
37	Bilaspur	BHQ	marwahi	Janpad Panchayat
38	Bilaspur	BHQ	Masturi	Janpad Panchayat
39	Bilaspur	BHQ	Pendra	Janpad Panchayat
40	Bilaspur	BHQ	Takhatpur	Janpad Panchayat

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41	Dantewada	DHQ	Dantewada	Collectorate Parisar
42	Dantewada	BHQ	Geedam	Janpad Panchayat
43	Dantewada	BHQ	Katekalyan	Janpad Panchayat
44	Dantewada	BHQ	Kuwakonda	Janpad Panchayat
45	Dhamtari	DHQ	Dhamtari	Collectorate Parisar
46	Dhamtari	BHQ	Kurud	Tehsil office
47	Dhamtari	BHQ	Magarlod	Tehsil office
48	Dhamtari	BHQ	Nagari	Tehsil office
49	Durg	DHQ	Durg	Jila Panchayat
50	Durg	BHQ	Bhilai	Nagar Nigam
51	Durg	BHQ	Dhamdha	Janpad Panchayat
52	Durg	BHQ	Patan	Janpad Panchayat
53	Gariyabandh	BHQ	Gariyabandh	Janpad Panchayat
54	Gariyabandh	BHQ	Chhura	Janpad Panchayat
55	Gariyabandh	BHQ	Devbhog	Janpad Panchayat
56	Gariyabandh	BHQ	Fingeshwer	Janpad Panchayat
57	Gariyabandh	BHQ	Mainpur	Janpad Panchayat
58	Janjgir-Champa	DHQ	Janjgir-Champa	Collectorate Parisar
59	Janjgir-Champa	BHQ	Akaltara	Janpad Panchayat
60	Janjgir-Champa	BHQ	Baloda	Janpad Panchayat
61	Janjgir-Champa	BHQ	Bamhneedih	Janpad Panchayat
62	Janjgir-Champa	BHQ	Dabhra	Janpad Panchayat
63	Janjgir-Champa	BHQ	Jaijaipur	Janpad Panchayat
64	Janjgir-Champa	BHQ	Malkharoda	Janpad Panchayat
65	Janjgir-Champa	BHQ	Pamgarh	Janpad Panchayat
66	Janjgir-Champa	BHQ	Sakti	Janpad Panchayat
67	Jashpur	DHQ	Jashpur	Collectorate Parisar
68	Jashpur	BHQ	Bagicha	Tehsil office
69	Jashpur	BHQ	Duldula	Janpad Panchayat
70	Jashpur	BHQ	Farasbahar	Janpad Panchayat
71	Jashpur	BHQ	Kansabel	Janpad Panchayat
72	Jashpur	BHQ	Kunkuri	Janpad Panchayat
73	Jashpur	BHQ	Manora	Janpad Panchayat
74	Jashpur	BHQ	Patthalgaon	Janpad Panchayat
75	Kabirdham	DHQ	Kabirdham	Collectorate Parisar
76	Kabirdham	BHQ	Bodla	Janpad Panchayat

77	Kabirdham	BHQ	Pandariya	Janpad Panchayat
78	Kabirdham	BHQ	Sahaspur-lohara	Janpad Panchayat
79	Kanker	DHQ	Kanker	Collectorate Parisar
80	Kanker	BHQ	Antagarh	Janpad Panchayat
81	Kanker	BHQ	Bhanupratappur	Janpad Panchayat
82	Kanker	BHQ	Charama	Janpad Panchayat
83	Kanker	BHQ	Durgkondal	Janpad Panchayat
84	Kanker	BHQ	Koyalibeda / Pakhanjur	Janpad Panchayat
85	Kanker	BHQ	Narharpur	Janpad Panchayat
86	Kondagoan	BHQ	Kondagoan	Collectorate Parisar
87	Kondagoan	BHQ	Makadi	Janpad Panchayat
88	Kondagoan	BHQ	Baderajpur	Janpad Panchayat
89	Kondagoan	BHQ	Farasgoan	Janpad Panchayat
90	Kondagoan	BHQ	Keshkal	Janpad Panchayat
91	Korba	DHQ	Korba	Jila Panchayat
92	Korba	BHQ	Kartala	Janpad Panchayat
93	Korba	BHQ	Katghora	Janpad Panchayat
94	Korba	BHQ	Pali	Janpad Panchayat
95	Korba	BHQ	Podiuproda	Janpad Panchayat
96	Korea	DHQ	Baikunthpur	Collectorate Parisar
97	Korea	BHQ	Bharatpur	Janpad Panchayat
98	Korea	BHQ	Khadgaon	Janpad Panchayat
99	Korea	BHQ	Manendragarh	Janpad Panchayat
100	Korea	BHQ	Sonhath	Janpad Panchayat
101	Mahasamund	DHQ	Mahasamund	Collectorate Parisar
102	Mahasamund	BHQ	Baghbahara	Janpad Panchayat
103	Mahasamund	BHQ	Basna	Janpad Panchayat
104	Mahasamund	BHQ	Pithora	Janpad Panchayat
105	Mahasamund	BHQ	Saraipali	Janpad Panchayat
106	Mungeli	BHQ	Mungeli	Collectorate Parisar
107	Mungeli	BHQ	lormi	Janpad Panchayat
108	Mungeli	BHQ	Patharia	Janpad Panchayat
109	Narayanpur	DHQ	Narayanpur	Collectorate Parisar
110	Narayanpur	BHQ	Orchha	
111	Raigarh	DHQ	Raigarh	Collectorate Parisar
112	Raigarh	BHQ	Dharamjaigarh	Janpad Panchayat
113	Raigarh	BHQ	Gharghoda	Janpad Panchayat
114	Raigarh	BHQ	Kharsia	Janpad Panchayat
115	Raigarh	BHQ	Lailunga	Janpad Panchayat
116	Raigarh	BHQ	Pussore	Janpad Panchayat
117	Raigarh	BHQ	Saranggarh	Janpad Panchayat
118	Raigarh	BHQ	Baramkela	Tehsil office

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119	Raigarh	BHQ	Tamnar	Janpad Panchayat
120	Raipur	SHQ	Raipur	CGSDC, Raipur
121	Raipur	BHQ	Abhanpur	New Narega (R.E Building.)
122	Raipur	BHQ	Arang	Janpad Panchayat
123	Raipur	BHQ	Dharsiva	Janpad Panchayat
124	Raipur	BHQ	Naya Raipur	HOD Building
125	Raipur	BHQ	Raipur	Jila Panchayat
126	Raipur	BHQ	Tilda	Janpad Panchayat
127	Rajnandgaon	DHQ	Rajnandgaon	Collectorate Parisar
128	Rajnandgaon	BHQ	Chuikhadan	Janpad Panchayat
129	Rajnandgaon	BHQ	Chawki	Janpad Panchayat
130	Rajnandgaon	BHQ	Chhuria	Janpad Panchayat
131	Rajnandgaon	BHQ	Dongargaon	Janpad Panchayat
132	Rajnandgaon	BHQ	Dongargarh	Janpad Panchayat
133	Rajnandgaon	BHQ	Khairagarh	SDM Office
134	Rajnandgaon	BHQ	Manpur	Janpad Panchayat
135	Rajnandgaon	BHQ	Mohla	Tehsil office
136	Sarguja	DHQ	Ambikapur	Collectorate Parisar
137	Sarguja	BHQ	Batoli	Janpad Panchayat
138	Sarguja	BHQ	Lakhanapur	Janpad Panchayat
139	Sarguja	BHQ	Lundra	Janpad Panchayat
140	Sarguja	BHQ	Mainpat	Janpad Panchayat
141	Sarguja	BHQ	Sitapur	Janpad Panchayat
142	Sarguja	BHQ	Udaipur	Janpad Panchayat
143	Sukma	BHQ	Sukma	Janpad Panchayat
144	Sukma	BHQ	Konta	Janpad Panchayat
145	Sukma	BHQ	Chindhgarh	Janpad Panchayat
146	Surajpur	BHQ	Surajpur	Janpad Panchayat
147	Surajpur	BHQ	Bhaiyathan	Janpad Panchayat
148	Surajpur	BHQ	Odagi	Janpad Panchayat
149	Surajpur	BHQ	Pratappur	Janpad Panchayat
150	Surajpur	BHQ	Premnagar	Janpad Panchayat
151	Surajpur	BHQ	Ramahnujnagar	Janpad Panchayat

List of New Districts for Upgradation from BHQ's to DHQ's				
Sr	**District**	**Type**	**Location**	**Location**
1	Balod	BHQ	Balod	Janpad Panchayat
2	Balodabazar	BHQ	Balodabazar	Janpad Panchayat
3	Balrampur	BHQ	Balrampur	Janpad Panchayat
4	Bemetara	BHQ	Bemetara	SP Office
5	Gariyabandh	BHQ	Gariyabandh	Janpad Panchayat
6	Kondagoan	BHQ	Kondagoan	Collectorate Parisar
7	Mungeli	BHQ	Mungeli	Collectorate Parisar
8	Sukma	BHQ	Sukma	Janpad Panchayat
9	Surajpur	BHQ	Surajpur	Janpad Panchayat

ANNEXURE B: EXISTING EQUIPMENT DETAIL

1. State Head Quarter (SHQ)

S/N	ITEM	PART DESCRIPTION	Qty	Total Qty
1	SHQ Core Router Juniper M120	Chassis, Midplane, RE, CB, 1 AC PEM	1	1
		Routing engine with 1000MHz processor and 2GB memory	1	
		Control Board with Stratum 3 Clock, M120	1	
		M120 Forwarding Engine Board	2	
		Routing engine with 1000MHz processor and 2GB memory - Redundant	1	
		Control Board with Stratum 3 Clock, M120, Redundant	1	
		AC Power Entry Module, Redundant	1	
		IPv6 Support on JUNOS	1	
		M120 Flexible PICConcentrator	1	
		4-Port Type1 Gigabit Ethernet IQ2 PIC	1	
		1000Base-SX compliant SFP optic module	2	
		1000Base-LX compliant SFP optic module	2	
		4-Port Type1 Gigabit Ethernet IQ2 PIC	1	
		Small Form Factor Pluggable 1000Base-T Gigabit Ethernet Optic Module	4	
		4-Port Type1 Gigabit Ethernet IQ2 PIC	1	
		Small Form Factor Pluggable 1000Base-T Gigabit Ethernet Optic Module (uses Cat 5 cable)	4	
		4-Port Type1 Gigabit Ethernet IQ2 PIC	1	
		Small Form Factor Pluggable 1000Base-T Gigabit Ethernet Optic Module (uses Cat 5 cable)	2	
		M120 Flexible PICConcentrator	1	

S/N	ITEM	PART DESCRIPTION	Qty	Total Qty
		12-port 10,100 TX Ethernet PIC. Includes 3-meter VHDCI to RJ21 Ethernet Breakout cable. Connects to RJ21 to RJ45 patch panel and services (12) 10,100 Ethernet ports. Configured for MDI pinout.	1	
		PIC, 1-Port Channelized STM1 to DS0 Q-PIC, M160/M40e	1	
		PIC, 1-Port Channelized STM1 to DS0 Q-PIC, M160/M40e	1	
		Adaptive Services PIC II - Layer 2 Service Package	1	
		Link Services Software License - up to 4 ML bundles per Chassis for AS PIC and MS PIC	1	
		M120 Flexible PIC Concentrator	1	
		Multi Services PIC, 1GB DRAM	1	
2	SHQ Core Switch Nortel 8610	8010 10 slot chassis. Includes chassis, dual backplane, two fan trays,RS232 cable for management console, rack mount kit, and cable guide kit.	1	**1**
		8005AC 100-240 VAC 1140W/1462W Power Supply.	2	
		Power Cord 15A/250V BS-546, India / South Africa.	2	
		Ethernet Routing Switch 8600 Routing Switch Software Kit	1	
		Ethernet Routing Switch 8692SF Switch Fabric/CPU to enable redundant terabit core configurations.	2	
		8648GTR Routing Switch Module. 48 port autosensing 10BASE-T/100BASE-TX/1000Base-T Ethernet Layer 3 switching interfaces.	4	
3	SHQ Internet	J4350, 256MB CF, 1GB RAM, Hw Encryption, 0 PIM cards, AC PSU, w/JUNOS	1	**1**

S/N	ITEM	PART DESCRIPTION	Qty	Total Qty
	Router Juniper J4350	2 Port Serial PIM – Spare	2	
4	SHQ Firewall Juniper ISG 1000	NS-ISG 1000 Advanced System, 4-10/100/1000 ports, Fan Tray, 0 I/O modules, AC power supply, 0 VSYS	1	**1**
		Net Screen-ISG I/O Module - Dual Port 10/100/1000 Gigabit Copper, Light Grey Overlay, ISG 1000 & ISG 2000	1	
		ISG Security Module for ISG 1000 & ISG 2000	2	
5	SHQ DMZ / Internet Switch Nortel 5520-24T	Ethernet Routing Switch 5520-24T-PWR with 24 10/100/1000 IEEE 802.3af Power over Ethernet ports plus 4 SFP ports and a 1.5 foot Stacking Cable. I	1	**1**
		Ethernet Routing Switch 5XXX Advanced Routing License supporting SMLT, OSPF, ECMP, VRRP, and IPFIX	1	
6	SHQ RAS Juniper J6350	J6350, 256MB CF, 1GB RAM, Hw Encryption, 0 PIM cards, 1 AC PSU, w/JUNOS	1	**1**
		2 Port Channelized T1/E1 PIM - Spare	4	
7	SHQ IP Phones Type -1 Nortel IP Phone 2007	Nortel Networks IP Phone 2007 Colour Touch screen LCD With Power Supply	1	**1**
8	SHQ IP Telephoney System (Soft Switch) Nortel Communication server 1000E	Communication Server 1000E CPPM High Availability (Base Pkg)	1	**1**
		MGC DSP Daughterboard 32	1	
		CP PM Cabinet/Chassis Signaling Server	2	
		TM - Server License - 50 Sets	1	
		TM 50 Sets License Exp	3	
		TM 1000 Sets Licenses Expansion	4	
9	NMS	CA Network & Systems Management V.11		**1**

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S/N	ITEM	PART DESCRIPTION	Qty	Total Qty
		CA Spectrum Network Fault Manager Foundation Suite		
		CA Spectrum Network fault Manager Report Manager		
		CA e-Health Network Performance Manager Foundation Suite		
		CA e-Health Service Availability		
		Dell Power edge R900 Server		
		Windows Server 2003 Standard Sngl OLP		
10	Help Desk Management	CA Service Desk		**1**
		CA Service Desk Knowledge Tool	1	
		CA Service Desk Knowledge tool user		
		CA CMDB Application Server	1	
		Dell Poweredge 2950 III Server	1	
		Windows Server 2003 Standard Sngl OLP	1	
11	Multipoint Control Unit (MCU)	MGC + 100 MCU	1	**1**
12	Interface Server	Dell Poweredge 2950 III Server	1	1
		Windows Server 2003 Standard Sngl OLP	1	
13	Mailing Server	Exchange Svr Ent 2007 English OLP	2	1
		Exchange Ent CAL 2007 English OLP	5000	
		Dell Poweredge 2950 III Server	1	
		Windows Server 2003 Enterprise Sngl OLP	1	
14	Proxy Server	Dell Poweredge 2950 III Server	1	1
		Windows Server Ent 2008 R2 English OLP	1	
		ISA Server Ent Ed 2006 English OLP1 Processor License	1	

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S/N	ITEM	PART DESCRIPTION	Qty	Total Qty
15	Hardware Specification For All Infra-structure Servers	Dell Poweredge 2950 III Server, Windows Server 2003 Standard Sngl OLP	1	1
16	20 KVA UPS (3 Phase Output) for VSAT Hub equipments		1	1
17	42U Rack for SHQ		3	3
18	Active Directory Server	Hardware with Windows 2003 Enterprise Server	1	1
19	Gateway Mail Server	Hardware with Windows 2003 Enterprise Server	1	1
20	Antivirus Server	Hardware with Windows 2003 Enterprise Server	1	1
21	Antivirus Software	License	1	151
22	DNS Server		2	2
23	Network Management Server	Hardware with Windows 2003 Server OS	3	3
24	Helpdesk Server	Hardware with Windows 2003 Server OS	2	2

S/N	ITEM	PART DESCRIPTION	Qty	Total Qty
25	Helpdesk agent workstation	Workstation with windows XP/Vista	5	5
26	Web Server	Dell Poweredge 2950 III Server	1	1
		Windows Server 2003 Standard Sngl OLP	1	
27	KVM Switch	Dlink KVM		1
28	Workstations to be provided at each PoP	Dell Optiplex 740 Workstation	1	1
		Multimedia Headphone	1	
		Web Camera	1	
		17" TFT Colour Monitor	1	
29	Rack 42U	VALRACK ModuCab Serv	1	1
30	Authentication, Authorisation and Accounting Server(AAA)	Steel-Belted Radius/Global Enterprise Edition for Windows -	1	1
31	UPS	Emerson SUPER 400D	1	1
32	Air Conditioner -4 tonnage	Voltas Vertis Plus	1	2
33	Generator Set -30 KV	Genset 30KVA	1	1
34	Modem Specifications for Leased Lines	Nomus Gateway i /2M/2W	1	2
35	IPS	NetScreen-ISG I/O Module - Dual Port 10/100/1000 Gigabit Copper, Light Grey Overlay, ISG 1000 & ISG 2000	1	1

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S/N	ITEM	PART DESCRIPTION	Qty	Total Qty
		ISG Security Module for ISG 1000 & ISG 2000	2	
36	Video Streaming Server	Polycom RSS 2000 video recording and streaming solution.	1	1
37	Database and Application Server	Dell Poweredge 2950 III Server	1	1
		Windows Server 2003 Enterprise Edition Server	1	
		SQL Svr standard Edtn 2005 English OLP 1 Processor License	1	
38	Syslog Server	Dell Poweredge 2950 III Server	1	1
		RedHat Linux Enterprise	1	

2. District Head Quarter (DHQ)

S/N	ITEM	PART DESCRIPTION	Qty	Total Qty
1	DHQ Router	M10i Base Unit: 8 PIC slot chassis, cooling, midplane, 2 AC power supplies, 1 Forwarding Engine, 1 Routing Engine, 1 Fan Tray, JUNOS and two chassis managers. Optional flash media kit sold separately.	1	17
		Routing Engine board spare (850 MHz Pentium II, 1536MB DRAM	1	
		M7i/M10i AC Redundant Power Supply Option(ordered WITH base unit) (Note: AC POWER cords are sold separately	1	
		M10i Forwarding Engine Board with 128MB DRAM	1	
		Optional M10i/M7i Forwarding Engine Board (FEB) Memory Upgrade: 256 MB DRAM Module	1	
		IPv6 Support on JUNOS	1	
		4-Port Type1 Gigabit Ethernet IQ2 PIC (Uses SFP Optics Modules - See Interface Accessories section)	1	
		1000Base-SX compliant SFP optic module for use with PC-10GE-SFP	1	

S/N	ITEM	PART DESCRIPTION	Qty	Total Qty
		Small Form Factor Pluggable 1000Base-T Gigabit Ethernet Optic Module (uses Cat 5 cable)	2	
		PIC,1-Port Channelized CHSTM1 to DS0 Q-PIC, M5/M10	1	
		4-port Fast Ethernet,TX,RJ45 Conn w/PIC Ejector	1	
		PIC,1-Port Channelized CHSTM1 to DS0 Q-PIC, M5/M10	1	
		Multi Services PIC, 1GB DRAM	1	
	DHQ PRI Router	J2320, JUNOS, Base Memory (256MB), 3 PIM Slots, SW Security, AC Power Supply, 19" Rack Mount	1	17
		2 Port Channelized T1/E1 PIM – Spare	1	
2	DHQ LAN Switch	Ethernet Routing Switch 5510-24T with 24 10/100/1000 ports plus 2 SPF ports and a 1.5 foot Stacking Cable. Includes Base Software License Kit. [EUED RoHS 5/6 compliant]. Includes EU Power Cord.	1	17
		1-port 1000Base-LX Small Form Factor Pluggable GBIC (mini-GBIC, connector type: LC).	2	
		Ethernet Routing Switch 5XXX Advanced Routing License supporting SMLT, OSPF, ECMP, VRRP, and IPFIX. (one license required per stack or standalone unit).	1	
3	IP Phones-Type-1	Nortel Networks IP Phone 2007 Colour Touchscreen LCD With Power Supply	1	17
		SRG50 S/W Incl 80 Surv IPUsers+Main Chas	1	
		BCM50 Rackmount Shelf	1	
4	Rack 42U	VALRACK ModuCab Serv	1	17
5	Air-Conditioner - 2 tonne	Voltas Vertis Plus	1	17
6	UPS 5KVA	UPS 6KVA	1	17
7	Generator Set - 8 KVA	Genset 8KVA	1	17

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S/N	ITEM	PART DESCRIPTION	Qty	Total Qty
8	Workstations to Be provided at each PoP	Dell Optiplex 740 Workstation	1	17
		Multimedia Headphone	1	
		Web Camera	1	
		17" TFT Colour Monitor	1	
9	Video-Conferencing End-points	VSX 7000s	1	17
10	Video-Conferencing End-points	VSX 7000s at Raipur Location	1	6
11	Video-Conferencing End-points	HDX 7000s	1	3

3. Block Head Quarter's (BHQ's)

S/N	ITEM	PART DESCRIPTION	Qty	Total Qty
1	BHQ Router	J2350, JUNOS, Base Memory (256MB), 5 PIM Slots, SW Security, AC Power Supply, 19" Rack Mount	1	118
		2 Port Serial PIM – Spare	1	
		2 Port Channelized T1/E1 PIM – Spare	1	
2	BHQ LAN Switch	Ethernet Routing Switch 2526T with 24 10/100 ports, 2 combo 10/100/1000 SFP ports, plus 2 1000BaseT rear ports & a 46cm stack cable.	1	133

S/N	ITEM	PART DESCRIPTION	Qty	Total Qty
		1-port 1000Base-LX Small Form Factor Pluggable GBIC (mini-GBIC, connector type: LC).	2	
3	IP Phones-2	IP Phone 1120E with English Text Keycaps with Power Supply	1	133
4	Rack 15U	15U Wall Mount Rack	1	133
5	Air-Conditioner -2 tonne	Voltas Vertis Plus	1	133
6	UPS 2KVA	UPS 2KVA	1	133
7	Desktops Based Video Conferencing	Polycom PVX	1	133
8	Generator Set - 5 KVA	Greaves Make 5KVA DG Set	1	133
9	Modem Specifiactions for Leased Lines	Gateway i /2M/2W	1	266
10	Workstations to Be provided at each PoP	Dell Optiplex 740 Workstation	1	133
		Multimedia Headphone	1	
		Web Camera	1	
		17" TFT Colour Monitor	1	

4. Head Office (HO) Lease Line

S/N	ITEM	PART DESCRIPTION	Qty	Total Qty
1	Horizontal Router	J2320, JUNOS, Base Memory (256MB), 3 PIM Slots, SW Security, AC Power Supply, 19" Rack Mount	1	500
		2 Port Serial PIM – Spare	1	
2	HO LAN Switch	BES110 -24Ports 10/100 Base-T Ethernet Switch with 2 10/100/1000 Uplinks	1	500
3	IP Phones	IP Phone 1110 with English Text Keycaps	1	500

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S/N	ITEM	PART DESCRIPTION	Qty	Total Qty
		with Power Supply		
4	9U Rack	9U Rack	1	500
5	Modem Specifications for Leased Lines	Gateway i /2M/2W	1	1000

5. Wireless

S/N	ITEM	PART DESCRIPTION	Qty	Total Qty
1	Base Station	Base Station (BTS)	150	150
		Power cable between Power Source and BTS Multi Strand Copper Cable (Battery Cable)	150	
		AC to DC Converter (In case DC Power will not be available at Base Station Site)	150	
		Earthing Cable for BTS	150	
		Cable Tie Set	150	
		PVC Conduit for UTP cable protection 40 Meters Medium	150	
		Base Station Mast – 30 Meters (however actual height will depend on RF survey)	150	
2	Tower at PoP	Tower at PoP	1	150
3	Tower /Pole at remote PoP	Tower /Pole at remote PoP (will be determined after RF survey for sites)	1	3000
4	Wireless Equipment	CPE Indoor Unit	1	3000
		Pole Mounting Kit	1	
		CPE Mounting Pole	1	

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S/N	ITEM	PART DESCRIPTION	Qty	Total Qty
		IEEE 802.11 a/b/g Wireless Access Point, RoHS, Indoor, Independent (Thick). Includes two 2 dBi/4.5 dBi dual band (2.4 GHz and 5 GHz) omni-directional	1	
5	Radio Modem	CPE Outdoor unit - 5.8GHz TDD - 17dBi Vert	1	3000
6	IP Phones	IP Phone 1110 with English Text Keycaps with Power Supply	1	3000

6. VSAT

S/N	ITEM	PART DESCRIPTION	Qty	Total Qty
1	HUB Antenna	9 meter four Port KU Band Auto track LP Antenna System with ACU, accessories for motorization, Beacon Receiver, Lightening Arrestor Down Conductors , Ladder and Platform, Feed Rain Blower	1	1
		Dehydrator	1	
		Passive Splitter 1:4 (N Type)	1	
		Spectrum Analyzer	1	
2	Antenna Integration Material	Elliptical waveguide		1
		Waveguide termination		
		Pressure window		
		Waveguide straight run		
		Waveguide Flex Twist		
		Waveguide to Co-axial Adaptor		
		Coaxial cable		
		N-Type connector M/F		
		Miscellaneous cables, adapters, Accessories(lot)		
		Fixtures and fitments for Installation		

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S/N	ITEM	PART DESCRIPTION	Qty	Total Qty
		Rack 42U each for electronics		
		Patch Panel		
		Motor Assembly		
3	Low Noise Amplifier	LNA Subsystem, Ku-band (1:1) with redundancy controller	1	1
4	Down Convertor	KU Band Down Converter 70MHz (1+1), including switch	1	1
5	Up Convertor	KU Band Up Convertor 70MHz (1+1) , including switch	1	1
6	HPA (TWTA/SSPA) Amplifier	400W, KU Band SSPA/TWTA (1+1), including switch (including equipment cabinet, coaxial & waveguide interconnections)	1	1
7	VSAT Hub Baseband Equipment	DVBS2 Redundant NOC CX	1	1
		UEM Enterprise	1	
		IP Gateway(1:1)	1	
		DNCC	1	
		Special Service Gateway(for On Demand Streaming)	2	
		RCD Chassis to support 3 RCD's	2	
		RCD's(1:1)	1	
		NMS Hardware and NMS Software	1	
		BNC Cables - 10 mt	2	
8	Remote VSAT	1.8 M KU-band Antenna with Tx-Rx feed and mount	1	15
		KU Band ODU+ KU Band LNB+ VSAT Modem	1	
		IFL cable RG11 75Ohm F(m)-type 150 feet length with Connectors for receive (Set of 2 cables and 4 connectors, per site	1	
		RJ-45 LAN Cable 1-Mtr	1	

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S/N	ITEM	PART DESCRIPTION	Qty	Total Qty
		Freight	1	
9	Earthing for VSAT	Earthing for VSAT	1	15
10	Remote VSAT	1.8 M KU-band Antenna with Tx-Rx feed and mount	1	77
		KU Band ODU+ KU Band LNB+ VSAT Modem	1	
		IFL cable RG11 75Ohm F(m)-type 150 feet length with Connectors for receive (Set of 2 cables and 4 connectors, per site	1	
		RJ-45 LAN Cable 1-Mtr	1	
		Freight	1	
11	Earthing for VSAT	Earthing for VSAT	1	77

ANNEXURE C: MAKE AND MODEL FOR EXISTING EQUIPMENT

DHQ			
S No	**Item**	**Make**	**Model**
1	DHQ Router	Juniper	M10i
2	DHQ PRI Router	Juniper	J2320
3	DHQ LAN Switch	Nortal/Avaya	5510-24T
4	IP Phone Type-1	Nortal/Avaya	2007
5	Rack	Valrack	42U
6	Air-Conditioner-2Tonne	Voltas Vertis Plus	NA
7	UPS 5 KVA	Emerson	NA
8	Generator Set	Mahindera	Mahindra Powerol 8 KVA
9	Workstation	Dell	Optilex 740
10	Video Conferencing End Point	Polycom	VSX7000s

BHQ

S No	**Item**	**Make**	**Model**
1	BHQ Router	Juniper	J2350
2	BHQ LAN Switch	Nortal/Avaya	2526-T
3	IP Phone Type-2	Avaya	1120E
4	Rack	Valrack	15U
5	Air-Conditioner-2Tonne	Voltas Vertis Plus	
6	UPS 2 KVA	Emerson	GXT2000LRT
7	Generator Set	Mahindera	2185GM
8	Workstation	Dell	Optilex 740
9	Desktop based Video conferencing	Polycom	PVX
10	Modem for Lease Line	Gateway	i/2M/2W

HO-LL			
S No	**Item**	**Make**	**Model**
1	Horizontal Router	Juniper	J2320
2	HO LAN Switch	Nortal/Avaya	BES110
3	IP Phone	Avaya/Nortal	1110
4	Modem for Lease Line	Nomus	GATEWAY i/2m/2w

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Wireless			
S No	**Item**	**Make**	**Model**
1	Base station(BTS)	Airspan	BTS-1060
2	Tower at POP	NA	NA
3	Tower/Pole at remote POP	NA	NA
4	Wireless Equipment(Access Point)	Nortal	BAP120
5	Radio Modem (CPE Outdoor)	Airspan	PROST 5.8 G
6	IP Phone	Avaya/Nortal	1110

VSAT

S No	**Item**	**Make**	**Model**
1	Hub Antenna	HUGus	
2	Antenna Integration Material		
3	Low Noise Amplifier		
4	Down converter		
5	UP converter		
6	HPA Amplifier		
7	Vsat Hub baseband Equipment		
8	Remote VSAT		
9	Earthing for VSAT		

ANNEXURE D: OEM WARRANTY

OEM Warranty
The OEM would need to attach warranty certificates of the equipment that it proposes for the following categories of equipment: 1) Routers 2) Switches 3) Video Conferencing Equipment

ANNEXURE E: OEM PLANS AND METHODOLOGY

OEM Plans and Methodology
A detailed description of the OEM plans and methodology needs to be provided. 1. OEM would need to give a detailed description of various processes and methodologies it uses with regard to network equipment supply and monitoring. 2. Does the OEM have plans to set up spare depots in Raipur if not already present? Also, what other future plans does the OEM have with regard to Chattisgarh in particular? 3. The OEM should provide local support information in India for the equipment supplied. 4. The OEM should provide support information for problem logging, troubleshooting and problem resolution. 5. Explanation of the arrangements that the OEM has with the Bidder on operations and maintenance. 6. The OEM should give a clear picture of the product roadmap for all equipment proposed and verify that the proposed equipment is the latest version and has five years of guaranteed support.

Note: This form should be filled up by the OEM of the main active network component

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ANNEXURE F: HELPDESK AND FAULT CORRECTION PLAN

Helpdesk and Fault Correction Plan
Bidder shall provide a detailed description of the proposed Helpdesk and Fault Correction plan for the CGSWAN project. The description should include the following details about the methodology to be used in implementing the Helpdesk System: (i) A brief about the basic responsibilities of the Helpdesk and what it plans to achieve (ii) Description of the Helpdesk procedures and processes. (iii) Detailed Roles and responsibilities of the Helpdesk personnel. (iv) A description about how a fault would be typically attended to and rectified. (v) Various faults that could be expected and measures that would be taken to alleviate or rectify them.

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ANNEXURE G: WARRANTY SUPPORT FROM OEM

Warranty

(On the bidder's Letterhead)

We warrant that the equipments supplied under the contract are newly manufactured, free from all encumbrances, defects and faults in material or workmanship or manufacture, shall be of the highest grade and quality, shall be consistent with the established and generally accepted standards for materials of the type ordered, shall be in full conformity with the specifications, drawings of samples, if any, and shall operate as designed. We shall be fully responsible for its efficient and effective operation. We also warrant that the services provided under the contract shall be as per the Service Level Agreement (SLA) with CHiPS/ GoCG. This warranty shall survive inspection of and payment for, and acceptance of the Equipment and Services, but shall expire 5 years after their successful installation and acceptance by CHiPS/ GoCG.

We warrant that all services to be provided under the contract shall be as per our Service Level Agreement (SLA) with CHiPS/ GoCG. This warranty on services provided shall remain valid for the entire duration of the services contract from the date of acceptance by CHiPS/ GoCG.

The obligations under the warranty expressed above shall include all costs relating to labour, spares, maintenance (preventive as well as unscheduled), and transport charges from site to manufacturer's works / service facilities and back for repair or modification or replacement at site of the equipment or any part of the equipment, which under normal care and proper use and maintenance proves defective in design, material or workmanship or fails to operate effectively and efficiently or conform to the specifications and for which notice is promptly given by CHiPS/ GoCG to us (bidder). We shall provide on-site support for all the equipment and services supplied hereunder during the period of this warranty (5 years after acceptance for equipment and entire service period for services).

_____

Authorized Signatory

Name:

Designation: