CORRIGENDUM

BID FOR SELECTION OF AGENCY FOR PROVIDING COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) & OPERATION & MAINTENANCE SUPPORT (O&M) OF IT INFRASTRUCTURE OF CENTRALIZED ARCHITECTURE PROJECT ON BEHALF OF OFFICE OF THE STATE TAX, GOVERNMENT OF GUJARAT

(TENDER NO. HWT241019589)

(05.12.2019)

1. Eligibility Criteria:

Sr. No.	Existing Clause	Revised Clause
1	The bidder must have at least 3 customer reference sites for providing AMC/ O&M Support Services of IT equipment's at Data Center/Server farm in India having Minimum order value of Rs. 50 Lacs each during last three years as on bid Issuance date or should have at least three customer reference sites for providing IT Hardware equipment's at Data Center/ server farm having minimum order value of Rs. 2 crore each during last three years as on bid Issuance date Customer references & Work orders stating project value must be attached along with the bid. (Form no. E-4)	The bidder must have at least 5 customer reference sites for providing AMC/ O&M Support Services of IT equipment's at Data Center/Server farm in India having Minimum order value of Rs. 50 Lacs each during last five years as on bid Issuance date. Customer references & Work orders stating project value must be attached along with the bid. (Form no. E-4)

2. Revised Penalty Clause

1.1. Operation & Maintenance Related Penalty:

The Service Window for IT Infrastructure of the current bid scope of GUJ-VATIS Application at State Tax Department Data Centre at Ahmedabad and Gujarat State Data Centre at Gandhinagar – 24 hrs x 7 Days in three shifts.

SLA Objectives

The Bidder shall provide onsite support for a period of three years for the Primary and NR DR Site from primary site and in case of requirements -travel to NR DR at his cost. Bidder shall ensure comprehensive maintenance, troubleshooting and repair of all IT infrastructure available and covered under the contract, including replacement of parts as may be required, to make the system operational. Availability of system is paramount and SI shall be responsible for ensuring the same. For SLA calculation, System is defined as VATIS and PORTAL Application and other application running on Central IT Infrastructure. The cumulative downtime of System in quarter (except for the pre-approved planned down time) due to failure of Central IT Infrastructure (Hardware and/or System Software) will be considered for penalty calculation.

These SLAs are mandatory and obligatory for SI bidders to meet with an exception of dependency on /power supply and end user's infrastructure availability with quality and shall be determined by availability of systems at primary site and NR DR site, and not at end user machine. The downtime of System due to Connectivity shall not be considered.

IT Infrastructure Service Level - Severity Level Definitions

Severity Levels	Response Time from time of logging complaint	Penalty	Restoration Time - if under control/scope of SI	penalty
L1 : Non availability of system	30 min	Rs. 500/- for every 30mins delay	2 hours (Any ways)	Rs. 3000/- for every 1 hour delay
L2: System Impaired but available at Primary/Near DR site	60 minutes	Rs. 500/- for every 30mins delay	6 hours	Rs. 1000/- for every 2 hour delay
L3: Problem - System Operation Normal but need improvements.	4 Hours	Rs. 500/- for every 2hrs delay	48 Hours	Rs. 1000/- for every 24hrs delay

Detailed explanation of the Severity levels and possible responses are described below:

Severity 1 problem: Complete System Down/not available at data centre and work is halted. (Excluding reasons attributable to power shut down, network congestion/non availability)

- System hangs (unable to save work in progress);
- System functionality failure causes data losses or renders system unusable;
- Functionality failure renders system ineffective;
- System malfunction causes mission-critical applications to restart, hang, or suspend; and
- Security breach vulnerability is identified.

Severity 1 Response: Customer's request for support will be transferred to the first available engineer on site and checked at the primary server site for availability. Engineer will take all decisions as may be necessary to make the system available either through replacement of the damaged part or redirecting the users to NR DR site in consultation with designated STD officials.

Severity 2 problem: System Impaired but available. System is not operating with full capability but is still operational. Some examples of severity 2 calls may include but are not limited to:

- Impaired or broken functionality with significant impact to applications;
- Frequent system failure, but no data loss;
- Serious but predictable management system failure; and
- Significant system performance degradation.

Severity 2 Response: An engineer will respond to Customer's request for support after due preliminary analysis of root cause within 60 minutes of receiving the request and prepare a plan for restoration in consultation with the govt. appointed project manager and execute the same to make the system available in 6 hours.

Severity 3 Problem - System Operation Normal but need improvements. System is up and running with limited or no significant impacts. Some examples of Severity 3 calls may include:

- Bugs which cause limited or no direct impact to performance and functionality;

- Request to replace a bug /provide workaround;
- Limited impact –performance not as per the specified std,; and
- System performance support questions
- Changes in systems/access controls/tuning requirements.

Severity 3 Response: An engineer can be expected to respond to Customer's request for support within 4 Hours of receiving the request. The engineer will solely determine on-site support as appropriate. The Resident engineer will propose the plan for restoration in consultation with govt. appointed coordinator and resolve the issue not later than 48 Hours.

Service Level measurement, definitions, targets and measurements in table below

No	Measurement	Definition	Target	How to Measure
1	System availability at the primary server room (not at client/user machine end)	Availability={1-[(system downtime) / (Total Time-Maintenance Time)]}	Minimum 99.5% uptime measured on a quarterly basis.	Log reports of the system

System log files shall be conclusive and should provide sufficient proof of the availability of the system.

Penalties for not meeting SLAs

Non meeting of SLAs would attract a penalty calculated on cumulative basis in a quarter, of Rs 3,000/- per hour for every hour of downtime beyond the period allowed under uptime (i.e. uptime <99.5%) and calculated as detailed above. SI bidder will have to make the system available as quickly as possible. The decision of using NR DR resources shall be taken as may be determined by the SI to meet the SLA requirements (period during which a site is not available will be considered as non-availability of system even if usage of Near DR make system availability)

Penalty Calculations

a) The time of fail over to alternate site will be measured against RPO and RTO defined in the RFP. Any deviation from the same will be considered as downtime.
b) The downtime of the system shall be calculated beyond the allowed downtime defined under "Restoration time" and mentioned respective severity level.
c) Penalty calculations shall be calculated on accumulated non-compliance for all of the above SLAs for the downtime beyond the period allowed under uptime calculation (i.e. in case of uptime is <99.5% within quarter).
d) Total Time shall be measured on 24*7 basis.
e) Penalty charges will be Rs 3,000/- per hour for every non-compliance hour to be charged on quarterly basis beyond the period allowed under uptime calculation.
f) Any planned downtime for maintenance shall be with prior written permission from Commercial Tax Department) and must be intimated to all users.

1.2. Comprehensive AMC related Penalty:

- If Successful bidder is unable to resolve the hardware break fix problems within committed resolution time, from call logging, then a penalty Rs. 5,000/- per day after 24 hrs lapse from call logging, would be charged, up to a maximum of 10% of total Contract value.
- The penalty, if any, would be deducted from the subsequent payment bills.

Revised Financial bid (Part-1 & Part-2) to be uploaded as scanned document in Financial bid stage

Part -1 Total CAMC Charges for Central IT Infrastructure of VATIS Project as specified in RFP

Item No.	Item	Quantity (Primary Site - CTD)	Quantity (Near DR Site - SDC)	Total Qty.	Unit Charges			Total (Rs.)
					1st Year CAMC Charges (Without Tax)	2nd Year CAMC Charges (Without Tax)	3rd Year CAMC Charges (Without Tax)	
		A	B	C= A + B	D	E	F	G= C X (D+E+F)
1	Blade Server Chassis/Enclosure	3	3					
2	Database Servers	2	2					
3	Application Servers	5	5					
4	Web Servers	4	4					
5	BI Deployment Server or reporting server	0	1					
6	UAT and Maintenance Servers	4	0					
7	Backup Server	1	1					
8	SMTP Server and SMS Gateway Sever	2	1					
9	Proxy / AV Updates	1	1					
10	NTP Server	1	1					
11	LDAP Servers	2	2					
12	Help Desk Server	1	1					
13	EMS Servers	5	5					
14	Log Collector	1	1					
15	IVR Server	1	0					
16	Internal DNS Servers	2	2					
17	External DNS Servers	2	2					
18	Server for IPS (Absolute Vision)	1	0					
19	Web Security / Tritan Manager	1	0					
20	Server for Digital signature and SSL (Emudra)	1	1					
21	BI Additional Server	1	0					
22	BI Development server	3	0					
23	SAN Switches	4	2					
24	Tape Library	1	1					
25	Backup Software	1	1					
26	SAN Storage	2	1					
27	Desktops for Helpdesk and Central IT Infra Support Staff	15	0					
28	NW Laser Printer	3	0					
29	SSL VPN	2	2					
30	Server Load Balancer	4	4					

	with Web Accelerator							
31	Link Load Balancer	2	2					
32	Internal Firewalls	2	2					
33	External Firewalls	2	2					
34	Internet Routers	2	2					
35	Intranet Routers	2	2					
36	Modular Switches	2	2					
37	Application Switches	6	6					
38	IPS	2	2					
39	8 Port Cisco Switch	8	8					
40	SSL Certificate	4	4					
41	Signing and Verification Tool	1	1					
42	Server Management	48	41					
43	Network Management	500	0					
44	Service Desk	5	0					
45	Host base Intrusion Prevention System for Server	49	43					
46	IVR software with Voice recording	1	0					
47	Log Correlation Engine	1	1					
48	Log Collector Software	1	1					
49	Web Security and content filtering solution	1	0					
50	SMS Gateway application	1	0					
51	IP –PBX manager	1	0					
52	Router and Voice gate way with 2 PRI and required DSP resources as per tech. spec. (for primary site)	2	0					
53	Router and Voice gate way with no PRI and required DSP resources as per tech. spec.(for NDR)	1	0					
54	Router and Voice gate way with 1 PRI and required DSP resources as per tech. spec.(3 no. of Range office + 7 no. of other offices)	10	0					
55	Router and Voice gate way with 2 FXO and required DSP resources as per tech. spec.(7 div. off + 11 check post))	18	0					

56	Router and Voice gate way with 6 FXO and required DSP resources as per tech. spec. (Ghatak office)	103	0					
57	Min. 2 port POE module for Router/external switch to provide 2 POE ports	11	0					
58	Min. 5 port POE module for Router/external switch to provide 5 POE ports	30	0					
59	24 Port POE 10/100/1000 Manageable Switch	140	0					
60	UPS with 30 min. Battery backup and accessories	122	0					
61	Cisco 29xx series routers	10	0					
62	Cisco 37xx series switches	10	0					
63	Routers with Voice Gateway for remaining 23 nos. Of Range Offices	20	0					
			Grand Total (Rs.)					

Part-2 Total Operation & Maintenance of IT Infrastructure of VATIS Project as specified in RFP

Sr. No.	Particular	No. of Manpower	Man-month Rate (Rs.) - Y1	Man-month Rate (Rs.) – Y2	Man-month Rate (Rs.) – Y3	Total cost (Rs.)
		A	B	C	D	E=A*(B+C+D)
Resources for Central IT Infrastructure						
1.	Project Manager	1				
~~2.~~	~~Operation Manager~~	~~1~~				
3.	Linux Admin	1				
4.	Windows Admin	1				
5.	HP EMS tool admin	1				
6.	Oracle DB Admin	1				
7.	Oracle Web logic	1				
8.	Storage Admin	1				
9.	Network & Security Admin	1				
Resources for support all client end locations across the Gujarat State						
1.	Field Office Engineer	75				
Helpdesk Manpower						
1.	Helpdesk support for Tax payer - One person 8 AM to 8PM - Two person in working hours out of which one of them is Team Leader	3				
2.	Help desk for internal users for working hours	4				

3.	Help desk for IT Infrastructure - One person 24X7 Two person in office hours	3				
					Grand Total（Rs.）	