

## **Additional Terms & Conditions**

**Bid for Selection of Agency for providing  
Comprehensive Annual Maintenance Contract and  
24 x 7 Onsite Operation Support of Data Centre &  
NOC Room Equipments for 3 Years on behalf of  
Commercial Tax Department, Government of Gujarat**

## Introduction

Gujarat Informatics Limited (herein after referred to as GIL), on behalf of Commercial Tax Department, Ahmedabad (herein after referred to as the Purchaser) intend to invite bid for their requirement of Comprehensive Annual Maintenance Contract and 24 x 7 Onsite Operation Support of Data Centre & NOC Room Equipments.

The selected agency will have to Comprehensive Annual Maintenance Contract and 24 x 7 Onsite Operation Support for Data Centre & NOC Room Equipments as per the scope defined in this bid for the contract period.

Gujarat Informatics Limited, on behalf of Commercial Tax Department, Ahmedabad has published this bid for ***“for Selection of Agency for providing Comprehensive Annual Maintenance Contract and 24 x 7 Onsite Operation Support of Data Centre & NOC Room Equipments for 3 Years on behalf of Commercial Tax Department, Government of Gujarat”***. GIL invites your bid for the same.

### Eligibility Criteria for the bidder:

1. The bidder should have a total sum of turnover of Rs. 2 Crore (Minimum) in the last three financial years as on 31.03.2020. In case of audited turnover of year 2020-21 is available that can be consider. The copies of Audited Annual Accounts/Balance Sheet along with Profit & Loss Account and CA Certified Statement for last three financial years shall be attached along with the bid. **(Form no. E-1)**
2. The bidder must have one office in Gujarat. Please upload the copies of any two of the following: Property Tax Bill of last year / Electricity Bills of last one year / Telephone Bills of last one year / VAT Registration / CST Registration / Valid Lease Agreement. **In case, bidder does not have office in Gujarat, bidder should give undertaking to open office in Gujarat within 45 days from the date of work order.**
3. Bidder must have experience of supply and installation of equipments for setting up of Data Center Physical Infrastructure  
**OR**  
Bidder must have experience of Operations and Maintenance (including Manpower) **AND** Comprehensive Annual Maintenance Contract (CAMC) of data Centre related physical infrastructure.  
  
Bidder should have received and executed at least 3 work orders of minimum value of Rs. 50 Lacs of above mentioned work in **last 5 years**. Customer references & Purchase orders must be attached along with the bid.
4. The Bidder should be ISO 9001:2008 / ISO 14001:2015 Process Certified. Valid ISO Certificate to be submitted along with the bid.
5. Bidder should not be blacklisted by any Ministry of Government of India or by any State Government of India or any of the Government PSUs at the time of bidding. Self-Declaration / Certificate / affidavit mentioning that the Bidder is not blacklisted as per the clause should be submitted.

#### **Note:**

1. All the details and the supportive documents for the above mentioned items should be uploaded in in the bid.

## Scope of Work

### **Scope of Work for Commercial Tax Department Data Centre Physical Infrastructure & Network Operation Center (NOC) Room:**

The bidder will have to provide 24 x 7 maintenance & onsite operation support under Comprehensive Annual Maintenance Contract enabling smooth and uninterrupted operations of Commercial Tax Department Data Centre at Ahmedabad situated at following location:

**Commercial Tax Department Data Centre,  
Office of the Commissioner of Commercial Tax,  
2<sup>nd</sup> Floor, Rajya Kar Bhavan, Ashram Road, Ahmedabad – 380009**

The successful bidder will have to provide following services to the Commercial Tax Department for maintenance and operations of the Data Center:

There are critical components like Precision Air Conditions, Security Surveillance Systems, Comfort Air Conditioner, Electrical Panel, Uninterrupted Power Supply, etc. installed in Data Centre from different suppliers. Successful bidder's personnel will have to coordinate with various suppliers for the maintenance purpose.

The successful bidder will have to depute trained manpower for day to day maintenance of sub-systems installed at Data Centre and parameters set for various equipments.

**Annual Maintenance Contract will cover repairing of the systems as per the scope. Items falling under the consumable category like FM-200 GAS, UPS / DG Set battery, Diesel, Glass etc. will be chargeable as and when required. The supply / replacement of such consumable will be the responsibility of bidder and the payment of the consumables like FM-200 GAS, UPS / DG Set battery, Diesel will be reimbursed by Commercial Tax Department as actual on quarterly basis.**

Above all successful bidder will have to provide services like Vendor Co-ordination, prior approval from Commercial Tax Department officials for access rights to Data Centre, Troubleshooting plans, Maintenance Planning, Monitoring, Report Generating, upkeep of the data Center etc.

### **Following components of Physical Infrastructure at Commercial Tax Data Center & NOC Room will be covered under CAMC and 24 x 7 Onsite Operation Support**

1. Civil Work & Furnishing Work
2. Electrical Work
3. Networking
4. CCTV and Surveillance System
5. Access Control System
6. Water Leak Detection System
7. UPS / Input Filter
8. Electrical Power System
9. Fire Detection and Alarm System
10. Fire Suppression System
11. Precision AC System with Humidity Control
12. RO technology based water system for Precision AC
13. Comfort AC for other areas
14. False Floor, False ceiling / working desks etc.
15. Cabling - Electrical, Instrumentation
16. Video Wall Systems
17. Switcher & Interface

18. Network Switches and cabling
19. Diesel Generator Set
20. Rodent Repellent System
21. Building Management system
22. Furniture

### **Responsibilities of Successful bidder**

Successful bidder will be responsible for the following activities enabling smooth and uninterrupted operations of Commercial Tax Department Data Center & NOC Room:

- Responsible for day to day operations for maintaining the physical security of the Data Center.
- Responsible for monitoring, recording and reporting usual and unusual movements in and around the Data Center.
- Monitoring movement of Authorized personnel and maintain logs and registers.
- Material inward/outward control as per policies set by the IT Department of Commercial Tax Department or Data Center Administration.
- Monitoring and managing safety and surveillance equipments like CCTV, Access Control, Fire detection and Suppression etc.
- Issuing access control cards as per approval from the IT Department of Commercial Tax Department.
- Reporting incidents to the IT Department of Commercial Tax Department.
- Co-ordinate with respective Trusted personnel and communicate with Authorized maintenance personnel for various utilities at the Data Center as required.
- Responsible for upkeep of the Data Center & NOC Room including housekeeping activities.
- Meter readings of main electrical panel in Data Center
- Regular check-up of UPS systems and battery
- Manage and monitor Diesel level / requirements at its full capacity of the DG Set Prevent the contamination of diesel by diesel bug or any other microorganisms.
- Ensure the availability of consumables as required for the physical security of the Data Center.
- Functional test of DG Set (stand alone and with load).
- O&M of Electrical system for comfort ACs, precision ACs, Ro plant.
- Proactive monitoring of the entire Physical infrastructure installed at the Data Centre through Building Management Software.
- Round the clock Physical security of the Data Centre.
- Management of Physical Access to the Data Centre as per the policies set by CTD Data Centre.
- In case of the fire suppression system installed in the server room area gets discharged/leaked/any accident caused, the cost of refilling of the cylinders would be borne by the bidder.
- Vendor Co-ordination for various Infrastructure components of the Data Centre. The bidder shall also provide duty list for each month, random checklist.
- The bidder shall submit bills with detailed attendance of each personnel deployed for Data Center work.
- The bidder shall meet the SLAs as mentioned in detail in bid.
- The bidder shall install a mechanism which will generate logs for diesel consumed through the use of tamper proof automatic measurement.
- Temperature and Humidity should be measured at floor/room area level.
- CCTV footage is to be kept to meet legal, regulatory, ISO Policies compliance requirements. The record retention period shall be as per Data Center policies. (Policies shall be provided on request).
- The bidder shall have to stock and provide adequate onsite and offsite spare parts and components to ensure SLAs are met for entire contract period. The bidder must keep all civil and electrical components (like Tiles, Industrial sockets, cables etc.) as a Backup, so that, it can be immediately replaced at the time of failure.

- The bidder should ensure high availability for power on 24 x 7 x 365 basis and should maintain all the systems/subsystems including UPS and DG Sets for power availability.
- Ensure availability of the Data Centre Infrastructure including but not limited to Power, Cooling, CCTV, Access Control, Intelligent Racks, Fire detection and suppression systems, Rodent Repellent systems, Water leak Detection Systems and other components included as part of physical Infrastructure related services.
- Proactive and reactive maintenance, repair and replacement of defective components (IT and Non-IT/ Hardware and Software) related to Physical Infrastructure systems and sub-systems. The cost of repair and replacement shall be borne by the selected bidder.
- The bidder shall carry out comprehensive fire drills and submit drill report on regular intervals.
- Bidder shall record all the incidents/issues related to physical infrastructure services, security, systems and Sub-systems in the Data Centre Helpdesk.
- The bidder shall carry out Risk assessment of the Physical Infrastructure and provide a Risk Assessment report including recommendations.
- The bidder shall provide training to resources deployed at Data Centre periodically. Detailed training requirements are mentioned in the section
- The agency shall keep this office fully indemnified through the Indemnity Bond as per Annexure-VIII, against any such loss or damage. Any accident/casualty occurred during the course of working to any staff engaged by the Agency; the responsibility will remain with the Agency. For any accident or casualty occurred during the course of working to any staff deployed by the Agency, the liability that will arise out of the accident will be borne by the Agency. The responsibility will remain with Agency and this office will no way be responsible for it or any other clause mentioned above.
- The bidder shall carry out current state assessment on an annual basis to determine the state of all the components installed and maintained, on completion the bidder shall submit a recommendation/up gradation report.
- Full compliance to all Data Centre policies, procedures, processes, guidelines, Government- Acts, Rules & Regulations, etc. The bidder shall provide full compliance/adherence of all activities performed by him/her, to the aforementioned statutes, without any additional cost to Commercial Tax Department.
- Other Scope of works mentioned item wise at Section 5-Physical Component of this bidding document.
- Commercial Tax Department reserves full right to change this scope of work at any given point of time. As and when such changes are made to the scope, the same will be intimated to the bidder.

### **Training Requirements**

- The bidder shall give physical security awareness training to the resources deployed at Data Centre on a periodical basis, covering vulnerable areas of the Data Centre premises.
- The bidder shall provide fire awareness training to persons nominated by department on a periodical basis and maintain awareness documentation, flyers etc.
- All the training materials shall be provided by the bidder.
- The bidder shall provide training to persons nominated by department regarding operations and management and other aspects or as decided by department.
- The training shall cover all Components & sub-systems (including but not limited to the following) maintained:
  - Overview of Non-IT Components.
  - Electrical Distribution System
  - DG systems and Operations.
  - UPS systems and Operations
  - PAC systems and Operations
  - Security Systems and Operations
  - Fire & Smoke –Detection & Suppression Systems & Operations.
  - BMS systems, configuration and Operations

- RRS , WLDS, ACS and its Operations

### Visitor Management system for Data Center

The security requirements of the Data Center and infrastructure are challenging and growing increasingly. Visitors shall be screened, registered, signed in quickly and allowed to visit only relevant areas through integration with access control areas integrated with access control devices. These challenges of the visitor management and lobby management activities are seamlessly and efficient managed by Visitor Management system.

The activities shall include:

- Generate a report of all visitors visited in past without delays Data backup facility
- Regular reporting through system generated reports of all Access logs
- User visits / Suspicious or Untoward activity in the premises & surrounding areas of the Data Centre.

### Manpower Deployment for 24 x 7 Onsite Operation Support of Data Centre & NOC Room Equipments:

For requirement of all the above mentioned work, successful bidder will have to deploy following list of personnel (considering one person at any point of time on 24 x 7 basis including public holidays and Sundays):

Sr. No.	Description	Person	Remarks
1	Data Center In-charge / Project Manager	1	1 Personnel as Data Center In-charge / Project Manager. (For normal office hours. If require, he should also have to remain present after office hours in case of any emergency)
2	BMS Engineer	2	1 Person per shift for operation & maintenance and management of all equipments (Keep minimum one Electrical and one Mechanical / Instrumentation background engineer in Operation Team)
2	Technical Assistant / Data Center Operator	2	

Period of O&M Work	Shift	Timing
3 Years from the Date of Commencement of Order	Three	07:00 AM to 03:00 PM
		03:00 PM to 11:00 PM
		11:00 PM to 7:00 AM
<b>Work on 24x7x365 basis</b>		

### Qualifications and Experience of Persons:

#### Data Center In-charge/Project Manager:

**Qualification:** Minimum having Degree in Electronics / Electrical / Instrumentation / Computer background, as he would have to manage handle highly technical components of the Data Centre. The overall responsibility of the project will be of Data Center In-charge/Project Manager.

**Experience:** Must have minimum 5 years of experience in Data Center operations management or equivalent project management. Good management skills to be able to interact with vendors. Physically fit and not suffering from any diseases which might affect his working.

**BMS Engineer:** Responsible for operations of control room which includes CCTV, Access Control System, Pest & Rodent Repellent System, Water Leakage Detection System, Fire Alarm System, Fire Suppression System and other technical components required for smooth functioning of the Data Centre BMS System.

**Qualification:** Having minimum Diploma / Degree in Technical field like Electronics / Electrical / Instrumentation / Computer / Mechanical background, as he would have to handle highly technical components of the Data Centre.

**Experience:** Must be from Technical / Electronics/ Instrumentation / Mechanical background. Good communication skills to be able to interact with vendors. Physically fit and not suffering from any diseases which might affect his working. A working knowledge of computers would enable him to operate the systems as well as prepare any documentation reports etc. as required by the job from time to time. Must have worked in shifts earlier as well as willing to work in shifts.

**Data Center Operator / Technical Assistant:** With experience of Electrical and Mechanical component maintenance.

**Qualification:** Having minimum Diploma/Degree in Technical filed like Electronics / Electrical / Mechanical, as he would have to handle highly technical components of the Data Centre.

**Experience:** Must be from Technical / Electronics / Instrumentation / Mechanical background. Good communication skills to be able to interact with vendors. Physically fit and not suffering from any diseases which might affect his working. A working knowledge of computers would enable him to operate the systems as well as prepare any documentation reports etc. As required by the job from time to time. Must have worked in shifts earlier as well as willing to work in shifts.

**Preventive Maintenance Schedule of the IT & Non-IT Components of Data Center**

Sr. No.	System/Sub System	Maintenance Hours	Schedule
1	PAC Unit- 12 TR	3	Quarterly
2	40 KVA UPS Unit	3	Quarterly
3	Rack	1	Quarterly
5	200 KVA DG Set Unit 1	1	Quarterly
6	250 KVA Electrical Panel Unit 1	1	Quarterly
7	Security Surveillance System	6	Quarterly
8	Comfort Air Conditioner System	2	Quarterly
9	Data Centre Tiles, Ceiling & Floor	1	Daily (With no downtime)
10	Rodent Repellent System	1	Every Week
11	Water Leak Detector, Fire Alarm, Fire Suppressant, Transducer, Motion Detector (PTZ Camera), Smoke Detector	2	Every Fortnight
12	Lights, Electrical Fixtures	2	Every Fortnight
13	BMS Software	1	Every 2 <sup>nd</sup> Month
14	EPABX System	1	Quarterly

Note: It is the responsibility of the Bidder to strictly follow the above mentioned periodic maintenance schedule after obtaining prior approval from Department. The Bidder should submit a Full Maintenance Report after the end of each maintenance activity and get it verified by the Composite Team.



## Support Services to be provided by Successful Vendor

### 1.1. Support Services Terms

- a) If the parts required for the problem resolution are not available then bidder has to provide a higher version of the same OEM, within committed resolution time, without any additional cost to purchaser.
- b) Comprehensive onsite maintenance support would have to be provided on all covered equipment for the defined coverage period.

### 1.2. Hardware Support Services

- a) Remote Problem Diagnosis and support through electronic remote support tools to isolate any system problem and facilitate resolution.
  - b) Onsite Hardware Support for critical issues that cannot be resolved remotely. An engineer would have to be sent to our site to return our covered hardware to operational condition, repairing or replacing components or entire units as necessary. Our coverage includes all required parts and materials.
  - c) The maximum response time to attend any onsite call should not exceed 4 hours from the initial call to the Response Center;
  - d) Successful vendor will deliver 24-hour Repair-Time Commitment, to correcting hardware malfunctions. This will have to be done within 24 hours from our initial call to the Response Center;
  - e) Support services should be available 24 x 7 x 365, including all holidays.
  - f) To provide an established Escalation Matrix to end users.
- 1.3.** The bidder shall ensure Spares availability. In case, it is not possible to repair some equipment or not possible to repair at site and has to be taken out for repairs, the bidder shall provide a suitable replacement as Standby arrangement so that the work is not hampered. The packing / unpacking, transportation, loading / unloading, connection / disconnection, configuration / re-configuration and any associated activity with the repair and maintenance shall be the sole responsibility of the bidder. **In case if the bidder is not in the position to repair the original equipment, then the bidder has to provide the functionally equivalent equipment.**
- 1.4.** In case if the bidder is not able to repair the original equipment, the bidder shall supply the new substitute of same specifications or of higher specifications the original OEM, with prior approval of the purchaser. In case, if the purchaser found the substitute of lower quality or cheaper substitute than the difference between the provided product and the originally used has to be paid by the bidder.
- 1.5.** Successful bidder has to co-ordinate with IT Division of Commercial Tax Department for providing CAMC and 24 x 7 Onsite Operation Support services.
- 1.6.** Bidder has to ensure back lining / back to back CAMC and 24 x 7 Onsite Operation Support services from respective OEMs & the same shall be ensured at the time of making the payment to the successful bidder.
- 1.7.** Failure in adhering to any of the terms and conditions mentioned in the scope of work will attract penalty clause.
- 1.8.** Any worn or defective parts/equipment withdrawn from the equipment and replaced by the bidder shall become the property of the bidder; and the parts/equipment replacing the withdrawn parts/equipment shall become the property of the department.
- 1.9.** The bidder's maintenance personnel shall be given access to the equipment when necessary, for purposes of performing the repair and maintenance services indicated in this Agreement.
- 1.10.** The equipment shall not be shifted to an alternate site and installed there at during the currency of this Agreement without prior written notice. However, if it is desired to shift any equipment to a new site and install it thereat urgently, the bidder shall be informed of the same immediately. The purchaser shall bear the charges for such shifting and reinstallation and the bidder shall provide necessary assistance to the purchaser in doing so. This Agreement, after such shifting and

reinstallation, would continue to be binding on the bidder and the purchaser, provided that the two parties may agree to amended charges for the maintenance services after such an event.

- 1.11. The purchaser shall arrange to maintain appropriate environmental conditions, such as those relating to space, temperature, power supply, and dust to within the acceptable limits required for equipment similar to that covered by this Agreement.
- 1.12. No terms or provision hereof shall be deemed waived and no breach excused, unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to or waiver of a breach by the other, whether express or implied, shall not constitute a consent to, or waiver of, or excuse for any other, different or subsequent breach.

## **2. Comprehensive Annual Maintenance Contract (CAMC) and 24 x 7 Onsite Operation Support**

- 2.1. Comprehensive onsite AMC and 24 x 7 Onsite Operation Support shall be provided by the bidder.
- 2.2. Bidder shall keep adequate provision for spares for providing CAMC and 24 x 7 Onsite Operation Support services.
- 2.3. Maintenance service: Free maintenance services shall be provided by the Bidder during the period of CAMC and 24 x 7 Onsite Operation Support.
- 2.4. In case, bidder is not providing satisfactory support & doing unwarranted delay in providing CAMC support, Government offices reserves right to repair the equipment at risk & cost of the bidder.
- 2.5. The Bidder / System Integrator will be required to co-ordinate with software vendor and / or do liaisoning with other service provider to achieve the end-to-end connectivity. This also includes Security & Surveillance Infrastructure Systems software systems For Ex. CCTV, Access Control System with respect to LAN/WAN technologies implementation.

## **3. Penalty Clause**

- 3.1. 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.
- 3.2. The penalty, if any, would be deducted from the subsequent payment bills.

## **4. Payment:** Payment for Goods and Services shall be made by Department in Indian Rupees as follows:

- 4.1. No advance payment will be made
- 4.2. Payment would be made in after completion of each quarter on submission of Invoice with applicable taxes paid extra at actual. The invoices shall be submitted with all relevant reports / documents as specified in bid / Work Order.
- 4.3. Successful bidder should raise payment invoices after the end of each quarter.

## Data Center & NOC Room Equipments Details

**TABLE A: DATA CENTER COMPONENT**

Sr. No.	Item Description	Make	Unit	Qty
<b>A</b>	<b>Building Construction</b>			
1	False Flooring System	United	Sq Ft	800
2	False Ceiling systems	Amtrong	Sq Ft	1000
7	Perforated Tiles	United	No	29
8	Single Door		No	4
9	Fire Door [Entry/Exit ]	Shakti	No	1
11	Control Room Furniture		Set	1
12	Helpdesk, Storage for controller, etc		No	1
16	Staircase [MS structure]		Set	1
<b>B</b>	<b>Electrical Infrastructure</b>			
1	Electrical Panel - 200 KVA Load	Shineder	No	1
2	Main Power Cable Work [150 MTR length]	Finolex	Lot	1
3	Electrical Cabling for Inrow AC, Racks, UPS, Lightings, Comfort AC, Security Systems & Electrical fitting		Lot	for 12 Racks
4	Lighting Systems [2X36 / 2X18]	Wipro	No	38
5	40 KVA UPS Systems with Sync. Panel	APC/Emerson	No	3
5.1	30 Minutes Battery Bank for 40 KVA UPS (12V- 65AH )	Roket/Amron	No	3
6	Network Cabling and I/O, Patch Panel, 24 Port Switch etc.	Dlink	Set	2
7	Communication Instruments, cable work etc.		Lot	1
<b>C</b>	<b>Cooling Systems</b>			
1	PAC Systems [ 12 TR ]	Uniflar	No	3
2	Out Door and Lowsite work	Uniflar	No	3
2	25 LTR Capacity RO systems	ZeroB	Set	2
3	Comfort AC - 2 TR Split AC	Hitachi	No	6
<b>D</b>	<b>Security Surveillance Systems</b>			
1	CCTV Systems [10 Camera + 16 Channel DVR/ Monitor]	Honeywell	Set	1
2	Access Control Systems [Biometric / Pin Pad / Card Reader / EML / Cable etc.	Honeywell	Set	1
3	Fire Detection System [ Fire Detection Panel / 20 No's Smoke Detectors / Cable work etc.	Honeywell/Siemens	Set	1
4	Fire Supression Systems [FM200 GAS 61 KG and (2 No's of 4.5 KG fire extinguisher / Cylinder etc.)]	Ravel	Set	1
5	Rodent Repellent systems	Maser	Set	1
6	Water Leak Detection and Alarm	Sontey	Set	1
7	Building Management Systems	Honeywell	Set	1
<b>E</b>	<b>D G Set</b>			
1	200 KVA Diesel Generator Set		No	1
2	Foundation and cabling		Lot	1
<b>F</b>	<b>Racks &amp;IntelligentStructural Calling</b>			
1	Network and Server Rack with dual IP Switch PDUs with Industrial Socket	APC	Set	8
2	Intelligent Structural Cablling solution [Port Analyzer / Switch/ IOs/ RJ45 / Cable Manager / cassettes etc.]	Digilink	Set	8
3	Network Switch, Monitoring etc.	HP	Set	1

**TABLE B: NETWORKING**

Sr. No.	Item Description	Unit	Qty
<b>A</b>	<b>UPS Systems</b>		
1	12V-26AH SMF Battery Rocket set for 30 mnt backup for 10KVA UPS	No	1
2	Open Rack & link for Keeping batteries	No	1
3	DC Cable	LOT	1
4	Fuse Box	No	1
5	APC Smart-UPS VT Parallel Communication Kit	Nos	1
<b>B</b>	<b>32 Amp PDU</b>		
6	APC PDU 32 Ampere -AP8953	Nos	3
<b>C</b>	<b>Electrical Work</b>		
8	SITC of 12 Way TPN DB With 1nos. Of 100Amp FP MCB As Incomer & 9nos. Of 32A DP MCB & 9nos. Of 63A DP MCB For Outgoing.	Nos.	1
9	Supply and installation of IP44 2 pole + earth 15 A single phase 230 V socket -outlet Make: Schnieder/ Legrand/C&S , 15AMP.	Nos.	2
10	Supply and installation of IP44 2 pole + earth 32 A single phase 230 V socket -outlet Make: Schnieder/ Legrand/C&S , 32AMP.	Nos.	24
11	Supply and installation of IP44 2 pole + earth 63 A single phase 230 V socket -outlet Make: Schnieder/ Legrand/C&S , 63AMP	Nos.	7
12	Supply and installation of IP44 2 pole + earth 16 A single phase 230 V socket -outlet Make: Schnieder/ Legrand/C&S , 16AMP -Point wiring using 25mm dia MS conduit of 16SWG, 1.1 KV grade 2.5 sqmm FRLS Cu flexible wire for P + N + E including supply of wire, switch, socket and GI Box from 0 to 10 Mts length.( Shall be hot dip galavanised sheet steel of 2mm thickness. Including all necessary hardwares and accessories complete, material and labour as per specifaication and requirement.	Nos.	5
13	Supply & laying of 1CX35.00Sq.mm Cu.Flexibal Cable <b>for DB Input.</b>	Mtr.	125
14	Supply & laying of 3CX10.00Sq.mm /3nos. Of 10Sq.mm Cu.Flexibal Cable <b>for 63Amp Power Point.</b>	Mtr.	80
15	Supply & laying of 3CX4.00Sq.mm Cu.Flexibal Cable <b>for 32Amp Power Point.</b>	Mtr.	150
16	Termination of 1CX35.00Sq.mm Cu.Flexibal Cable.	Nos.	20
17	Termination of 3CX10.00Sq.mm Cu.Flexibal Cable.	Nos.	12
18	Termination of 3CX4.00Sq.mm Cu.Flexibal Cable.	Nos.	32
19	Supply & laying of 100X50mm / 75mmX50mm PVC Trunking.	Mtr.	30
<b>D</b>	<b>Network</b>		
20	DIGILINK RJ45 Cat 5e Plug - 100nos	No's	2
21	DIGILINK Solid Cable Cat 6, 4 pair, UTP - 305m	No's	3
22	DIGILINK PATCH CORD SC-SC MM(62) DUPLEX LENGTH- 10m	No's	8
23	DIGILINK Patch Panel Cat 6 UTP Keystone -24 Port- Loaded	No's	4
24	DIGILINK Patch Cord Cat 6 UTP Gray 3m - Moulded	No's	96

**TABLE C: NOC ROOM COMPONENT**

Sr. No.	Product Description	Unit	QTY
<b>A</b>	<b>Video Wall</b>		
	<b>SAMSUNG</b>		
1	46" diagonal 6.7-mm narrow bezel LCD display. 1366X768 resolution. 46" Video wall Display pannel samsung make - UH46F-5. Accepts standard VGA to UXGA inputs connectivity.	No	4
2	Video Wall Brackct(Wall Mount) Samsung Only	No	4
<b>B</b>	<b>Switcher &amp; Interface</b>		
	<b>EXTRON, KRAMER,MT- VICKY</b>		

1	4 x 4 VGA with Audio Matrix Switcher	No	1
2	4 x 4 Composite video with Audio Matrix Switcher	No	1
<b>C</b>	<b>Web Based Automation Processor</b>		
	<b>CRESTRON</b>		
	<b>Web Based Automation Processor</b>		
	- Minimum 2 RS-232, 2 IR, 2 Relay and 2 I/O ports.		
	- RJ45 port for LAN connectivity		
1	- All the RS-232 equipments shall be controlled through RS-232 ports only.	No	1
	<b>MILESTONE</b>		
2	4 Port 230V Power Relay module to power ON all the equipments	No	1
<b>D</b>	<b>Cables</b>		
	<b>EXTRON, KRAMER</b>		
	All the cables, connectors and Patch cord required for the solutions.		
1	RGBHV Cable	MTR	400
2	RG6/SHR Cable - Video Cable	MTR	200
4	RS-232 Cable	MTR	50
5	Moulded VGA patch cord to connect your Laptop	MTR	4
6	Various types of A/V connectors (Lumpsum)	MTR	1
7	Heat Shrink sleeves - various size and colour (Lumpsum)	MTR	1
<b>E</b>	<b>Equipment rack suitable to house equipment's 22U Rack</b>	No	1
<b>F</b>	<b>Other Facilities</b>		
1	Power Fiting, Fuxtures, DB, Cabling	No	2
2	Lightings Fixture and Cabling	LOT	1
3	SNMP UPS with Battery Bank [ 10 KVA with 30 mnt backup]	No	1
4	Comfort AC [ 1.5 TR X 1]	No	1
5	Furniture [ Glass door/ partition etc.]	LOT	1
6	Tables/Chairs [ 6 person]	No	6
7	EPABX [30 channel]	No	1
8	Communication/ Network Connectivity	LOT	1

### Power Availability

Reliability on electrical power can affect operations of the CCD Data Centre. Uninterrupted Power Supplies (UPS) are used to support the load of the critical components of the Data Centre for periods of failure of the electrical power. There are 3 nos of 40 KVA APC make UPS present in Data Centre. The design of power backup is 40 KVA X 3 [so any time 80 KVA Power Backup available with synchronization Switch]

There are 250 KVA DG sets present in Data Centre which are in a redundancy mode. The UPS system and DG Sets should assure the Data Centre equipment with continuous power at a solution uptime of 99.49% and with redundancy available up to the load end.

### Temperature Requirements

The temperature inside the Server Farm area of Data Centre needs to be continuously maintained at 22 +/- 5 degree centigrade. It is advised that the temperature and humidity be controlled at desired levels. The necessary alarms for variation in temperatures is to be monitored on a 24x7 basis and logged for providing reports.

### Relative Humidity (RH) requirements

Ambient RH levels needs to be maintained at 50% +- 10 non-condensing. Humidity sensors are to be monitored. The necessary alarms for variation in RH has to be monitored on a 24x7 basis and logged for providing reports.

### **Precision Air Conditioning**

PAC provides sensible cooling capacities at design ambient temperature & humidity with adequate airflow. The PAC should be effectively monitored.

### **CCTV System**

The Critical area of the Data Centre along with the Non Critical area needs to be under constant video surveillance. The primary objective of a CCTV system is to ensure effective surveillance of the area and also create a record for post event analysis. The backup of CCTV should be at least 30 days and with timestamp. The CCTV system provides an on-line display of video images on monitor. The entire setup should be monitored from the control room on 24x7 basis.

### **Access Control System**

The objective of the Access Control System is of allowing entry and exit to and from the premises to authorized personnel through Biometric validation only with controller to BMS server interface. Access controls are provided for doors and shall be installed at other doors of Data Centre room in future wherever they are not installed. These doors are with electric locks, and operate on fail-safe principle. The lock remains unlocked in the event of a fire alarm or in the event of a power failure.

### **Water Leak Detection System**

The water leak detector is to detect any seepage of water into the critical area and alert the Security Control Room for such leakage. It consists of water leak detection cable and an alarm module.

### **Pest Repellent System**

The entry of Rodents and other unwanted pests shall be controlled using non- chemical, non-toxic devices. However periodic pest control using Chemical spray can be done once in year as a contingency measure to effectively fight the pest menace.

### **Fire Detection and Alarm System**

Fire can have disastrous consequences and affect operations of a Data Centre. The early detection of fire and employing means for automatic suppression of the fire is important for effective functioning of a Data Centre.

### **Gas based Fire Suppression System**

Bidder would be responsible for refilling the gas, in case the fire suppression system has to be activated for suppressing fire and the defined time period required to refill the gas is 30 days. Bidder would be responsible for any accidental damage caused during refilling whereas bidder would be responsible for any accidental damage caused during testing of the equipment. CCD will pay cost of FM200 GAS additional in case of GAS suppression activated.

### **Comfort Air Conditioning System for other areas**

Comfort Air Conditioning System has to be checked on regular basis for the other areas.

### **Civil & Electrical Work**

Includes False flooring, False ceiling, doors & locking, Partitioning, Fire Proofing of all surfaces, Furniture & fixtures of Electrical and Non-electrical nature and Painting and all other electrical repairs. It also includes cement concrete work, masonry work, trench work, storage, glazing and scaffolding work at BMS room and other critical areas of Data Centre.

### **Building Management System**

The BMS should perform the following general functions including but not limited to:

- Building Management & Control.
- Data Collection & archival
- Alarm Event & Management
- Reports, Trends & MIS Generation (monthly report submission in hardcopy as well as through email to CCD concern)
- Maintenance & Complaint Management

### **MIS Reporting**

The bidder shall provide the MIS reports for all the equipment installed in the CCD Data Centre in a prescribed format and media on a periodic basis. Whenever required by CCD, bidder should be able to provide additional reports in the required format or as per CCD requirement time to time.

### FINANCIAL BID FORMAT

Sr. No.	Item Description	Unit	Qty.	Annually Price (In Rs.) Including GST)
A	B	C	D	
1	CAMC Charges for Data Centre & NOC Room Equipments (For 1 <sup>st</sup> Year)	Set	1	
2	24 x 7 Onsite Operation Support of Data Centre & NOC Room Equipments (For 1 <sup>st</sup> Year)	Set	1	
3	CAMC Charges for Data Centre & NOC Room Equipments (For 2 <sup>nd</sup> Year)	Set	1	
4	24 x 7 Onsite Operation Support of Data Centre & NOC Room Equipments (For 2 <sup>nd</sup> Year)	Set	1	
5	CAMC Charges for Data Centre & NOC Room Equipments (For 3 <sup>rd</sup> Year)	Set	1	
6	24 x 7 Onsite Operation Support of Data Centre & NOC Room Equipments (For 3 <sup>rd</sup> Year)	Set	1	
<b>Grand Total (Rs.)</b>				