

Purchase of Backup software Solution for Backup of Data at GSDC

Additional Eligibility Evaluation Criteria:

S/N	Eligibility Criteria	Attachments
1.	<p>The bidder would be a company registered/incorporated under Indian company Act. and must have 5 years of existence in India.</p> <p style="text-align: center;">AND</p> <p>Bidder should be an established IT System Integrator and should have been engaged in similar IT projects/solutions business for a period of at least five years as on the bid issuance date.</p>	<p>Copy of certificate of Incorporation, PAN and GST registration Certificate.</p> <p>Work Orders / Client Certificates confirming year and area of activity should be enclosed.</p>
2.	<p>The bidder should have a total sum of turnover of Rs. 10 Crore (Minimum) in the last three financial years as on 31st March 2021.</p>	<p>The copies of Audited Annual Accounts/Balance Sheet along with Profit & Loss Account and CA Certified Statement for last three financial years as on 31st March 2021 shall be attached along with the bid.</p>
3.	<p>The OEM of the proposed product should have a total sum of turnover of Rs. 50 Crore (Minimum) in the last three financial years as on 31st March 2021.</p>	<p>The copies of Audited Annual Accounts/Balance Sheet along with Profit & Loss Account and CA Certified Statement for last three financial years as on 31st March 2021 shall be attached along with the bid.</p>
4.	<p>The Bidder or its OEM {themselves or through re-seller(s)} should have supplied same or similar Category Products for same size of bid requirement, in at least one of the last three Financial years before the bid opening date to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts (proving supply of cumulative order quantity in any one financial year) to be submitted along with bid in support of quantity supplied in the relevant Financial year. In case of bunch bids, the category related to primary product having highest bid value should meet this criterion.</p>	<p>Details of such projects undertaken along with work order/purchase order copy/clients' on-going or completion certification/letter signed by authorized signatory or company secretary with the details w.r.t to the clause should be enclosed.</p>
5.	<p>The bidder should be authorized by its OEM to quote this bid for the authenticity, authorized representation and after sales support. The bidder should have a back-to-back support agreement/arrangement for services including supply of spare parts with providing Next Business Day (NBD) support etc. with the Original Equipment Manufacturer (OEMs).</p>	<p>Please upload the copy of Authorization on OEM letterhead and signed by authorized signatory for the item(s) to be offered in this bid</p>
6.	<p>Bidder and OEM 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.</p>	<p>Self-Declaration/Certificate/affidavit mentioning that the Bidder is not blacklisted as per the clause.</p>
7.	<p>The Bidder should have at least one office in Gujarat If the Bidder is not having any office in Gujarat, then bidder should submit a letter of undertaking to open the office in Gujarat within 45 days from the date of award.</p>	<p>The copy of Property tax bill/Electricity Bill/Telephone Bill/GST/CST should be enclosed. Registration/Lease agreement should be submitted as proof Or Undertaking Letter should be enclosed.</p>

Scope of work:

1. The scope is to supply, install, configure, test and commission the required hardware, software and necessary licenses, and all accessories like cables, racks with ipdu etc, along with the 5 years of Comprehensive warranty and OEM premium Support at the below mentioned locations.
2. The licenses should be in the name of Department of Science and Technology, Government of Gujarat and valid perpetual for life.
3. The OEM support credentials should be in name of DST/GIL and handed over to GSDC/DST/GIL.
4. The Bidder shall configure the proposed solution in such a way that it should comply with all the policies of the Gujarat State Data Centre and DR Site DC.
5. The bidder is required to submit the certification from the OEM of the proposed solution confirming successful implementation, testing, commissioning and satisfactory deployment of the proposed solution based on the industry best practices as a part of FAT.
6. The bidder shall have to provide various documents like technical document of delivered product, Standard Operating Procedures Templates, Troubleshooting guide, "How-To" knowledge base, Escalation matrix etc.
7. Successful bidder in coordination with the representatives from the TENDERER/GIL is required to conduct FAT of the solution in co-ordination with GSDC team.
8. The successful bidder shall be responsible for obtaining installation and commissioning certificate (Sign-off) on completion of the work as per the scope of work, functional and technical requirements.
9. The Successful bidder shall be responsible for rectification of discrepancies identified by the TPA/any other authorized representative while conducting FAT. Further on rectification of all the discrepancies identified during the FAT, TENDERER/GIL representative will re-conduct the FAT or if agreed FAT will be signed.
10. After FAT, successful bidder has to handover to existing Data Center Operator for O&M.
11. 5 years of comprehensive warranty and OEM support will consider after the FAT (i.e. FAT date will be consider as starting point).

Warranty Support: As part of the warranty services bidder shall provide:

- 1.1. Bidder shall provide a comprehensive on-site free warranty for 5 years from the date of FAT for proposed solution.
- 1.2. Bidder shall also obtain the five year OEM premium support (ATS/AMC) on all licensed software, hardware and other equipment for providing OEM support during the warranty period.
- 1.3. Bidder shall provide the comprehensive manufacturer's warranty and support in respect of proper design, quality and workmanship of all hardware, equipment, accessories etc. covered by the bid. Bidder must warrant all hardware, equipment, accessories, spare parts, software etc. procured and implemented as per this bid against any manufacturing defects during the warranty period.
- 1.4. Bidder shall provide the performance warranty in respect of performance of the installed hardware and software to meet the performance requirements and service levels in the bid.
- 1.5. Bidder is responsible for sizing and procuring the necessary hardware and software licenses as per the performance requirements provided in the bid. During the warranty period bidder, shall replace or augment or procure higher-level new equipment or additional licenses at no additional cost in case the procured hardware or software is not adequate to meet the service levels.
- 1.6. Mean Time between Failures (MTBF): If during contract period, any equipment has a hardware failure on four or more occasions in a period of less than three months, it shall be replaced by equivalent or higher-level new equipment by the bidder at no cost. For any delay in making available the replacement and repaired equipment's for inspection, delivery of equipment's

- or for commissioning of the systems or for acceptance tests / checks on per site basis, DST/GIL reserves the right to charge a penalty.
- 1.7. During the warranty period bidder, shall maintain the systems and repair / replace at the installed site, at no charge, all defective components that are brought to the bidder notice.
 - 1.8. The bidder shall as far as possible repair/ replace the equipment at site.
 - 1.9. Warranty should not become void, if DST/GIL buys, any other supplemental hardware from a third party and installs it within these machines under intimation to the bidder. However, the warranty will not apply to such supplemental hardware items installed.
 - 1.10. The bidder shall carry out Preventive Maintenance (PM), including cleaning of interior and exterior, of all hardware and testing for virus, if any, and should maintain proper records at each site for such PM. Failure to carry out such PM will be a breach of warranty and the warranty period will be extended by the period of delay in PM.
 - 1.11. Bidder shall monitor warranties to check adherence to preventive and repair maintenance terms and conditions.
 - 1.12. Bidder shall ensure that the warranty complies with the agreed Technical Standards, Security Requirements, Operating Procedures, and Recovery Procedures.
 - 1.13. Bidder shall have to stock and provide adequate onsite and offsite spare parts and spare component to ensure that the uptime commitment as per SLA is met.
 - 1.14. Any component that is reported to be down on a given date should be either fully repaired or replaced by temporary substitute (of equivalent configuration) within the time frame indicated in the Service Level Agreement (SLA).
 - 1.15. Bidder shall develop and maintain an inventory database to include the registered hardware warranties.
 - 1.16. To provide warranty support effectively, OEM should have spare depo in India and will be ask to deliver spare as per SLA requirement.
 - 1.17. "After completion of 5 years warranty/CAMC period, if required, DST/GIL may extend the warranty/AMC support for further period of 2 years (6th year and 7th year) on the derived rates of average cost of 5 years warranty/CAMC cost quoted. Bidder is required to provide the undertaking for the same mentioning that they will provide 6th year and 7th year warranty/ CAMC support".

Minimum Specification for Backup Software solution

General :	
1.	The Proposed solution should having VTL/PBBA/ storage and Backup software for usable size for backup of Source/frontend Data of 400 TB. License should be include all licenses for all backup/restore operations with 400 TB capacity based licenses. Purpose solution (backup appliance and backup software) should offered with 24x7- 5 years onsite warranty support. Selected Bidder has to supply all hardware, software, licenses, Rack with iPDU, cables and related accessories.
2.	Proposed solution should support leading backup software like EMC-Networker, HP-Data Protector, Veritas-Netbackup, Commvault, Veeam etc
3.	Backup Solution should have support Client direct (Source & Target base) backup over SAN & LAN.
4.	Existing Retention Policy and current sizing on VTL: <ol style="list-style-type: none"> 37 days retention - Full back up on weekend - approx. 120 TB of data and Daily incremental - approx. 6-8 TB 37 days retention - Exchange -Full back up on weekend - approx. 30 TB of data and Daily incremental - approx. 2.5 TB 65 days retention - Monthly Full Backup of few DBs - approx. 3 TB 100 days retention - Quarterly Full backup of few DBs - approx. 8 TB 2 Years retention - Logs files – Weekly Full approx. 4 TB and Daily Incr.- 1.5 TB One time backup of VHDs and few static DBs – approx. - 15 TB forever retention
5.	The SI must submit the sizing certificate/detail report on OEM’s letter head with seal & sign from the authorized signatory at the time of bid. Any additional capacity of any other component apart from 400 TB source/frontend data minimum usable capacity must be offered by the OEM/ bidder at the time of bid.
6.	Should have the ability to perform different backup, restore, replication jobs simultaneously
7.	Support for transmitting only de-duplicated unique data in encrypted format (256 bit AES encryption/IPSEC) to DR
8.	Solution should support retention lock-Write Once Read Many feature which ensures that data is not deleted accidentally or deliberately. Only super user (Even backup admin should not be capable) can delete/modify the data once retention is locked.
9.	Solution should be offered with battery backed up RAM/SSD/NVRAM for protection against data loss in power failure scenario and continuous automated file system check to ensure data integrity.
10.	Solution Should be offered with Multi-Tenancy features which provides a separate logical space for each tenant user while maintaining a global deduplication across data from all tenant users.
11.	Solution Should able to dynamically break up large save sets into smaller save sets to be backed up in parallel to allow backups to complete faster for Windows, Unix and Linux clients.
12.	Backup Solution should also have configurable REST API support for management, administration and reporting
13.	Backup solution should provide capability from a web portal to allow search & restore a single file from complete backup and single table from DB backup.
14.	Should Support deduplication at backup server/ host / application level so that only changed blocks travel.
15.	Backup software should be available on OS Windows, Linux. The backup server should be compatible to run on both OS Windows & Linux.
16.	Proposed backup software should include file archival feature to move historical data based on file attributes for long term retention
17.	Proposed backup software should have feature to replicate backup copy to one or multiple sites in proposed license.
18.	Proposed backup software should be used on multiple Backup Servers
19.	Proposed backup software license should integrate with the offered backup appliance and also work with any other OEM storage with all the software functionality mentioned.

Parameter	
Throughput	Min. 20 TB/hr
Throughput (DDBoost, catalyst etc.)	Min. 50 TB/Hr
Deduplication Ratio	Min 20x
Usable size for backup of Source Data	400 TB
Usable size for backup of Source Data expandable upto	1 PB
Disk type	SAS /NL-SAS
Disk type and Size	Min. 8 TB

Ports	4 x 10 G, FC (16/32 gbps) - 08, Should support LACP/aggregation of LAN ports
RAID	6 or equivalent
Controller	Min. 2 Controller/Engine/Node, which should be configure in A-A or A-P mode
Cache / RAM	Min 512 GB / Controller
Protocol	(VTL , CISF/SMB, NFS, OST)/FC
Form Factor	Max 42 U
Capacity Licenses	400 TB
Backup & replication	Should be Concurrent
Encryption	Should support 256 bit AES/IPSEC encryption for data for primary and during replication at DR.
DB/APP	MS SQL, PGSQL, MySQL, DB2, MariaDB, MongoDB, Oracle, Tibero, SAP, containerized environment on different orchestration and Hypervisor like Hyper-V, VMware, KVM etc.
Management	<ul style="list-style-type: none"> a) Single Console b) CLI c) SNMP for availability d) SMTP integration required for e-mail alerting e) Forecasted Capacity Report f) Capacity, Performance, Replication reports g) Display Real-time De-Dup ratio h) Threshold Alert i) Must have capability to do trend analysis for capacity planning of backup environment not limiting to Backup

Uptime: It is required to maintain uptime of 99.741% in line with the existing GSDC uptime. Further, bidder is responsible for providing comprehensive warranty and support (24x7x365) for the period of five years from the date of successful completion FAT.

MIS Reports:

#	Types of Reports	Periodicity
1	<ul style="list-style-type: none"> • System performance report (including latency, response time etc) • All type of event reports • SLA Compliance report • Reports as directed by the State for SLA calculation • Summary of system reboot • Summary of issues / complaints logged with the OEMs. • Patch update status as notified by the OEM 	Weekly, Monthly, Quarterly
2	<ul style="list-style-type: none"> • Log of preventive / scheduled maintenance undertaken • Details of Patch, updates, Vulnerability fixes released and implementation status of same • Details of break-fix maintenance undertaken 	Monthly, Quarterly

SERVICE LEVEL AGREEMENT:

#	Target	Penalty
1	Priority Level 1 Incident - Within 1 hr. Priority Level 2 Incident - Within 6 hr. Priority Level 3 Incident - Within 12 hr.	<ul style="list-style-type: none"> • Level 1 Incident 0.5% of QP for every 2-hr. delay in resolution; • Level 2 Incident 0.25% of QP for every 3-hr. delay in resolution; • Level 3 Incident 0.25% of QP for every 6 hrs. delay in resolution

- Priority Level 1: Complete VTL/Backup solution failure or not in working condition or not accessible or data unavailable/data loss.
- Priority Level 2: VTL/Backup solution is not functioning properly due to failure of any hardware/software/part(s)/ component(s) or performance of the VTL is down (in terms of latency and response time)
- Priority Level 3: Any other issues except Priority 1 & 2 above

IMPLEMENTATION TIMELINES & PENALTIES:

S/N	Measurement	Target	Penalty for Delay
Applicable for overall contract			
1	Kick-off meeting - T	1 week from issuance of Lol/WO	Rs 50,000/week or part thereof. Delay Beyond 4 weeks, DST/GIL may terminate the contract and Forfeit the PBG.
Applicable for each storage separately			
2	Delivery of Components (Hardware, Software, License, etc.)	T1 = T + 8 weeks	A penalty of 0.5% of contract Value per week or part thereof. Delay beyond T + 10 weeks DST/GIL may terminate the contract and Forfeit the PBG
3	Installation and Commissioning	T2 = T1 + 4 weeks	A penalty of 0.5% of contract Value per week or part thereof. Delay beyond T1 + 8 weeks DST/GIL may terminate the contract and Forfeit the PBG
4	Final Acceptance Test (FAT)	T3 = T2 + 2 weeks	A penalty of 0.5% of contract Value per week or part thereof.
5	Training	T4 = T3 + 2 weeks	A penalty of 0.5% of contract Value per week or part thereof.

FINAL ACCEPTANCE TEST: To be carried out based on followings but not limited to:

- Verification of installation and commissioning (Hardware, software and licenses)
- OEM Certifications
- All Functional and Technical requirements
- Successfully taking backup of all existing applications/backup clients.
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MILESTONE BASED PAYMENT TERMS: (Applicable for all the three storages)

- ✓ Payment of Storage box in following manner;
 - Delivery of all components (Hardware, Software, Licenses, etc.) at respective locations - 70%
 - Successful Installation, Testing, Integration and Commissioning – 10%
 - Successful completion of Three-month post completion of Final Acceptance test as per the scope – 20%
- ✓ Payment of 5 years Comprehensive Warranty & OEM Support Charges in five equal instalment at the start of every year

PRICE BID SCHEDULE:

Sr. No.	Description	Cost including GST (Rs.)
1.	Cost of Backup solution for usable size for backup of Source/frontend Data of 400 TB: - Inclusive of all the required hardware, Software and necessary Licenses required to make the solution fully functional. - As per the Scope of work, functional and Technical requirement, including all cable & accessories, Installation, testing and commissioning etc.	
2.	Per 1 TB cost with backup software licenses (optional for future expansion)	
3.	Price of 1 st year warranty/AMC of hardware and software/licenses	
4.	Price of 2 nd year warranty/AMC of hardware and software/licenses	
5.	Price of 3 rd year warranty/AMC of hardware and software/licenses	
6.	Price of 4 th year warranty/AMC of hardware and software/licenses	
7.	Price of 5 th year warranty/AMC of hardware and software/licenses	
Total cost (Rs.)		

Note: L1 will be the lowest rates of all line items including GST as per GeM GTC

Please note that yearly CAMC & OEM support cost should not be less than 5% of the CAPEX cost as per item no. 1 of table above. In case of any bidder is quoting less than 5%, the bid is liable to be rejected

ADDITIONAL DOCUMENT TO BE SUBMITTED:

In the technical bid section of GeM, the bidder is required to upload following documents;

1. Brochure and OEM Compliance of the Offered product on OEM Letterpad.
2. BoQ with part-code on OEM letterhead for Storage as well as other software and/or hardware components required to complete the solution.
3. Compliance of the SoW, SLA and Payment terms etc as uploaded as part of the GeM Bid on bidder's letterhead.
4. Undertaking as per guidelines published by Ministry of Finance, Dept. of Expenditure, Public Procurement division dated 23.07.2020 in the given format by Bidder as well as OEM.

On letterhead of Bidder

**Sub : Undertaking as per Office Memorandum No.: F. No.6/18/2019-PPD dated 23.07.2020
published by Ministry of Finance, Dept. of Expenditure, Public Procurement division**

Ref: Bid Number: _____

I have read the clause regarding restriction on procurement from a bidder of a country which shares a land border with India. I certify that we as a bidder and quoted product from following OEMs are not from such a country or, if from such a country, these quoted products OEM has been registered with competent authority. I hereby certify that these quoted product & its OEM fulfills all requirements in this regard and is eligible to be considered for procurement for Bid number _____.

No.	Item Category	Quoted Make & Model

In case I'm supplying material from a country which shares a land border with India, I will provide evidence for valid registration by the competent authority, otherwise GIL/End user Dept. reserves the right to take legal action on us.

(Signature)

Authorized Signatory of **M/s <<Name of Company>>**

On letterhead of OEM

Sub : Undertaking as per Office Memorandum No.: F. No.6/18/2019-PPD dated 23.07.2020
published by Ministry of Finance, Dept. of Expenditure, Public Procurement division

Ref: Bid Number: _____

Dear Sir,

I have read the clause regarding restriction on procurement from a bidder of a country which shares a land border with India. I certify that our quoted product and our company are not from such a country, or if from such a country, our quoted product and our company have been registered with competent authority. I hereby certify that these quoted product and our company fulfills all requirements in this regard and is eligible to be considered for procurement for Bid number _____.

No.	Item Category	Quoted Make & Model

In case I'm supplying material from a country which shares a land border with India, I will provide evidence for valid registration by the competent authority; otherwise GIL/End user Dept. reserves the right to take legal action on us.

(Signature)

Authorized Signatory of M/s <<Name of Company>>