

Controller General of Defence Accounts

Ministry of Defence (Finance)

Government of India



Corrigendum
1

Corrigendum – 1 Request for Proposal

For Selection of Agency For
Development & Implementation of
Comprehensive Pension Package
and Data Center Setup

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1 Corrigendum

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| 1. | Vol I | Section 4 | Tender Schedule | Revised Tender Schedule provided in Annexure S. No. 2.1 of this document. |
| 2. | Vol I | Section 8 - Stakeholders | Note: Total number of Pensioners at the time of implementation could be within $\pm 5\%$ of provided figures. | Note: <ul style="list-style-type: none">• Total number of Pensioners at the time of implementation is 30 Lacs with $\pm 10\%$.• YoY Growth: 85,000 new pensioners/year |
| 3. | Vol I | Section 10.1 - Project A | b) Setting up and implementation of 2 Mini Data Centers at Delhi & Bengaluru | b) Setting up and implementation of 2 Mini Data Centers at BSNL CoLo: <ul style="list-style-type: none">• Min Data Center 1 – Faridabad• Mini Data Center 2 – Mumbai For further details, please refer Annexure S. No. 2.2 of this document. |
| 4. | Vol I | Section 10 | New | a) Data Entry of Pensioner Data missing/available on paper: <ul style="list-style-type: none">• As detailed out in Section 11.1.5 of RFP Volume I, data of existing DPDO pensioners is to be migrated in CPP Application. DAD shall provide the pensioner data in the format provided by the SI. It is presumed that some of the key information might be missing in |



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| | | | | <p>the existing DAD database(s). Hence, DAD wish to keep a provision of 20 fields data entry for 4,50,000 DPDO pensioners.</p> <ul style="list-style-type: none">• As detailed out in Section 2.4 of Annexure A of RFP Volume I, there are few Post Offices, Treasuries, Pay Accounts Offices and Embassies which are serving as Pension Disbursement agencies to approx. 65,000 pensioners. Most of the data of these agencies are on paper. DAD wants to provision data entry of these 65,000 pensioner records for the CPP migration purpose.• As detailed out in Section 4.9.2 of Annexure A of RFP Volume I, DAD has approx. 21,000 court cases data in it's in house application. This data available in the database is to be migrated in the legal module of CPP application. It may be required to do data entry of the missing fields/records. Hence, DAD wish to keep a provision for this. <p>Note:</p> <ul style="list-style-type: none">• Data Entry job will happen centrally at Allahabad.• It is SI's responsibility to setup all the required infrastructure and manpower for data entry. |



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| | | | | <ul style="list-style-type: none"> DAD shall provide the facilities as mentioned in the Scanning Activity. SI shall devise appropriate quality check process to ensure data accuracy. Data Entry job is being envisaged to happen after UAT. SI shall discuss and finalize the modalities and execution plan with DAD during the project kick off meeting. |
| 5. | Vol III | Section 24.2.1 | Point no. 6: Data Entry: New | In case of more than 5% errors detected in the submitted data, a penalty of 10% of data entry job value shall be imposed. |
| 6. | Vol I | Section 13.1.1 | 5. The System Integrator can opt STQC or any Cert-In empaneled agency for the above mentioned audits in consultation with DAD. DAD will not bear any cost related to audit exercise. | 5. The System Integrator can opt STQC or any Cert-In empaneled agency for the above mentioned audits after obtaining due approval from DAD. DAD will not bear any cost related to audit exercise. |
| 7. | Vol I | Section 13.2.5 | New | 13.2.5.5 Master Trainer Training SI shall provide training on usage of CPP applications to the Master Trainers identified by the SI as per the BOM provided in Corrigendum Annexure S. No. 2.5 of this document. These Master trainers shall assist department users in day to day CPP operations. |



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| 8. | Vol I | Section 13.2.1 | c) Training shall take place in DAD. | c) Training shall take place as specified in Corrigendum 1 Annexure S. No. 2.5 of this document. |
| 9. | Vol I | Section 19.1.1 | Training (S. No. 2, 3, 4) | Deleted. Refer Annexure S. No. 2.5 of this document for training details. |
| 10. | Vol I | Section 19.2.1 | Training (S. No. 1, 2) | Deleted. Refer Annexure S. No. 2.5 of this document for training details. |
| 11. | Vol I | Section 19 | New - Section 19.7 | BoM – Training: SI shall provision trainings as per Annexure S. No. 2.5 of this document. |
| 12. | Vol I | Section 13.3 | 13.3 Onsite handholding support at various locations As part of the scope of work, the SI needs to provide handholding services at various locations and for the time period. | 13.3 Onsite handholding support As part of the scope of work, the SI needs to provide handholding services for a period of 6 months from the start of O&M phase at the following locations: <ol style="list-style-type: none"> 1. Allahabad – 2 resources 2. New Delhi – 1 resource Handholding resources shall be responsible to assist DAD CPP users in day to day CPP operations. |
| 13. | Vol I | Section 11.1.1.2 | b) The SI shall conduct an actual Requirements gathering and prepare an SRS document. SI may consult with DAD whenever necessary, to obtain more details on the requirements of the project | b) The SI shall conduct requirement gathering sessions as per the project timelines defined in Section 15 of RFP Volume I at DAD offices at Allahabad, New Delhi, Meerut and Mumbai locations. |



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| 14. | Vol I | Section 13.8.2 | p) It is clarified that changes in software, hardware and other infrastructure required as a result of any legislative, administrative, policy changes in the DAD processes and workflow shall not constitute change of 'Scope of Work' and need to be undertaken by SI at no additional cost to DAD. | p) It is clarified that changes in software, hardware and other infrastructure required as a result of any administrative, policy changes in the DAD processes, Changes in Pension Rules, Pension Revisions and workflow shall not constitute change of 'Scope of Work' and need to be undertaken by SI at no additional cost to DAD. |
| 15. | Vol I | Section 10 | <p>A. The Operation and maintenance (O&M) phase of the project may be extended for 2 more years depending upon terms and conditions mutually agreed between the SI and the department on the successful completion of 5 year O & M Phase.</p> <p>B. Post successful completion of 5 + 2 years O & M Phase, the support for CPP Applications may be extended by 3 more years depending upon terms and conditions mutually agreed between the SI and the department.</p> | <p>A. The Operation and maintenance (O&M) phase of the project may be extended for 3 more years depending upon terms and conditions mutually agreed between the SI and the department on the successful completion of 5 year O & M Phase.</p> <p>B. Post successful completion of 5 + 3 years O&M Phase, the support for CPP Applications may be extended by 2 more years depending upon terms and conditions mutually agreed between the SI and the department.</p> |
| 16. | Vol I | Section 11.1.5 | n) The data migration work shall be done at places designated by DAD only. The SI shall provide / establish the entire infrastructure necessary for carrying out the data migration at the selected place. | n) The data migration work shall be done centrally at one location (Delhi or Allahabad). The SI shall provide / establish the entire infrastructure necessary for carrying out the data migration at the selected place. |



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| 17. | Vol I | Section 15 - Project Timelines | Total duration of the project is 6 Years starting from the date of Signing Contract. The Project schedule comprises of Development & Implementation phase of 12 months and Operations and Maintenance Phase of 60 months. | The Total duration of the project is 76 months starting from the date of signing the contract. The Project duration comprises of: <ul style="list-style-type: none"> • 1 month Resource Mobilization phase • 15 months Development & Implementation phase • 60 months Operations and Maintenance Phase The project duration mentioned in the diagram is in line with the above changes. |
| 18. | Vol I | Annexure B - Section 2.1 | <p>Mini Data Center – Key Implementations:</p> <p>1. Establish two Mini Data Center to host various services:-</p> <p style="padding-left: 40px;">a) Mini Data Center - 1: New Delhi</p> <ul style="list-style-type: none"> ✓ Comprehensive Pension Package Software on intranet ✓ e-Services (Pension) accessible through Internet | <p>Mini Data Center – Key Implementations:</p> <p>1. Establish two Mini Data Center to host various services:-</p> <p style="padding-left: 40px;">a) Mini Data Center - 1: Faridabad</p> <ul style="list-style-type: none"> ✓ Comprehensive Pension Package Software on intranet ✓ e-Services (Pension) accessible through Internet |



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| | | | b) Mini Data Center – 2: Bengluru ✓ DOLPHIN ✓ Other CGDA Applications | b) Mini Data Center – 2: Mumbai ✓ DOLPHIN ✓ Other CGDA Applications |
| 19. | Vol I | Annexure B – Section 2.2.1 | RTO Table | Refer Annexure S. No. 2.3 of this document. |
| 20. | Vol I | Annexure A – Section 8.14 | Heading “Integration with SMS Gateway” | <ul style="list-style-type: none"> • Heading “Functional requirements of CPP Interim SMS Gateway and it’s integration with External SMS Gateway” • Point no. 12 – Deleted • Point no. 13 – Deleted |
| 21. | Vol I | Section 11.1.3.5 | New | 5. Aadhaar data security and integration methodology must adhere to the guidelines issued by the Government of India. 6. SI shall do require tie ups with ASA, AUA to provide CPP application users Aadhaar based authentication (OTP based & Finger print). 7. SI shall bear all such transactions cost and provide the same in commercial bid. |
| 22. | Vol I | Section 11.1.3.2 | E-mail solution for system generated content: | The System Integrator is expected to procure, implement, commission and host an open source/COTS email solution for CPP Application. |



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| | | | The System Integrator is expected to procure, implement, commission and host an open source email solution for CPP Application | |
| 23. | Vol I | Annexure B, Section 3.2.2 | Database & Mgmt. Server, Database security S. No. 9: To manage the SLAs better, Database solution should allow changing priority to prioritize short running transactions over long running transactions within a single service class. | To manage the SLAs better, Database solution should allow changing priority to prioritize short running transactions over long running transactions. |
| 24. | Vol I | Annexure B, Section 3.2.2 | Database & Mgmt. Server, Database security S. No. 11: RDBMS should have the capability to balance the data files and i/o across the available disk for the database. | RDBMS should have the capability to balance the i/o across the available disk for the database. |
| 25. | Vol I | Annexure B, Section 3.2.4 | Application Server. S. No 26: Automatic discovery and management of cluster nodes | Discovery and management of cluster nodes |
| 26. | Vol I | Annexure B, Section 3.4.1 | Application Server. S. No 06: I/O resource Management Should provide QoS capabilities for storage I/O. | I/O resource Management Should provide QoS / Physical disk mapping capabilities for storage I/O. |
| 27. | Vol I | Annexure B, Section 3.4.1 | Virtualization Software S. No 07: | The virtualization software should support for I/O or Compute node classification to optimize resource utilization without impacting production load. |



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| | | | The virtualization software should support for I/O and Compute node classification to Optimize resource utilization without impacting production load. | |
| 28. | Vol I | Annexure B, Section 3.5.1 | Application Performance Management S. No. 13: Should support J2EE, .NET, SAP, SOA or Siebel Applications | Should support J2EE, NET based applications |
| 29. | Vol I | Annexure B, Section 3.5.1 | Application Performance Management S. No. 15: Scalability – The APM should be highly scalable, real user monitoring should be capable Of handling up to 150K concurrent mobile devices per probe. | This clause is deleted |
| 30. | Vol I | Annexure B, Section 3.5.1 | Application Performance Management S. No 16: Data, reports and views from the synthetic monitoring solution should be able to be incorporated into common dashboard views along with real user monitoring and infrastructure monitoring. | Data, reports and views from the real user monitoring solution should be able to be incorporated into common dashboard views along with real user monitoring and infrastructure monitoring. |
| 31. | Vol I | Annexure B, Section 3.5.2 | Server Monitoring SI. No 04: Should provide simplified service / process monitoring and have the capability for distributed management functions and based on time zones have the capability of follow the sun model | Should provide simplified service / process monitoring and have the capability for distributed management functions and should be accessible from any location. |



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| 32. | Vol I | Annexure B, Section 3.5.2 | <p>Server Monitoring SI. No 29:</p> <p>The system should have context-based analysis and forecasting based on performance data with automated policy deployment with detailed, intelligent monitoring of performance and availability data collection.</p> | The system should provide adequate help in capacity planning and provide trend analysis reports based on historical performance data |
| 33. | Vol I | Annexure B, Section 3.5.3 | Dashboard & Reporting Monitoring specifications | The revised specifications (full) enclosed at annexure: 2.12 Dashboard & Reporting |
| 34. | Vol I | Annexure B, Section 3.5.4 | <p>Network Monitoring S. No. 08:</p> <p>The Network performance operator console should provide operators with seamless transitions from fault data to performance reports and back. For example - select a node in NMS fault mgmt. system and cross launch it for historical and near real time data.</p> | The Network performance operator console should provide operators with seamless transitions from fault data to performance reports. For example - select a node in NMS fault mgmt. system and cross launch it for historical and near real time data. |
| 35. | Vol I | Annexure B, Section 3.5.4 | <p>Network Monitoring S. no. 14:</p> <p>A variety of reports summarizing the data including: Home page summary, Calendar, Heat chart, Headline, Dashboard, Managed inventory report, Top ten, Most changed, Data explorer</p> | The proposed solution should provide the various reports out of the box and should also provide the ability to create /generate customized reports. |
| 36. | Vol I | Annexure B, Section 3.5.5 | Service Desk | The revised specifications (full) enclosed at Annexure S. No. 2.13 of this document. |



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| 37. | Vol I | Annexure B, Section 3.6.1 | <p>Enterprise Network Firewall:</p> <p>The Following mentioned below security components has been bundled as single component mentioned in a tabular form.</p> <ol style="list-style-type: none"> 1. Firewall for Internet Zone with SSL VPN 2. IPS for Internet Zone 3. Firewall for Intranet Zone 4. IPS for Intranet Zone 5. Application Security for Internet Zone 6. Application Security for Intranet Zone 7. URL filtering 8. Anti-APT Solution with sand-boxing for Internet Zone 9. Anti-APT Solution with sand-boxing for Intranet Zone | <p>Enterprise Network Security:</p> <p>The following Security components can be provided as Single/ Multiple component.</p> <ol style="list-style-type: none"> 1.Firewall for Internet Zone with SSL VPN 2.IPS for Internet Zone 3.Firewall for Intranet Zone 4.IPS for Intranet Zone 5.Application Security for Internet Zone 6.Application Security for Intranet Zone 7.URL filtering 8.Anti-APT Solution with sand-boxing for Internet Zone 9.Anti-APT Solution with sand-boxing for Intranet Zone |
| 38. | Vol-I | Annexure B, Section 3.6 | New | <p>3.6.11 At Mini DC-1, one Web application firewall each to be deployed to protect CPP Application at Internet and Intranet Zone.</p> <p>Specifications are placed at Annexure S. No. 2.15 of this document.</p> |
| 39. | Vol I | Annexure B, Section 3.6.1 | <p>Enterprise Network Security S. no. 04:</p> <p>The proposed solution must allow single policy rule creation for application control, user based control, host profile, threat prevention, Anti-virus, file filtering, content filtering, QoS and scheduling at single place within a single rule and not at</p> | <p>The proposed solution must allow single policy rule creation for application control, user based control, host profile, threat prevention, Anti-virus, file filtering, content filtering, QoS.</p> |



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| | | | multiple locations. There must not be different places and options to define policy rules based on these parameters. | |
| 40. | Vol I | Annexure B, Section 3.6.1 | Enterprise Network Security S. no. 09: The solution must support Firewall, Application visibility and control, IPS, Anti-virus, Anti-malware, Anti-bot, and URL filtering from day one. | The solution must have Firewall, Application visibility and control, IPS, Anti-virus, Anti-malware, Anti-bot, and URL filtering from day one. |
| 41. | Vol I | Annexure B, Section 3.6.1 | Enterprise Network Security S. no. 25: The proposed solution will be a Next Generation Firewall, with a capability of supporting at least 2 Gbps of Application Identification Enabled Firewall throughput using 64 byte HTTP packet. The OEM must publish performance claims on public domain like websites, datasheets. In case if any parameter is not specified, it must be declared on the Company Letter Head signed by Global Head of Engineering. | This clause is deleted |
| 42. | Vol I | Annexure B, Section 3.6.5 HIPS SI. 02 | Protection from all classes of attacks, including port scans, buffer overflows, Trojan horses, and e-mail worms. | Protection from all classes of attacks, including port scans, buffer overflows, Trojan horses, and worms. |
| 43. | Vol I | Annexure B, Section 3.6.6 | Patch Management specifications | The revised specifications (full) enclosed at Annexure S. No. 2.14 of this document |
| 44. | Vol I | Annexure B, Section 3.6.10 | 05. Mail Security on SMTP Gateway Solution should support sub-addressing in the recipient validation feature. Sub -addressing is the | 05. Solution should support recipient validation feature. |



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| | | | practice of adding text in the local portion of an email address following a plus or minus sign. For example: user+role@samplecompany.com. | |
| 45. | Vol I | Annexure B, Section 3.7.1 | Rack Server Six Core specifications | The revised specifications (full) enclosed at Annexure S. No. 2.6 of this document. Rack Server Six Core |
| 46. | Vol I | Annexure B, Section 3.7.2 | Rack Server 2X16 Core specifications | The revised specifications (full) enclosed at Annexure S. No. 2.7 of this document. Rack Server 2X16 Core |
| 47. | Vol I | Annexure B, Section 3.7.3 | Blade Server specifications | The revised specifications (full) enclosed at Annexure S. No. 2.8 of this document. Blade Server |
| 48. | Vol I | Annexure B, Section 3.7.4 | Blade Chassis specifications | The revised specifications (full) enclosed at Annexure S. No. 2.9 of this document. Blade Chassis |
| 49. | Vol I | Annexure B, Section 3.7.6 | SAN storage 30 TB specifications | The revised specifications (full) enclosed at Annexure S. No. 2.10 of this document. SAN storage 30 TB |
| 50. | Vol I | Annexure B, Section 3.7.6 | SAN storage 10 TB | The revised specifications (full) enclosed at Annexure S. No. 2.11 of this document. - SAN storage 10 TB |
| 51. | Vol I | Annexure B, Section 3.8 | Mini Data Center – Non IT Components | Due to change of Mini Data Center locations (from on premise to BSNL Co-Location), the functionalities/specifications provided at S. No. 3.8 for DC Non IT Components are not binding on SI. However SI need to assess facilities available at BSNL DC and accordingly provide functionalities to meet defined Service levels. |
| 52. | Vol I | Annexure C – Section 2 | Scope of Work: | <ul style="list-style-type: none">SI should propose Execution Plan including working hours, number of shifts and working |



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| | | | SI Should propose execution plan including working hours, number of shifts and working days and the number of resources to be deployed in the technical proposal, which shall be mutually discussed and agreed by DAD & SI at the time of project initiation. | <p>days and the number of resources to be deployed in the technical proposal.</p> <ul style="list-style-type: none"> • SI shall conduct the kick off meeting with CGDA officials within 15 days of contract signing. • Thereafter, SI shall submit detailed project Execution Plan (adhering to the plan submitted in the proposal) to the CGDA for approval within 30 days from the date of kick off meeting. • SI shall complete infrastructure setup and team mobilization activity within 30 days after the Execution Plan submission. • Delay penalties, defined in the Section 24.2.3 of RFP Volume III, shall be applicable from the date of Commencement of Scanning Activity in the detailed Execution Plan. |
| 53. | Vol I | Section 13.8.14 | <p>Centralized IT helpdesk:</p> <p>b) The System Integrator is expected to setup and operate the IT Helpdesk during the entire period of project post Go-Live of phase 1. It may be noted that SI needs to provide centralized IT helpdesk from phase 1 go-live itself, however no cost will be payable against centralized IT helpdesk services for the period between phase 1 go-live and phase 2 go-live.</p> | <p>Centralized IT helpdesk:</p> <p>b) The System Integrator is expected to setup and operate the IT Helpdesk during the entire period of project from starting of O&M phase.</p> |
| 54. | Vol II | Section 3.1 | Point No. 7 - Experience in IT Application Development & Implementation: | Govt./PSU/Established Business Organization Projects: |



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| | | | Govt./PSU Projects: One of the above projects should be for Central/State Govt./PSU | <ul style="list-style-type: none"> • One of the above projects should be for Central/State Govt./PSU. • Establish Business Organization qualifying below parameters: <ul style="list-style-type: none"> ○ Registered under Companies Act 2013 ○ Listed in Bombay Stock exchange |
| 55. | Vol II | Section 2.27 | Repeat Order: CGDA reserves the right to increase or decrease the quantity upto 50% as specified in the schedule of requirements without any change in the unit price or other terms and conditions within the agreed delivery schedule. | Repeat Order: CGDA reserves the right to increase the quantity upto 30% as specified in the schedule of requirements without any change in the unit price or other terms and conditions within the agreed delivery schedule till 2 years from the date of contract signing. |
| 56. | Vol II | Section 3.1 | Point no. 8 - Experience in Data Center: Govt./PSU Projects: One of the above projects should be for Central/State Govt./PSU | Govt./PSU/Established Business Organization Projects: <ul style="list-style-type: none"> • One of the above projects should be for Central/State Govt./PSU. • Establish Business Organization qualifying below parameters: <ul style="list-style-type: none"> ○ Registered under Companies Act 2013 ○ Listed in Bombay Stock exchange |
| 57. | Vol II | Section 3.1 | Point no. 9 - Experience in Scanning: Govt./PSU Projects: One of the above projects should be for Central/State Govt./PSU | Govt./PSU/Established Business Organization Projects: <ul style="list-style-type: none"> • One of the above projects should be for Central/State Govt./PSU. |



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| | | | | <ul style="list-style-type: none"> • Establish Business Organization qualifying below parameters: <ul style="list-style-type: none"> ○ Registered under Companies Act 2013 ○ Listed in Bombay Stock exchange |
| 58. | Vol II | Section 3.2.5 | Scanning Projects: Note: At least one project should be for Central/State Govt. /PSU. | Note: <ul style="list-style-type: none"> • At least one project should be for Central/State Govt. /PSU. • Other projects should be from the Established Business Organization in India qualifying below parameters: <ul style="list-style-type: none"> ○ Registered under Companies Act 2013 ○ Listed in Bombay Stock exchange |
| 59. | Vol II | Section 3.1 | New | Note: In case of the required documents related to the Project Experience are restricted due to Non-Disclosure agreement with the customer, Bidder shall mention the same in the respective Technical Bid Response templates provided in RFP Volume II. The bidder shall also submit such agreement. |
| 60. | Vol II | Section 3.2.5.1 | New | Note: In case of the required documents related to the Project Experience are restricted due to Non-Disclosure agreement with the customer, Bidder shall mention the same in the respective Technical Bid Response templates provided in RFP Volume II. |



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| 61. | Vol II | Section 3.2.1 | 5. Bids from more than one consortium partners is not allowed. Only a single consortium partner for data center is permissible. Subcontracting is permissible for scanning activity, required civil & electrical work for data center. | <ul style="list-style-type: none"> The bidder shall also submit such agreement. 5. Bids from more than one consortium partners is not allowed. Only a single consortium partner for data center is permissible. Subcontracting is permissible for scanning activity and data entry job. Subletting: The bidder shall not assign or sublet the contract or any part there of or allow any person to become interested therein in any manner whatsoever without any prior consent in writing of CGDA. The permitted subletting or assignment of work by the contractor shall not establish any contractual relationship between the subcontractor and the company shall not release the contractor of any responsibility under the contract. The bidder shall be responsible for all the acts, deeds, defaults, and neglects of the sub-contractor or agent as if the acts, deeds, defaults, and neglects were of the bidder. |
| 62. | Vol II | Section 3.3.1 | 6. Commercials for all components including optional components should be valid and firm for the entire duration of the project. 10. In case CGDA wish to procure any additional quantity/services (hardware/software/manpower) for this project, | 6. Commercials for all components including optional components should be valid and firm for period defined in repeat order clause of the RFP. 10. In case CGDA wish to procure any additional quantity/services (hardware/software/manpower) for this project, the unit rate provided by the bidder |



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| | | | the unit rate provided by the bidder shall be taken into account upto 3 years from date of contract. | shall be taken into account as per repeat order clause of the RFP. |
| 63. | Vol II | Section 2.3 | Earnest Money Deposit (EMD): Bidders shall submit, along with their Bids, EMD of Rs. 50 lakhs, in the form of a Account Payee Demand Draft OR Bank Guarantee (in the format specified in Annexure – 1.1) issued by any nationalized bank in favour of “The Controller General of Defence Accounts”, payable at Delhi, and should be valid for 180 days from the due date of the tender / RFP. | Earnest Money Deposit (EMD): Bidders shall submit, along with their Bids, EMD of Rs. 50 lakhs, in the form of a Account Payee Demand Draft OR Bank Guarantee (in the format specified in Annexure - 1.1) issued by any of the public sector banks or a private sector bank authorized to conduct government business in favour of “The Controller General of Defence Accounts”, payable at Delhi, and should be valid for 180 days from the due date of the tender / RFP. |
| 64. | Vol II | Section 4.4 | Bidder shall submit Integrity Pact agreement and Integrity Pact Bank Guarantee in a separate envelope clearly marked as IPBG along with technical and commercial proposals. | Bidder shall upload scanned copies of Integrity Pact agreement and Integrity Pact Bank Guarantee in Commercial Envelop on e-tendering system and the original copies shall be submitted to the CGDA at the time of Commercial Bid Opening without which the bid shall be rejected. |
| 65. | Vol II | Section 1.7.3 | 1.7.3 Financial Information of bidder | Positive Net Worth (Y/N) – Certificate on letter head from: <ul style="list-style-type: none"> • Certificate from Auditor • Certificate from Chartered Accountant Revenue from IT services (in INR crore) - Certificate on letter head from: <ul style="list-style-type: none"> • Certificate from Auditor • Certificate from Chartered Accountant |



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| S. No. | RFP | Section/Sub Section | Before | After |
|--------|--------|---------------------|--|--|
| 66. | Vol II | Section 3.3.1 | 30. All costs incurred due to delay of any sort, shall be borne by the bidder. | 30. All costs incurred due to delay of any sort due to reasons attributable to the bidder, shall be borne by the bidder. |
| 67. | Vol II | Section 3.3.1 | 19. The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately. | 19. The bid will include all taxes and levies and shall be in Indian Rupees and mentioned separately. |
| 68. | Vol II | Section 4.3 | f) During the period of the agreement, CGDA could buy any of those items which are not included in the agreement and which are part of the quoted price of the bidder. CGDA will have the right to buy those services at the same rate for which the bidder was selected as the successful bidder. The Price quote for all the services indicated in the quote will be valid for the complete period of agreement. | f) During the period of the agreement, CGDA could buy any of those items which are included in the agreement and which are part of the quoted price of the bidder. CGDA will have the right to buy those services at the same rate for which the bidder was selected as the successful bidder. The Price quote for all the services indicated in the quote will be valid for the complete period of agreement. |
| 69. | Vol II | Section 1.8.1 | 2. We agree for unconditional acceptance of all the terms and conditions in the RFP and also agree to abide by this bid response for a period of 180 Days from the date fixed for opening the Commercial proposal. Not in sync with earlier defined. | 2. We agree for unconditional acceptance of all the terms and conditions in the RFP and also agree to abide by this bid response for a period of 180 Days from the Tender Due Date. |
| 70. | Vol II | Section 4.3 | Signing of Contract: h) The agreement value arrived at shall be the only payment payable by CGDA to the bidder for completion of the contractual obligations by the successful bidder under the agreement, subject to | Signing of Contract: h) The agreement value arrived at shall be the only payment payable by CGDA to the bidder for completion of the contractual obligations by the successful bidder under the agreement, subject to |



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| S. No. | RFP | Section/Sub Section | Before | After |
|--------|---------|------------------------------|--|---|
| | | | the terms of payment specified in this document. The price would be inclusive of all taxes, duties, charges and levies as applicable. | the terms of payment specified in this document. Applicable taxes, duties, charges and levies shall be paid on actuals. |
| 71. | Vol III | Section 2.8 | This Agreement may be extended by DAD in its sole and absolute discretion for a further term of up to two years, in blocks of one year each, by giving to the SI written notice of at least three months prior to the expiration date of the Initial Term. In no case, the extension of term beyond two years shall be given by DAD. | This Agreement may be extended by DAD in its sole and absolute discretion for the period mentioned at Section 10 of RFP Volume I by giving a written notice to the SI at least three months prior to the expiration date of the Initial Term. |
| 72. | Vol III | Annexure BCD – Section 3.5.2 | Service Level Requirement - 3. Security tools at both Mini Data Center | Service Level Requirement - 3. Security and EMS tools at both Mini Data Centers |
| 73. | - | General | Gartner quadrants requirement in the RFP | Bidder should be in the required Gartner Quadrants as on Bid Submission Date. |
| 74. | - | General | GST Compliance | All the taxes in the commercial bid should be as per latest GST rules. |
| 75. | - | General | No. of users | A consolidated list of number of users is being provided at Annexure S. No. 2.16. |



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2 Annexures

2.1 Tender Schedule

| Event | Date |
|--|-----------------------|
| RFP Publication | Mon, 16-June-17 |
| Sale of RFP document – Start Date | 19-June-2017 |
| Submission of written queries for clarifications on RFP document | 26-June-2017 |
| Pre-bid meeting | 30-June-2017 10:00 AM |
| Extended Bid Queries | 01-July-2017 05:00 PM |
| Publication of Response to Bid Queries & Issue of Corrigendum | 14-July-2017 |
| Bid Submission Start | 19-Jun-2017 10:00 AM |
| Bid Submission Closing | 16-Aug-2017 10:00 AM |
| Pre-qualification Opening | 16-Aug-2017 11:00 AM |
| Technical Bid Opening | 22-Aug-2017 11:00 AM |
| Price Bid Opening | 06-Sep-2017 11:00 AM |



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2.2 Data Center BSNL CoLo

DAD has envisaged to setup two Mini Data Centers at BSNL DC Faridabad and Mumbai under co-location plan. Mini Data Center -1 at Faridabad shall host CPP Application, whereas Mini Data Center-2 at Mumbai shall host other DAD legacy applications. It shall be the responsibility of SI to establish contact with BSNL and work out modalities for Setting up DC and O&M for Project contract duration.

The changes w.r.t. RFP Vol-I Annexure-B are as follows:-

1. Bidder shall enter into a tri-party agreement with BSNL and DAD for required Data Center Services.
2. Bidder shall submit a copy of agreement with BSNL to DAD within 6 months of Contract signing with DAD.
3. Mini DCs at BSNL locations should be setup in caged space.
4. The agreement between SI and BSNL must be in line with the SLAs defined in the RFP.
5. Duration of any outage such as power supply on account of BSNL shall not be applicable to the SLA's applicable on SI, defined in RFP.
However for exemption, SI must submit report provided by BSNL authorities/ system generated report.
6. Rental charges for various services for Project duration must be added in the Commercial Proposal and it shall be added in total Project bid value for evaluation purpose.
7. During working hours (0900-1800 hrs) at least one resource from the SI's Infrastructure team should be deployed at both DC locations for the entire contract period. However the remaining on premise Team shall be located at DAD office, N Delhi (as stipulated in RFP).
8. Due to change of Data Center location, there is also need to setup local Backup site at Delhi and Mumbai DAD office for taking periodical local backup. Bidder need to provide suitable solution to take daily data backup. The local backup need to be setup only for taking backup of System related files and configurations, RDBMs. It may be noted that Storage sizing should not take into account backing up Scanned files.



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9. The implementation must ensure that backup copies are valid and can be successfully restored, which requires ranking the importance of data and establish ways that the most important data is backed up first and restored first. The ranking of importance of Data shall be submitted by SI to the DAD and shall be implemented after DAD's approval.
10. The requisite dedicated bandwidth on DAD WAN, between Mini DCs and DAD office shall be sized by bidder and shall be provided by DAD.
11. Bidder need to provide following additional component:-
 - a) Storage box of required capacity (approximately 10 TB RAW, expendable to 15 TB RAW)
 - b) UPS with 30 minute backup for Storage box
 - c) Backup solution
12. The functional requirement for backup solution are as follows:-
 - a) De-duplicated backup and recovery – appliance/ solution based
 - b) Automation of backup efforts as much as possible
 - c) Maintain backup logs
 - d) Should support various level of backups including full, incremental, differential, as required by proposed solution
 - e) The software should support virtual platform offered for proposed solution
 - f) The proposed solution should have feature for alerting and reporting with pre-configured and customizable formats.
 - g) Bidder should provide appropriate licenses for online backup agents and clients as per the RFP requirement.



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2.3 RTO

| Services | Application | Recovery time objective (RTO) |
|--|-------------------------|-------------------------------|
| Comprehensive Pension Package | | |
| All comprehensive Pension Package Services | CPP | 2 hours |
| Legacy DAD Applications (SI Responsibility Upto VM) | | |
| All legacy DAD application services on Data Center 2 | DAD Legacy Applications | 6 hrs |

2.4 N/A

Empty

2.5 Training

| S. No. | Work item | Locations | Training Duration (Days) | Batches/day | No. of participants/batch |
|--------|------------------------------|---|--------------------------|-------------|---------------------------|
| | Training | | | | |
| | Senior Management Training | <ul style="list-style-type: none">New DelhiAllahabad | 2 2 | 1 1 | Approx. 20 |
| | Master Trainer Training | <ul style="list-style-type: none">New DelhiAllahabad | 10 10 | 2 2 | Approx. 25 |
| | End User Training (CPP User) | <ul style="list-style-type: none">New Delhi | 10 | 2 | Approx. 50 |



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| S. No. | Work item | Locations | Training Duration (Days) | Batches/day | No. of participants/batch |
|--------|--|---|--------------------------|-------------|---------------------------|
| | | <ul style="list-style-type: none">Allahabad | 10 | 2 | |
| | System Administration & software support training (By OEM) | <ul style="list-style-type: none">New Delhi | 30 | 1 | Approx. 10 |
| | Annual Training – CPP End Users | <ul style="list-style-type: none">New DelhiAllahabad | 2 4 | 2 2 | Approx. 50 |



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2.6 Rack Server Six Core

| S. No. | Features |
|--------|--|
| | Chassis |
| 1. | 1 U /2U Rack Mountable |
| | CPU L3 CACHE Memory |
| 2. | Two numbers of latest generation Intel 6 Core or higher. The processor should be one quarter in production at the time of supply |
| | Memory |
| 3. | 16DIMM slots 64 GB ram scalable to at least up to 128 GB using DDR4 RDIMM/ 256 GB using DDR4 Load Reduced DIMM (LRDIMM) memory modules. |
| | Memory Protection |
| 4. | Advanced ECC with multi-bit error protection, memory online spare mode or memory mirroring |
| | FCHBA |
| 5. | 16 Gbps dual port |
| | Optical drive Bay |
| 6. | One optional optical drive bay to install DVD-ROM or DVD-RW |
| | Hard disk drive |
| 7. | 2x600 GB |



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| S. No. | Features |
|--------|---|
| | Controller |
| 8. | Embedded 6Gb/s SATA controller RAID controller with RAID 0/1/10/5 for SATA Disk. OR PCIe 3.0 based 12Gb/s Raid Controller with RAID 0/1/1+0/5/50/6/60/1 Advanced Data Mirroring/10 Advanced Data Mirroring with 4GB battery backed write cache (onboard or in a PCI Express slot) |
| | Networking features |
| 9. | 1Gb 2-port network adaptor supporting advanced features such as TCP segmentation offload, VLAN tagging, MSI-X, Jumbo frames, IEEE 1588, and virtualization features such as VMDQ. |
| | Interfaces |
| 10. | Video - 1 4 USB ports (standard) Micro SD slot – 1 |
| | Bus Slots |
| 11. | Four PCI-Express 3.0 slots, at least two x8 and one x16 slots |
| | Power Supply |
| 12. | Redundant hot plug power supply |
| | Fans |
| 13. | Redundant hot-plug system fans |
| | Industry Standard Compliance |



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| S. No. | Features |
|--------|--|
| 14. | ACPI 2.0b Compliant PCIe 3.0 Compliant PXE Support WOL Support Microsoft® Logo certifications USB 3.0 Support |
| | Embedded system management |
| 15. | Should support monitoring ongoing management, service alerting, reporting and remote management with embedded Gigabit out of band management port. Server should support a booting securely with industry standard Unified Extensible Firmware System should support RESTful API integration System management should support remote management. |
| | Security |
| 16. | Power-on password Serial interface control Administrator's password TPM 1.2 TPM 2.0 UEFI |
| | Operating Systems and Virtualization Software Support |
| 17. | Microsoft Windows Server Red Hat Enterprise Linux (RHEL) SUSE Linux Enterprise Server (SLES) Oracle Linux VMware |
| | Warranty |



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| S. No. | Features |
|--------|---|
| 18. | Server Warranty includes 5-Year Parts, 5-Year Labor, 5-Year Onsite support with next business day response. |

2.7 Rack Server 2X16 Core

| S. No. | Features |
|--------|---|
| | Chassis |
| 1. | 1/2 U Rack Mountable |
| | CPU L3 CACHE Memory |
| 2. | Two numbers of latest generation Intel 16 Core or higher. The processor should be one quarter in production at the time of supply |
| | Memory |
| 3. | 16DIMM slots 128 GB ram scalable to at least up to 256 GB using DDR4 RDIMM/ 256 GB using DDR4 Load Reduced DIMM (LRDIMM) memory modules. |
| | Memory Protection |
| 4. | Advanced ECC with multi-bit error protection, memory online spare mode or memory mirroring |
| | FCHBA |
| 5. | 16 Gbps dual port |
| | Optical drive Bay |



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| S. No. | Features |
|--------|---|
| 6. | One optional optical drive bay to install DVD-ROM or DVD-RW. |
| | Hard disk drive |
| 7. | 2x600 GB, |
| | Controller |
| 8. | Embedded 6Gb/s SATA controller RAID controller with RAID 0/1/10/5 for SATA Disk. OR PCIe 3.0 based 12Gb/s Raid Controller with RAID 0/1/1+0/5/50/6/60/1 Advanced Data Mirroring/10 Advanced Data Mirroring with 4GB battery backed write cache (onboard or in a PCI Express slot) |
| | Networking features |
| 9. | 10Gb 2-port network adaptor supporting advanced features such as TCP segmentation offload, VLAN tagging, MSI-X, Jumbo frames, IEEE 1588, and virtualization features such as VMDQ. |
| | Interfaces |
| 10. | Video - 1 4 USB ports (standard) Micro SD slot - 1 |
| | Bus Slots |
| 11. | Four PCI-Express 3.0 slots, at least two x8 and one x16 slots |
| | Power Supply |
| 12. | Redundant hot pluggable power supply |
| | Fans |



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| S. No. | Features |
|--------|--|
| 13. | Redundant hot-plug system fans |
| | Graphics |
| | Industry Standard Compliance |
| 14. | ACPI 2.0b Compliant PCIe 3.0 Compliant PXE Support WOL Support Microsoft® Logo certifications USB 3.0 Support |
| | Embedded system management |
| 15. | Should support monitoring ongoing management, service alerting, reporting and remote management with embedded Gigabit out of band management port Server should support a booting securely with industry standard Unified Extensible Firmware System should support RESTful API integration System management should support remote management |
| | Security |
| 16. | Power-on password Serial interface control Administrator's password TPM 1.2 TPM 2.0 UEFI |



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| S. No. | Features |
|--------|--|
| | Operating Systems and Virtualization Software Support |
| 17. | Microsoft Windows Server Red Hat Enterprise Linux (RHEL) SUSE Linux Enterprise Server (SLES) Oracle Linux VMware |
| | Warranty |
| 18. | Server Warranty includes 5-Year Parts, 5-Year Labor, 5-Year Onsite support with next business day response. |

2.8 Blade Server

| S. No. | Features |
|--------|--|
| | CPU |
| 1. | Two numbers of latest generation Intel 16 Core or higher The processor should be one quarter in production at the time of supply |
| | Memory |
| 2. | 256 GB RAM total scalable to at least up to 1TB, using DDR4 Load Reduced DIMM (LRDIMM) memory modules. |
| | Memory Protection |
| 3. | Advanced ECC with multi-bit error protection and memory online spare mode/memory mirroring |
| | Hard disk drive with carrier |
| 4. | 2 * 600 GB hot plug SFF SAS drives. |
| | Storage Controller |



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| S. No. | Features |
|--------|---|
| 5. | Integrated PCIe 3.0 based 12G SAS Raid Controller with RAID 0, 1 with 1GB of Flash backed write cache onboard. |
| | Networking features |
| 6. | Dual 10 Gbps Ethernet ports/FCOE |
| | Interfaces |
| 7. | Minimum of 1 * internal USB 3.0 port and 1* internal SDHC card slot |
| | Blade Server Connectivity to SAN |
| 8. | should have 2x16 Gbps for FC/FCOE |
| | Bus Slots |
| 9. | Minimum of 2Nos of cards supporting Converged/ Ethernet/ FC adapters/ SAS/ IB adapters |
| | Embedded system management |
| 10. | Blade should have manageability through blade / chasis management solutions with all features enabled highest enterprise license available. Solution should support virtual media or DVD Access |
| | Security |
| 11. | Power-on password Administrator's password Keyboard password (QuickLock) Out of band/ in band remote management Chipset with SSL encryption Secure Shell version 2 Advanced Encryption Standard (AES) and Triple Data Encryption Standard (3DES) on browser, CLP and XML scripting interface External USB port enable/disable Network server mode Serial interface control |



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| S. No. | Features |
|--------|--|
| | TPM (Trusted Platform Module) 1.2 option Advanced Encryption Standard (AES) Intel® Advanced Encryption Standard-New Instructions (AES-NI) FIPS 140-2 Level-2 certification |
| | OS Support |
| 12. | Microsoft Windows Server Red Hat Enterprise Linux (RHEL) SUSE Linux Enterprise Server (SLES) Canonical Ubuntu Oracle Linux |
| | Warranty |
| 13. | Server Warranty includes 5-Year Parts, 5-Year Labor, 5-Year Onsite support with next business day response |
| | Remote Management |
| 19. | a) System remote management should support browser based graphical remote console along with Virtual Power button, remote boot using USB/CD/DVD Drive b) Server should support agentless management using the out-of-band remote management port. c) The server should support monitoring and recording changes in the server hardware and system configuration. It assists in diagnosing problems and delivering rapid resolution when system failures occur. |
| 20. | The Systems Management software should provide Role-based security |
| 21. | Should help to proactively identify out-of-date BIOS, drivers, and Server Management agents and enable the remote update of system software/firmware components. |



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2.9 Blade Chassis

| S. No. | Features |
|--------|---|
| 1. | Solution to house the required number of blade servers in smallest number of enclosures. Industry standard suitable for housing in Standard Server Racks. |
| 2. | Should support Hot Pluggable & Redundant Management Modules with onboard/virtual KVM functionality. |
| 3. | Should provide a highly reliable and high performance mid-plane/back-plane design in the blade enclosure. Should provide detailed technical information. |
| 4. | Should be able to accommodate the blade servers of specifications mentioned in the proposed blade enclosures. The proposals must offer the most dense packaging possible for the blade servers in the enclosure |
| | Interconnect |
| 5. | Support simultaneous remote access for different servers in the enclosure. |
| 6. | Should support simultaneous housing of FCoE /Ethernet/ FC/ SAS/ infiniband interconnect fabrics offering Hot Pluggable & Redundancy as a feature. |
| 7. | Blade Server Interconnect to LAN/ Network/ converged |
| 8. | The enclosure should support redundant network / converged module / with at least 4 10G uplink ports , up-linkable to the Mini Data Center switch |
| 9. | Blade Server Interconnect to Fiber Channel SAN/ converged |



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| S. No. | Features |
|--------|--|
| 10. | The enclosure should support redundant Fiber Channel SAN/ converged module with at least four nos 16 Gb auto-negotiating FC uplinks and also at least 16Gb auto-negotiating downlinks to all server bays. |
| | Power Supply |
| 11. | The enclosure should be populated fully with power supplies of the highest capacity available with the vendor. Power supplies should support N+N as well as N+1 redundancy configuration, where N is greater than 1. Should offer a single phase power subsystem enabled with technologies for lower power consumption and offering high energy efficiency levels. Vendors should provide documents certifying the claims. |
| | Cooling |
| 12. | Each blade enclosure should have a cooling subsystem consisting of redundant hot pluggable fans or blowers enabled with technologies for improved power consumption and acoustics |
| | Warranty |
| 13. | 5 years comprehensive warranty |
| | System Software |
| 14. | Management/controlling software have to be from the OEM. |
| | Remote Management |
| 15. | Must provide a remote management functionality to operate the server in in-band/ out-of-band. Must be part of the server without the need to install any additional hardware or software. |
| 16. | Must have a real time Virtual KVM functionality and be able to perform a remote Power sequence. Must provide web browsing options. |



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| S. No. | Features |
|--------|---|
| 17. | Must have the ability to map the remote media to the server and ability to transfer files from the user's desktop/laptop folders to the remote server with only the network connectivity. |
| 18. | Must have the ability to capture the video/log sequence of the last failure and the boot sequence and also playback the video capture/log sequence or equivalent technology. |
| 19. | Must have the ability for multiple administrators across remote locations to collaborate on the remote session in a server with multiple sessions even in server powered OFF mode. |
| | Power Management |
| 20. | Must be able to show the actual power usage and actual thermal measurement data of the servers. |
| 21. | Vendors must submit supporting documents stating RoHS compliance. |

2.10 SAN storage 30 TB

| S. No | Features |
|-------|---|
| 1. | The OEM should fall in the challengers and leaders Quadrant of Gartner's magic quadrant for General purpose Disk Array as of October 2016 |
| 2. | Offered Storage array shall be a true converge / unified storage with a single Microcode / operating system instead of running different Microcode / Operating system / Controllers for File, block . Offered Storage array shall be end-to end 12Gbps enabled which means that both Front-end Fiber channel ports and Back-end engines shall be operated at minimum 12Gbps speed. |



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| S. No | Features |
|-------|---|
| 3. | The storage array should support industry-leading Operating System platforms including: <i>Windows Server Windows 2012, VMware, Solaris, HP-UX, IBM-AIX and Linux.</i> |
| 4. | The Storage Array shall be offered with 20 TB usable capacity in RAID 5: <ol style="list-style-type: none">1. Storage should be scalable up to 50 TB usable in future using same or higher drive configuration2. Distribution of Disk type is as follows:<ol style="list-style-type: none">a) 50 % SSDb) 50% SAS |
| 5. | <ol style="list-style-type: none">1. Offered Storage Array shall be given with Minimum of 64GB cache which shall be used only for Data and Control information. OS overhead shall not be done inside cache.2. Offered Storage array shall also have additional support for Flash Cache using SSD / Flash drives. Both File services as well as Block operations shall be able to utilize flash cache. Minimum of 1TB Flash cache shall be supported.3. If Flash cache is not supported inside the storage array then vendor shall ensure that offered storage array shall be scalable to minimum of 256GB DRAM cache without any replacement or upgrade of controllers. |
| 6. | The offered storage should have enough compute power to perform all background activities optimally |
| 7. | Controllers shall be true active-active with no single point of failure while supporting all the major functionalities like Thin Provisioning, Data tiering etc. |
| 8. | Offered Storage Array shall be configured in a No Single Point of configuration including Array Controller card, Cache memory, FAN, Power supply etc. |
| 9. | Offered Storage Array shall support dual-ported 300 / 600 / 1200 /1800GB hot-pluggable Enterprise SAS hard drives, Minimum of 400GB SSD Drives along with near line SAS 2TB / 4TB / 6TB drives. |



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| S. No | Features |
|-------|---|
| 10. | Offered Storage Subsystem shall support Raid 1, 1+0, 5 and Raid 6. |
| 11. | In case of Power failure, Storage array shall have de-stage feature to avoid any data loss. |
| 12. | Offered Storage array shall support all well-known protocols like FC ISCSI/ FCOE, SMB 3.0, NFS V4, NDMP etc. |
| 13. | Offered Storage shall have minimum of 4 host ports for connectivity to servers running at 16Gbps speed. Offered Storage shall also support: a) Additional Quad number of 10Gbps ISCSI / FCOE ports. b) Along with ISCSI / FCOE ports, additional Quad number of 10Gbps IP ports or eight numbers of 1Gbps IP ports if needed for File services operations. c) Offered storage shall have two additional IP ports for the storage based replication. d) Offered storage shall have minimum of 16 SAS lanes running at 12Gbps speed |
| 14. | 1. Offered Storage Array shall support Global hot Spare for offered Disk drives. 2. Global hot spare shall be configure as per industry practice. |
| 15. | 1. Shall have capability to use more than 30 drives per array group or raid group for better performance. 2. Storage shall be provided with Performance Management Software. 3. Quality of service engine shall allow to define minimum and maximum cap for required IOPS / bandwidth for a given logical units of application running at storage array. 4. It shall be possible to change the quality of service of a volume for critical and non-critical workloads |
| 16. | 1. Offered storage array shall be supplied with Thin provisioning and Thin Re-claim to make the volume thin for an extended period of time for complete array supported raw capacity. 2. Thin Re-claim (Zero Page reclaim) inside storage subsystem shall be automatic in nature and there shall be no need to run any utility inside storage for same. 3. Thin Re-claim inside storage shall not cause any overloading of Storage CPU and shall be able to claim the Zero pages even during peak load without any performance impact |
| 17. | Offered storage shall support online non-disruptive firmware upgrade for both Controller and disk drives. |



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| S. No | Features |
|-------|--|
| 18. | <ol style="list-style-type: none">1. Offered Storage shall have support to make the snapshot and full copy (Clone).2. The storage array should have support for both controller-based as well as file system based snapshots functionality (At-least 256 copies for a given volume or a file store). |
| 19. | <ol style="list-style-type: none">1. For file services operations, offered storage shall support both user level as well as file level hard and soft quota.2. For file services operations, offered storage shall support integration with industry leading antivirus vendors like Symantec and MacAfee. |
| 20. | <ol style="list-style-type: none">1. Vendor shall provide Storage Array configuration and Management software.2. Software shall be able to manage more than one array of same family. |
| 21. | <ol style="list-style-type: none">1. Offered storage shall support dynamic migration of Volume from one Raid set to another set while keeping the application online.2. For effective data tiering, Storage subsystem shall support automatically Policy based Sub-Lun Data Migration from one Set of drive Tier to another set of drive tier. |
| 22. | <ol style="list-style-type: none">1. The storage array should support hardware based data replication at the array controller level across all models of the offered family.2. The Storage array shall also support three ways (3 Mini Data Centers) replication to ensure zero RPO in native fashion with or without using any additional replication appliance. Has to be provided as per the solution.3. Replication shall support incremental replication after resumption from Link Failure or failback situations. |



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2.11 SAN storage 10 TB

| S. No. | Features |
|--------|---|
| 1. | <ol style="list-style-type: none">1. The storage array should support industry-leading Operating System platforms including: <i>Windows Server 2008, Windows 2012, HP-UX, VMware and Linux.</i>2. Offered Storage Shall support all above operating systems in Clustering. |
| 2. | <ol style="list-style-type: none">1. The Storage Array shall be offered with 10 Tb Usable Capacity Using 20% SSD 20% SAS and 60% NL on RAID 5.2. For effective power saving, Storage subsystem shall be supplied with 2.5" Small form factor SFF drives however storage subsystem shall also support LFF drives with the addition of required disk enclosures.3. Storage shall be scalable up to 20 TB in similar offered configuration |
| 3. | <ol style="list-style-type: none">1. Offered Storage system shall be supplied with minimum of Dual 16Gbps FC ports and Dual 10Gbps iSCSI ports per controller.2. Offered storage shall have flexibility to use all above ports either as FC or iSCSI by replacing the requisite SFP. Vendors shall provide the additional SFP accordingly. In case, vendor doesn't support this feature, then every controller shall be populated upfront with 4 x 16Gbps FC ports and 4 x 10Gbps iSCSI ports. |
| 4. | Offered Storage subsystem back-end engine shall be running on latest SAS (6Gbps) loop speed. |
| 5. | The storage array should support dual, redundant, hot-pluggable, active-active array controllers for high performance and reliability |
| 6. | Offered Storage Array shall be configurable in a No Single Point of configuration including Array Controller card, Cache memory, FAN, Power supply etc. |
| 7. | <ol style="list-style-type: none">1. For SFF drives, Offered Storage Array shall support minimum 300/600/900/1200 GB hot-pluggable Enterprise SFF SAS hard drives, 400/800/1600GB SSD2. For LFF drives, offered Storage Array shall support minimum of 4TB / 6TB / 8TB SAS MDL/NL SAS drives.3. Offered storage array shall be provided with encryption. |



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| S. No. | Features |
|--------|--|
| 8. | <ol style="list-style-type: none">1. Offered Storage Array shall be given with Minimum of 6GB cache per controller in a single unit after removing the operating system overhead.2. Cache shall be backed up in case of power failure for indefinite time either using batteries or capacitors or any other equivalent technology.3. Offered Storage shall also have optional support for Flash cache using SSD / Flash drives. Offered storage shall support at-least 400 Gb Flash Cache. |
| 9. | Offered Storage Subsystem shall support Raid 1 , 1+0 , 5 and Raid 6 with Dual Parity Protection |
| 10. | <ol style="list-style-type: none">1. Offered Storage array shall be configured with array based Snapshot and clone functionality and shall be configured for minimum of 64 snapshot licenses.2. Offered Storage array shall support at-least 512 point in time copies (Snapshots). |
| 11. | Offered storage subsystem shall support storage based replication to DR location. |
| 12. | <ol style="list-style-type: none">1. Offered storage shall be offered and configured with virtualization capability so that a given volume can be striped across all spindles of given drive type.2. Offered Storage shall be offered and configured with Thin Provisioning capability. |
| 13. | Offered Storage shall also have optional support for Sub-Lun Data tiering in real time fashion across different type of drives within a given pool like SSD, SAS, NL-SAS etc. |
| 14. | <ol style="list-style-type: none">1. Offered Storage Array shall support Global hot Spare for offered Disk drives.2. At least 2 Global hot spare drive shall be configured for every 30 drives.3. Storage subsystem shall also have the flexibility to assign dedicated spare for raid sets. |



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| S. No. | Features |
|--------|---|
| 15. | <ol style="list-style-type: none">1. Storage Subsystem shall support minimum of 512 Logical Units. Storage Array shall also support creation of more than 50TB volume at controller level.2. Offered Storage shall have inbuilt performance management software. Configuration Dashboard shall show overall IOPS and MB/sec performance. |
| 16. | <ol style="list-style-type: none">1. Multi-path and load balancing software shall be provided, if vendor does not support MPIO functionality of Operating system. |

2.12 Dashboard & Reporting

| S. No. | Features |
|--------|--|
| 1. | The proposed Service Operations Management Dashboard must provide built in a manager of manager/MoM-class event management system for correlating cross-domain events, creating alerts based on correlated events and enforcing standardized escalation and automated action policies. The tool should support event correlation which uses rules and filters to identify commonly occurring events or combinations of events or need a new replacement event to be generated. |
| 2. | Proposed Dashboard solution should have Out-of-the-Box connectors/ probes to integrate with multiple EMS solutions, including industry standard solutions from HP, IBM, CA, Microsoft etc., and should also provide mechanisms (XML, APIs etc.) to integrate with other EMS and NMS solutions, to provide an integrated topology and event views and reports to the operator. |
| 3. | The solution should have cross-domain reporting module which allows you to make future decisions by seeing behavior patterns by topology, service, application, operating system, virtualization platform/technology like hypervisor, middleware, database, etc. |
| 4. | The system should provide event Correlation Rules, meaning if there is rule relating a database problem to a file system problem, and another rule that relates a file system problem to a storage problem, the system should be to link these rules together and link the database problem to the storage problem during execution time |



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| S. No. | Features |
|--------|---|
| 5. | When many a combination of many events occurs in the monitored environment, the system must be able to automatically categorize them into causes and symptoms. The system needs to provide a single interface to view multiple layers of cause and symptoms. |
| 6. | The system should support concepts of agent or agent less and it should provide ability of correlation rules, tools, and KPIs for specific managed domains such as J2EE, Database, and System Infrastructure. |
| 7. | The system shall allow administrators to create new Event Correlation rules and indicating which event is the cause and which are the symptoms. |
| 8. | In case of server monitoring the adaptive threshold capability is required on basis of previous trends in performance. Based on these trends the threshold values are automatically and dynamically calculated. Once the automatic threshold values are set, comparing the current performance data with the adaptive thresholds indicates if the current infrastructure resource utilization is normal or not. An alert is generated when abnormal behavior is detected. " |
| 9. | Powerful correlation capabilities to reduce number of actionable events like correlation based on topology/rule based correlation should be made available. |
| 10. | Tool should provide superior view of infrastructure health across system, networks, IT infrastructure and end-user into a consolidated, central console |
| 11. | Should provide reports that can provide IT service quality levels, such as application response times and server resource consumption on the same pane. |
| 12. | Reports can be scheduled to publish automatically or they can be produced on demand |
| 13. | Reports can be applied to all systems, to a group of systems, to a customer group of systems, or to a single system. |
| 14. | Reports can be published in HTML, PDF, Word, and Excel formats. |
| 15. | Should be possible to send reports via email from the Reporter GUI or from command line. |



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| S. No. | Features |
|--------|--|
| 16. | Server reporting tool should be able to collect and collate specific information regarding the relationships between the IT elements and the business services. |
| 17. | Tool should be able to report in the context of the business services that the infrastructure elements support—clearly showing how the infrastructure impacts business service levels |
| 18. | Tool should be able to deliver comprehensive, long-term, and customizable cross-domain reporting. |
| 19. | Tool should support metrics gathered from agent-based and agentless solutions. |
| 20. | Tool should provide a library of out-of-the-box reports that can be cross-launched in the context of business services. |
| 21. | Tool should provide the capability to prove the variety of reports using data sources such — Generic .csv files, and Databases supporting JDBC. Should also be included to pull data and create reports from such data |
| 22. | Tool should allow to configure/ define change/ maintenance window for monitored infrastructure |

2.13 Service Desk

| S. No. | Features |
|--------|---|
| 1. | The proposed solution shall provide a web based service support system to automate incident, problem, change, knowledge management, interactive support, self-service and Asset management. |
| 2. | The proposed solution shall support tracking of SLA (service level agreements) for call requests within the service desk through service types (that define response/resolution time) |
| 3. | The proposed solution shall provide appropriate standards based integration mechanisms that allow infrastructure management solutions to automatically register incidents. |



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| S. No. | Features |
|--------|--|
| 4. | The proposed solution shall provide classification to differentiate the incident via multiple levels/tiers of categorization, priority levels, severity levels and impact levels. |
| 5. | The proposed solution shall provide the flexibility of automated incident assignment based on metrics such as analyst workload, category and location. |
| 6. | The proposed solution shall provide a web-based knowledge base that assists in finding, organizing, and publishing knowledge articles that aid in self-service & faster turn-around time. |
| 7. | Should support knowledge management best practices. Should provide out-of-the-box workflow. |
| 8. | The proposed helpdesk tool should be AXELOS (official ITIL accreditation) certified/pink elephant certified on at least 11 ITIL Processes. |
| 9. | The solution should provide ticketing where the user can take a screenshot of the error message and can attach to the service request. The user can type in a couple of text lines to describe the error in simple natural language. Rest of the details are picked by the service desk agent from the pictures/screenshots attached or the text description provided. The service desk agent then can pick up the ticket to provide the resolution of the same with the information already filled in (category, impact, and assignment). |
| 10. | When receiving a call from an end user, the user's description of the issue can be entered as is by the help desk agent. Then, the agent should be capable to suggest the most likely categories and service for the help desk agent to choose. Any of the fields that were auto-generated can then be adjusted or corrected, if needed, also enabling the system to learn adaptively to be smarter in the future. |
| 11. | The proposed solution shall provide problem management module for recording problem work around and solution must be able to relate and link problem to specific incidents, knowledge management should provide service desk personal with speedy and accurate resolution to their problem either from Brower and ticket screen. |
| 12. | The solution should provide the capability to search previously saved service request, incidents, problems to help agent resolve the current issue at hand faster. |



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| S. No. | Features |
|--------|---|
| 13. | The solution should offer similar ticket search facility that should result only list service requests, incidents, and problems having the same Classification. |
| 14. | Should support end user chat where the end users can communicate with a Service Desk IT agent in real-time to quickly address the service requests and support requests as they arise. |
| 15. | The solution should provide the capability to integrate with mail server, so that the user can send the mail to the service desk, email is regarded as inbound email in the system. Based on the inbound email the service desk tool can create and update a record, and then the service desk agent will reply to the user with the suggested solution. When the service desk sends this email to the users it is regarded as an outbound email in the system. Both inbound and outbound emails should be reflected in the communication log as a part of the ticket record. |
| 16. | The solution should provide personalized and role based dashboards for all key IT processes where more than 150 out of the box reports should be available covering all Service Manager modules. |
| 17. | The service desk users should be able to define their own reports via drag & drop functionality in seconds according to their business needs. |



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2.14 Patch management

| S. No. | Features |
|--------|--|
| 1. | Should detect, collect and maintain information about Managed Servers, including packaged, unpackaged software, runtime state, host/guest relationships and more. |
| 2. | Should have capability to auto install agent onto target server |
| 3. | Bidders should provide patch management service to the offered Operating system and for the existing OS like Linux. |
| 4. | Identifies server missing patches quickly and easily and reduces the time needed to patch multiple servers. Enables patch policy creation and flexible patch deployments. |
| 5. | Enables rapid trouble shooting and patch management reporting to verify which are the client/ servers have specific patches installed / updates as per OEM best practices |
| 6. | Enables code and application deployment on servers in single or multiple instances without proprietary packaging. Imports files, objects, and scripts to define configuration best practices with graphical user interface (GUI) ordering or deployment and uninstall. Uses a granular permissions model to share applications with developers and administrators. |
| 7. | Uses the communications channel with enhanced security features, audit logs, to provide direct connections to servers in any location. |
| 8. | Improves automation efficiency by managing remote systems and executing tasks from a command line interface. |
| 9. | Provides reports into hardware, software, patches, and operations activities in complex, heterogeneous Mini Data Centers. Includes out-of-the-box compliance reports and at-a-glance compliance status with actionable links to servers, policies, and other objects. Exports reports to HTML and comma-separated values (CSV) formats. |
| 10. | Manages all patches in the internet and Intranet zone. |



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| S. No. | Features |
|--------|--|
| 11. | The system should support automation of servers across multiple Mini Data Center, with overlapping IP addresses, create and manage policies in any location and apply them to the entire environment. |
| 12. | The audit trails should be stored centrally |
| 13. | Will support automated enforcement of policies through fully automated check and remediation process |
| 14. | Will support audit and remediation against industry best practice content. |
| 15. | Tool should provide a powerful yet flexible solution that lets admin capture and leverage a shared application and deployment model. Users can enter information such as configurations and settings once which can be used each time the application enters that phase of the lifecycle which helps speed the deployment cycle. |
| 16. | The system should enable admin to manage any server from any facility (in other words, admin should not have to login to separate management consoles to manage servers in remote facilities). |
| 17. | System should provide a shell interface to let users operate through a command line across multiple servers simultaneously. |
| 18. | Scalability – a single instance should be capable of managing the entire lifecycle of servers for at least 3000 servers |



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2.15 Web Application Firewall

| S. No. | Features |
|---|--|
| 1. | Web Application Firewall should be in present in latest Gartner Magic quadrant. |
| 2. | The proposed WAF can be a dedicated appliance or part of security solution with minimal latency |
| 3. | Should have throughput to meet functional requirement of CPP |
| 4. | Traffic ports as required |
| WAF should have the flexibility to be deployed in the following modes: | |
| 5. | Reverse proxy |
| 6. | The solution must be able to handle OWASP Top 10 attacks and WASC Web Security Attack Classification. |
| 7. | WAF should support for IPv4 and IPv6 traffic |
| Hiding Sensitive Content Parameters: | |
| 8. | It should be able to Mask values of sensitive parameters (for example, passwords, credit card and social AADHAR) |
| 9. | It should be able to extract the attack source IP address |
| Auto Policy Optimization | |
| 10. | Known Types of Attack Protection |
| 11. | Zero Day Attack Blocking |
| 12. | Security Filter Auto Policy Generation |
| 13. | Working in Learn Mode |
| 14. | Auto Discovery |
| 15. | Web Crawler |
| Following Threats should be protected by the proposed WAF solution | |



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| S. No. | Features |
|--|---|
| 16. | <ul style="list-style-type: none">a. Parameters Tamperingb. Cookie Poisoningc. SQL Injectiond. Session Hijackinge. Web Services Manipulationf. Stealth Commandsg. Debug Optionsh. Backdoori. Manipulation of IT Infrastructure Vulnerabilitiesj. Buffer Overflow Attacksk. Data Encodingl. Protocol Piggybackm. Cross-Site Scripting (XSS)n. Brute Force Attackso. OS Command Injectionp. Cross Site Request Forgery (CSRF)q. Hot Linkr. Information Leakages. Path (directory) Traversalt. Predefined resource locationu. Directory Listingv. Parameter Pollution (HPP) |
| The proposed WAF should support the following Security Filters: | |
| 17. | <ul style="list-style-type: none">a. AllowList Security Filterb. BruteForce Security Filterc. Database Security Filterd. FilesUpload Security Filtere. GlobalParameters Security Filter |



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| S. No. | Features |
|---|--|
| | <ul style="list-style-type: none">f. HTTPMethods Security Filterg. Logging Security Filterh. SafeReply Security Filteri. WebServices Security Filterj. XMLSecurity Security Filterk. Parameters Security Filterl. PathBlocking Security Filterm. Session Security Filtern. Vulnerabilities Security Filter |
| The proposed WAF should support the Activity Tracking, which should include the following: | |
| 18. | <ul style="list-style-type: none">a. Mimicking user behaviorb. Dynamic IPc. Anonymityd. Scrapinge. Clickjacking |
| WAF should support the Historical Security Reporting | |
| 19. | <ul style="list-style-type: none">a. Customizable dashboards, reports, and notificationsb. Advanced incident handlingc. Standard security reportsd. In-depth forensics capabilities |



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2.16 Estimated No. of Users

| CPP Users: Internal (DAD WAN) | No. of Users & Concurrency |
|---|--|
| Sanction | 200 (Includes 3 PSA and CGDA HQs). Concurrency - 20 % |
| Pension Rule definition in CPP | 15. Concurrency – Very low. As on need basis. |
| Disbursement | IT users for System based Batch processing (Monthly Pension, revision, OROP, etc.) = 20 Concurrency – Low |
| Other Processes | 300 (Legal, Budget, Accounts, Audit, etc.) Concurrency - 20 % |
| Service Head Quarters, Record Office, Accounting Office Users | 100 (Concurrency 5%) |
| Call Center | 30 Concurrency - 20 % |
| Grievance handling and resolution (DAD staff) | 100 Concurrency - 10 % |
| DMS Users | CPP Application + 5 users |
| Analytics (Business Intelligence) | 50 Users (CGDA HQ, PCDA (P), 2 each at other 2 PSAs) |
| Service Centre users | |
| DPDO | 250 (Concurrency 10%) |
| DAD offices | 1000. (1 per DAD office) - Concurrency 10% |
| CPP Users: External (out of DAD WAN) | |
| Pensioners | 30 Lakh Pensioners on (Website + Mobile app) Concurrency - 0.2 % during last 2 days of month Concurrency - 0.1 % during other days |
| Service Centre users | |
| Sainik Boards, Welfare Center, etc. | 500 (Concurrency 5%) |
| Banks | 46000 Bank branches + |



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| | |
|--------------------------------------|--|
| Post offices | Post Offices in each District - (Concurrency 2%) |
| Back office portal (Head of offices) | 600 (Concurrency 5%) - (Concurrency 2%) |

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End of Corrigendum 1