
The Shipping Corporation of India Limited (SCI)

Shipping House, 245, Madame Cama road, MUMBAI- 400 021



Request for Proposal

For

**RENEWAL of AMC and FMS FOR SCI MAIN DATA CENTRE IT
INFRASTRUCTURE**

SCI/IT/2024/DC/IT-FMS/03

April 2024

Website: <http://www.shipindia.com>

RFP SUMMARY

TENDER REF. NO.:	SCI/IT/2024/DC/IT-FMS/03
TENDER TITLE:	RENEWAL of AMC and FMS FOR SCI MAIN DATA CENTRE IT INFRASTRUCTURE
DUE DATE & TIME	<u>26/04/2024, 1700 HOURS (IST),</u>
PRE BID DATE & TIME	<u>12/04/2024, 1100 hrs</u>
RESPONSE TO BIDDERS' QUERIES	<u>17/04/2024</u>
TENDER FEE	<u>(Rs.2500 + 18% GST (Rs.450)) i.e. Rs.2950 (INR Two Thousand Night Hundred and Fifty Only)</u>
EMD/BID SECURITY	<u>Rs.14,00,000 (INR Fourteen Lakhs Only)</u>

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PART –I

SECTION – I: GENERAL INFORMATION

1. INTRODUCTION

This Request for Proposal (RFP) is being issued for inviting comprehensive proposals (E-bids) from qualified leading System Integrator (SI)/ Service Providers for following:

- Annual Maintenance of the components mentioned in the RFP at SCI Main Data Center (MDC) MTI Powai, Shipping House Mumbai and SCI Branch Offices at Kolkata, Delhi, Chennai.
- Onsite Facility Management Services (FMS) for Main Data Center (MDC) IT Infrastructure in SCI
- Infrastructure Management Services for Hardware present in SCI (AMC/Warranty of some Hardware are not part of the scope unless specified).

The RFP is an invitation to the Bidder to make an offer to SCI and sets the framework for conveying SCI's requirements to the Bidder.

The RFP provides bidders with the information to prepare and submit proposals through GeM Portal for consideration by SCI to satisfy its requirements for the required infrastructure. Evaluation of the responses to the RFP and subsequent selection of successful bidder will be entirely SCI's discretion. SCI's decision shall be final and binding.

- 1.1 **DURATION OF CONTRACT:** 2 Years, However SCI has sole option to extend the contract twice by three months each after expiry of the contract period on the RFP / Contract terms and conditions.
- 1.2 The successful bidder has to deposit **Performance Security Deposit** which will be equivalent to 5% of the value of the contract value on award of the contract. **EMD/Bid Security** will be refunded on the receipt of Performance Security.
- 1.3 Performance Guarantee of any Nationalized Bank of equal amount as of Security Deposit is to be paid by the successful bidder with whom the SCI has not dealt with earlier or whose performance was found to be unsatisfactory in the past.
- 1.4 The Bidder is advised to examine the entire tender document carefully. Failure to furnish all information required as per the tender document may result in the rejection of the bid.
- 1.5 **Contact details:**

Deputy General Manager (IT) / Senior Manager (IT)

Main Data Centre, Maritime Training Institute,

The Shipping Corporation of India Ltd,

52-C, Adi Shankaracharya Marg, Powai,

Mumbai - 400072

Contact Number: 022- 2571 6091/6096/6097/6098

Email: infra@sci.co.in

2. MICRO & SMALL ENTERPRISES (MSE)

MSE registered with bodies specified by the Ministry of Micro & Small Enterprises shall be entitled for all the benefits and preferences as per Government of India directives. In order to receive the payments within the time specified by the GOI, MSEs, if awarded with the contract, is/are mandatorily required to register themselves with the Trade Receivables Discounting System (TReDS) platform.

- 2.1 MSE bidders are exempted from submission of tender fees and EMD/Bid Security as per provisions in the Tender Document. MSE bidders seeking benefits of MSE as specified in the Tender Documents must submit copy of Registration certificates failing which no benefit of MSE shall be extended.
- 2.2 Purchase preference to Indian MSEs (Micro & Small Enterprises) shall be applicable as per the Govt. Of India Policies.
- 2.3 Exemption from EMD and Tender Fees may be granted to MSE's as per Guidelines of Government of India.

3. TENDER FEE

- 3.1 Tender Fee of value **Rs.2500 + 18% GST = Total Rs.2950 (Total INR Two Thousand Nine hundred and Fifty Only)** should be submitted in the form of Banker's Cheque /Demand Draft drawn by a Scheduled Bank in favor of SCI Ltd.
- 3.2 Tender fee may also be remitted / received electronically to designated bank account of the SCI. Bank Details are mentioned at **Part I Section I-Clause 10**. Scanned copy of payment receipt (Bank Swift copy / UTR No. of payment made) should be uploaded along with technical offer.
- 3.3 Tenders received without tender fee are liable to be rejected.

4. EARNEST MONEY DEPOSIT/BID SECURITY

- 4.1 The tender should be accompanied by Bid Security of remittance of **Rs.14,00,000 (INR Fourteen Lakh Only)** in the form of Insurance Surety Bonds, account payee demand draft, fixed deposit receipt, banker's cheque or Bank Guarantee (including e-Bank Guarantee - Format as per Section VII) issued by any of the Commercial Banks or payment online (RTGS/ NEFT) in an acceptable form.
- 4.2 EMD/Bid Security should have a validity of 45 days beyond the final bid validity period.
- 4.3 EMD/Bid Security is refundable, except on withdrawal of the offer before decision and/or failure of the bidder to accept the contract if awarded and/or failure to submit Performance Security on award of the contract.

- 4.4 Bidders must submit tender fees and EMD/Bid Security in two separate transactions; otherwise bids are liable to be rejected.
- 4.5 Bidder should submit only single EMD/ Bid Security of the amount Rs.14,00,000/-. Multiple EMD's/BID SECURITY will not be accepted.**
- 4.6 EMD/Bid Security in cash will not be accepted.
- 4.7 The bidder has the option to submit EMD/Bid Security in the form of Bank Guarantee (refer **PART I SECTION VII**) from any Commercial bank.
- 4.8 EMD/Bid Security of all bidders who are not selected will be refunded as promptly as possible, but not later than 60 days after the award of the contract to the successful bidder.
- 4.9 The successful Bidder's EMD/Bid Security will be returned after signing of the contract and furnishing the Performance Security. The EMD/Bid Security submitted by the successful bidder cannot be adjusted towards Performance Security.
- 4.10 Scan copy of bank guarantee or e-Bank Guarantee towards EMD/Bid Security should be attached along with technical offer.
- 4.11 Tenders received without EMD/Bid Security are liable to be rejected.
- 4.12 The EMD/Bid Security will be forfeited if a bidder:
- 4.13.1 Withdraws his offer after submission at any stage of the tender process within its validity period.
 - 4.13.2 Seeks amendment of tender terms and such amendment is/are not acceptable to the SCI.
 - 4.13.3 Qualifies the Award of Contract with his own conditions other than those stated in his response to the RFP.
 - 4.13.4 Increases the prices quoted during the validity of the quotations and/or the period of extension granted on the validity.
 - 4.13.5 in the case of the successful bidder, fails :
 - 4.13.5.1 To sign the Contract based on RFP terms and conditions.
 - 4.13.5.2 To accept the contract, if awarded.

5. PERFORMANCE SECURITY

- 5.1 Successful Bidder has to submit Performance Security of 5% of contract value in the form of Bank Guarantee issued by any Scheduled Bank which should be valid for the full period of the contract including extension period.
- 5.2 Successful Bidder has to submit Performance Security of validity period of 60 days (Sixty) beyond the date of completion of all contractual obligation including extension period i.e. total 32 months. Performance Security should be received within 30 days from the date of award of contract.

5.3 Additional performance security equivalent to 5% of the contract value has to be furnished by the successful bidder with whom the SCI has not dealt with earlier. Validity period of this additional performance security should be 32 Months.

5.4 No interest shall be payable on Performance Security. Performance Security shall be released in accordance with the terms of the contract.

5.5 The Performance security will be forfeited if successful bidder:

5.4.1 Unable / unwilling to service the contract for any reason.

5.4.2 Withdrawal in letter / spirit from servicing the contract prior to stipulated expiry date of the contract, including extension period opted by the SCI, if any.

6. PROPOSAL RESPONSE

Language of Bid: All bids and supporting documentation shall be submitted in English and should be clear, free from jargons and ambiguous words or phrases requiring interpretation. Expressions like 'subject to availability', 'subject to acceptance', 'to be provided later' etc. shall not be accepted.

6.1 Bidder can download RFP from Shipping Corporation of India website www.shipindia.com or GeM Portal.

6.2 The numerical outline for the application, the titles/subtitles, and the bidder organization and RFP identification information on each page should be retained.

6.3 Page numbering of the Proposal Response should be consecutive, beginning with page one and continuing through for each section.

6.4 Bidder must also include a Table of Contents in the Proposal Response.

6.5 Bidder should ensure that all pages of the Technical documents are serially numbered.

6.6 Bidder should NOT quote any price information in the technical bid.

6.7 Each page of the technical bid and any attachment should have page footer with SCI's name and RFP number. Each page of RFP and all attachments must be stamped and signed by the authorized person and submitted along with Technical Bid as a token of acceptance to all the terms and conditions of this RFP.

6.8 The technical bid is to be submitted as is and any deviations if any in the Technical bid will not be accepted.

6.9 The Bidder is advised to examine the entire Tender document carefully. Failure to furnish all information required as per the Tender document may result in the rejection of the Bid.

7. TWO BID FORMAT

The Proposal Document is in Two Bid format viz. Technical Bid and Commercial Bid. The technical bid and commercial bid will be taken through GeM portal. Bidders must login with their respective GeM vendor id and upload their technical and commercial bids. All documents submitted with the Technical Offer should also be signed and stamped and this shall include all technical details as required in FORM A1- Proposal Response Checklist.

8. ADDENDUM/ CORRIGENDUM TO THE PROPOSAL

At any time prior to the deadline for submission of proposals, if SCI deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of provisions of this RFP, it may issue addendum/corrigendum to this RFP and notify on GeM portal and SCI's website, such addendum/corrigendum shall be binding on all bidders. SCI, at its discretion, may extend the deadline for the submission of proposals.

9. PRE BID DETAILS

Pre-bid for the tender will happen on **12/04/2024, at 1100 hrs** at the address mentioned on **Part I Section I-Clause 1.5**. Bidders must fill their queries as per **Annexure I** and email to infra@sci.co.in.

10. SCI, MUMBAI BANK ACCOUNT DETAILS (INR)

SCI, Mumbai Bank Account Details- The bank details of the SCI's account for electronic remittance is as follows

Beneficiary Name	THE SHIPPING CORPORATION OF INDIA LTD
Bank Name	INDIAN BANK
Account No	416197198
IFSC Code	IDIB000N052

11. COMMERCIAL BID

- 11.1 The Commercial Bid must be as per the format available in GeM portal.
- 11.2 Bidders should quote the rates in INR only.
- 11.3 Bidders are advised to exercise greatest care in quoting the rates. No excuse that mistakes have been made or requests for rates to be corrected will be entertained after the proposals have been opened.
- 11.4 **Bidders should quote all-inclusive rate with applicable taxes. No other charges whatsoever shall be payable in addition.**
- 11.5 The rates (inclusive of GST) shall REMAIN FIRM during the tenure of the contract / extended period of contract and NO ESCALATIONS, whatsoever shall either be claimed or considered.
- 11.6 Commercial bids will be opened for only technically qualified bidders.

- 11.7 Bidders are requested to quote their “Best & Final Rate” (inclusive of GST). No revised commercial bid shall be entertained.
- 11.8 **Total Bid Value put by bidder on GeM portal should match with amount submitted in the price breakup document.**
- 11.9 **In-case of mismatch between GeM total bid value and price breakup document, the commercial bid will be disqualified.**

12. ASSESSMENT OF TENDER

The tender will be assessed first on the basis of the information furnished in Part I of the tender comprising the “**Technical Offer**”. On the basis of such technical information, the SCI will assess the capability of the Bidder to undertake the contract and, if found unsuitable shall reject the tender.

Commercial bids will be opened only for technically qualified bidders. Technically qualified bidders are requested to login to GeM portal for getting status of tender. Decision of the SCI in this regard shall be final and binding.

Please note that all the information required as per **list of document as per Proposal Checklist - FORM A1** should be properly filled in and all documents of the **Part I (Technical Offer)** must be duly signed & stamped & scanned copies of the same to be enclosed with the tender.

Once a tender is accepted on technical grounds, the selection among such technically qualified Bidders would normally be only on the basis prices quoted. However, the SCI reserves the right to reject any/ all of the tenders without assigning any reasons and the decision of the SCI in this regard shall be final and binding.

13. BANNING GUIDELINES

The Bidder has to sign “**Banning Guidelines**” as mentioned in General Terms and Conditions (SECTION -V Clause 27). **Signed Banning Guidelines (PART I SECTION VIII)** is required to be submitted as part of tender.

All pages of the Banning Guidelines shall be signed by the same signatory who signs the tender document and has the authority on behalf of the C.E.O of the company he represents. The acceptance of Banning Guidelines shall be unconditional and the bidder must not change any contents of the Banning Guidelines.

The signed Banning Guidelines should be enclosed with the Technical Offer of the tender only.

Tenders received without the signed Banning Guidelines and/or without details filled in, shall be rejected.

14. INTEGRITY PACT

The Bidder has to sign “**Integrity Pact**” as mentioned in General Terms and Conditions (SECTION -IX). **Signed Integrity Pact (PART I Annexure D)** is required to be submitted as part of tender. All pages of the Integrity Pact shall be signed by the same signatory who signs the tender document and has the authority on behalf of the C.E.O of the company he represents. The acceptance of Integrity Pact shall be unconditional and the bidder must not change any contents of the Integrity Pact. The signed Bidding Guidelines should be enclosed with the Technical Offer of the tender only.

Three Independent External Monitors (IEM) are been appointed to oversee the implementation of the Integrity Pact. The name and contact details of IEMs are as follows:

- **Shri Girish Chandra Chaturvedi. E-mail: gcchaturvedi@gmail.com**
- **Shri Deepak Chaturvedi - E mail : chaturvedideep@rediffmail.com**
- **Shri Mukesh Mittal - E mail : mumittal@hotmail.com**

SECTION –II: ELIGIBILITY CRITERIA FOR THE BIDDER

The bidder's qualification will be determined taking into account the technical capabilities, bidder's financials, as well as the bidder's experience, references and so on as mentioned in the pre-qualification criteria. It will be based upon the documentary evidence of the bidder's qualification submitted by the bidder and such other information as the SCI may deem necessary and appropriate. Bidders are requested to study the requirement and pre-qualification criteria carefully and submit the bids only if they fully satisfy/comply them.

Financial and Corporate Profile of the bidder		
Parameter	Qualifying Criteria	Credential to be provided
Incorporation and Registration in India	Company registered in India under the Companies Act Or as Proprietary / Partnership Firm as the case maybe.	Copy of Partnership Deed or Memorandum and Article of Association of the Company, as the case maybe. Details of Registration under Shop & Establishment Act shall also be provided
Average Annual Turnover	Average Annual Turnover of over Rs. 2.10 Crore per annum in the previous two financial years (2022-23, 2021-22)	Annual reports which includes balance sheet and P&L Statement of the previous two years Copies to be attached with the tender for year (2022-23, 2021-22)
Audited Financial Statements	Balance Sheets and / or Certificate of the Chartered Accountant for the preceding three years (2022-23, 2021-22, 2020-21)	Copies to be attached with the tender for year (2022-23, 2021-22, 2020-21)
Positive Net Worth	Bidder should have positive net worth in the previous financial year (2022-23) .	CA certified Net worth statement to be attached.
Project Execution Experience	Bidder should have executed FMS and AMC of Data centre IT Infrastructure project for a period of 2 years during the last five years as mentioned below: <ol style="list-style-type: none"> 1. One project worth ₹ 5.60 Crores OR 2. Two projects worth ₹ 3.50 Crores each OR 3. Three projects worth ₹ 2.80 Crores each 	Purchase Orders and Completion Certificate
Mumbai based Support Centre and Technical Manpower	The bidder must have at least fully functional service/support centre in Mumbai/ Thane/ Navi Mumbai operational for last 3 years with trained and certified engineers for IT Infrastructure Management support and maintenance. (Address Proof and Technical Expert's Profiles to be submitted).	Address proof (may include work agreement, utility bills, and property agreement) of support center is to be attached with Form A8 . Information of the personnel should be included in Form A10 .

Quality management systems	Bidder must possess ISO 20001 or ISO 9001:2018 certification for IT Maintenance service and IT Infrastructure management services	Valid ISO Certificates
Not Blacklisted Company	Should not be banned or black listed in any of the central Government / central PSUs / for the breach of any business contract for the Supply or Services. Should not be involved in business malpractices, such as evasion of Income Tax, GST etc.	Self-Declaration (Form A6) stating the same required

TECHNICAL QUALIFICATION PARAMETERS

- A. The bidder itself should have executed minimum 2 years contract for FMS of IT Data center having Sun Solaris, Oracle, HP-Unix, Cisco, RHEL Linux, SUSE Linux, Windows Server etc. during last 5 years ending on December 2023.** (Relevant Work Order and Completion Certificate to be submitted with bid).
- B. The bidder itself should have executed minimum 2 years contract for AMC of IT Data center having HP Itanium, DELL, IBM, Cisco Hardware etc. during last 5 years ending on December 2023.** (Relevant Work Order and Completion Certificate to be submitted with bid).
- C. IT services Experience of Bidder in Management of following**
 Relevant Work Order and Completion Certificate from client referring to below mentioned products to be submitted with bid.
 - 1) Oracle Make SPARC Servers , Intel servers, SAN Storage and Tape Library
 - 2) Cisco Firewall and Switches
 - 3) Antivirus and Anti-Malware Tool
 - 4) Citrix Xenapp Server, Access Gateway and Load Balancers
 - 5) Nokia Checkpoint Firewall
 - 6) Linux (RHEL 7 and above, SUSE 12 and above, Oracle Linux 7 and above)
 - 7) Intrusion Prevention System (IPS)
 - 8) Oracle and MS SQL Database
 - 9) Veritas NetBackup
 - 10) Trend Micro IMSVA and IWSVA
 - 11) Microsoft Servers and Active Directory Services etc.
 - 12) HCL Domino Notes Administration

- 1. The bidder shall furnish relevant documentation supporting the above eligibility / qualification criteria. Technical Bids not accompanied by documentary evidence are liable to be rejected.
- 2. **Bidders not meeting the pre-qualification criteria are liable to be disqualified.**

3. SCI may choose to contact any or all of the customers referred by the bidder above as a proof of their experience, in order to obtain feedback from them, and may choose to disqualify the bidder based on the feedback received. The bidder shall provide all necessary assistance to arrange the same.

SECTION –III: SCOPE OF WORK

Scope of work is indicative below may not be exhaustive in any manner. The bidder is expected to observe best practices required to Operate, Maintain and Manage SCI IT infrastructure at Main Data Center and SCI Offices. **The Asset Details are provided in Annexure A.**

Scope of work includes Main Data Centre and offices at following locations in Indian geography:

- HO – Nariman Point – Mumbai
- MTI Powai -Mumbai
- Kolkata
- Chennai
- Delhi

1. EXISTING IT INFRASTRUCTURE SETUP

At present most of the applications are centrally hosted at the Main Data Center (MDC) Powai, MUMBAI. The existing IT setup at MDC consists of Servers with multiple flavors of operating systems, SAN Storage, Network Devices, Tape library etc. Following SUN/Oracle, HP, Dell, IBM Server Models are installed at MDC and SCI Branch Offices:

- **Server**

Server	Model	Location
SUN	T3-2	MDC Powai
SUN	T6320	MDC Powai
SUN	T5240	MDC Powai
SUN	X4450	MDC Powai
SUN	X6270	MDC Powai
SUN	X4170	MDC Powai
HP	HP BL860c	MDC Powai
HP	HP BL460c	MDC Powai
Dell	PowerEdge R530	MDC Powai
IBM	3550 M3	MDC Powai and SCI Head Office
HPE	ProLiant DL385 Gen 10 Plus	MDC Powai
HPE	ProLiant DL385 Gen 10 Plus	SCI Head Office

- **Storage**

Storage Description	Size	Location
Huawei Oceanstore 5300 SAN Storage	10 TB Usable	MDC Powai
Huawei Oceanstore 5300 NAS Storage	30 TB Usable	SCI Head Office
HP MSA 2040	20 TB Usable	MDC Powai
HPE Primera A630	30 TB Usable	MDC Powai

- **Tape Library**

Tape Drive Description	Model	Drives	Slots	Location
Sun StorageTek	SL 500	6	257	MDC
HP Autoloader	Autoloader 1/G 8	1	8	MDC
HP Autoloader	Autoloader 1/G 8	1	8	HO

The following applications are supporting the business critical processes at SCI:-

- SAP
- Danaos
- Afsys
- Ship Module
- Messaging System and IT Infrastructure Servers

The IT infrastructure for these applications is mentioned below:-

A. SAP

All SAP applications run on Sun Sparc or Sun Intel servers. SUN Virtualization Technology, Logical Domain (LDOM) is implemented at the production site on servers for SAPDB-CI and SAP Application servers with Solaris10 Operating system on SPARC T2 servers.

In the production setup, the DB and CI instances of SAP module are running on different physical server configured in Sun Cluster to provide the failover to each other.

The SAP application servers are running on different physical server and are virtualized using LDOM guest domains. No cluster is configured between these guest domains. There are multiple virtual servers for each SAP module application servers to provide load-balancing and fault tolerance.

Redundancy is maintained at each level. Separate NICs configured in IP Multipathing, Local disks are mirrored and cluster failover will happen in case of any hardware or software failover in order to provide 100% uptime.

Oracle 11g is being used as database for SAP systems in the production setup. Licenses for the same are built with the SAP licenses.

Following SAP modules have been implemented at MDC:-

- SAP ERP(ECC)
- SAP Supplier Relationship Management (SRM)
- SAP Enterprise Portal (EP)
- SAP Business Information Warehouse (BI)
- SAP GRC
- SAP Exchange Infrastructure (XI/PI)
- SAP Solution Manager (SolMan)
- SAP Master Data Management (MDM)
- SAP Document Management System (DMS)
- SAP Business Objects (BO)

DMS, TREX, Digital Signature Servers are configured in Windows Cluster. Web-dispatcher servers are configured in Windows NLB mode. Two Reverse proxy servers are being used for publishing the web-applications to external world. These two Reverse proxy servers are load balanced using Hardware load balancer.

B. DANAOS

Danaos is 2-Tier application. Two database servers (DANAOSDB) are running Oracle10g Enterprise database. These database servers are in Oracle RAC cluster. Two windows servers (DANAOSF&S) configured in Windows Cluster which provide the File Server service. Two servers (DANAOSSYNC) are running the demon which communicates with the SCI email servers.

The users of Danaos application located at HO and MTI access the application by executing fat client installed on their desktops. The folder on the file server is mapped as a drive on the HO Danaos users' desktop. The users in other SCI offices at Delhi, Chennai, Kolkata, Haldia, PortBlair and users accessing the application through internet, access the application using Citrix. The Danaos executable is published on the Citrix farm. These users use the Citrix web interface for accessing the Danaos application published on the Citrix.

C. AFSYS

AFSYS has two database servers, two application servers and two web-servers. Two database servers are running Oracle10g Enterprise database with RAC. Two application servers are running Oracle10g Application Server. These two application servers are load balanced using Hardware load balancer. Two virtual partitions are allocated for Afsys IIS servers on two different Intel servers. These two virtual servers are running the IIS web service. These two servers are load balanced on Hardware load-balancer.

Internal users access the Afsys application by accessing the application servers through intranet and External i.e. Internet users access the application using reverse proxy.

D. CITRIX SETUP

The Citrix setup has two Citrix web servers which are load balanced using hardware load balancer. Two Farm servers for hosting the applications, two database servers running SQL 2005 database for keeping Citrix related data. Two Citrix Access Gateway appliances (in HA) are installed in DMZ zone for allowing the secure access to Citrix application from Internet. SCI has Citrix licenses for 150 concurrent users and external connectors for MDC Citrix setup.

E. SHIP MODULE

Ship Module Application setup comprised of two windows based Oracle database servers. These two servers are hosted in Main Data Centre at MTI Powai.

F. MESSAGING AND OTHER INFRASTRUCTURE SERVERS AT MDC

a) MESSAGING INFRASTRUCTURE

The existing HCL Domino Messaging servers are located at MDC (2 Nos) and HO (1 No). The HCL Domino ver 12.0.1 is running on Red Hat Linux based servers. The existing email database size is approximately 5 TB. Further, there are two Antispam (Trend Micro IMSVA) servers at MDC acting as Anti-spam gateway and Mail Archival Server (NetCore Mail Array) for email archiving. The mail archive server database size is approximately 7 TB.

b) ACTIVE DIRECTORY INFRASTRUCTURE

At SCI, single forest and single windows active domain architecture is implemented. Active Directory site structure is configured as Hub and Spoke site structure. All the FSMO roles are running on the two Domain Controllers installed at MDC.

Additional domain controllers are installed at following SCI offices:

- i. SCI HO Mumbai – 2 Nos
- ii. SCI Chennai – 1 No
- iii. SCI Kolkata – 1 No

Active Directory integrated DNS are being used at SCI for AD Infrastructure. In Active directory location wise OU (Organization Unit) structure is created and various group policies are applied to the users.

c) OTHER INFRASTRUCTURE SERVERS

At each SCI office locations following servers are running

- i. DHCP & WSUS Server
- ii. Antivirus Server
- iii. CA Scalability Server
- iv. Network and Security Management Servers

SCI is using Symantec Endpoint Protection anti-virus tool to protect the servers at MDC and other locations.

Two Proxy gateways (Fortigate 300D) and two URL filtering (IWSVA) servers are installed at MDC and SCI HO for internet access.

G. ENTERPRISE MANAGEMENT SYSTEM SETUP

SCI has the Enterprise Management System solution which is from CA Unicenter for managing the hardware infrastructure at MDC as well as at other SCI offices.

The following components of CA are installed at the production site:-

- a) Client Automation

- b) Service Desk Manager
- c) Spectrum
- d) Performance Management
- e) Application Performance Management
- f) Infrastructure Management
- g) Unified Infrastructure Management

CA System EDGE agents are installed on all the servers which are monitored. CA Service Desk has been implemented with 8 analyst license. This solution is accessible to users via web on internal network as well as on internet. CA Client Automation server is configured at the Primary Data Centre.

H. STORAGE AND BACKUP SETUP

At MDC SUN **Storage 6780 SAN** is installed. With the FC channel disks. The disks are configured in RAID1+0 and RAID-5 as per requirement. The SAN storage is managed using Sun Storage-Tek Common Array Manager (CAM) Management software. Servers are connected to the SAN via two SAN Switches in redundant mode. Successful Bidder has to Monitor and manage the SUN Storage.

• BACKUP SETUP

The Backup setup consists of three servers. Two Master Servers running on Red Hat Enterprise Linux 5.3 are configured in Veritas Cluster. One Server with Solaris10 OS is configured as Media Server. Veritas NetBackup is configured with client licenses for Windows, RHEL, Solaris, Oracle Database and SAP Database backup. All the database backups are configured with online backup. Backups are also taken for File systems, LDOM and Virtual Servers (VHD) files. At MDC, the tape library provided for the backup is Sun StorageTek SL500. The tape library has 6 LTO drives and 257 slots for tape cartridges.

I. EXISTING NETWORK SETUP

i. WAN AND INTERNET CONNECTIVITY

All applications, servers, storage etc are hosted in MDC. MDC and HO are connected through point- to-point links in failover mode. All remote locations are connected to MDC through MPLS WAN connectivity.

There are two Internet links in failover mode at MDC and two internet links in failover mode at HO. HO link is used for Internet browsing for HO users using a dedicate proxy servers installed at HO. Out location users access internet from MDC internet link.

ii. DATA CENTRE INTERNAL CONNECTIVITY

The Data Centre hosts the racks for Network, Servers and Storages etc. Structured cabling between the racks is done to provide network connectivity to the servers, storage components installed in the racks. All the blocks

cabling are done using CAT6 cable. At MDC, network is segregated physically and logically to provide better network security. There is two level of security one at perimeter level and other on inside level. Perimeter security has IPS and Nokia Checkpoint firewall and internal security has Cisco firewall. Citrix Netscaler Load balancers are implemented to provide high availability and sharing traffic load among the web servers. Layer2 switches are installed at MTI LAN are connected to MDC through fiber cables.

The MDC network architecture is segregated in three Tiers:

- **INTERNET ZONE (DMZ):**

This zone has internet connectivity and DMZ servers. The prime objective of Internet Zone is to make Web Applications (Citrix, Afsys, SAP, Email etc) available from internet and provide internet access to SCI internal users. Proxy gateways, Web-Servers (Reverse proxy), Antispam Servers, URL filtering Servers are in Demilitarized Zone (DZ).

- **AGGREGATION ZONE:**

Aggregation zone is to provide single point of aggregation for all SCI locations. The MPLS connectivity and MTI LAN connectivity are aggregated at Aggregation zone. Two MPLS routers in HA mode connect SCI users at HO (Head Office) and RO (Regional Office) to MDC. Cisco ACS is used for Authentication, Authorization and Access for authorized access.

- **SERVER ZONE:**

The application and database servers terminate on the Core/Server Switch. Appropriate VLANS are created for applications running in Server zone. Application and Database servers are in Militarized zone of Server Switch. The aggregation zone and the server zone are split via internal firewall.

iii. LAN AT MTI POWAI CAMPUS

SCI Data Centre is located in MDC building of MTI-Powai. The various buildings in the campus are connected to Data Centre building through Fiber optic cables. Within the MDC building all LAN is in CAT6 cables.

J. IT INFRASTRUCTURE SETUP AT SHIPPING HOUSE HO MUMBAI

HO Setup has following Servers which are virtualized

1. Active Directory and Domain Controller
2. DHCP and DNS Servers
3. Antivirus & WSUS
4. URL filtering (2 Nos) Servers
5. CA Desktop Management (CA Client Automation)

Following Network Components are installed at HO

1. Firewalls in redundant mode
2. Intrusion Prevention System (IPS)
3. Hardware Web Proxy
4. Internet, MPLS and Leased Line Routers
5. Internet Switches for terminating the Internet routers
6. Cisco Core L3 Switches in HSRP mode
7. Cisco Layer 2 Switches at each Floor(19 floors) (1 – 6 Nos each floor)

HO is connected to Main Data Centre (MDC) via two leased lines. Dedicated Internet connectivity is available for accessing Internet.

K. IT INFRASTRUCTURE SETUP AT SCI BRANCH OFFICES

Bidder should be able to support all SCI Branch offices. The bidder needs to have efficient engineers to carry out activity of configuring /reconfiguring /setup of servers /connectivity maintenance of IT equipment at branch offices
IT Setup at all SCI branch offices is similar as mentioned below:

Each Branch office has two physical servers and following roles are running on these servers:

- AD&DNS, DHCP, WSUS
- Antivirus Server and Desktop Management

Following networking components are installed at Branch office:

- MPLS routers in redundant mode.
- Switch for terminating routers, servers and LAN switches.

The scope of work is not limited to these servers specified above but also if required necessary support (except application running on the servers) for managing additional hardware and software forming part of IT Infrastructure at SCI.

2. SUPPORT FOR MAIN DATA CENTRE (IT EQUIPMENTS AND INFRASTRUCTURE)

- Provide Annual Maintenance and warranty/AMC Services of hardware & software for managing MDC, SCI HO and other branch office's IT infrastructure as mentioned in RFP (**Annexure A**).
- Selected Bidder has to keep all IT hardware, software and services setup available 24X7.
- Selected Bidder has to do Configuration and re-configuration of hardware, software, application software with the help of application team, etc.

- Selected Bidder has to Maintain, Configure/reconfigure and integrate IT Infrastructure at Data Centre Setup.
- Selected Bidder has to provide AMC/OEM support for hardware and software mentioned in this RFP from date of expiry of OEM Warranty /AMC date.
- If any product(s) is (are) declared as End of Support Life by OEM and No further Back to Back Warranty is possible, bidder has to provide AMC for the product during contract period. **Bidder has to list such products in Form A5 and EOSL Date.**
- Selected Bidder has to provide IT Infrastructure management services for all the IT components in data Centre and SCI branch Offices for contract period mentioned in RFP.
- For IT Infrastructure, Physical hardware and OS will be provided by SCI, bidder to provide infrastructure management services for this hardware i.e. “Only Hardware parts against failure will be supplied by OEM/Vendor, replacement of part and all other activities related to hardware are part of this RFP for smooth running of data centre on a 24x7 basis”.
- During the contract, if SCI procures any new hardware then on site resources of successful bidder will have to support SCI for day to day activities being performed on the hardware.
- Infrastructure Management Services, Configuration / re-configuration of Operating System Software and Data Migration from old Hardware/Platform to new Hardware/Platform will be part of RFP scope, competent onsite resources to be deployed for the same.
- **All the products mentioned in this RFP should be checked for EOSL. In case, the product/equipment has reached EOSL prior or during the contract period, successful bidder has to provide AMC services for the product/equipment during the contract period.**
- **The selected bidder has to support all the hardware mentioned in the RFP irrespective of mismatch of Device Serial Number of Assets. The quantity being fixed the bidder will have to inspect and resolve serial mismatch disputes (if any) with OEM on award of contract.**
- As redundancy is built into the system, bidder should ensure that there is no downtime for applications beyond those specified by SLA. Bidder need to ensure sufficient stock of spares for the same.
- Selected Bidders need to have sufficient manpower, offices and Technical knowhow operating from Mumbai. Bidder should also have capability to service SCI regional offices to meet SLA.
- The Selected bidder has to ensure that the site is restored to its original condition after maintenance of any component of this RFP. The bidder will have to dispose all waste as required by SCI at his own cost.

- Selected Bidder has to do Periodic (Minimum Half Yearly) audits & reports to be generated for the components of this RFP, bidder to suggest and take corrective actions with consent of SCI. Reports to be generated to monitor the SLA.
- Selected bidder has to monitor MPLS WAN links at all SCI locations and Internet links at MDC Powai & SCI HO. In case of outage of MPLS WAN and Internet Services, Selected bidder has to log a call with ISP and follow up till the services are restored.
- Selected bidder has to route SCI network traffic through different links in case of outage.
- Selected bidder has to monitor WAN connectivity between MDC Powai and DR site SCI Kolkata.
- Selected Bidder has to Support and perform DR related activities including planning, testing, Drills, documentation etc.
- At time of DR or during DR Drills the selected bidder needs to ensure, co-ordinate and perform successful switchback/switchover activities with respect to MDC. The bidder should deploy additional adequate well qualified experienced manpower especially during DR Drills.
- Selected Bidder has to provide support for DR ODG replication, sync, reporting and support as required. File Replication for “Solaris, Windows, Linux etc.” and Database replications for “Oracle, Domino NSF, MaxDb etc” are part of the scope.
- Selected Bidder has to perform periodic Drills from Data Centre for smooth operation of Data Centre.
- Selected Bidder has to Co-ordinate with the different stakeholders for smooth operation and functioning of the Data Centre.
- Selected Bidder will help SCI close all Audit related points for all audits carried out by third parties on the products and services covered under the scope of this RFP.
- Selected bidder shall ensure sufficient inventories to assure ex-stock supply of consumables and spares. The Bidder shall ensure availability of spares in stock at his nearest service center for immediate delivery. **(Kindly refer Annexure H which is asset wise for maintaining inventories)**
- Selected Bidder has to provide a monthly report of SLA versus deviations.
- Selected Bidder needs to maintain compliance of hardware with respect to the software licenses in possession with SCI.

3. AMC SUPPORT FOR IT INFRASTRUCTURE

- a) The existing IT Infrastructure at MDC consists of Servers with multiple flavors of operating systems, SAN Storage, Tape Library etc. **Kindly refer Form A5 which is asset wise for AMC of IT Hardware.**

- b) If any product(s) is (are) declared as End of Support Life by OEM and No further Back to Back Warranty is possible, bidder has to provide AMC for the product during contract period. **Bidder has to list such products in Form A5 and EOSL Date.**
- c) **All the products mentioned in this RFP should be checked for EOSL. In case, the product/equipment has reached EOSL prior or during the contract period, successful bidder has to provide AMC services for the product/equipment during the contract period.**
- d) **The selected bidder has to support all the hardware mentioned in the RFP irrespective of mismatch of Device Serial Number of Assets. The quantity being fixed the bidder will have to inspect and resolve serial mismatch disputes (if any) with OEM on award of contract.**
- e) The successful bidder has to provide AMC support for the EOSL devices and back-to-back OEM support for non-EOSL devices.
- f) SCI vendor/OEM will provide AMC for Hardware parts: Bidder has to provide Infrastructure Management Services for firmware installation/upgrades, Software management, Services which includes Install, configure / reconfigure, manage, monitor and support the above infrastructure, so that SCI applications can run smoothly and users from all the location get access to infrastructure.
- g) The scope of work is not limited to these servers specified above but also if required necessary support (Except application running on the servers) for managing additional hardware and software forming part of IT Infrastructure at SCI.

4. SUPPORT FOR TEST AND DEVELOPMENT SERVER INFRASTRUCTURE

- a) The existing Test and Development Infrastructure at MDC consists of Servers with multiple flavors of operating systems. Maintenance and Managed Services for Hardware to be provided by bidder.

Description	Count
HP BLc7000 CTO 3 IN LCD Encl	2
HP BL860c Dual Processor Blade Server	6
HP BLc SB40c Storage Blade	8
HP BL460c G1 DvIss CTO Blade	10
HP ML110G5 E3110 1P SP8090AP	1
HP Ultrium 920 SCSI 1-Drive 1U Rackmount	1
HP-UX Integrity Blade FOE w/Sys LTU-6 nos	1

HP-UX 11i v2 HP Integrity VM Host LTU-6 nos	1
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- b) Bidder has to provide Hardware parts, firmware installation/upgrades, Software management, further AMC which includes Install, configure / reconfigure, manage, monitor and support the servers, so that SCI applications can run smoothly and users from all the location get access to test and development environment.
- c) The scope of work is not limited to these servers specified above but also if required necessary support (Except application running on the servers) for managing additional hardware and software forming part of IT Infrastructure in SCI.

5. SUPPORT FOR SCI APPLICATIONS (SAP, DANAOS, AFSYS ETC)

- a) All SAP applications run on Sun Sparc and Sun Intel servers. Successful Bidder has to provide Facility Management Services for SAP Servers which includes Install, configure / reconfigure Systems, OS, database and backup/restore of data on servers.
- b) Danaos application runs on Sun Intel servers. Successful bidder should be Configuring / reconfiguring systems, OS, database, software and backup/restore of data on servers.
- c) Successful bidder should maintain the Cluster configured for File & service server.
- d) Successful bidder should maintain/ configure / reconfigure the Citrix Solution for 150 concurrent internet users.
- e) Afsys application runs on Sun Intel servers. Successful bidder should be Configuring / reconfiguring systems, OS, database, software and backup/restore of data on servers.
- f) The Successful bidder has to make sure that SCI applications can run smoothly and users from all the location get access to application.
- g) The bidder will have to ensure all software and patches are applied at least till N -2 level. Where there is a deviation the same must be recorded and maintained for future reference/action.
- h) The scope of work is not limited to these servers specified above but also if required necessary support for managing additional hardware and software forming part of IT infrastructure in SCI.
- i) Bidder is not responsible for **SAP/AFSYS/DANAOS/SHIP MODULE** application configurations and patches.
- j) Except installation of Application software and issues specific to Application software all other work will be under the selected bidder's scope.

6. SUPPORT FOR INFRASTRUCTURE SOLUTION

- a) Managing, maintaining user accounts and other Active Directory components as per SCI's policies.
- b) Installation and configuration / reconfiguration of the Active Directory Infrastructure for user and computer management as well as application user authentication.
- c) Bidder needs to ensure desktops & servers in all SCI offices authenticate using Active Directory Domain.
- d) Bidder needs to manage, maintain, install and configure/reconfigure Directory Servers (Domain Controllers), DNS Service Servers, DHCP Service Servers, Print Service Servers, Proxy Service Servers, DNS for external queries, file server etc.
- e) Bidder needs to configure/reconfigure Microsoft Active Directory SSO (Single sign on) with applications of SCI as and when required.
- f) Bidder needs to configure windows update service at each location to enable the windows patch management for desktops at respective locations. At each location there is one server running the print server service.
- g) Bidder needs to depute efficient person with CA-Unicenter EMS Software experience who will be able to configure/reconfigure/upgrade CA infrastructure, generate reports and ensure the data captured is full and accurate.
- h) Bidder needs to install, configure/reconfigure, backup/restore, generate reports, take corrective actions, maintain and monitor Proxy servers installed at MDC and SCI HO.
- i) Bidder needs to install, configure/reconfigure, backup/restore, generate reports, take corrective actions, maintain and monitor Trend Micro IWSVA and IMSVA servers.
- j) The bidder will have to ensure all software and patches are applied at least till N -2 level. Where there is a deviation the same must be recorded and maintained for future reference/action.
- k) The scope of work is not limited to these servers specified above but also if required necessary support for managing additional hardware and software forming part of IT Infrastructure in SCI.

7. SUPPORT FOR BACKUP AND STORAGE

- a) Bidder needs to install, configure/reconfigure various types of backup/devices, backup/restore, generate reports, take corrective actions, maintain and monitor the storage and devices connected to it directly or indirectly.
- b) Bidder also has to take backups as per SCI backup policy and maintain necessary documents regarding backup.

- c) File system, BRTOOLS, RMAN, LDOM, VHD etc are different types of backup methodologies used in SCI. Bidder should provide support for all types of backup.
- d) The bidder should maintain/manage the storage efficiently, ensure all configurations are best suited for SCI and servers presented with LUN have proper drivers.
- e) The health of storage and Tape Library should be monitored for optimum performance.
- f) Bidder should perform restore drills for backups with the assistance of Application team owners as per schedule drawn by them.

8. SUPPORT FOR NETWORK AND SECURITY INFRASTRUCTURE

- a) Successful bidder should provide OEM back to back Support for all the IT Network and Security Infrastructure mentioned in this RFP.
- b) Successful bidder has to provide full support and replacement in case of failure of Layer-2 Switches (2960G-24TC-L) with equivalent features till end of contract period.
- c) Successful bidder will be responsible for network and security equipment installation, configuration, tuning, customization and hardening as per basic security standards for optimum performance.
- d) Successful bidder needs to make changes in Network configuration to integrate all network segments of SCI (Internet, LAN, WAN and MPLS networks) and Data Centre Network.
- e) Successful Bidder is required to do configuration changes for the network equipment specified in this RFP to establish the specified network connectivity for servers running various SCI applications.
- f) Complete technical documentation of hardware along with the necessary diagrams of Network design and setup is to be prepared and maintain by Successful bidder.
- g) Successful Bidder to maintain a detailed architecture diagram, IP scheme, strategy, approach in-line with the Network Architecture and Design consideration.
- h) Successful Bidder to provide detailed procedure related to support, helpdesk management, problem management and change management.
- i) The bidder needs to support configuration of /configure devices such as routers, switches and other network devices as required by SCI.
- j) The bidder should provide support for Implementation IPV6 as per SCI request.
- k) Successful bidder has to monitor internet, Leased Lines and MPLS links at all locations and Leased line connectivity between MDC and SCI DR site.

l) Bidder needs to monitor all WAN links and ensure links are up. For links that go down the bidder has to coordinate with ISP till the time link becomes available. The bidder has to prepare documentation on link outage.

a) Selected Bidder has to maintain the following:

- i. Detailed Architecture diagram for Network and Security setup.
- ii. A comprehensive documentation detailing address schemes, sub-net mask addresses.
- iii. Information related to topology protocol, High Availability setup used and communication equipment to be deployed etc.
- iv. Provide network performance reports on daily, weekly and monthly basis.
- v. Bidder has to submit performance and utilization reports for links/network equipment.

b) Work specific to Cabling:

- i. Maintenance of existing cabling (Ethernet and OFC) and network at MDC.
- ii. Selected bidder needs to maintain the LAN network and Fiber Optic cables in MTI campus and MDC. The manpower, equipment and cost required for all repairing work will be borne by selected bidder only.
- iii. Maintain and update proper documentation and generate reports with regards to SCI network
- iv. Carrying out cabling repair with minimum disturbance to users.

9. SUPPORT AT SHIPPING HOUSE – HO MUMBAI

- i. Selected Bidder has to carry out activity of configuring / reconfiguring/ setup of servers' at HO.
- ii. AMC of Fortigate 300D (2 Nos) configured as web proxy
- iii. AMC of NAS (Huawei Oceanstore 5300) at HO Mumbai
- iv. Configuring/re-configuring NAS Backup Setup as desired by SCI
- v. Maintaining inter-connectivity of IT equipments.
- vi. Selected Bidder has to monitor inter office network connectivity.
- vii. Selected Bidder has to provide various reports regarding health of equipment on site on a monthly basis.

9.1. AMC AND SUPPORT FOR ALL THE LAN COMPONENTS INSTALLED AT HO

Maintenance and Support for existing Local Area Network to ensure continuous availability / connectivity. The bidder will have to maintain support the existing Cisco Core and Edge Switches and Floor Connectivity.

- i. Maintenance of all the Network Components (Active and Passive) LAN, WAN etc.
- ii. Network hardware and software support and maintenance, Network security management; LAN Administration, Network installations and de-installations, upgrades, etc.
- iii. AMC is required for 2 Core Switches (Cisco 4506 E Series). The support should be such that the switch is up within 24 hours of logging call. In case the bidder is unable to get this switch repaired within 24 hours an equivalent standby needs to be provided and configured within the next 24 hours.
- iv. AMC for maintenance of all floor Edge Switches (Cisco WS-C2960G).
- v. Support for Edge switches may or may not be with OEM; however bidder has to provide full support and replacement in case of failure for edge switches with equivalent features till end of contract.
- vi. Edge Switches has to be repaired/replaced with equivalent switch on breakdown
- vii. AMC of Switches includes support for hardware as well as firmware component.
- viii. Maintenance of Network racks installed at all the floors with accessories as jack panel, power strip and cooling fans.
- ix. Installation/maintenance of passive LAN component in case of network failure. All existing cables (OFC/cat5/cat6) have to be set right / repaired (replaced if un-repairable) as part of this contract.
- x. Bidder has to provide monthly network report including health of components to IT department.
- xi. On call logging, the bidder should attend to the site and produce details of work to be carried out, get approval and carry out the job. No extra charges shall be paid for visit and consultation.
- xii. The bidder shall perform on-going support and maintenance on all local networks Infrastructure components in line with the equipment manufacturer's guidelines and ensure that firmware is up to date and security patches are applied.
- xiii. Network equipment components include but are not limited to switches, hubs, and patch panels.
- xiv. Other LAN components comprise the Traffic prioritization, Network Client Services, Network Monitoring servers, software and Scripts, networking protocols, address management, name resolution services.
- xv. The bidder shall administer the cable and patch panel management and perform patching to resolve problems or reconfigure the LAN.
- xvi. The bidder shall ensure that any maintenance action leading to a Scheduled Outage or a noticeable degradation of service is planned via the appropriate Change and Release Process in order to minimize disruption to the service.
- xvii. The bidder shall maintain the SCI's IP addressing scheme and continuously support the implementation of optimal policy-based routing policies and architecture.

- xviii. The bidder shall allocate IP addresses when necessary and maintain the register of used and available IP addresses at SCI's Shipping house.
- xix. The bidder shall provide simple rule-based and/or intelligent filtering of traffic between different network segments along the following principles:
- Create an IP-enabled network infrastructure supporting the injection of all traffic over IP, IP encapsulation and IP tunneling.
 - Maintain clear physical and logical boundaries.
 - Limits complexity in top level routing.
 - Allow peering architecture and addressing hierarchy between the locations.
 - To include where appropriate traffic shaping and prioritization of IP based traffic
 - To include, where appropriate, segmentation and implementation of networks using variable/fixed length subnet masks.
 - Maintenance and creation of V-LAN IDs.
 - Maintenance and creation of Multi Link Trunks.
 - To create, where appropriate, multicast address and support for one to many network broadcasts.
 - The bidder shall implement access and authentication controls relating to the management and configuration of all intelligent components of the network.
 - The bidder shall support the creation of an IP-centric organization enabling the convergence of all traffic, including IP voice and video
 - Where appropriate maintenance and creation of Internet Protocol version 4 and 6 address spaces.

9.2. SUPPORT SERVICES

Repair of LAN points shall include, but are not limited to:

- Site requirements check, e.g., desk space, power, network availability, etc.
- All necessary User pre-requisites check.
- Complete installation within a single visit to the relevant location.
- Coordinated disposal for replacement if necessary.
- Performing preliminary and installation testing.
- Removal of all packaging materials and disposal of faulty or redundant items with approval of SCI.
- Feedback to the LAN services on any issues concerning capacity limits (including port, network sockets and network addresses) or associated performance issues.
- User sign-off.
- Backup and saving of configurations
- Maintain the Asset Management Register

9.3. REPORTING

- The bidder shall provide regular performance monitoring reports (frequency to be agreed) on network and LAN uptime, incidents, and other performance metrics agreed.

- On request by SCI, the bidder shall produce ad-hoc reports related to network and LAN service management aspects of Shipping house

10. SUPPORT AT BRANCH OFFICES

- a) Selected Bidder has to carry out activity of configuring / reconfiguring/ setup of servers' at all branch Offices
- b) Maintaining inter-connectivity of IT equipment at all branch offices.
- c) Selected Bidder has to monitor inter office network connectivity.
- d) Selected Bidder has to provide various reports regarding health of equipment on site on a monthly basis.

11. ENTERPRISE MANAGEMENT SYSTEM

- a) Bidder has to maintain following components for monitoring and management:
 - i. Client Automation
 - ii. Service Desk Manager
 - iii. Spectrum
 - iv. Performance Management
 - v. Application Performance Management
 - vi. Infrastructure Management
 - vii. Unified Infrastructure Management
- b) As a part of the desktop patch / software management servers for pushing the SAP GUI and DANAOS client software to the desktops at HO, bidder need to manage necessary servers to take care of load at HO.
- c) Install, configure, reconfigure, troubleshoot, upgrade, customize the Management solution and integrate with the IT infrastructure of SCI at all locations.
- d) Provide reports on daily, weekly and monthly basis and take corrective actions with consent of SCI.
- e) New reports to be configured depending on SCI policies, requirements and carry out license management of software and management of IT inventory to reflect components in reports with accuracy.
- f) Provide reports as per requirement of SCI.
- g) SLA tracking for all vendors.

12. SERVICE DESK

- a) It is required that successful bidder shall use SCI's CA software for auto ticket generation, call logging from users and tracking till resolution. The successful bidder should track SLAs as mentioned in this RFP and that of third party vendors.
- b) Service desk should enable to track & record help desk jobs. (Monitor Helpdesk effectiveness in real-time)
- c) For call management the successful bidder should use CA helpdesk tool for ticket logging and reporting.

- i. Record time duration spent on each ticket.
- ii. Define and configure unlimited no. of end-users.
- iii. Restrict specific functionality to certain operators.
- iv. Incorporate "Knowledge base search". (Kind of FAQ's for L1 person)
- v. "Escalation Matrix" which help for the notification purpose to operators & users about their tickets.
- vi. Maintain Asset information/ software information with accuracy.
- vii. Should run periodic reports and take necessary action with consent of SCI.

13. MAINTENANCE AND SYSTEM INTEGRATION

- a) Maintenance of Hardware, Software media and Licenses, network and security devices with associated peripherals, accessories and services as required in the RFP.
- b) Maintain and update low level design including but not limited following
 - i. Connectivity diagram,
 - ii. Design document for EMS, Directory infrastructure, Citrix
 - iii. IP addressing scheme, host naming conventions
 - iv. System configuration
- c) Maintain detailed architecture diagram of SCI environment setup for optimum performance, security, scalability and desired uptime requirement. The Bidder should include all other supporting material in adequate quantity to ensure smooth execution.
- d) Carrying out installation at site including handling at site, unpacking, assembling of hardware components, physical installations, operating system installations, cabling between hardware units and connecting to power supplies.
- e) For installation of hardware equipment, the tools and fixtures etc. required (if any) including labour & technically skilled personnel shall be provided by the bidder only.
- f) Maintain the Racks along with grounding protection of the rack.
- g) OS and other software installation, configuration, reconfiguration, fine tuning, customization and hardening for optimum performance.
- h) Installation, Configuration, customization of various tools, Citrix, Infrastructure applications, EMS as per the requirements.
- i) Backup device and software installation and configuration for enabling the backup of all the servers listed under this RFP. Prepare the procedure document for taking the backup of servers and restoration of the same.

- j) Configure the operating systems on the servers as per application requirement and do reinstallations if required.
- k) The Bidder shall be required to undertake to perform tasks, render requisite services and make available resources as may be required for the successful execution of work.
- l) Bidder to provide support for systems procured by SCI in future to integrate in data centre environment. Bidder to provide IT infrastructure management services on the Development, Test environment and future setup of SCI. Bidder to facilitate all activity performed in the Data Centre by SCI designated 3rd Party Vendor as per policies implemented by SCI.
- m) SCI has Single Sign-On (SSO) for the business applications. Bidder needs to assist the application teams to configure the SSO.
- n) The bidder need to support, monitor, manage, configure and reconfigure all software except application software as (SAP,DANAOS,AFSYS) in this RFP irrespective of the number or location of servers belonging to SCI.

14. IT INFRASTRUCTURE MANAGEMENT SERVICES

The scope of Work defines the tasks which selected bidder shall offer as part of Infrastructure Management Services at the Data Centre for SCI are described below.

- a) Bidder should understand that SCI and its business units are dependent on information technology to support its day-to-day business operations. Unreliable or untimely delivery of the information technology related services could result in disruption to business. Accordingly, SCI expects and emphasizes on high degrees of reliability, availability, accuracy and timeliness of the services. Performance measures and performance standards are required to measure on-going performance and to continuously improve performance. The bidder should describe performance measures and performance standards as per SLA.
- b) SCI's critical internal business users (Approximately 1000 across all the locations) will be operational from 8AM to 10PM from Monday to Saturday. Services of business critical application will be used on 24x7 basis by agent, vendors spread across globe etc.
- c) Bidder need to take care of leave, sickness etc of its employees deployed for the project at no extra cost to SCI and without hampering services to SCI.
- d) SCI requires the IT Infrastructure management function to be carried out on 24 X 7 basis for the entire contract period.
- e) The successful bidder is required to maintain the IT infrastructure for all the components discussed in this RFP. Onsite expertise and support for usage of following Software is also required for 24x7 DC operations.

RENEWAL of AMC and FMS FOR SCI MAIN DATA CENTRE IT INFRASTRUCTURE

Sr. No.	Software Components at Production Site
1	Linux Operating System (RHEL, SUSE, CentOS, Ubuntu etc.)
2	Solaris10 / HP Unix OS
3	Microsoft Windows 2003/2008Std/Ent(32/64bits/Windows 2012) Server OS
4	Oracle 10g Database-Enterprise edition and Internet Application Server
5	SQL Server-Standard 2008 (For Citrix and CA Setup)
6	Citrix Xenapp En5.0
7	Citrix Access Gateway-x1Concurrent User Connection with Subscription
8	Trend Micro Inter Scan Web Security Suite (IWSVA)
9	Trend Micro Inter Scan Messaging Security Suite (IMSV)
10	Veritas Netbackup
11	CA Unicentre Products
12	Cisco SNS ACS
13	Checkpoint Management Server
14	Site Protector(For IPS management)
15	Symantec Anti-virus
16	HCL Domino Notes

Bidder has to provide Infrastructure Management Services (24X7 onsite) for the entire present infrastructure as well as new hardware/equipment procured/installed during the contract period.

Following services shall be provided onsite and will be part of the Scope of Work (SOW):

IT Support	Onsite Engineer Count	Experience L2	Experience L1	Onsite Timing Requirement
Database Administrator	2	Should be Computer Graduate having Oracle Database Administrator (12C) Certificate and must have minimum 5 years regular working experience in Oracle Database Administration	Should be Computer Graduate and must have minimum 2 years regular working experience in Oracle Database Administration	8:00 Hrs to 22:00 Hrs (MDC)
Microsoft Windows Administration	2	Should be Computer Graduate having Microsoft Certified Administrator Certificate and must have minimum 5 years regular working experience in Windows Server Administration	Should be Computer Graduate and must have minimum 2 years regular working experience in Windows Server Administration	8:00 Hrs to 22:00 Hrs (MDC)
Linux Administration	2	Should be Computer Graduate having RHEL 7 / SUSE 12 Administrator Certificate and must have minimum 5 years regular working experience in RHEL 7 / SUSE 12 Administration	Should be Computer Graduate and must have minimum 2 years regular working experience in RHEL 7 / SUSE 12 Administration	8:00 Hrs to 22:00 Hrs (MDC)
Solaris and HP Unix Administration	2	Should be Computer Graduate having Solaris Administrator 10 Certificate and must have minimum 5 years regular working experience in Solaris	Should be Computer Graduate and must have minimum 2 years regular working experience in Solaris Administration	8:00 Hrs to 22:00 Hrs (MDC)

RENEWAL of AMC and FMS FOR SCI MAIN DATA CENTRE IT INFRASTRUCTURE

		Administration		
Network and Security Administration	2	Should be Computer Graduate having CCNA Certificate and must have minimum 3 years regular working experience in Network and Firewalls administration	Should be Computer Graduate and must have minimum 2 years regular working experience in Network and Firewalls administration	8:00 Hrs to 22:00 Hrs (MDC)
Data Center Manager	1	Should be Computer Graduate having ITIL V4 certificate must have minimum 6 years regular working experience in Data Center Management	NA	9:00 Hrs to 18:00 Hrs (MDC)
HCL Notes Email and Sametime Administration	1	Should be Computer Graduate having must have minimum 5 years regular working experience in HCL Notes Administration	NA	9:00 Hrs to 18:00 Hrs (MDC)
Antivirus Admin	1	Should be Computer Graduate having Endpoint Enterprise Antivirus certificate (Symantec/ TrendMicro/ McAfee) and must have minimum 3 years regular working experience in Antivirus Tool Administration	NA	9:00 Hrs to 18:00 Hrs (MDC)
Data Center Operators (DCO) [24*7]	4	NA	Engineering diploma holder having 2 years of experience of data center operations at Enterprise Date Center	24 x 7 (MDC) 9:00 Hrs to 18:00 Hrs (HO)

- a) Dedicated resources for System, Database, Network and IT Security Administration are required onsite between 8 am to 10 pm (Monday to Saturday in 2 shifts of 8 hrs each), whereas DCO for IT Operations should be deputed 24X7 basis.
- b) Minimum 2 resources are required onsite in each shift of 8Hrs including Sunday and SCI Mumbai Holidays for managing data centre IT infrastructure.
- c) The above scope covers onsite L1 and L2 support for all products listed in this RFP and L3/L4 support at backend. If problem is pending for more than one week with any support level then the next support level should be on site for resolution.

- d) Bidder to Provide details of all the resources to be deployed at the start of contract as per above mentioned qualification criteria (Biodata/Certificates to be submitted if required)
- e) The onsite resource should be permanent employee of selected bidder for minimum period of 1 year.
- f) Bidder can replace the resource with consent of SCI during the contract period.
- g) Bidder has to replace the onsite resource if found unfit/incompetent by SCI during the contract period.

15. SYSTEM ADMINISTRATION AND SERVER MANAGEMENT

Services in this area include, but are not limited to, the following:

- a) Server administration and management for all the servers at MDC and Branch Offices
- b) SAN and Storage management of Oracle and Huawei SAN Storage.
- c) AMC of NAS (Huawei Oceanstore 5300) at HO Mumbai
- d) AMC of Fortigate 300D Devices at MDC and HO
- e) Maintain systems to ensure maximum performance.
- f) Troubleshoot performance problems. Availability of System Administrator from 8AM to 10PM (peak hours) from Monday to Saturday at MTI-Data Centre and on call response time of two hour during off-peak.
- g) Perform all installations, upgrades and updates for software and hardware under this RFP.
- h) Develop, maintain and update processing policies, procedures and documentation
- i) Coordinate with the SCI and Other SCI vendors on process and procedures changes.
- j) Prepare, maintain and ensure adherence to batch job or scheduled processing activities.
- k) User creation and management.
- l) Co-ordinating with all SCI IT vendors and Knowledge sharing is part of the scope.

16. SYSTEM MONITORING

- a) Monitoring all the system (Hardware, Software and Peripherals) on 24x7 basis and carry out first level problem resolution.(L2, L3 support escalation is required at times to resolve problems)
- b) Escalation of issues, problem at appropriate technical level. Observe escalation procedure.

- c) Vendor Management – Coordinate with other vendors and service providers to resolve issues and problem.
- d) Conduct standard jobs as per requirement of application.
- e) Backup and recovery as per policy, schedule and procedure.

17. GENERAL ADMINISTRATION AND AUDIT

Services in this area include, but are not limited to, the following:

- a) Development and maintenance of operations, systems and end user documentation.
- b) Ensure the stability of the data centre environment and Coordinate with facilities staff regarding adequate utility services.
- c) Participate in services audit of SCI and take appropriate steps and responsibility to ensure closure of observations etc made during audit on services offered by selected SCI vendor.
- d) Carry out and share quarterly audit of Data Centre activities and services of all IT equipment and perform corrective actions with consent of SCI.

18. TECHNICAL SUPPORT

This area supports the operating environment and includes the following functions: system software support, capacity planning and change management.

System Support

- a) Test, install and support all System Software and Operating Systems under this RFP
- b) Provide support for all operating systems required at SCI. This currently includes Windows, UNIX (HPUX, Solaris) and Red Hat Linux.
- c) Provide system software support during all hours of availability.
- d) Recovery of servers from crashes and failures.
- e) Maintain all system software products including: operating systems, utilities, performance monitoring tools, security software, and performance tuning and productivity tools.
- f) Monitor and tune overall performance of the systems environment including the reinstallation and reconfiguration of tools/products to improve service delivery.

- g) Maintain compatibility between operating systems and applications in coordination with application vendor.
- h) Provide third-party product support including:
 - Coordinate and execute instructions from third party for hardware failures.
 - Maintaining compatibility among operating systems and third party products to ensure operational continuity of applications
 - Assist application software vendors while testing of new system software releases of application software.
- i) Examine new features of operating systems and IT Infrastructure management software tools to determine how they could be utilized to improve and optimize SCI's operations environment

Install, Move, Add and Changes (IMAC's) at Data Centre

Response time for any IMAC Request like planned installations, movement, addition and changes to software and hardware inventory will be on mutually agreed timeframe. Pre-requisites and expected Resolution Time for that IMAC Request will be documented through the response for that IMAC Request.

This area supports user and server environments and includes but is not limited to the following functions:

- Perform change management functions
- Perform testing and "burn-in" of new equipment
- Perform IMAC's. Perform equipment removal or re-deployment
- Test and ensure integrity of changes

19. ACTIVE DIRECTORY SERVICES AT ALL THE LOCATIONS

- a) Maintain security of the Active Directory infrastructure and ensure the operating systems are properly patched and maintained. Ensure all AD servers are properly synchronized
- b) Respond expeditiously to requests from authorized SCI personnel by effectively tracking, managing, and resolving all problems
- c) Ensure that server operating systems are properly patched and maintained
- d) Provide recommendations regarding backup and recovery procedures. Conduct routine backup and recovery procedures so as not to impact scheduled operations

- e) Conduct routine monitoring and corrective action on CPU utilization, disk space utilization etc.

20. DATABASE ADMINISTRATION

Services will be applicable for Databases installed on SAP, COTS 1 (Danaos), COTS2 (Afsys) and others specified by SCI.

Services in this area include but are not limited to the following:

Database monitoring

- Monitor Control files, Data files, Logs, Objects, Segments ,Spaces
- Monitor Problems and track them till resolution
- Monitor Processes, Disk/CPU/Memory utilization
- Performance monitoring, corrective and preventive actions with consent of SCI
- RAC and ODG configurations, support and maintenance.

Database Services

- Database creation and maintenance
- Database upgrades
- Monitoring of scheduled processes and batch jobs
- Object storage management
- Database refresh
- Database reorganization
- Backup and restore
- Security
- Implementation of schema changes
- Resolution of problems, issues etc in coordination with application vendors
- Data Migration

21. DATA BACK-UP AND RECOVERY

- a) Provide backup procedures that meet recovery and restore needs
- b) Ensure that backup are taken as per SCI policy and procedure

- c) Recovery and restoration of Data
- d) As per mutually agreed policies carry out restoration. This may include design and execute Mock Data Restoration drills to confirm integrity of Data, process and procedure.
- e) Centrally manage the backup operations from SCI location using backup tool
- f) Perform daily, weekly, monthly etc backup operations as per the mutually agreed backup strategy and policy with SCI.
- g) Ensure proper storage and handling of media to prevent data loss.
- h) Co-ordinating with all SCI IT vendors and Knowledge sharing is part of the scope

22. MEDIA MANAGEMENT

- a) Log and track movement of all media in and out of data centre and complete required rotation of media for off-site vaulting as per policies, SCI will provide the vaulting and transportation facility.
- b) Ensure media is reliable and read/write errors are kept to a minimum and that equipment is properly cleaned and maintained at required intervals to minimize problems and outages
- c) Retrieve archived media and restore required files and data-sets within agreed to timeframes
- d) Report media utilization and requirements
- e) Effectively track, manage, communicate and resolve all media exceptions

23. NETWORK MANAGEMENT

Responsibilities listed below are applicable to SCI Data Centre and SCI Offices Network.

- a) Install, maintain, upgrade and support all network hardware and software mentioned in RFP.
- b) Ensure that all networking paths are available with reliable quality and that all networking components are functioning properly.
- c) Monitoring and supervision of WAN and Internet network at all SCI locations. Assist SCI in planning network capacity requirements.
- d) Work and coordinate with other vendors and contractors when needed for WAN and LAN.
- e) Effectively track, manage, communicate and resolve all networking exceptions, issues and problem.
- f) Ensure that adequate security is in place to prohibit unauthorized network access from network components.

- g) Work with all involved parties (other vendors, SCI personnel, etc.) to expeditiously resolve all network problems on WAN by tracking them till resolution. Ensure network connectivity is available 24x7.
- h) Schedule outages for network maintenance, expansions and modifications that meet operational needs and minimize disruption
- i) Maintain and provide network documentation.
- j) Performance tuning to network configuration and network parameters to enhance network performance. Provide capacity modifications if required.
- k) Provide necessary (L1, L2, L3) support in configuring routers to establish connectivity if required.

24. SECURITY MANAGEMENT SERVICES

- a) Provide and monitor security for the systems and data network. All actionable Security Incidents shall be alerted via email and phone.
- b) Manage and maintain all Information security software, appliances and component like IMSVA, IWSVA, anti-virus, content filter, IDS, IPS, Firewall etc .
- c) Ensure Security Incidents Containment.
- d) Execute SCI's approved policies for security devices and follow security policies.
- e) Security Administration and virus protection.

25. ASSET MANAGEMENT

Asset Management is to record changes to the IT assets in record.

- a) Monitor warranties to check adherence to preventive and repair maintenance terms and conditions
- b) Configure machines and maintain up to date information.
- c) Maintain latest record of all IT peripherals and add on accessories.
- d) Create and update information on software licenses and versions (OS, applications etc).
- e) Submit report on asset database at quarterly intervals.

26. VENDOR MANAGEMENT

- a) Maintain database of the various vendors with details like contact person, e-mail id's, contact numbers, escalation matrix,

- b) Log calls with vendors and track till resolution.
- c) Track the adherence of the Warranty/AMC vendors on the SLA, which they have with SCI for various assets (SLA details would be provided by SCI)
- d) Timely escalate to SCI in case of any non-conformance of SLA by vendor

27. HELPDESK SERVICE AT MDC AND HO

Successful bidder shall provide helpdesk services at the MTI Data Centre (24X7) and SCI HO (12x6) basis for the issues and problems related to MTI data centre, IT infrastructure under RFP and production setup. Services in this area include, but are not limited to the following:

- a) Logging all the calls related to Data Centre Infrastructure and applications and take appropriate action.
- b) Assigning the call within the stipulated time.
- c) Tracking the call till closure and ensure SLA adherence by service providers and vendors.
- d) Generate reports on a daily, weekly and monthly basis. Generate exception reports. Take corrective and preventive action with consent of SCI
- e) Provide the need base reports.
- f) Interact with SCI, SCI vendors and observe escalation processes.

28. FMS FOR EMAIL INFRASTRUCTURE AND HCL DOMINO NOTES ADMINISTRATION

A. HCL DOMINO NOTES ADMINISTRATION AND SUPPORT

HCL Notes administration and Support for existing Notes system to ensure continuous availability/Connectivity. The administrator providing the support should preferably also have working knowledge of Domino Notes Workflow application development. The selected bidder will have to support the existing HCL Domino 12.0.1 / 14.0 and HCL Sametime 12.0.2 for Email and meetings related problems at all SCI Offices.

DELIVERABLES

- 1) Onsite Administrator for Domino System Administration.
- 2) Support for administration of Lotus Notes Messaging System
- 3) Installation, Upgradation, Configuration of Lotus Notes Application on server and client
- 4) Handholding support for Lotus Notes workflow applications development/deployment.

- 5) Mail Account Management – Create, Update, Delete and Transfer of Users and Groups
- 6) Address Book Maintenance
- 7) Mail performance monitoring and fine-tuning
- 8) Mail traffic monitoring and pro-active disk space usage for Mail
- 9) Problem isolation / Trouble shooting and Resolution
- 10) Support for Mail related problems
- 11) Maintain domino based workflow application
- 12) Support for software up-gradation as and when required
- 13) Support for providing connectivity to mobile mail users
- 14) Co-ordinate with vendors/ system integrators for support related to email function
- 15) Checking Mail Gateways for email problems(Trend Micro IMSVA)
- 16) Monitoring Mail Archival Server (NetCore Mail Array), coordinate with Mail Archival Vendor for issue related to archiving of emails.
- 17) Coordination and support for Disaster Recovery management when required
- 18) Backup of Mail data volumes (daily/ weekly/ periodically as required)
- 19) Generate MIS reports
- 20) As and when SCI decides to go for additional Linux based email and archival solution, the selected bidder has to support the other linux based email for integrating with Lotus Notes.
- 21) Any other mail related activity to ensure optimum use of the IT resources

B. INSTALLATION / UP-GRADATION OF LOTUS DOMINO/ NOTES

As and when SCI decides to upgrade the Domino Licenses, the selected vendor has to upgrade/ install/ the Domino server and clients. The selected bidder also should implement Lotus notes related software like Sametime, Traveller etc. and also install/configure Domino server for DR site.

C. EMAIL ARCHIVAL SYSTEM AND OTHER INTEGRATED PRODUCTS RELATED TO EMAIL

With reference to the Messaging Infrastructure, the security products and other integrated products installed at MDC are DNS server, TrendMicro Anti spam IMSVA, IPS, Checkpoint Firewall and Mail Array Email Archival Server. The selected bidder is expected to work in close co-ordination with the entities involved and should provide all necessary resources and expertise to resolve any email related issues

and carry out the required changes, optimizations and modification so that the email system as a whole works according to the specified requirements and satisfaction of the SCI.

29. FMS FOR SYMANTEC ANTIVIRUS SUPPORT

Following is the engineers' scope of work but not limited to:

- a) Symantec Certified skilled engineer should be placed onsite to make SCI's Network virus free.
- b) Upgrade Symantec antivirus to the latest version. Take all necessary steps and precautions to ensure all online windows clients of SCI are updated to latest definitions of Symantec antivirus.
- c) Technical support, Installation, upgrades, updates and applying patches should be provided during support period.
- d) Conduct periodic preventive maintenance to ensure that all the antivirus servers and clients systems operate without defects besides attending trouble-shooting calls. Ensure proper backup every day and recovering of backup drills to be carried out periodically.
- e) Bidder should provide details of support channels available, for e.g. email, telephone, and hotline for 24x7 supports. The contact details of the support Centre should be provided to SCI along with an escalation matrix. SCI should be kept informed well in advance in case any changes are being made in the support contact.
- f) The Bidder is responsible to carry out all activities relating to antivirus in SCI at any of the SCI Offices, for the contract period of two years.
- g) The Support engineer has to troubleshoot the Symantec Antivirus Issues.
- h) The Support engineer will have to install Symantec Antivirus wherever required in SCI environment.
- i) The Support engineer should be checking the logs daily and coordinate with Server and Desk side team and Support Vendors as required in Mumbai and outstation branches.
- j) Performance reports, MIS reports and daily log files should be generated and immediate corrective actions has to be carried out.
- k) The Support Engineer will have to maintain the product with up-to-date signatures through central console.
- l) As and when required the Support Engineer has to perform administration activities and policy configuration.
- m) The Support Engineer will have to manage consoles of Symantec Endpoint protection manager and configure automatic report generation on a regular basis.

- n) The Support engineer will have to fine tune the existing configuration of Symantec Antivirus in SCI.
- o) The Support Engineer is supposed to provide Remote Support for trouble shooting the Antivirus issues on End users machine of branches in Mumbai and other branch offices of SCI.
- p) In case of virus outbreak, the Support engineer will carry out the cleaning activity and bidder will have to deploy enough engineers to tackle the outbreak of virus. The onsite engineer will have to make sure that the cleaning process is carried out completely and immediately at no extra cost.
- q) The Support engineer will be responsible for administrating and updating regular Windows Microsoft Patches on all the machines through the central service desktop support software. While doing this activity care should be taken in testing out the required patches then applying it on all the machines throughout SCI.
- r) As and when required the Support Engineer has to conduct training for various modules in Symantec Antivirus to FMS team and internal team of SCI.
- s) The Support Engineer will be conducting trainings for desk side engineers about the Installation and basic troubleshooting.
- t) The Support engineer will have to document all the changes and required configurations.
- u) The Support Engineer should be available at our Mumbai site from Monday-Saturday.
- v) In case of absence of the onsite engineer, a replacement should be sent to our site at the same day.

SECTION – IV: SERVICE LEVEL AGREEMENT

IT infrastructure management Services

LEVEL	Problem Description	Uptime (Quarterly)	Penalty for Default
Severity-1	No user can access the Application, DB Servers, SAN and Networking infrastructure	99.5%	Rs 5000/- for every 0.01% default
Severity-2	50% users or a SCI location cannot access Application, DB Servers, SAN and Networking infrastructure	98%	Rs 2500/- for every 0.01% default
Severity-3	All other Cases	95%	Rs 2000/- for every 0.1% default

- Penalty will be capped to the total quarterly charges for Infrastructure Management Services.

Resource/Hardware Uptime and Fault Resolution (Quarterly)

Item No	Description of Service	Uptime (Quarterly)	Penalty
1	Resource (Onsite Manpower) Availability	100%	Rs 5000/- Per person Per Shift
2	Services pertaining to hardware and other business critical IT Infrastructure at DC mentioned in RFP	99.50%	Rs 5000/- for every 0.01% default
3	Individual System/Equipment availability	98%	Rs 2500/- for every 0.01% default
4	Individual System/Equipment partially available (Part of the system is faulty)	95%	Rs 2000/- per Day or part thereof
5	Fault/Problem Resolution Period like administration, patches, upgrades and configuration changes for all services (Solaris, Windows, Linux, Networks & Security, Email and Antivirus)	95%	Rs 1000/- per Day or part thereof
6	OFC connectivity	99%	Rs 1000/- for every 0.01% default
7	LAN and Passive Components installation and service	98%	Rs 500/- for every 0.01% default

- Downtime on under item 1 will be applicable only in the event both primary and redundant secondary device fails together. SLA will be applicable on final acceptance.
- Successful Bidder to provide replacement for the Manpower Resource on leave. Penalty will be calculated only if replacement is not available onsite.
- **Penalty will be capped to the total quarterly charges.**

SECTION –V: RESPONSIBILITES AND DELIVERABLES

1) RESPONSIBILITIES OF BIDDER

- a) The bidder will treat as confidential all data and information about SCI, obtained during the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of SCI. All intellectual rights (copyright) for the content shall remain with SCI and bidder shall ensure that upon successful completion, copies of the content are not retained by them or their staff in any manner.
- b) The bidder shall not, without the SCI's prior written consent, make use of any document or information except for the purposes of performing the Contract.
- c) The bidder shall nominate a person, who will be the single point of contact for SCI for the entire project.
- d) It will be the responsibility of bidder to appoint additional staff if required so that the project is completed within the stipulated timelines.
- e) The Bidder's staff should at all times carry identity cards.
- f) It must be ensured by the Bidder that the staff entering SCI premises maintains strict discipline and does not in any way interfere in any other work of SCI and adhere to the designated work only.
- g) Any staff found to be lacking in discipline will not be allowed to enter SCI premises and the Bidder should withdraw him/her from the project immediately.

2) DELIVERABLES

- a) For successful takeover from existing contractor and for smooth operation of Data Centre, the selected bidder's required staff should report 15 days before expiry of current contract, no extra payment shall be made for this period.
- b) 24X7 Onsite Technical Support for equipment maintenance and management.
- c) Back to back support contract / agreement from OEM/OEM Partner to meet the service level agreement (SLA) under this RFP. Bidder should provide evidence of such support contract with OEM with response to this RFP.
- d) The AMC for Data Centre IT equipment mentioned in RFP should be valid for contract period with response time of **4 hours on 7x24 basis** for corrective maintenance calls. Successful bidder and SCI will prepare mutually agreeable preventive maintenance schedule for Equipment and components under RFP on monthly/quarterly basis. Successful bidder shall carry out preventive maintenance in accordance with such schedule
- e) The bidder or OEM shall carry sufficient inventories to assure ex-stock supply of consumables and spares. The Bidder shall ensure availability of spares in stock at his nearest service centre for immediate delivery.
- f) Escalation Matrix
- g) Confidentiality and Non-Disclosure Agreement (If any).

SECTION – VI: GENERAL TERMS AND CONDITIONS

1. PROPOSAL SUBMISSION

The bidder should bid through GeM before submission date and time i.e. not later than **1700 hours (IST)** on **26/04/2024**.

Bidders are requested to login GeM portal viz. <https://gem.gov.in/> for technical and commercial bid submission. Detailed Tender Notice is also available on SCI - website www.shipindia.com and GeM portal.

Cost of tender document and EMD/BID SECURITY should be deposited in the SCI's Bank Account. All bids submitted must meet the requirement of the RFP document. Incomplete bids will not be considered for further evaluation. **No manual / postal / Email / Fax offers will be entertained / accepted.**

2. OPENING OF PROPOSALS

Technical Bids and commercial bids will be opened on the declared date on GeM portal. Commercial bids will be opened for only technically qualified bidders.

3. EVALUATION AND SELECTION PROCESS

The bidder evaluation and selection will be conducted in following phases:

Scrutiny of documents with respect to administrative compliance and the Pre-qualification Criteria.

- i. Technical Evaluation of bids as per Qualification Criteria.
- ii. Evaluation of Commercial Bids of technically qualified bidders.
- iii. Final award of the Contract.

4. BIDDERS' QUERIES AND CLARIFICATION OF RFP

The prospective bidder may submit their queries to SCI on E-mail address "infra@sci.co.in" in the prescribed format (mentioned in **Annexure I**) as per the time lines mentioned in the RFP. Bidder's queries will responded through GeM Portal.

Any modification of the RFP, which may become necessary as a result of the bidder's queries, shall be made by the SCI exclusively through the issue of an Addendum. Addendum will be published on the SCI's website and GeM portal 7 days' time prior to the last date for receipt of bids.

5. AMENDMENT TO BIDDING DOCUMENT / SUBMISSION OF MULTIPLE BIDS

SCI, at its discretion, may extend the due date for submission of bids. The Bidder shall neither be allowed to change/modify the submitted bidding documents by any amendments nor be allowed to submit more than one tender after the tender submission deadline. This duration also includes extensions period of tender due date.

6. DURATION OF CONTRACT

The period of contract arrangement shall be for two years from the date of contract commencement as decided by SCI's management. SCI has the sole option to extend the contract twice by three months each after the expiry of two year contract period at the same terms and conditions. However, the rates for extension period shall be the existing contract rates (to be finalized through this tender) or the new contract rates (to be finalized subsequently for fresh contract), whichever is lower. The differential amount, if any, shall be settled by way of credit note. **The tentative period of contract would be 01-07-2024 to 30-06-2026.**

7. TECHNICAL BID (PART-I)

- 7.1 All Technical and supporting documentation shall be submitted in English, should be clear, free from jargons and words or phrases requiring interpretation. Expressions like 'subject to availability', 'subject to acceptance', 'to be provided later' etc. shall not be accepted.
- 7.2 **Signed RFP:** Each page of RFP must be stamped and signed by the authorized person and should be submitted along with Part-I of the tender.
- 7.3 **FORM A1:** Proposal Response Checklist maybe referred to verify completeness of a technical bid. List of all the mentioned supporting document should be submitted along with Part-I of the tender.
- 7.4 **FORM A2:** Each bidder must provide contact information – name of person, contact address, telephone, email, fax, to SCI for notification in case of changes to the RFP. This information should be provided by the bidder to SCI through an email to "infra@sci.co.in".
- 7.5 **FORM A3:** Company profile and financial history to be submitted. A photocopy of company registration (under Indian Companies Act), Partnership registration certificate, PAN No. and GST Registration should be submitted along with Part – I of the Tender.
- 7.6 **FORM A4:** Clientele Experience to be submitted along with Technical Bid for assessing Project Execution Experience. A copy of previous PO, Contracts or work order completion should be submitted along with Part-I of the tender.
- 7.7 **FORM A5:** Product & Services Checklist Form to be submitted along with Technical bid for assessment/ compliance.
- 7.8 **FORM A6:** Declaration by bidder regarding black listing/banned/debarred by GOI or PSU in India completion should be submitted along with Part-I of the tender.
- 7.9 **FORM A7:** Declaration by bidder for agreement to terms and condition as per the RFP should be submitted along with Part-I of the tender.
- 7.10 **FORM A8:** Declaration by bidder for support Center operation in Mumbai should be submitted along with Part-I of the tender.

- 7.11 **FORM A9:** Tender Submission form with the proof of transaction for Tender Fee & EMD to be submitted.
- 7.12 **FORM A10:** Personnel details who will be deployed at SCI for FMS Support should be submitted along with Part-I of the tender.
- 7.13 **Asset Register:** Refer **Annexure A** for list of hardware present at SCI locations. Bidder has to provide AMC as per scope of work and should be submitted along with technical bid.
- 7.14 **EMD/Bid Security as Bank Guarantee Format:** Refer **Annexure B:** For submission of EMD/Bid Security as PBG, format provided in SECTION VII should be submitted along with Part-I of the tender. Successful Bidder may too use this format to submit Performance Security/Additional Performance Security.
- 7.15 **EMD/Bid Security Declaration -** Refer **Annexure C:** Declaration by bidder (**certified MSME Bidder only**) should be submitted along with Part-I of the tender.
- 7.16 **Integrity Pact -** Refer **Annexure D:** Signed and stamped Banning Guidelines by authorized signatory should be submitted along with Part-I of the tender.
- 7.17 **Banning Guidelines -**Refer **Annexure E:** Signed and stamped Banning Guidelines by authorized signatory should be submitted along with Part-I of the tender.
- 7.18 **Land Border Guidelines** Refer **Annexure F:** Signed and stamped Land Border Guidelines by authorized signatory should be submitted along with Part-I of the tender.
- 7.19 **Local Content Declaration** Refer **Annexure G:** Declaration by bidder iterating local content for the service/ product should be submitted along with Part-I of the tender.
- 7.20 Page numbering of the Proposal Response should be consecutive, beginning with page one and continuing through for each section. Bidder should ensure that all pages of the Technical bid are serially numbered and total number of pages indicated in the covering letter. Table of Contents to be included in the Proposal Response.
- 7.21 The submission of the tender by the Bidder implies that he has read these instructions and has made himself aware of the scope of supply/work and the conditions of tender/contract and the SCI will not therefore, pay any extra charges on any account in case the Bidder finds at later date that it has misjudged/misunderstood any conditions.

8. PRICE OFFER (PART –II)

- 8.1 Bidder to quote Offer Price (Inclusive of GST) on GeM Portal.
- 8.2 If contract is awarded, selected L1 bidder has to provide item wise price breakup (Unit Cost and GST Cost) in separate sheet as per the Sample Pro-forma (**Form B**) available in GeM bid document.

- 8.3 **“OFFER PRICE” put by bidder on GeM portal should match with “Total value of the item-wise Price breakup as mentioned in Form B”. In case the offer price does not match with the item-wise price breakup, the bid shall be treated unresponsive and will be disqualified.**
- 8.4 Item wise rates provided by selected bidder will be considered while processing the invoice.
- 8.5 All rates must be quoted as per the Price Offer format **Part II (PRICE OFFER)**
- 8.6 Bidders should quote only in Indian Rupees for all the items.
- 8.7 The Offer Price i.e. total bid value for supply of products and services mentioned in the SoW shall be **“All Inclusive”**. No other extra charges whatsoever shall be payable in addition.
- 8.8 **The bidder has to quote for all the items. If any of the items is quoted blank or nil or zero charges, the bid shall be treated as unresponsive and will be disqualified.**
- 8.9 All rates quoted should be Inclusive of GST (Goods and Services Tax), however **HSN** along with GST percentage for each item should be mentioned in **Form A5** (Product & Services Checklist Form).
- 8.10 The quotation shall be inclusive of charges in respect of Workmen’s Compensation and Common Law liabilities payable by the bidder towards injury, death etc. caused to labor, staff etc. employed by him.
- 8.11 The Bidders are requested to quote their best and final offer in the Price Offer Part-II of the tender document. No revised offer shall be entertained. No conditional quotations will be accepted.
- 8.12 Any revision (increase/ decrease) in statutory levy (GST) after the awarding of the contract will be entertained, whenever revised, subject to production of proper documentary evidence in that respect. The revision shall be granted from the date of applicability of said revision in statutory levy.
- 8.13 The rates shall REMAIN FIRM during the tenure of the contract / extended period of contract and NO ESCALATIONS, whatsoever shall either be claimed or considered.

9. VALIDITY

- 9.1. The rate (Unit Cost) given in tender should be valid for acceptance by the SCI up to SIX MONTHS (6) from the due date. In case processing/ acceptance of the tender takes more than six months, the Bidder who wishes to withdraw his Price Offer, shall have to write to the SCI within a week of expiry of SIX MONTHS (6) withdrawing his Price Offer, else the rate will hold valid till the tender finalization.
- 9.2. In case the Bidder increases its Price Offer during the validity of the quotation, the tender would be liable to be rejected.

10. SECURITY CLAUSE

- 10.1 While evaluating tenders regard would be paid to national defense and security consideration.

10.2 The Bidder will be responsible to the SCI for ensuring that men and services being employed by them do not pose a threat to safety and security of the SCI.

11. LAW OF LAND

The Bidder shall abide by and comply with all local, national as well as international laws in connection with supplies and services rendered under the subject contract. The SCI shall not be responsible for breach of law, if any, by the Bidder.

12. BIDDER TO INFORM HIMSELF FULLY

The Bidder shall closely peruse all the clauses, specifications and requirements etc., indicated in the tender documents, before quoting. If the Bidder have any doubt about the meaning of any portion of the tender specification or finds discrepancies or the omissions in the specifications or if the tender documents are found to be incomplete or required clarification on any of the technical aspects, scope of work etc., he shall at once contact the official inviting the tender, before submission of the tender.

Bidders are advised to study all the tender documents carefully. Any submission of tender by them shall be deemed to have been done after careful study and examination of the tender documents and with the full understanding of the implications thereof. The specifications and terms and conditions shall be deemed to have been accepted unless otherwise specifically commented upon by the Bidder in his offer.

13. EVALUATION OF TENDER

13.1 All Documents are required to be submitted at the first instance; tender will be evaluated/assessed strictly as per the documents submitted with the technical offer. Any shortcoming in information/documents submitted with technical offer will be intimated to the party at the sole discretion of SCI to fulfill the shortcomings.

13.2 SCI may in its absolute discretion seek, but under no obligation to seek, additional information or material from any Bidder after the RFP closes and all such information and material provided must be taken to form part of that Bidder's response.

13.3 Once a tender is accepted on technical grounds, then the selection among such technically qualified Bidders would normally be only on the basis of rates (Unit Costs) quoted. However, the SCI reserves the right to reject all / any of the tenders, and the decision of the SCI in this regard shall be final and binding.

13.4 Bids will be evaluated in INR currency.

13.5 Bids will be evaluated on the basis of quoted rates.

13.6 The Bidder must quote for all the items in the Price Offer. Evaluation and award of contract will be done on overall basis i.e., the party position/ranking will be drawn on overall basis.

13.7 **In case the Bidder does not quote for all the listed items, the quote is liable to be rejected.**

13.8 Conditional discounts (If any) will not be taken into account for the financial evaluation.

13.9 The contract shall be awarded to one bidder.

13.10 The performance of the Bidder during past contracts with the SCI would also be taken into account and it would be the SCI's sole discretion whether to consider such Bidders for award of the contract.

13.11 The Bidder with whom the SCI has dealt with earlier may also note that their performance during past contracts with the SCI and also if they had committed breach of contract or having unsatisfactory performance with any of the Government body etc., would be taken into account and it would be at SCI's sole discretion whether to consider such parties for award of contract. However, the parties with which SCI's legal dispute is pending, award/ non-award of the contract will be the sole discretion of the SCI.

14. RIGHT OF REJECTION

14.1 SCI reserves the right to decide about technical capability, expertise and/ or the Bidder's capacity for fulfillment/ compliance of all the terms and conditions spelt out in Part-I (Technical Offer).

14.2 SCI reserves the right to reject any / all tenders without assigning any reasons whatsoever.

14.3 If it is observed that the bidders have formed a cartel while quoting the rates, all the bidders forming the cartel will be disqualified from participation in this tender and would also be disqualified from further participation in any of the tender floated by the SCI for next two years. It is also clarified that if need arises the SCI would go in for appointment of outside party(s) to undertake the work under captioned tender.

14.4 In case multiple tenders are submitted by one party or if common interests are found in two or more bidders, then the tenders are liable to be rejected unless the additional tenders are withdrawn.

14.5 The Bidder must quote for all the items in the tender schedule. The quotations are liable to be rejected, in case bidders do not quote for all items.

14.6 The decision of the SCI in this regard shall be final and binding on the bidder(s).

15. DISQUALIFICATION

The tender is liable to be disqualified if:

15.1 Not submitted in accordance with terms and conditions of the Tender documents.

15.2 **Price offer is enclosed with the Technical Offer.**

15.3 Not accompanied by EMD/Bid Security, Tender Fee or Bid Security Declaration. In case of electronic transaction scan copy of payment receipt (Bank Swift copy / UTR No. of payment made) should be uploaded.

- 15.4 During validity of the tender period or its extended period, if any, the Bidder increases his quoted prices.
- 15.5 **“OFFER PRICE” put by bidder on GeM portal does not match with “Total value of the item wise Price breakup”. In case the offer price does not match with the item-wise price breakup, the bid shall be treated unresponsive and will be disqualified.**
- 15.6 **The bidder has to quote for all the items. If any of the items is quoted blank or nil or zero charges, the bid shall be treated as unresponsive and will be disqualified.**
- 15.7 The Bidder qualifies the tender with his own conditions.
- 15.8 Tender received in incomplete form including price schedule.
- 15.9 Tender received after due date and time.
- 15.10 Information submitted in Part I (Technical Offer) is found to be incorrect or false at any time either during the processing of the tender (no matter at what stage) or during the tenure of the contract including the extension period if any.
- 15.11 Multiple tenders being submitted by one Bidder or if common interests are found in two or more Bidders, all such Bidders are liable to be disqualified.
- 15.12 While processing the tender, if it comes to the knowledge of SCI that some of the Bidders have formed a cartel resulting in delay/holding up the processing of tender. All such Bidders involved in cartel are liable to be disqualified for this contract as well as for a further period of two years.
- 15.13 The bidder is found to be financially unsound (having negative net worth in the last financial/accounting year) on the basis of the audited Balance Sheet/ P&L A/c submitted with the tender.
- 15.14 The Bidder qualifies the letter of acceptance of the contract with his own conditions.
- 15.15 The Bidder is found to be in arrears or default with regard to payment of any concerned local Government agencies.
- 15.16 The Bidder submits an incomplete Banning Guidelines document, or the Banning Guidelines document is not signed at all or is not signed by a signatory authorized to sign on behalf of the Chief Executive Officer of the company or amendments are sought to the provision of Banning Guidelines.
- 15.17 Canvassing in any form shall lead to disqualification.
- 15.18 The Tenderer is not responding to SCI’s communication in time for clarification of some of the relevant terms and conditions of the quotations.
- 15.19 Tenderer changes the name/ constitution of the firm during the processing of the tender.
- 15.20 The Tenderer is not ready to provide his services from applicable date.

16. AWARD OF CONTRACT

The selected bidder shall be required to enter into a formal contract with the Shipping Corporation of India Ltd for providing “**Renewal of AMC and FMS for SCI Main Data Centre IT Infrastructure**”. The successful bidder shall commence working on the project immediately after the receipt of the Purchase Order.

The Bidder has to nominate their contact person who will be the Single Point of Contact (SPOC) for all correspondence with SCI regarding contract. The SPOC should be accessible 24 X 7 over phone who shall liaise with SCI. In case SPOC is unavailable, then an alternate contact person must be specified.

17. SUBCONTRACTING

Services mentioned in the RFP cannot be subcontracted. All the personnel working on IT Infrastructure Facility Management and supporting Data Centre activities during the Steady State must be on permanent employment and direct payroll of the successful bidder only.

Selected Bidder whom the contract is awarded will be solely responsible for AMC and FMS of SCI Main Data Centre IT Infrastructure mentioned in RFP.

The Bidder shall not assign the contract to any other persons nor shall they sub-contract the same. The SCI shall have the right to recover damages or losses incurred on account of such assignment or sub-contracting in addition to the right of terminating the contract without notice.

18. PERFORMANCE SECURITY

18.1 The Selected bidder will have to deposit a Performance Security which will be equivalent to 5% of the contract value of the tender in the form of Insurance Surety Bonds/ Demand Draft/ Bankers Cheque/ Bank Guarantee(including e Bank Guarantee) issued by any of the Commercial Banks(in Mumbai) or pay online electronic remittance to SCI Bank account.

18.2 Performance Security should be received within 30 days from the date of award of contract and should be valid for the full period of the contract including the extension period plus two months i.e. 32 months, towards satisfactory performance of the contract.

18.3 The Selected bidder has the option to submit Performance Security in the form of Bank Guarantee (refer Section VII) from a nationalized bank.

18.4 Additional Performance Security equivalent to 5% of the contract value has to be furnished by successful bidder with whom the SCI has not dealt with earlier or whose performance was found to be unsatisfactory in the past. Validity of additional performance security should be of 32 months.

18.5 In case of termination of the contract for any reason as per relevant clause of the tender the Security Deposit and/ or Performance Guarantee shall stand forfeited, either wholly or partly and the bidder shall have no claim whatsoever against the SCI in consequence of such termination of the contract.

- 18.6 In the event the bidder gives up the work before expiry of the contract including extension periods if opted for by the SCI, or is unable to service the contract for whatever reason, the Security Deposit and/or Performance Guarantee shall stand forfeited.
- 18.7 No interest shall be payable on the Performance Security/Additional Performance Security.
- 18.8 The SCI shall also be entitled to make recoveries from the bidder's bills, Performance Security or from any other amount due to him, against any over payment made to him due to inadvertence, error, collusion, misconstruction or misstatement or purchase made against risk purchase clause.
- 18.9 The Performance Security paid by the bidder towards satisfactory performance of the contract shall, subject to necessary deductions, if any, be returned to him after two months on expiry of the contract.
- 18.10 If the SCI has terminated the contract (or) if the SCI is entitled to terminate the contract, the SCI shall be entitled to demand and recover from the Selected Bidder liquidated damages equivalent to 5% of the contract value (or) the amount equivalent to Performance Security, whichever is higher.

19. INVOICING

The invoices to be submitted by the successful bidder to

Central Bill Receipt Cell,

Ground Floor, Shipping House,

The Shipping Corporation of India Ltd,

245, Madame Cama Road, Nariman Point, Mumbai-21

Accompanied by:

Purchase Order from SCI.

- 19.1 Bills will be settled only when all items mentioned in the corresponding Purchase Order are delivered. In the event of failure to execute any order in full, the SCI reserves the right to withhold payment for part supplies till the order is fully executed.
- 19.2 The successful bidder must ensure that the components of the items, services supplied are indicated in the Invoices, Delivery Report, failing which the payment for such items will not be made.
- 19.3 The bidder should submit a comprehensive list of deliverables for the project. SCI will not release the payment if the deliverables does not meet the requirement. Hence bidders are advised to carry out a comprehensive work in this project and not restrict to high level work.
- 19.4 The invoice submitted by the successful bidder / contractor should be in accordance with the Tax invoice, Credit and Debit Note Rules prescribed by GST Council. GST, if any, needs to be indicated separately in the bill.

Details of the SCI for the purpose of Tax Invoice is as follows:

Name: THE SHIPPING CORPORATION OF INDIA LIMITED

Address: SHIPPING HOUSE, 245, MADAME CAMA ROAD, NARIMAN POINT,
MUMBAI – 400021

GST Enrollment Provisional ID: 27AAACT1524F1ZQ

GST ARN No. allotted at the time of submission: AA271216000423S

PAN No. : AAACT1524F

Tax charged in respect of said service shall be reimbursed only if it has been actually paid to the Government by The Selected Bidder and same should reflect in the GSTR of the contractor.

- 19.5 MSEs, if awarded with the contract are mandatorily required to register themselves with the Trade Receivables Discounting System (TReDS) platform to receive the payments within the time specified by the GOI.
- 19.6 Any dispute regarding payment must be raised within 90 days from the date of settlement of relevant bills failing which the same will not be entertained.
- 19.7 SCI expects the successful bidder to service the contract in the right spirit and invoice SCI correctly.

20. METHOD OF PAYMENT

The payment for the product and services would be made on receipt of bidder's invoice.

20.1 No mobilization advance shall be payable.

20.2 The payment for the products & services would be made on receipt of bidder's invoice, as under.

20.3 All Invoices will be settled after due scrutiny and checking by the Bills Department within 120 days from date of submission of bills, if found complete in all respects.

20.4 The payments will be subject to deduction of applicable taxes and penalty if applied.

20.5 Penalty and Non Performance Charges will be calculated and deductions will be done as per SLA will be adjusted against invoices or Performance Security.

20.6 Please also note that invoices will be settled only when all items/ services mentioned in the RFP are delivered. In the event of failure to execute any service/deliverables in full, SCI reserves the right to withhold payment for services till the deliverables is fully executed.

21. GST (GOODS AND SERVICES TAX)

21.1 Registration & GST Rate

- a. The Bidder should indicate GSTIN No. (Copy of GST registration to be enclosed) and PAN No. (Copy of PAN to be enclosed).
- b. Tender will be considered/ accepted, if & only if the Bidder has a valid GST Registration No.

- c. Central Tax/ State Tax/ Integrated Tax/ Union Territory tax to be quoted as extra in %.
- d. The Bidder is to ensure correct applicability of Central Tax/ State Tax/ Integrated Tax/ Union Territory tax based on the Inter / Intra state movement Supply of goods and provision services or both.
- e. HSN along with GST % for each item in Price Offer should be mentioned in **Form A5**.

21.2 Invoicing & Payment

- a. The Tax Invoice for supply of Goods & Services should be raised as per the provision of GST Act & Rules and must compulsorily mention the following: -
 - I. SCI GSTIN MUMBAI Maharashtra 27AAACT1524F1ZQ
 - II. HSN Code or Service Accounting Code for supply of goods or services.
 - III. Name & address of supplier
 - IV. GSTIN of Supplier
 - V. Consecutive Serial Number & date of issue
 - VI. Description of goods or services
 - VII. Total value of supply
 - VIII. Taxable value of supply
 - IX. Tax Rate – Central Tax & State Tax or Integrated Tax, Cess
 - X. Amount of Tax charged
 - XI. Place of supply
 - XII. Address of delivery if different from place of supply
 - XIII. Signature of authorized signatory
- b. Reimbursement of GST to the vendor is contingent upon complying with the following condition by the service provider: -
 - I. Uploading the onward GST Return (GSTR-1) in GSTN Network portal within the statutory time period
 - II. Discharging the GST tax liability to the Government
 - III. Submission of Tax Invoice to CORPORATION
 - IV. Submission of proof of payment of GST to CORPORATION
 - V. Availment of Input Tax Credit by CORPORATION

21.3 Input Tax Credit

- a. In case GST credit is delayed/ denied to SCI, due to non/delayed receipt of goods and/or services and/or tax invoice or expiry of timeline prescribed in GST Law for availing such ITC, or any other reason not attributable to CORPORATION, GST amount shall be recoverable from Vendor along with interest & penalty levied/ leviable.

- b. In case vendor delays declaring such invoice in his return and GST credit availed by CORPORATION is denied or reversed subsequently as per GST law, GST amount paid by CORPORATION towards such ITC reversal as per GST law shall be recoverable from vendor/bidder along with interest & penalty levied/ leviable on CORPORATION.
- c. In case of discrepancy in the data uploaded by vendor in the GSTN portal or in case of any incomplete work/service, then CORPORATION will not be able to avail the tax credit and will notify the vendor of the same. Vendor has to rectify the data discrepancy in the GSTN portal or issue credit note (details to be uploaded in GSTN portal).
- d. For any such delay in availing of tax credit for reasons attributable to vendor (as mentioned above), interest as per the GST Act & Rules, along with penalty, if any will be deducted for the delayed period i.e. from the month of receipt till the month tax credit is availed, from the running bills.

21.4 Penalty for Non-compliance of GST Act

- a. Penalty amount so determined along with GST if applicable thereon shall be recovered from the bidder.

21.5 Other Provision

- a. Any reduction in rate of Tax on any supply of goods or services or the benefit of input tax credit shall be passed on to the recipient by way of commensurate reduction in prices.
- b. The bidder should quote the applicable taxes and duties in the technical bid (part-I) as well as in price bid (Part-II).
- c. All the terms & conditions of the contract with respect to Taxes & Duties are subject to the new taxation laws introduced from time to time (e.g., GST). The terms & conditions will be modified in accordance with the provisions of new laws (e.g., GST).
- d. The Prices quoted above must be inclusive of all taxes and duties and exclusive of GST, which will be payable extra as per applicable rules and subject to Submission of documentary evidence.

22. RISK PURCHASE CLAUSE

If at any time during the contract it is found that –

- a. the supplies/services are not arranged in time or short supplies/services have been effected, and/or
- b. the bidder's services are found unsatisfactory/deteriorating and/or
- c. the supplies/services are not made as specified in the tender and the contract,

The SCI will be at liberty to obtain the services covered under this contract from alternative source(s) at Bidder(s)'s risk and cost including invoking / resorting to apply any other clause of this tender document.

23. LIQUIDATED DAMAGES

In case of delay in supply of the contracted products/ services by the successful bidder beyond the stipulated period for reasons solely attributable to the bidder, SCI reserves the right to levy liquidated damages at the rate of 0.5 % of the value of the contract per week, subject to a maximum of 5% of the contract value for the period of the delay, with the option to terminate the contract if the maximum is reached.

24. PENALTY CLAUSE

The SCI has the right to take the following actions against the bidder, without prejudice to any of its rights, including the right to claim damages, if in case:

24.1 Involved in wrongful billing

- a. To issue a warning letter for first contravention and recover the excess amount billed.
- b. On second contravention, to recover the excess amount billed and impose additional penalty of a sum of money to the extent of wrongful billed amount.
- c. On the next occasion of such wrongful billing, may even terminate the contract forthwith and forfeit the Security Deposit and/or Performance Guarantee Amount. Further, the SCI reserves the right to initiate action against the Successful bidder as per banning policy and guidelines of the SCI.

24.2 Not supplying goods / rendering service as per the provisions of the Contract

- a. For the first contravention, depending on the gravity of the contravention/offence, a warning letter will be issued.
- b. For the second contravention, **a monetary penalty of equal to 1% of annual contract value** will be imposed. This is to be paid by way of a bank draft for the said amount, drawn in favor of “The Shipping Corporation of India”, payable at Mumbai. Alternatively, this amount will be deducted from bills payable to the bidder / Security Deposit / Performance Guarantee submitted by them.
- c. For the third contravention, the contract would be terminated and Security Deposit and / or Performance Guarantee would be forfeited. Further, SCI reserves the right to initiate action against the Successful bidder as per banning policy and guidelines of the SCI.

24.3 Not rendering service as per SLA

- a. Non Performance Charges will be calculated as per SLA and will be recovered from submitted invoices or Performance Security.
- b. The payments will be subject to deduction of applicable taxes and penalty if applied.
- c. In the event of failure to execute any service/deliverables in full, SCI reserves the right to withhold payment for services till the deliverables is fully executed.
- d. Penalty will be levied if the delay is on account of the bidder.

- e. Penalty will be calculated on the total invoice value raised.
- f. Penalty will be levied as per SLA mentioned in **Section IV – SERVICE LEVEL AGREEMENT**.
- g. Penalty will be capped to 5% of the invoice.

24.4 In case;

- a. Supplier is in breach of terms and conditions of the Purchase Order or
- b. The conduct of the supplier/ vendors/ contractor is under suspicion or
- c. If there is any action by the supplier/ contractor which may result in damage to the brand image and/ or result into commercial loss to SCI,

SCI may consider suspension of business dealings with such supplier/ contractor with immediate effect. For continuing future business, the order of suspension would operate for a period of not more than one year unless withdrawn earlier. After completion of inquiry, if the facts & evidences warrant any penal action against the supplier/ contractor, same will be initiated by the SCI or suspension revoked, as the case may be.

25. TERMINATION CLAUSE

The SCI reserves its right to terminate the contract for any reason at its absolute discretion including but not limited to the following:

- 25.1 If Tenderer is adjudicated insolvent by a Competent Court or files for insolvency or if Tenderer being a company is ordered to be wound up by a Court of Competent Jurisdiction.
- 25.2 If Tenderer commits any material breach of the terms of this contract / tender document or any other contract / tender with the SCI.
- 25.3 If Tenderer does not submit Performance Security within 30 days from the award of contract.
- 25.4 If any charge sheet is filed by a competent authority of the Government against Tenderer or the company, or Tenderer is convicted by a criminal court on grounds of moral turpitude.
- 25.5 If Tenderer is involved in wrongful billing. In addition, hereto wrongful billing, shall also result in the Tenderer being debarred from participating in any other tender of the SCI as per the guidelines of the SCI in force.
- 25.6 In the event of unsatisfactory service or failure on the part of the Tenderer(s) at any time, to carry out the terms and conditions of the contract to the satisfaction of the SCI, of which the SCI shall be the sole judge, the SCI reserves the right to forthwith terminate the contract and in such an event the Tenderer shall have no claims whatsoever against the SCI in consequence of such termination of the contract.
- 25.7 Any alteration in tender documents noticed subsequently even during the tenure of the contract.
- 25.8 Information submitted in Technical Offer (includes Tender Form Part – I) is found to be incorrect or false at any time during the tenure of the contract including the extension period if any.

25.9 The Tenderer shall not assign the contract to any other persons nor shall they sub-contract the same. The SCI shall have the right to recover damages or losses incurred on account of such assignment or sub-contracting in addition to the right of terminating the contract without notice.

The decision of the SCI in terminating the contract will be final and binding on the Tenderer.

It is clearly understood by the Tenderer that if a charge sheet is filed by any competent authority of the Government against the Tenderer, the Tenderer is obliged to notify the SCI within fifteen days of filing of the charge sheet. Failure to do so shall result in forfeiture of all payments due to him for supplies made after the date of the filing of the charge sheet. **In case of termination Payment will be made for the services delivered as per SLA.**

26. EXIT CLAUSE

26.1 SCI shall have the option to terminate the contract at any time during the tenure of the contract without payment of compensation for the balance period to the bidder by giving notice of THIRTY (30) days, in writing to the bidder of its intention to do so. In case the exit clause is executed, SCI shall pay the bidder their dues as per the contract till the date vendor has rendered the services to SCI.

26.2 It is clearly understood by the Bidder that if a charge sheet is filed by any competent authority of the Government against the Bidder / its Directors, the Bidder is obliged to notify the SCI within fifteen days of filing of the charge sheet. Failure to do so shall result in forfeiture of all payments due to him for supplies made after the date of the filing of the charge sheet.

27. INTEGRITY PACT

The Bidder shall submit the tender along with "Integrity Pact", issued along with the tender document (**Annexure D**), and duly signed on all pages as a token of acceptance. All pages of the Integrity Pact shall be signed by the same signatory who signs the tender document and has the authority on behalf of the C.E.O of the company he represents. The acceptance of Integrity Pact shall be unconditional and the Bidder must not change any contents of the Integrity Pact. The signed Integrity Pact should be enclosed with the technical offer of the tender only. Tenders received without the signed Integrity Pact shall be liable to be REJECTED.

28. BANNING GUIDELINES

The Bidder shall submit the tender along with "**Policy and Guidelines for Removal / Suspension / Banning of Entities (Banning Guidelines)**", issued along with the tender document (**Annexure E**), and duly signed on all pages as a token of acceptance. All pages of the **Banning Guidelines** shall be signed by the same signatory who signs the tender document and has the authority on behalf of the C.E.O of the company he

represents. The acceptance of **Banning Guidelines** shall be unconditional and the Bidder must not change any contents of the **Banning Guidelines**. The **signed Banning Guidelines** should be enclosed with the technical offer of the tender only. **Tenders received without the signed Banning Guidelines shall be liable to be REJECTED.**

29. CHANGE OF OWNERSHIP

If there is a change in the name of the Bidder's firm/ company etc. arising out of:

- I. merging with some other company or
- II. collaboration with some other company or
- III. for any other reason

or, if any changes take place in the proprietorship or partnership of the Bidder's firm, the SCI should be intimated within 30 (Thirty) days of such changes, failing which all payments will be withheld and the SCI may terminate the contract as may be deemed necessary in view of the changed / altered scenario. Whatever be the reason of changes, the subject contract would be serviced by the new company / entity at the same rates, terms and conditions laid down herein, unless decided otherwise by SCI's Management.

30. EMPLOYMENT OF WORKERS

It has to be clearly understood by the Bidder/s that the award of contract, if any, against this tender shall be for a limited period as would be specified in the contract letter. The workers employed by the Bidder/s to perform the contract if awarded, shall be the employees of the Bidder/s and the Bidder/s alone shall be liable to pay the wages and all other payments as may be due to the workers and the SCI shall in no way be liable for the same. The Bidder/s shall also comply with all the provisions under the laws of the land pertaining to his/ their workers and their employment for the purpose of performing the contract if so awarded against this tender and the Bidder/s shall also indemnify the SCI for any claims whatsoever made by such workers against the SCI in that behalf.

31. WAIVER

It shall always be open to the SCI by written communication to the tenderer to waive in whole or part any right or the enforcement of any right or remedy which the SCI may have against the tenderer or of any obligations which the Tenderer may have hereunder, provided always that:

31.1 No waiver shall be presumed or inferred unless made in a written communication addressed by the SCI to the Tenderer and specifically communicated as a Waiver;

31.2 No waiver of any right or part of any right on one occasion shall be deemed to be a waiver or abandonment of that right for all occasions with the intent that a waiver once given shall be limited to

the specific waiver and shall be without prejudice to the right of the to insist upon the strict adherence of the attendant obligations of the Tenderer and/or the future enforcement of the right by the SCI in respect of the same and/or any other dependent obligation.

32. LIMITATION OF LIABILITY

The SCI reserves the right to claim for the consequential losses suffered by the SCI for non-compliance of the contract on the part of the bidder. The Bidder's liability for such damages under the contract shall not exceed the total contract value of this contract.

However, the limitation of liability is not applicable for the cases where it is found and proved that the liability is arising out of an action performed with a malafied intention/fraud.

33. INDEMNITY

The Bidder shall defend, indemnify and hold the SCI and its employees harmless from any liability or penalty, which may be imposed by the Central, State or Local Authorities by reason of any violation by the Bidder /his employees of such Laws, regulations or requirements, and also from all claims, suits arising out of or by reason of the work provided by this contract, including any liability that may arise out of accident, whether by the employees of the Bidder or by third party. If any proceedings are brought or any claim is made against the SCI, the selected bidder shall be promptly notified of such claim and at its own expense take the sole control such proceedings or claim and any negotiations for the settlement of any such proceedings or claim.

The Bidder shall indemnify the SCI against any claims under the Payment of Wages Act 1936, and/ or the Minimum Wages Act, 1948, PF Act 1952, ESI Act 1948, Payment of Bonus Act 1965, Payment of Gratuity Act 1972, Workmen's Compensation Act 1923 or any other Act or any statutory obligations arising out of any Act / Acts or on behalf of any person / persons employed by him.

The Bidder shall also indemnify the SCI and every member, officer and employee of the SCI against all actions, proceedings, claims, costs and expenses whatsoever in respect of or arising out of any failure by the Bidder in the performance of his obligations under this contract.

“The Bidder shall undertake to indemnify SCI in respect of all claims arising out of violation of any patents or copyrights, for all the items supplied by the Bidder. The Bidder shall indemnify SCI against all third party claims of infringement of patent, trade mark or industrial design rights arising from use of the goods and services, software (wherever applicable) or any part.”

34. FORCE MAJEURE

In the event of either party being rendered unable by Force Majeure to perform any obligation required to be performed by them under this Agreement, the relative obligation of the party affected by such Force Majeure shall, upon notification to the other party be suspended for the period during which such cause lasts.

The term "Force Majeure" as employed herein shall mean Act of God, floods, tempest, war, civil riot, fire and Acts, Rules and Regulations of respective government of the two parties namely SCI and the Bidder, directly effecting the performance of the Contract.

Upon the occurrence of such cause and upon its termination, the party alleging that it has been rendered unable as aforesaid thereby, shall notify the other party in writing within seventy-two hours of the alleged beginning and ending thereof, giving full particulars and satisfactory evidence in support of its claim.

The Bidder shall not be entitled to claim compensation for any loss or damage sustained by the Bidder by virtue of any suspension as aforesaid notwithstanding that consequent upon such suspension the machinery, equipment and/or labor of the Bidder.

Time for performance of the relative obligation suspended by the Force Majeure, shall then stand extended by the period for which such cause lasts.

If deliveries are suspended by force-majeure conditions lasting for more than 60 days, the purchaser (SCI) shall have the option of canceling the contract in whole or part, without financial consequences to or entitlement in either party resultant upon such cancellation, which will operate as a discharge of all future obligations under the contract, but without any rights or obligations arising out of any antecedent breach.

35. DISPUTE RESOLUTION

In the event of any dispute as regards the Terms and Conditions as above or as regards interpretation of the clauses hereof, the decision of the SCI shall be final and binding.

36. CONCILIATION

If any dispute, difference, question or disagreement arises between the parties hereto or their respective representatives or assignees, in connection with construction, meaning, operation, effect, interpretation of the contract or breach thereof which parties are unable to settle mutually, the same may first be referred to conciliation through Outside Expert Committee ("OEC") to be constituted by CMD, SCI as provided hereunder:

- 36.1** The party desirous of resorting to conciliation shall send a notice of 30 (thirty) days to the other party of its intention of referring the dispute for resolution through OEC. The notice invoking conciliation shall specify all the points of disputes with details of the amount claimed to be referred to OEC and the party concerned shall not raise any new issue thereafter.
- 36.2** CMD, SCI shall nominate three outside experts, one each from Financial/Commercial, Technical and Legal fields from the Panel of Outside Experts maintained by SCI who shall together be referred to as OEC (Outside Experts Committee).
- 36.3** Parties shall not claim any interest on claims/counterclaims from the date of notice invoking conciliation till execution of settlement agreement, if so arrived at. In case, parties are unable to reach a settlement, no interest shall be claimed by either party for the period from the date of notice invoking conciliation till the date of OEC recommendations in any further proceeding.
- 36.4** The Proceedings of the OEC shall be broadly governed by Part III of the Arbitration and Conciliation Act, 1996 including any modifications thereof.
- 36.5** OEC shall hear both the parties and recommend possible terms of settlement between the parties. The recommendations of OEC shall be non-binding and the parties may decide to accept or not to accept the same. Parties shall be at liberty to accept the OEC recommendation with any modification they may deem fit.
- 36.6** Where recommendations are acceptable to both the parties, a settlement agreement will be drawn up in terms of the OEC recommendations or with such modifications as may be agreed upon by the parties. The settlement agreement shall be signed by both the parties and authenticated by all the OEC members either in person or through circulation. This settlement agreement shall have the same legal status and effect as that of an arbitration award on agreed terms on the substance of the dispute rendered by an arbitral tribunal under Section 30 of the Arbitration and Conciliation Act, 1996.
- 36.7** The parties shall keep confidential all matters relating to the conciliation proceedings. Confidentiality shall extend also to the settlement agreement, except where its disclosure is necessary for purposes of implementation and enforcement.
- 36.8** The parties shall not rely upon or introduce as evidence in any further arbitral or judicial proceedings, whether or not such proceedings relate to the dispute that is the subject of the conciliation proceedings, views expressed or suggestions made by the other party in respect of a possible settlement of the dispute; Admissions made by the other party in the course of the OEC proceedings; Proposals made by the OEC; The fact that the other party had indicated his willingness to accept a proposal for settlement made by the OEC.
- 36.9** The parties shall present their case before OEC only through their in-house executives. Neither party shall be represented by a lawyer unless OEC specifically desires that some issue of legal nature is in dispute that needs to be clarified / interpreted by a lawyer.

36.10 OEC members shall be entitled to benefits in respect of travelling, lodging etc. as per the existing policy of SCI.

36.11 All the expenditure incurred in the OEC proceedings shall be shared by the parties in equal proportion. The parties shall maintain account of expenditure and present to the other for the purpose of sharing on conclusion of the OEC proceedings.

36.12 If the parties are not able to resolve the dispute through OEC or do not opt for conciliation through OEC, the party may invoke arbitration clause as provided in the contract.

37. MEDIATION

In the event of any dispute between the management and the contractor relating to those contracts where Integrity pact is applicable, in case, both the parties are agreeable, attempt to settle the dispute through mediation before the panel of IEMs in a time bound manner may be made. Such Mediation is to be guided by the Civil Procedure Mediation Rules 2006 issued by Hon'ble Bombay High Court".

38. ARBITRATION

Any dispute or difference whatsoever arising between the Parties out of or in relation to the construction, interpretation, application, meaning, scope, operation, performance or effect of this tender/contract or the validity or breach thereof, shall first be an attempt to mutually settle the same amicably. If however, the said settlement being not possible, even through conciliation, shall thereafter be referred to a Sole Arbitrator, to be appointed/nominated by the SCI. The venue of the said Arbitration shall be at Mumbai. And the provision of the Arbitration and Conciliation Act, 1996 shall apply to the said proceedings. The Award of the Arbitrator shall be final and binding upon both the parties.

39. JURISDICTION

The courts in Mumbai shall have exclusive jurisdiction to deal with and decide all disputes arising out of related Contract.

40. BIDDER FROM COUNTRIES WHICH SHARE LAND BORDER WITH INDIA

Any bidder from a country which shares a land border with India will be eligible to bid in this tender only if it confirms its acceptance and also complies with the provisions of the "Guidelines for eligibility of a 'Bidder' from a Country which shares a land border with India" enclosed as "**SECTION X**" of this document. The Tenderer is required to submit the undertaking enclosed therein.

41. DEFINITIONS

- 39.1 The terms **“CORPORATION”** or **“SCI”** wherever used shall mean “The Shipping Corporation of India Ltd.”
- 39.2 The term **“BIDDER”** or **“TENDERER”** shall mean and include the person, firm or a body corporate which is submitting its tender.
- 39.3 The term **“CONTRACTOR”** or **“SUCCESSFUL BIDDER”** shall mean and include the person, firm or a body corporate with whom the Contract has been placed including their heirs, executors, administrators, successors and their permitted assigns, as the case may be.

SECTION –VII: FORMS**FORM A1: Proposal Response Checklist**

(To be attached with Technical Bid)

Bidder:		RFP :	SCI/IT/2024/DC/IT-FMS/03
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The bidder's proposal must contain the following components in the order shown below. This checklist must be signed, dated and returned to the SCI as part of the Proposal Response.

S No	Required Supporting Document	Technical Bid	Reference in RFP	Included (Please tick <input type="checkbox"/>)
1	Bank Swift copy / UTR No. of Rs. 2500 + 18% GST = Rs. 2950/- (Rupees Two Thousand Nine Hundred and Fifty only) for Tender Fees	- part of -	PART I Section I - Tender Fees	<input type="checkbox"/>
2	Bank Swift copy / UTR No of Rs. 14,00,000/- (Rupees Fourteen Lakhs only) for EMD/Bid Security	- part of -	PART I Section I - EMD	<input type="checkbox"/>
3	Copy of MSME certificate if applicable	- part of -	PART I Section I - MSME	<input type="checkbox"/>
4	RFP Signed by Bidder	- part of -	PART I Section V - Technical Bid	<input type="checkbox"/>
5	FORM A1 - Proposal Checklist (list of all document)	- part of -	PART I Section V - Technical Bid	<input type="checkbox"/>
6	FORM A2 - Proposal Response Identification & Bidder Information	- part of -	PART I Section V - Technical Bid	<input type="checkbox"/>
7	FORM A3 - Company Profile and Financial History	- part of -	PART I Section V - Technical Bid	<input type="checkbox"/>
8	FORM A4 - Clientele/ Project Experience	- part of -	PART I Section V - Technical Bid	<input type="checkbox"/>
9	FORM A5 - Product & Service Checklist	- part of -	PART I Section V - Technical Bid	<input type="checkbox"/>
10	FORM A6 - Declaration & Disclosure by Bidder	- part of -	PART I Section V - Technical Bid	<input type="checkbox"/>
11	FORM A7 - Agreement to Terms and Conditions	- part of -	PART I Section V - Technical Bid	<input type="checkbox"/>
12	FORM A8 - Declaration regarding Mumbai/ Thane/ Navi Mumbai Support Center	- part of -	PART I Section V - Technical Bid	<input type="checkbox"/>
13	FORM A9 – EMD and Tender Submission Form	- part of -	PART I Section V - Technical Bid	<input type="checkbox"/>
15	FORM A10 - Personnel Details	- part of -	PART I Section V - Technical Bid	<input type="checkbox"/>
16	Copy of Partnership Deed or Memorandum and Articles of Association of Company as the case may be	- part of -	PART I Section II - Prequalification Criteria	<input type="checkbox"/>
17	Audited Financial Statements (2022-23, 2021-22, 2020-21)	- part of -	PART I Section II - Prequalification Criteria	<input type="checkbox"/>
18	Average Annual Turnover (2022-23, 2021-22)	- part of -	PART I Section II - Prequalification Criteria	<input type="checkbox"/>

RENEWAL of AMC and FMS FOR SCI MAIN DATA CENTRE IT INFRASTRUCTURE

19	CA Certified Net Worth Certificate	- part of -	PART I Section II - Prequalification Criteria	<input type="checkbox"/>
20	Copy of previous PO/contract	- part of -	PART I Section II - Prequalification Criteria	<input type="checkbox"/>
21	Address Proof of Support Center	- part of -	PART I Section II - Prequalification Criteria	<input type="checkbox"/>
22	Copy of PAN card	- part of -	FORM A2	<input type="checkbox"/>
23	Cancelled Cheque / Bank Authorization Letter	- part of -	FORM A2	<input type="checkbox"/>
24	Copy of GST certificate	- part of -	FORM A2	<input type="checkbox"/>
26	Asset Register	- part of -	Annexure A	
25	EMD/ Bid Security Format	- part of -	Annexure B	<input type="checkbox"/>
26	EMD/ Bid Security Declaration (MSE certified Bidder Only)	- part of -	Annexure C	<input type="checkbox"/>
27	Integrity Pact	- part of -	Annexure D	
28	Banning Guidelines	- part of -	Annexure E	<input type="checkbox"/>
29	Land Border Declaration	- part of -	Annexure F	<input type="checkbox"/>
30	Declaration of Local Content	- part of -	Annexure G	<input type="checkbox"/>
31	Spares Register	- part of -	Annexure H	<input type="checkbox"/>
32	Bidders Queries	- part of -	Annexure I	<input type="checkbox"/>

FORM A2: Proposal Response Identification & Bidder Information

(To be attached with Technical Bid)

RFP Number	SCI/IT/2024/DC/IT-FMS/03
RFP Title	Renewal of AMC and FMS for SCI Main Data Centre IT Infrastructure
Bidder's Information	
Company/Firm Name	
Contact Person Name	
Phone Number:	
Fax Number:	
E-Mail:	
Mailing Address:	
PAN	
GSTN	
Bank Account No.	
Banker Name	
Banker Address	

Note: Bidder should provide self-attested photocopy / scan copy of Cancelled Bank Cheque, PAN and GST Certificate by authorized person.

I certify that the information provided above is to the best of my knowledge true and correct.

Authorized Representative Signature

Date:

Place:

Signature:

Name:

Designation:

Company Name:

Seal of Company

FORM A3: Company Profile and Financial History

(To be attached with Technical Bid)

Company Details

Company/Firm Name (in full)	
Status of the company – Whether Proprietorship / Partnership / Private or Public Limited Company?	
Names of directors / partners / proprietors	
Address of principal location	
Addresses of other operating locations	
Company established on (date)	
Ownership type of the company (subsidiary company must specify parent company name)	

Corporate Profile

Give the annual turnover and gross profit before tax from the last 3 years' audited accounts. (Rs. In crores)
(Please include Audited Balance Sheets and Profit Loss Statements)

Year	2022-23	2021-22	2020-21
Annual Turnover			
Net worth			
Gross Profit			
Profit After Tax			

Date:

Signature:

Place:

Name:

Designation:

Company Name:

Seal of Company

FORM A4: Clientele / Experience

(To be attached with Technical Bid)

Bidder:		RFP :	SCI/IT/2024/DC/IT-FMS/03
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Sr. No.	Name of the Client (including address)	Contract Period	Contact Person	Telephone No.	Details of Solution Implemented, Hardware & Software Used	Approximate Value of the contract

Date:

Place:

Signature:

Name:

Designation:

Company Name:

Seal of Company

FORM A5: Product & Services Checklist Form

(This Checklist is to be attached with Technical Bid. No prices should be mentioned in this document, or else the bidder will be disqualified)

Bidder should Provide AMC/ Back to Back OEM Support for all the items mentioned in Annexure A (Asset Register). If Product is declared as End of Support Life, Bidder should provide AMC of that component for contract period. Serial numbers of devices will be provided at the time of award of contract. Bidder needs to provide AMC for the total no of assets mentioned in the RFP.

S/N	MAKE	MODEL/DESC/Part - Code	Count	AMC Provided Yes/No
A	SERVERS			
1	IBM	3550 M3	8	
2	DELL	Poweredge R530	3	
3	HP	BL860c and BL460c		
B	SAN, NAS and Fiber Switches			
1	Huawei	Oceanstore 5300 V2	2	
2	SAN Switch	BROCADE -5300 (80 Active ports)	2	
3	HP Storage	HP MSA 2040	1	
C	Network Switches			
1	Cisco	WS-C4510R+E	2	
2	Cisco	WS-C3850-24T-S	2	
3	Cisco	WS-C3850-24T-E	3	
4	Cisco	WS-C3750E-24TD-E	2	
5	Cisco	WS-C4506-E	2	
6	Cisco	WS-C2960G-24TC-L	86 (approx)	
D	Firewall and Security			
1	Cisco Firewall HW	FPR2140-NGFW-K9 CON-SNT-FPR2140N	2	
2	Cisco ACS	SNS-3415-K9, CSACS-3415-K9	1	
3	Fortinet	Fortigate 300D	4	
E	Software Subscriptions			
1	Symantec	Symantec Endpoint Protection Manager (SEPM 14.0)	1000 User	
2	Trend Micro	Interscan Mail Security Virtual Appliance (IMSVa + DLP)	1000 User	
3	Trend Micro	Interscan Web Security Virtual Appliance (IWSVa)	1000 User	
4	Red Hat Linux	RHEL Data Center Edition	1	
5	Cisco Firewall SW	FPR2140-NGFW-K9 CON-ECMUS-SFMMCVWK	1	

Date:

Signature:

Place:

Name:

Designation:

Company Name :

Seal of Company :

FORM A6: Declaration and Disclosure by Bidder

(To be attached with Technical Bid)

Bidder:		RFP :	SCI/IT/2024/DC/IT-FMS/03
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1. We declare that our organisation has not been black listed / banned / debarred by any Government or quasi Government agencies or Public Sector Undertakings in India at the time of bid submission.
2. We declare that there are no Litigations / Arbitration proceedings / Judgments / Disputes pending to be delivered by a court of law in India against our organisation.

OR

We declare that our organisation has the following Litigations / Judgements / Arbitration / Proceeding / Disputes Pending to be delivered in a court of law in India.

<Details Here>

I further certify that, I am an authorized signatory of my organization and therefore competent to make this declaration.

Date:

Place:

Signature:

Name:

Designation:

Company Name:

Seal of Company

FORM A7: Agreement to Terms and Conditions

(To be attached with Technical Bid)

Bidder:		RFP :	SCI/IT/2024/DC/IT-FMS/03
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Our Organization/Firm/Company is agreeable to provide the product as per the RFP. We agree to all the terms and conditions of the RFP No. **SCI/IT/2024/DC/IT-FMS/03**

Date:

Signature:

Place:

Name:

Designation:

Company Name:

Seal of Company

FORM A8: Declaration regarding Mumbai/Thane/Navi Mumbai based Support Centre

(To be attached with Technical Bid)

We declare that our company already has fully functional Support centre in Mumbai, operational for more than two years, and the address is as follows.

Date:

Place:

Signature:

Name:

Designation:

Company Name:

Seal of Company

FORM A9: EMD and Tender Submission Form

(To be attached with Technical Bid with transaction detail/s)

RFP Number	SCI/IT/2024/DC/IT-FMS/03
RFP Title	Renewal of AMC and FMS for SCI Main Data Centre IT Infrastructure
Bidder's Information	
Company/Firm Name	
Contact Person Name	
Phone No:	
Mobile:	
E-Mail:	
Company / Firm Address:	
Tender Fee	INR 2,950/- (INR Two Thousand Nine Hundred and Fifty Only)
UTR # and date	
Bank Name	
EMD	INR 14,00,000/- (INR Fourteen Lakh Only)
UTR # and date	
Bank Name	

Note: Bidder needs to fill this form and submit the same along with Tender fee and EMD/BID SECURITY details

Date:

Signature:

Place:

Name:

Designation:

Company Name:

Seal of Company

FORM A10: Personnel Details
(Please enclose profiles)

IT Support	Onsite Engineer Count	Experience L2	Experience L1	Onsite Timing Requirement	Compliance (Yes/No)
Database Administrator	2	Should be Computer Graduate having Oracle Database Administrator (12C) Certificate and must have minimum 5 years regular working experience in Oracle Database Administration	Should be Computer Graduate and must have minimum 2 years regular working experience in Oracle Database Administration	8:00 Hrs to 22:00 Hrs (MDC)	
Microsoft Windows Administration	2	Should be Computer Graduate having Microsoft Certified Administrator Certificate and must have minimum 5 years regular working experience in Windows Server Administration	Should be Computer Graduate and must have minimum 2 years regular working experience in Windows Server Administration	8:00 Hrs to 22:00 Hrs (MDC)	
Linux Administration	2	Should be Computer Graduate having RHEL 7 / SUSE 12 Administrator Certificate and must have minimum 5 years regular working experience in RHEL 7 / SUSE 12 Administration	Should be Computer Graduate and must have minimum 2 years regular working experience in RHEL 7 / SUSE 12 Administration	8:00 Hrs to 22:00 Hrs (MDC)	
Solaris and HP Unix Administration	2	Should be Computer Graduate having Solaris Administrator 10 Certificate and must have minimum 5 years regular working experience in Solaris Administration	Should be Computer Graduate and must have minimum 2 years regular working experience in Solaris Administration	8:00 Hrs to 22:00 Hrs (MDC)	
Network and Security Administration	2	Should be Computer Graduate having CCNA Certificate and must have minimum 3 years regular working experience in Network and Firewalls administration	Should be Computer Graduate and must have minimum 2 years regular working experience in Network and Firewalls administration	8:00 Hrs to 22:00 Hrs (MDC)	
Data Center Manager	1	Should be Computer Graduate having ITIL V4 certificate must have minimum 6 years regular	NA	9:00 Hrs to 18:00 Hrs (MDC)	

RENEWAL of AMC and FMS FOR SCI MAIN DATA CENTRE IT INFRASTRUCTURE

		working experience in Data Center Management			
HCL Notes Email and Sametime Administration	1	Should be Computer Graduate having must have minimum 5 years regular working experience in HCL Notes Administration	NA	9:00 Hrs to 18:00 Hrs (MDC)	
Antivirus Admin	1	Should be Computer Graduate having Endpoint Enterprise Antivirus certificate (Symantec/ TrendMicro/ McAfee) and must have minimum 3 years regular working experience in Antivirus Tool Administration	NA	9:00 Hrs to 18:00 Hrs (MDC)	
Data Center Operators (DCO) [24*7]	4	NA	Engineering diploma holder having 2 years of experience of data centre operations at Enterprise Data Centre	24 x 7 (MDC) 9:00 Hrs to 18:00 Hrs (HO)	

Date:

Signature:

Place:

Name:

Designation:

Company:

Seal of Company:

SECTION – VIII: ANNEXURES**Annexure A: Asset Register**

- 1) Bidder to provide maintenance services for below listed products during the contract period.
- 2) Serial number of devices will be provided on award of contract.

S/N	Device Description	OEM	Model	Qty
IT Hardware Infrastructure				
1	Servers	IBM	IBM 3550 M3	8
2		HP	HP BL860c and BL460c	12
3		Dell	Poweredge R530	3
4	SAN at MDC	Huawei	Oceanstore 5300V3	1
5	NAS at HO	Huawei	Oceanstore 5300V3	1
6	Fiber Switch (80 Port Active)	Brocade	BROCADE -5300	2
7	Proxy Gateways at HO and MDC	Fortinet	Fortigate 300D	4
8	Firewall Hardware with Software Support	Cisco	Cisco FPR 2140	2
9	L3 Network Switches		WS-C4506-E	2
10			WS-C4510R+E	2
11			WS-C3850-24T-S	2
12			WS-C3850-24T-E	3
13			L2 Network Switches	WS-C2960G-24TC-L
14	ACS Server Appliance with SNS software		SNS-3415-K9, CSACS-3415-K9	1
15	HP Storage	HP	HP MSA 2040	1
Software/License Subscription				
16	Antivirus Software	Symantec	Endpoint Protection Suite 14.0 (Enterprise Edition)	1000
17	URL Filtering Proxy Software	Trend Micro	IWSVA + URL Filtering component	1000
18	Antispam Software		IMSVA + Spam Prevention Solution + DLP	1000
19	Linux Operating System Software	Red Hat 9	RHEL Data Centre Edition	1

Part - I
Annexure B

EMD/BID SECURITY FORMAT

Draft - Bank Guarantee in lieu of Earnest Money Deposit for Tender

To,
Sir,

WHEREAS _____ a company within the meaning of the Companies Act, 1956/ a Partnership firm having its registered office at _____ (hereinafter called "the Tenderer") have in response to your Tender Notice dated _____ offered execute the work as contained in Tenderer's letter No. _____ dated _____.

AND WHEREAS the Tenderer is required to furnish to you, Shipping corporation of India Ltd, (SCI) a Bank Guarantee for the sum of Rs. _____ as Earnest Money against the Tenderer's offer as aforesaid;

AND WHEREAS We _____ (BANK) have, at the request of the Tenderer, agreed to give you this guarantee as hereinabove contained;

NOW THEREFORE in consideration of the premises, We, the undersigned, hereby covenant that the aforesaid tender of the Tenderer shall remain open for acceptance by you (SCI) during the period of validity as mentioned in the tender or any extension thereof and if the Tenderer shall for any reason shall fail to perform or withdraw his offer, whether expressly or impliedly, from the said tender during the period of its validity or any extension thereof, We hereby guarantee to you the payment of the sum of Rs. _____ on demand, notwithstanding the existence of any dispute between SCI and the tenderer in this regard AND WE hereby further agree as follows:

- a) That you may without affecting this guarantee grant time or other indulgence to negotiate further with Tenderer in regard to the conditions contained in the said tender and thereby modify these conditions or add thereto any further conditions as may be mutually agreed upon between you and the Tenderer.
- b) That the guarantee hereinabove contained shall not be affected by any change in the constitution of our Bank or in the constitution of the Tenderer.
- c) That any sums of money settled between SCI and the Tenderer shall be conclusive evidence of the amount due hereunder and shall not be questioned by us.
- d) That this guarantee commences from the date hereof and shall remain in force till the Tenderer, if his tender is accepted by you, furnishes the security as required under the said specifications and executes a formal agreement as therein provided or till four months after the period of validity, as the case may be, of the tender, whichever of these is earlier.
- e) That the expressions "the Tenderer" and "the Bank" herein used shall, unless such an interpretation is repugnant to the subject or context, include their respective successors and assigns.

Yours faithfully,

Part - I

Annexure C

EMD/BIDSECURITY DECLARATION

(To be submitted with Technical Bid by certified MSE Bidders only)

We the below mentioned tenderer for the (captioned tender) / “E-Tender for _____” hereby certify that we have read and understood all terms and conditions (both Part I and Part II) of the tender and hereby agree and accept them unequivocally, including corrigendum/addendum issued, if any.

We further affirm that our bid/tender submission is earnest and we understand and hereby accept that the validity period of our bid is as per terms and conditions of the tender and also agree to the fact that if we withdraw or modify our bid during its validity or fail to submit a Performance Bank Guarantee/Security Deposit within 30 days from the date of intimation of award of contract or if we have been awarded the contract and we fail to sign the contract, we shall stand suspended from participating in all tenders of the SCI for a period of two years effective from the date decided by the SCI.

Date:

Place:

Signature:

Name:

Designation:

Company Name:

Seal of Company

Part - I

SECTION – IX

Annexure D

INTEGRITY PACT

**The Shipping Corporation of India Ltd
(A Government of India Enterprise)**

INTEGRITY PACT

Between

The Shipping Corporation of India Limited (SCI) hereinafter referred to as “The Principal”,

and

_____ hereinafter referred to as “The Bidder/Contractor”.

Preamble

The Principal intends to award, under laid down organizational procedures, contract/s for _____. The Principal values full compliance with all relevant laws and regulations, and the principles of economical use of resources, and of fairness and transparency in its relations with its Bidder(s) and Contractor(s).

In order to achieve these goals, the Principal cooperates with renowned international Non-Governmental Organization “Transparency International” (TI). Following TI’s national and international experience, the Principal will appoint an External Independent Monitor who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1 – Commitments of the Principal

(1). The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:

1. No employee of the Principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for him/herself or third person, any material or immaterial benefit which he/she is not legally entitled to.
2. The Principal will, during the tender process treat all Bidders with equity and reason. The Principal will in particular, before and during the tender process, provide to all Bidders the same information and will not provide to any Bidder confidential/additional information through which the Bidder could obtain an advantage in relation to the tender process or the contract execution.
3. The Principal will exclude from the process all known prejudiced persons.

(2). If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the relevant Anti-Corruption Laws of India, or if there be a substantive suspicion in this regard, the Principal will inform its Vigilance Office and in addition can initiate disciplinary actions.

Section 2 – Commitments of the Bidder/Contractor

(1). The Bidder / Contractor commits itself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the contract execution.

1. The Bidder / Contractor will not, directly or through any other person or firm, offer, promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or immaterial benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage during the tender process or during the execution of the contract.

2. The Bidder / Contractor will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelisation in the bidding process.

3. The Bidder / Contractor will not commit any offence under the relevant Anti-corruption Laws of India; further the Bidder / Contractor will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

4. The Bidder / Contractor will, when presenting his bid, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.

(2). The Bidder / Contractor will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3 – Disqualification from tender process and exclusion from future contracts

If the Bidder, before contract award has committed a serious transgression through a violation of Section 2 or in any other form such as to put his reliability or credibility as Bidder into question, the Principal is entitled to disqualify the Bidder from the tender process or to terminate the contract, if already signed, for such reason.

1. If the Bidder / Contractor has committed a transgression through a violation of Section- 2 such as to put his reliability or credibility into question, the Principal is entitled also to exclude the Bidder / Contractor from future contract award processes. The imposition and duration of the exclusion will be determined by the severity of the transgression. The severity will be determined by the circumstances of the case, in particular the number of transgression, the position of the transgressors within the company hierarchy of the Bidder and the amount of damage. The exclusion will be imposed for a minimum of 6 months and maximum of 3 years.

2. The Bidder accepts and undertakes to respect and uphold the Principal's absolute right to resort to and impose such exclusion and further accepts and undertakes not to challenge or question such exclusion on any ground, including the lack of any hearing before the decision to resort to such exclusion is taken. This undertaking is given freely and after obtaining independent legal advice.

3. If the Bidder / Contractor can prove that he has restored/recouped the damage caused by him and has installed a suitable corruption prevention system, the Principal may revoke the exclusion prematurely.
4. A transgression is considered to have occurred if in light of available evidence no reasonable doubt is possible.

Section 4 – Compensation for Damages

1. If the Principal has disqualified the Bidder from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover from the Bidder liquidated damages equivalent to 3% of the value of the offer or the amount equivalent to Earnest Money Deposit / Bid Security, whichever is higher.
2. If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages equivalent to 5% of the contract value or the amount equivalent to Security Deposit / Performance Bank Guarantee, whichever is higher.
3. The Bidder agrees and undertakes to pay the said amounts without protest or demur subject only to condition that if the Bidder / Contractor can prove and establish that the exclusion of the Bidder from the tender process or the termination of the contract after the contract award has caused no damage or less damage than the amount of liquidated damages, the Bidder / Contractor shall compensate the Principal only to the extent of the damage in the amount proved.

Section 5 – Previous Transgression

1. The Bidder declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the TI approach or with any other Public Sector Enterprise in India that could justify his exclusion from the tender process.
2. If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

Section 6 – Equal treatment of all Bidders / Contractors

1. The Bidder / Contractor undertakes to demand from all subcontractors a commitment in conformity with this Integrity Pact, and to submit it to the Principal before contract signing.
2. The Principal will enter into agreements with identical conditions as this one with all Bidders, Contractors and Subcontractors.
3. The Principal will disqualify from the tender process all Bidders who do not sign this Pact or violate its provisions.

Section 7 – Criminal charges against violating Bidders / Contractors

If the Principal obtains knowledge of conduct of a Bidder, Contractor or of an employee or a representative or an associate of a Bidder, Contractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the Vigilance Office.

Section 8 – External Independent Monitor/ Monitors

(Three in number depending on the size of the contract)
(To be decided by the Chairman of the Principal)

1. The Principal appoints competent and credible External Independent Monitor for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
2. The Monitor is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. He reports to the Chairman of the Board of the Principal.
3. The Contractor accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor is under contractual obligation to treat the information and documents of the Bidder / Contractor with confidentiality.
4. The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.
5. As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of the Principal and request the Management to discontinue or heal the violation, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
6. The Monitor will submit a written report to the Chairman of the Board of the Principal within 8 to 10 weeks from the date of reference or intimation to him by the "Principal" and, should the occasion arise, submit proposals for correcting problematic situations.
7. Monitor shall be entitled to compensation on the same terms as being extended to / provided to Outside Expert Committee members / Chairman as prevailing with Principal.
8. If the Monitor has reported to the Chairman of the Board a substantiated suspicion of an offence under relevant Anti-Corruption Laws of India, and the Chairman has not, within reasonable time, taken visible action to proceed against such offence or reported it to the Vigilance Office, the Monitor may also transmit this information directly to the Central Vigilance Commissioner, Government of India.
9. The word "Monitor" would include both singular and plural.

Section 9 – Pact Duration

This pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the respective contract, and for all other Bidders 6 months after the contract has been awarded.

If any claim is made / lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged / determined by Chairman of the Principal.

Section 10 – Other provisions

1. This agreement is subject to Indian Law. Place of performance and jurisdiction is the Registered office of the Principal, i.e. Mumbai.
2. Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
3. If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
4. Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

.....

For the Principal

(Official Seal)

Place:

Date:

.....

For the Bidder / Contractor

(Official Seal)

Witness 1:

Witness 2:

Part - I

SECTION – X

Annexure E

BANNING GUIDELINES

The Shipping Corporation of India Ltd

(A Government of India Enterprise)

Policy and Guidelines for Removal / Suspension / Banning of Entities

1. Introduction.

The Shipping Corporation of India Ltd. (SCI), a premier commercial organisation, is committed to maintaining ethics of the highest standard and adopt best industry practices in all its activities. During the course of business, SCI transacts with various firms and companies in their capacity as bidders / vendors / contractors / agents, hereinafter, referred to as the 'Entity'. SCI considers all its business dealings as a relationship and no relationship can be built on deceit or unethical conduct or repeated poor performance on the part of bidders/vendors/contractors/agents. SCI in all its business dealings endeavours to maintain competency, fairness, transparency, and it is expected that the other party to the deal will also uphold similar code of conduct.

This guideline on banning unscrupulous elements / parties is being adopted to weed out corrupt practices and repeated poor performance and their recurrence from the system.

Since banning of business dealings involves civil consequences for an Entity concerned, it is incumbent that adequate opportunity of hearing is provided and the explanation, if tendered, is considered before passing any order in this regard keeping in view the facts and circumstances of the case. Accordingly, during the proceedings as laid down in this document, the party / parties would be provided with ample opportunity to tender their explanations along with documentary evidence to present their case which would be duly considered based on the principles of natural justice. The banning guidelines are not applicable to any inadvertent or unintentional lapse on part of the party.

The decision of banning any business dealings would be taken only after it is established beyond doubt that the party has committed an act of deception, fraud or other misconduct (including repeated poor performance) in the tendering process or in the execution of contracts awarded / orders issued to them.

2. Scope

- 2.1 SCI reserves its rights to remove an entity from its list of approved suppliers / contractors or to ban business dealings and also to suspend business dealings pending investigation if that entity has been found to have committed misconduct.
- 2.2 The guiding principles and processes for
 - i. Removal of an Entity from the list of approved suppliers / contractors
 - ii. Suspension and
 - iii. Banning of an Entity from doing business with the Corporation, for a specified period, are laid down herein.

- 2.3 These guidelines apply to all firms / bidders / vendors / contractors / agents, etc. including those on approved panels, who have or are expected to have business dealings with SCI, and shall extend to all units, offices, establishments, subsidiaries and vessels of the SCI including those which get set up in future.
- 2.4 Without prejudice to the claims and rights of SCI in relation to subsisting arrangements, action under these guidelines would take effect prospectively.

3. Definitions:

In these Guidelines, unless the context otherwise requires: -

- 3.1 The Expression 'Party / Contractor / Supplier / Purchaser / Customer / Bidder / Vendor /Agent/ Entity' includes a company incorporated in law, a firm (whether registered or not), an individual, HUF, a co-operative society or an association or a group of persons engaged in or expected to be engaged in business dealings with SCI.
- 3.2 'Inter-connected Entity' shall mean two or more companies having any of the following features: -
 - i. If any or all of the Partner(s) / Functional Director(s) are common,
 - ii. If the Management is common,
 - iii. If the entity is controlled or is otherwise subservient to an entity against which action under these guidelines is taken or contemplated.
- 3.3 'Competent Authority' and 'Appellate Authority' shall mean the following:
 - i. For banning any Entity, Indian or foreign, the "Competent Authority" would be a "Committee of Directors" comprising of the Director of the Division awarding the contract, Director (Finance) and the Director/s of the concerned Operations Divisions. The Committee will consist minimum three Directors. In case Director of the Division awarding the contract and the Director of the concerned operating Division are same, the Committee should co-opt one more Director from other Division.
The Chairman & Managing Director, SCI, shall be the 'Appellate Authority' in respect of such cases.
 - ii. In case the original contract has been approved by the Chairman, then, for banning of the party, the competent authority would include the Chairman &Managing Director, Director (Finance) and Directors of the concerned operating divisions. In such a case an Appellate Authority would be the SCI Board of Directors or a committee formed by the Board for the purpose.
 - iii. For contracts where Board approval is mandatory for award, the Board or nominees of the Board would constitute the competent authority. In such cases any appeal would also lie with the Board. Banning proposals initiated by the SCI branch offices would be heard by the same authorities as mentioned at clause 3.3(i) and clause 3.3(ii) above, and would have a company-wide effect, unless otherwise specified by the Competent Authority.
- 3.4 'Investigating Department' shall mean any department / division / office of SCI investigating into the conduct of the Entity and shall include the Vigilance Department, "Central Bureau of Investigation, the State Police or any other authority or entity set up by the Central or State Government having powers to investigate".
- 3.5 List of 'Approved Entities' – shall mean and include list of approved Parties /Contractors / Suppliers / Purchases / Customers / Bidder / Vendor / Agents', if registered / contracted with SCI.

4. Grounds for initiation of Banning Business Dealings:

- 4.1 If considerations of security, sovereignty, or friendly relations of the state with other countries or reasons of trade or commercial confidence of SCI so warrant.
- 4.2 If any persons by whatever designation / name holding control of the entity or having substantial influence in the affairs of the entity is convicted by a Court of Law for offences involving moral turpitude, during the last five years.
- 4.3 If there is strong reason to believe that the Directors, Proprietors, Partners, Managers of the Entity have been guilty of malpractices such as bribery, corruption, fraud, misrepresentation of facts, interpolations or other unfair /unethical practices, formation of cartel with other entities with a view to artificially hike the prices
- 4.4 If the Entity continuously refuses to return / refund the dues of SCI without showing adequate reason and this is not due to any reasonable dispute which would attract proceedings in arbitration or Court of Law.
- 4.5 If business dealings with the Entity have been banned by the Govt. or any other Central Public sector enterprise, then, such banning may also be extended for the same period as banned by the concerned Govt. / CPSE.
- 4.6 If any recommendation is received from Vigilance Division to ban business dealings with the Entity.
- 4.7 If the Entity has resorted to corrupt, fraudulent practices, coercion, undue influence, and other violations including misrepresentation of facts and / or fudging / forging / tampering of documents.
- 4.8 If the Entity uses intimidation / threats or brings undue outside pressure on the Corporation (SCI) or its officials in acceptance / performance of the job under the contract.
- 4.9 If the Entity indulges in repeated and / or deliberate use of delay tactics in complying with contractual obligations.
- 4.10 Established litigant nature of the Entity to derive undue benefit.
- 4.11 If the Entity misuses the premises or facilities of the Corporation (SCI), forcefully occupies tampers or damages the Corporation's properties including land, water resources, forests / trees, etc.
- 4.12 If the Entity employs a dismissed / removed public servant or employs a person convicted for an offence involving corruption or abetment of such offence.
- 4.13 Wilful indulgence by the Entity in supplying substandard material irrespective of whether inspection was carried out by the company, its agents or its representatives.
- 4.14 Based on the findings of the investigation report of CBI / Police against the Entity for malafide/unlawful acts or improper conduct on the Entity's part in matters relating to SCI or even otherwise.
- 4.15 If the entity supplies poor/substandard materials as against mentioned in the Purchase Order/samples provided, if any or performs substandard quality of service and fails to rectify/replace the same even after reasonable extension of time given to such entity.
- 4.16 Continued poor performance or any other action of the vendors/contractors/Agents which may result in damage to the brand image and/or result into commercial loss to SCI.
- 4.17 Failed to honor the bid without sufficient grounds.

(Note: The examples given above are only illustrative and not exhaustive. The Competent Authority may decide to ban business dealings for any good and sufficient reason).

5. Initiation of Banning / Suspension:

The contracting Department on receiving request to ban the Entity on any of the above grounds (as listed under clause 4.0) will initiate the banning process by forming a Investigating Committee comprising of Representatives

from concerned User Division, Contracting Division and Finance Division. The User / Reporting Division to provide all relevant facts /material to the contract initiating Department / Division which will present it to the Investigating Committee. The Committee so formed will study the case and then submit its recommendations to the Competent Authority to decide on banning the Entity from all dealings with SCI. The Competent Authority and the appellate Authority would be as defined in Clause 3.0 (iii) as above.

6. Suspension of Business Dealings during Investigation period:

- 6.1 If the conduct of any Entity dealing with SCI is under investigation, the Investigating Department will inform the concerned Divisional Director, who in turn will convene a meeting of the Competent Authority. The Vigilance Department will be informed as well, and the Chief Vigilance Officer can send his recommendations to the Competent Authority based on the same.
- 6.2 The Competent Authority may consider whether the allegations (under investigation) are of a serious nature and whether, pending investigation, it would be advisable to continue business dealings with the Entity. If the Competent Authority, after consideration of the matter, including the recommendations of the Investigating Department (if any), decides that it would not be in the interests of the Corporation to continue business dealings pending investigation, it may decide in favour of suspending business dealings with the Entity. The report of the Competent Authority must be submitted to the CMD, SCI, within 21 days from the receipt of the reference by the concerned Divisional Director and within the effective date of suspension.
- 6.3 The order of suspension will be passed by the concerned Divisional Director and would operate for a period of not more than six months from the date of issuance of such order, and may be communicated to the Entity as also to the Investigating Department.
- 6.4 The Investigating Department must ensure that their investigation is completed and the whole process of final order is over within such period. However, if investigations are not completed in six months' time, the Competent Authority may extend the period of suspension by another three months, during which period the investigations must be completed.
- 6.5 The order of suspension shall be communicated to all Departments / Divisions / branch offices of SCI. During the period of suspension, no business dealing may be held with the Entity.
- 6.6 As far as possible, other existing contract(s) with the Entity may continue, unless the Competent Authority, having regard to the circumstances of the case, decides otherwise.
- 6.7 If the Entity concerned asks for detailed reasons of suspension, the Entity maybe informed that its conduct is under investigation. It is not necessary to enter into correspondence or argument with the Entity at this stage.
- 6.8 It is necessary to give a show-cause notice to the Entity along with the order for suspension unless it is not expedient in the public interest to do so. The Entity has to be allowed to submit its written defence to the show-cause notice within 15 days. Competent Authority has to take the decision within thirty days of receipt of written defence.
- 6.9 Period of suspension shall be accounted for in the final order passed for Holiday listing (Banning business dealing) with the "Entity".

7. Banning of Business Dealings:

- 7.1 A decision to ban business dealings with any Entity shall normally apply throughout SCI, unless otherwise specified by the Competent Authority. The Competent Authority may restrict the ban to a Division/s or branch Office/s if in the particular case, banning of business dealings by the respective Unit will serve the purpose and achieve its objective and banning throughout the Corporation is not required in view of the local conditions and limited impact of the non-performance/misconduct / default.
- 7.2 There will be an Investigating Committee in each Division / branch office, to be appointed by the Divisional Director, for processing cases of “Banning of Business Dealings” as referred in Clause 5.0 above. The functions of the committee shall, inter-alia include:
- i. To examine and report material and other circumstances to determine whether or not if a prima-facie case for banning exists.
 - ii. To recommend for issue of show-cause notice to the Entity by the concerned department as per clause 8.1.
 - iii. To examine the reply to show-cause notice and call the Entity for personal hearing, if required.
 - iv. To submit recommendations to the Competent Authority for banning or otherwise.
- 7.3 If the Competent Authority is prima-facie of the view that action for banning business dealings with the Entity is called for, a show-cause notice may be issued to the Entity as per paragraph 8.1 and an enquiry held accordingly.

8. Show-cause Notice:

- 8.1 In case where the Competent Authority decides that action against an Entity is called for, a show-cause notice has to be issued to the Entity. A statement containing the imputation of misconduct or misbehaviour may be appended to the show-cause notice and the Entity should be asked to submit within 15 days a written statement in its defence.
- 8.2 On request from the Entity, necessary facility will be provided for inspection of relevant document/s in possession of SCI that establishes the grounds for banning (under clause 4.0).
- 8.3 If no reply is received from the “Entity” within the specified period, the decision may be taken ex-parte. The Competent Authority will pass an appropriate speaking order after examining the materials on record.
- 8.4 The Competent Authority may consider and pass an appropriate order:
- i. For exonerating the Entity if the charges are not established or
 - ii. For removing the Entity from the list of approved Suppliers / Contractors, etc. or
 - iii. For banning business dealings with the Entity.
- 8.5 The period for which the ban would be operative may be mentioned in the order. The period of Banning will be of two (2) years. The Competent Authority will have a right to extend the banning period for cases where issues are not resolved. It should also state explicitly that whether the ban would extend to the Inter-connected Entities based on case to case basis.

9. Removal from List of Approved Entities - Suppliers/Contractors, etc.:

- 9.1 If the Competent Authority decides that the charge against the Entity is of a minor nature, it may consider removing the name of the Entity from the list of approved Entities – Suppliers / Contractors, etc. – without recourse to an outright ban for a period of one (1) year or for the balance period of the contract whichever is longer.

9.2 The effect of such a removal order would be that the Entity would not be entitled to participate in both Open and Limited Tender Enquiries of SCI during such removal period.

10. Appeals against the Decision of the Competent Authority:

- 10.1 No Appeal is permitted in case an Agency is Holiday Listed (Banning of business dealing) based on Ministry's advice
- 10.2 The Entity may file an appeal against the order of the Competent Authority banning business dealing etc. The appeal shall be filed to the Appellate Authority. Such an appeal shall be made within one month from the date of receipt of the order banning business dealing, etc.
- 10.3 The Appellate Authority would consider the appeal and pass appropriate orders which shall be communicated to the Entity as well as the Competent Authority.
- 10.4 **Duration of Banning:** Ordinarily the period for which an Agency is banned should not be less than six months and should not exceed 2 years. However, in extraordinary circumstances the period can be more than 2 years.

11. Review of the Decision by the Competent Authority

Any petition / application filed by the Entity concerning the review of the banning order passed originally by Competent Authority under the existing guidelines either before or after filing of appeal before the Appellate Authority or after disposal of appeal by the Appellate Authority, the review petition can be decided by the Competent Authority upon disclosure of new facts / circumstances or subsequent development necessitating such review. The Competent Authority may refer the same petition to the Investigating Committee for examination and recommendation.

12. Circulation of the names of Entities with whom Business Dealings have been banned:

- 12.1 The banning order will be issued to the Entity by the concerned contracting Divisional Director. It will also be circulated to all the Divisions and branch offices of the Corporation and the names of the banned entities will be posted on the SCI website.
- 12.2 Depending upon the gravity of misconduct established, the Competent Authority of the Corporate Office may circulate the names of the Entity with whom business dealings have been banned, to Government Departments, other Central Public Sector Enterprises, etc. for such action as they deem appropriate.
- 12.3 If a Government Department or a Central Public Sector Enterprise requests for more information about the Entity with whom business dealings have been banned, a copy of the report of Investigating Department together with a copy of the order of the Competent Authority/Appellate Authority may be furnished.
- 12.4 If business dealings with any Entity have been banned by the Central or State Government or any other Central Public Sector Enterprise, SCI may, without any further enquiry or investigation, issue an order banning business dealing with the Entity and its inter-connected Entities.

13. Effect of Banning and Suspension of an Entity:

- 13.1 The entity after issue of order of banning /suspension shall be debarred from participating in any of the tenders of SCI during the banning/suspension period and the same shall also be hosted on SCI website.
- 13.2 If the entity has already participated in the tender and price bids are not opened, the technical bids of such entity will be rejected. If the price bid of the tender is already opened and happened to be L1, the tender

has to be cancelled and re-tender has to be issued. If the entity is not L1, the tender can be processed further.

13.3 Banning does not preclude a claim for damages for non-performance.

13.4 Banning does not affect any provision in the contract for the settlement of disputes or any other term of the contract which is to operate even after termination.

14. Revocation:

Suspension/ Removal of an entity shall be deemed to have been automatically revoked on the expiry of suspension/ Removal period and it will not be necessary to issue a specific formal order of revocation. However, in case of Banned entities, the same shall continue to remain in force unless it is specifically revoked based on the firm's representation with the approval of the Competent Authority who has earlier accorded approval for banning.

14.1 In banning cases, where the proprietor of the entity, its employee, partner or representative is convicted by a court of law for offences involving moral turpitude in relation to business dealings, may be revoked if in respect of the same facts, accused has been wholly exonerated by court of Law.

14.2 A banning / suspension order may, on a review be revoked by the competent authority if it is of the opinion that the disability already suffered is adequate in the circumstances of the case.

These guidelines shall be applicable for and be part of the Tender document

Part - I

SECTION – XI

Annexure F

LAND BORDER DECLARATION

GUIDELINES FOR ELIGIBILITY OF BIDDER FROM COUNTRIES WHICH SHARE LAND BORDER WITH INDIA

1. Any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority.
2. “Bidder” (including the term ‘tenderer’, ‘consultant’ or ‘service provider’ in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated here in before, including any agency branch or office controlled by such person, participating in a procurement process.
3. “Bidder from a country which shares a land border with India” for the purpose of this Order means: -
 - a. An entity incorporated, established or registered in such a country ;or
 - b. A subsidiary of an entity incorporated, established or registered in such a country; or
 - c. An entity substantially controlled through entities incorporated, established or registered in such country; or
 - d. An entity whose beneficial owner is situated in such a country; or
 - e. An Indian (or other) agent of such an entity; or
 - f. A natural person who is a citizen of such a country ; or
 - g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.
4. The *beneficial owner* for the purpose of (III)above will be asunder:
 - a. In case of a company or Limited Liability Partnership, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has a controlling ownership interest or who exercises control through other means.

Explanation-

 - i. “Controlling ownership interest” means owner ship of or entitlement to more than twenty-five percent of share or capital or profits of the company;
 - ii. “Control” shall include the right to appoint majority of the directors or to control the management or policy decisions including by virtue of their shareholding or management rights or shareholders agreements or voting agreements;
 - b. In case of a partnership firm, the beneficial owner is the natural person(s) who, whether alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership;
 - c. In case of an unincorporated association or body of individuals, the beneficial owner is the natural

person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals;

- d. Where no natural person is identified under (1) or (2) or (3) above, the beneficial owner is the relevant natural person who holds the position of senior managing official;
 - e. In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.
5. An Agent is a person employed to do any act for another, or to represent another in dealings with third person.
 6. The successful bidder shall not be allowed to sub-contract works to any contractor from a country which shares a land border with India unless such contract or is registered with the Competent Authority.

UNDERTAKING

I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; I hereby certify that this bidder is not from such a country or if from such a country, has been registered with the Competent Authority. I hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered.

**(Signature of the Tenderer
With Rubber stamp of the firm)**

Place :

Date :

Enclosures:

Wherever applicable, evidence of valid registration by the Competent Authority shall be attached

Part - I

SECTION – XII

Annexure G

DECLARATION OF LOCAL CONTENT

Self-certification format for claiming purchase preference under the “Public Procurement preference to Make in India” order

Make-in-India (MII) Local supplier certificate (as per order No P-45021/2/2017-PP (BE-II) dated 04.06.2020 and its amendments by DPIIT, Ministry of Commerce and Industry, Gol.)

Bid number: _____

Name of the product:

I/We certify that the item offered meets the local content requirement for

- i. Class I Local supplier (Minimum 50% of local content)
or
- ii. Class II Local supplier (Minimum 20%, but less than 50%, of local content)
or
- iii. Non Local supplier (If not belonging to Class-I & Class-II)

(Select one of the above and strike off the others)

Please mention the details against the following:

Project: SCI/IT/2024/DC/IT-FMS/03

Type of Supplier (Class-I/Class-II/Non-Local) _____

Percentage of local content in the quoted product is _____

Details of location at which local value addition will be made is as follows:

Authorized Signature M/s _____

(Signature and seal)

Place _____

We also understand that the false declarations will be in breach of the code of Integrity under rule 175(1)(i)(h) of the General financial rules for which a bidder or its successors can be debarred for up to two years as per Rule 151(iii) of the General Financial Rules along with such other actions as may be permissible under law.

Date _____

Part - I

Annexure H

Spares Register

Annexure H

SPARES REGISTER

Model	Type	Part Number	Description	Spare count required	Compliance (Yes/No)
IBM 3550 M3 Servers (8 Nos)	RAM	M393B5270CH0-YH9 / 18KSF51272PZ-1G4M1	Samsung / Micron 4GB DDR3-1333	8	
	Motherboard	94Y7614	System Board	1	
	SMPS	39Y7227	675W Power Supply	2	
	HDD	42D0638 / 90Y8878	300GB 2.5 SAS 10K 6Gb	8	
HP BL860c (6N) and BL460c (6N)	RAM	398708-061	4GB 667Mhz	8	
	Motherboard	447707-B21/438249-001 / 411243-B21/430798-001/AD323A/AD217-60001/410299-001	System Board	1	
	SMPS	412138-B21 / 411099-001	2250w Power Supply	2	
	HDD	432320-001 / 507284-001	146-GB 3G 10K 2.5 SP SAS / 300-GB 6G 10K 2.5 DP SAS	8	
Dell Poweredge R530 Server (3 Nos)	RAM	HMA82GR7AFR8N-UH	Hynix 16GB PC4-19200 DDR4-2400MHz	8	
	Motherboard	OCN7X8	System Board	1	
	SMPS	05RHVV	750W Power Supply	2	
	HDD	DYDW0 / AL13SXB60EN/WXPCX	600GB 15K 2.5 12G SAS / 1.2TB 12G 10K SAS	4	
Huawei OceanStor SAN	SMPS	02310TBR / HSP960-D1205A	960W Power Supply	1	
	HDD	02350EEH / STLZA3NS6000	6TB 7.2K RPM NL SAS	2	
Huawei OceanStor NAS	SMPS	02310TBR / HSP960-D1205A	960W Power Supply	1	
	HDD	02350EEG / STLZA4SAS600	600GB 15K RPM SAS	2	
HP MSA 2040 SAN Storage	SMPS	592267-002	595W Power Supply	1	
	HDD	841502-001	2TB SAS 12G 7.2K SAS	2	
Switches - Catalyst 2960G-24TC-L (90 N)	FAN	A34123-57	L2 Switch FAN	10	

RENEWAL of AMC and FMS FOR SCI MAIN DATA CENTRE IT INFRASTRUCTURE

Switch - WS-C4506-E (2N)	SMPS	PWR-C45-1300ACV	HO Core Switch	1	
Small Secure Network Svr with ACS Appl	SMPS	UCSC-PSU-650W	Cisco ACS SMPS	1	
Switch - WS-C3850-24T-E (3N)	SMPS	PWR-C1-350WAC	MDC AGG Switch	1	
Switch - WS-C3850-24T-S (2N)	SMPS	PWR-C1-350WAC	DMZ Switch	1	
Switch - WS-C4510R+E (2N) (Jun 2021)	SMPS	PWR-C45-1400AC	MDC Core Switch	1	

Date:

Signature:

Place:

Name:

Designation:

Company Name:

Seal of Company

Part - I

Annexure I

Bidder Queries

(Format for Bidder's queries submission)

S/N	Page No	RFP Clause No.	Stated Condition	Clarification Required	Comments

Date:

Signature:

Place:

Name:

Designation:

Company Name:

Seal of Company

PART – II**FORM B: PRICE OFFER FORMAT**

(This is sample format NOT to submitted with Technical Bid)

Bidder needs to quote Unit Cost Inclusive of GST for all items mentioned below in GeM Portal.

Tender: Renewal of AMC and FMS of SCI Data Center IT Infrastructure								
FORM B								
S/N	Item Description	Start Date	Qty (Months)	Unit Cost L2 Engineer	Unit Cost L1 Engineer	Total Unit Cost	GST on Unit Cost	Total Cost (Inclusive of GST)
IT Support (Type A Services)								
1	Database Administrator	1-Jul-24	24	₹ -	₹ -	₹ -	₹ -	₹ -
2	Microsoft Windows Administrator	1-Jul-24	24	₹ -	₹ -	₹ -	₹ -	₹ -
3	RHEL/SUSE/CentOS Linux Administrator	1-Jul-24	24	₹ -	₹ -	₹ -	₹ -	₹ -
4	Solaris and HP Unix Administrator	1-Jul-24	24	₹ -	₹ -	₹ -	₹ -	₹ -
5	Network and Security Administration	1-Jul-24	24	₹ -	₹ -	₹ -	₹ -	₹ -
7	Data Center Operators	1-Jul-24	24	₹ -	₹ -	₹ -	₹ -	₹ -
8	Data Center Manager	1-Jul-24	24	₹ -	₹ -	₹ -	₹ -	₹ -
9	Lotus Notes Email Administrator	1-Jul-24	24	₹ -	₹ -	₹ -	₹ -	₹ -
10	Antivirus Administrator	1-Jul-24	24	₹ -	₹ -	₹ -	₹ -	₹ -
Total (Type A Services)								₹ -
Annual Maintenance (Type B Services)								
S/N	Item Description	Start Date	Qty (Months)	Unit Cost per Month	Total Unit Cost	GST on Unit Cost	Total Cost (Inclusive of GST)	
11	AMC of LAN at MDC, HO and MTI	1-Jul-24	24	₹ -	₹ -	₹ -	₹ -	₹ -
12	IBM 3550 M3 Servers (8 Nos)	1-Jul-24	24	₹ -	₹ -	₹ -	₹ -	₹ -
13	HP BL860c (6N) and BL460c (6N) - Total 26 Nos	1-Jul-24	24	₹ -	₹ -	₹ -	₹ -	₹ -
14	Dell Poweredge R530 Server (3 Nos)	1-Jul-24	24	₹ -	₹ -	₹ -	₹ -	₹ -
15	Huawei SAN	1-Jul-24	24	₹ -	₹ -	₹ -	₹ -	₹ -
16	Huawei NAS	1-Jul-24	24	₹ -	₹ -	₹ -	₹ -	₹ -
17	Brocade 5300 Fiber Switches(2 Nos)	1-Jul-24	24	₹ -	₹ -	₹ -	₹ -	₹ -
18	Switches - Catalyst 2960G-24TC-L (86 N)	1-Jul-24	24	₹ -	₹ -	₹ -	₹ -	₹ -
19	Switch - WS-C4506-E (2N)	1-Jul-24	24	₹ -	₹ -	₹ -	₹ -	₹ -
20	Small Secure Network Svr with ACS Appl	1-Jul-24	24	₹ -	₹ -	₹ -	₹ -	₹ -
21	Switch - WS-C3850-24T-E (3N)	1-Jul-24	24	₹ -	₹ -	₹ -	₹ -	₹ -
22	Switch - WS-C3850-24T-S (2N)	1-Jul-24	24	₹ -	₹ -	₹ -	₹ -	₹ -
23	Switch - WS-C4510R+E (2N) (Jun 2021)	1-Jul-24	24	₹ -	₹ -	₹ -	₹ -	₹ -
24	Cisco FirePower HW support (2N)	1-Jul-24	24	₹ -	₹ -	₹ -	₹ -	₹ -
25	Fortigate Proxies (300D) (4N)	1-Jul-24	24	₹ -	₹ -	₹ -	₹ -	₹ -
26	HP MSA 2040 SAN Storage	1-Jul-24	24	₹ -	₹ -	₹ -	₹ -	₹ -
Total (Type B Services)								₹ -
License Renewal (Type C)								
S/N	Item Description	Start Date	Qty (Months)	Unit Cost per Month	Total Unit Cost	GST on Unit Cost	Total Cost (Inclusive of GST)	
27	Symantec Antivirus (SEPM 14.0) (1000 N)	1-Jul-24	24	₹ -	₹ -	₹ -	₹ -	₹ -
28	Trend Micro IMSVA (1000 N)	1-Jul-24	24	₹ -	₹ -	₹ -	₹ -	₹ -
29	Trend Micro IWSVA (1000 N)	1-Jul-24	24	₹ -	₹ -	₹ -	₹ -	₹ -
30	RHEL Data Center subscription renewal (1 N)	1-Jul-24	24	₹ -	₹ -	₹ -	₹ -	₹ -
31	Cisco FirePower SW support (1N)	1-Jul-24	24	₹ -	₹ -	₹ -	₹ -	₹ -
Total (Type C Services)								₹ -
Cumulative Total (Type A Services + Type B Services + Type C Services)								₹ -

NOTE:

- All prices should be in Indian Rupees. Bidder should quote as per format only.
- If contract is awarded, selected L1 bidder has to provide item wise breakup (Unit Cost and GST Cost) as per above format
- The Bidder should mention all the prices (as required in RFP) in this table only. No additional payment will be paid over and above the prices offered.
- The bidder has to quote for all the items. If any of the items is quoted blank or nil or zero charges, the bid shall be treated as unresponsive and will not be considered. Such bids will be rejected.
- "Total Bid Value" put by bidder on GeM portal must match with "Total value of the item wise Price breakup". The bidder is liable to be commercially disqualified in case the total bid value on GeM and its price breakup are not matching.

RENEWAL of AMC and FMS FOR SCI MAIN DATA CENTRE IT INFRASTRUCTURE

- **“Total Bid Value”** will be used to determine order of competitiveness amongst bidders.

Date:

Signature:

Place:

Name:

Designation:

Company Name:

Seal of Company

SCI Offices Address & Contact Details
(NOT FOR TENDER SUBMISSION)

Sr. No.	Location	Address and Contact Number
1	SCI Head Office, Nariman Point. Mumbai (SCI HO)	The Shipping Corporation of India Ltd. "Shipping House" 245, Madam Cama Road, Mumbai, India. Pin code: 400 021. Contact Person: Mr Avijit Das/ Ms Sunita Uikey/ Ms Priyanka Thakare
2	SCI Main Data Center MTI, Powai. Mumbai (SCI Powai)	The Shipping Corporation of India Ltd. Maritime Training Institute (MTI) 52-C Adi Shankaracharya Marg, Near Powai Lake. Powai, Mumbai, India. Pin code: 400 072. Phone: + 9122 2570 6091/6096/6097/6089 Contact Person: Mr Avijit Das/ Ms Sunita Uikey/ Ms Priyanka Thakare
3	SCI Kolkata Office (SCI Kolkata)	The Shipping Corporation of India Ltd. Shipping House 13, Strand Road, Kolkata 700 001 Phone: + 9122 2570 6091/6096/6097/6089 Contact Person: Mr Vivek Nohwar/ Mr Avijit Das/ Ms Sunita Uikey/Ms Priyanka Thakare
4	SCI Chennai Office (SCI Chennai)	The Shipping Corporation of India Limited. Jawahar Building, 17-Rajaji Salai Chennai - 600 001 Phone: + 9122 2570 6091/6096/6097/6089 Contact Person: Mr Vivek Nohwar/ Mr Avijit Das/ Ms Sunita Uikey/Ms Priyanka Thakare
5	SCI Delhi Office (SCI Delhi)	The Shipping Corporation of India Limited. Chandralok Building, 01st floor, 36- Janpath, New Delhi- 110001 Phone: + 9122 2570 6091/6096/6097/6089 Contact Person: Mr Vivek Nohwar/ Mr Avijit Das/ Ms Sunita Uikey/Ms Priyanka Thakare