



RFP for Selecting an Agency for IT FMS Services and Comprehensive Onsite Maintenance of Rajasthan State Data Centre (RSDC) Phase-I, II, III, IV at Jaipur and Disaster Recovery Site at Jodhpur

UBN no.: RIS2526SLOB00091

Ref No.:F3.3(570)/RISL/Pur/2026/BSDC-072

Date: 13.03.2026

Mode of Bid Submission	Online through eProcurement/ eTendering system at http://eproc.rajasthan.gov.in
Procuring Authority	Managing Director, RISL, First Floor, C-Block, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur-302005 (Rajasthan)
Date & Time of Pre-bid meeting	As per NIB
Last Date & Time of Submission of Bid	As per NIB
Date & Time of Opening of Technical Bid	As per NIB

Bidding Document Fee: Rs. 5000(Five Thousand Only)

RajCOMP Info Services Limited (RISL)

First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur-302005 (Raj.)

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ABBREVIATIONS & DEFINITIONS

Act	The Rajasthan Transparency in Public Procurement Act, 2012 (Act No. 21 of 2012) and Rules thereto
ATS	Annual Technical Support
AMC	Annual Maintenance Contract
Authorised Signatory	The bidder's representative/ officer vested (explicitly, implicitly, or through conduct) with the powers to commit the authorizing organization to a binding agreement. Also called signing officer/ authority having the Power of Attorney (PoA) from the competent authority of the respective Bidding firm.
BG	Bank Guarantee
Bid/ eBid	A formal offer made in pursuance of an invitation by a procuring entity and includes any tender, proposal or quotation in electronic format
Bid Security	A security provided to the procuring entity by a bidder for securing the fulfilment of any obligation in terms of the provisions of the bidding documents.
Bidder	Any person/ firm/ agency/ company/ contractor/ supplier/ vendor participating in the procurement/ bidding process with the procurement entity
Bidding Document	Documents issued by the procuring entity, including any amendments thereto, that set out the terms and conditions of the given procurement and includes the invitation to bid
BoM	Bill of Material
CMC	Contract Monitoring Committee
Competent Authority	An authority or officer to whom the relevant administrative or financial powers have been delegated for taking decision in a matter relating to procurement. CMD, RISL in this bidding document.
Contract/ Procurement Contract	A contract entered into between the procuring entity and a successful bidder concerning the subject matter of procurement
Day	A calendar day as per GoR/ GoI.
DOIT&C	Department of Information Technology and Communications, Government of Rajasthan.
FOR/ FOB	Free on Board or Freight on Board
GoI/ GoR	Govt. of India/ Govt. of Rajasthan
Goods	All articles, material, commodities, electricity, livestock, furniture, fixtures, raw material, spares, instruments, software, machinery, equipment, industrial plant, vehicles, aircraft, ships, railway rolling stock and any other category of goods, whether in solid, liquid or gaseous form, purchased or otherwise acquired for the use of a procuring entity as well as services or works incidental to the supply of the goods if the value of services or works or both does not exceed that of the goods themselves
ICT	Information and Communication Technology.
IFB	Invitation for Bid (A document published by the procuring entity inviting Bid relating to the subject matter of procurement and any

	amendment thereto and includes notice inviting Bid and request for proposal)
INR	Indian Rupee
IT	Information Technology
ITB	Instruction to Bidders
LD	Liquidated Damages
LoI	Letter of Intent
NCB	A bidding process in which qualified bidders only from within India are allowed to participate
NIB	Notice Inviting Bid
Notification	A notification published in the Official Gazette
OEM	Original Equipment Manufacturer
PAN	Permanent Account Number
PBG	Performance Bank Guarantee
PC	Procurement/ Purchase Committee
PQ	Pre-Qualification
Procurement Process	The process of procurement extending from the issue of invitation to Bid till the award of the procurement contract or cancellation of the procurement process, as the case may be
Procurement/ Public Procurement	The acquisition by purchase, lease, license or otherwise of works, goods or services, including award of Public Private Partnership projects, by a procuring entity whether directly or through an agency with which a contract for procurement services is entered into, but does not include any acquisition without consideration, and “procure” or “procured” shall be construed accordingly
Project Site	Wherever applicable, means the designated place or places.
PSD/ SD	Performance Security Deposit/ Security Deposit
Purchaser/ Tendering Authority/ Procuring Entity	Person or entity that is a recipient of a good or service provided by a seller (bidder) under a purchase order or contract of sale. Also called buyer. RISL, GoR in this RFP document.
RISL	RajCOMP Info Services Limited
RSDC	Rajasthan State Data Centre P-I, Yojna Bhawan, Jaipur Rajasthan State Data Centre P-II, Secretariat, Jaipur Rajasthan State Data Centre P-III, Yojna Bhawan, Jaipur Rajasthan State Data Centre P-IV, Jhalana Doongri, Jaipur Rajasthan State Data Centre DR Site, Jodhpur
GST	Goods and Services Tax
Services	Any subject matter of procurement other than goods or works and includes physical, maintenance, professional, intellectual, consultancy and advisory services or any service classified or declared as such by a procuring entity and does not include appointment of any person made by any procuring entity
SLA	Service Level Agreement is a negotiated agreement between two parties wherein one is the customer and the other is the service provider. It is a service contract where the level of service is formally defined. In practice, the term SLA is sometimes used to refer to the contracted delivery time (of the service) or performance.
State Government	Government of Rajasthan (GoR)

STQC	Standardisation Testing and Quality Certification, Govt. of India
Subject Matter of Procurement	Any item of procurement whether in the form of goods, services or works
TIN	Tax Identification Number
TPA	Third Party Auditors
VAT/ CenVAT	Value Added Tax/ Central VAT
WO/ PO	Work Order/ Purchase Order

1. INVITATION FOR BID (IFB)& NOTICE INVITING BID (NIB)

UBN :- RIS2526SLOB00091

Ref No.: F3.3(570)/RISL/Pur/2026/ BSDC-072

Date: 13.03.2026

Name & Address of the Procuring Entity	• Name: Managing Director, Rajcomp Info Service Limited (RISL) • Address: Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur (Rajasthan)
Name & Address of the Procurement Officer In-charge	• Name : Mr. Devendra Sharma • Designation: Joint Director(RSDC) • Address: Bhamashah State Data Centre, Sansthan Path, Jhalana Institutional Area, Near MNIT, Jaipur-302017 (Rajasthan) • Email: devendrasharma.doit@rajasthan.gov.in
Subject Matter of Procurement	RFP for Selecting an Agency for IT FMS Services and Comprehensive Onsite Maintenance of Rajasthan State Data Centre (RSDC) Phase-I, II, III, IV at Jaipur and Disaster Recovery Site at Jodhpur
Bid Procedure	Single-Stage : Two part (two envelop) open competitive e-Bid procedure at http://eproc.rajasthan.gov.in
Bid Evaluation Criteria (Selection Method)	Low Cost Based Selection (LCBS) - Lowest evaluated technically responsive bid.
Websites for downloading Bidding Document, Corrigendum's, Addendums etc.	• Websites: http://sppp.rajasthan.gov.in, http://eproc.rajasthan.gov.in, http://risl.rajasthan.gov.in/, http://doitc.rajasthan.gov.in • Bidding Document Fee*: Rs. 5000/- (Five Thousand Only) in the form of Demand Draft / Banker's Cheque in the name of "Managing Director, RISL" payable at Jaipur. (In case of SSI/MSME bid fees shall be 50 % of above specified rates.) • RISL Processing Fee: Rs. 2500/- (Two Thousand Five Hundred Only) in form of Banker's Cheque /Demand Draft in favour of "Managing Director, RISL" payable at "Jaipur".
Estimated Procurement Cost	Rs. 205 crores (Rupees Two Hundred Five Crores only) (Incl. all taxes and levies)
Bid Security (EMD) and Mode of Payment	Amount (INR): Rs. 4,10,00,000/- [2% of the estimated procurement cost] or Rs. 1,02,50,000/- [0.5% in case of SSI Units of Rajasthan] or Rs. 2,05,00,000/- [1% for those sick industries other than SSI, whose cases are pending with BIFR] Mode of Payment: Banker's Cheque or Demand Draft or Bank Guarantee (in format specified) of a scheduled bank in favour of "Managing Director, RISL" payable at "Jaipur"(as per Annexure -
Period of Availability of Bidding Document	• Start Date: 13.03.2026 at 6:00 PM • End Date: 01.06.2026 at 3:30 PM
Date/Time/Place of Pre-bid Meeting	• Date/Time: 23.03.2026 at 12:00 PM (Afternoon) • Place: 2nd Floor, Committee Room, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur (Rajasthan), Jaipur-302017 (Rajasthan) • Pre-requisite: Submission of tender fees as mentioned • Last date of submission of pre-Bid Queries: 22.03.2026 (as per Annexure 11)
Manner, Start/ End Date for the submission of Bid	• Manner: Online at e-Procurement website (http://eproc.rajasthan.gov.in) • Start Date: 26.05.2026 at 06:00 PM • End Date: 01.06.2026 at 03:30 PM
Submission of Banker's Cheque/ Demand Draft for Processing Fee*	Upto 03:30 PM of 01.06.2026
Date/ Time/ Place of Technical Bid Opening	• 04:30 PM, 01.06.2026 • Place: RISL, Committee Room, Yojna Bhawan Campus, Tilak Marg, C-Scheme, Jaipur, Rajasthan
Date/ Time/ Place of Financial Bid Opening	Will be intimated later to the Technically qualified bidders
Bid Validity	180 days from the last day of bid submission

Note:

- 1) Bidder (authorised signatory) shall submit their offer on-line in Electronic formats both for technical and financial proposal. However, DD for Tender Fees, RISL Processing Fees and Bid Security should be submitted physically at the office of Tendering Authority as prescribed in NIB and scanned copy of same should also be uploaded along with the technical Bid/ cover.
- 2) In case, any of the bidders fails to physically submit the Banker's Cheque/ Demand Draft for Tender Fee, Bid Security, and RISL Processing Fee up to date/time mentioned in NIT, its Bid shall not be accepted. The Banker's Cheque/ Demand Draft for Bidding document fee, RISL Processing Fee and Bid Security should be drawn in favour of "Managing Director, RajCOMP Info Services Ltd." payable at "Jaipur" from any Scheduled Commercial Bank.
- 3) To participate in online bidding process, Bidders must procure a Digital Signature Certificate (Type III) as per Information Technology Act-2000 using which they can digitally sign their electronic bids. Bidders can procure the same from any CCA approved certifying agency, i.e. TCS, Safecrypt, Ncode etc. Bidders who already have a valid Digital Signature Certificate (DSC) need not procure a new DSC. Also, bidders must register on <http://eproc.rajasthan.gov.in> (bidders already registered on <http://eproc.rajasthan.gov.in> before 30-09-2011 must register again).
- 4) RISL will not be responsible for delay in online submission due to any reason. For this, bidders are requested to upload the complete bid well advance in time so as to avoid 11th hour issues like slow speed; choking of web site due to heavy load or any other unforeseen problems.
- 5) Bidders are also advised to refer "Bidders Manual Kit" available at e-Procurement website for further details about the e-Tendering process.
- 6) Training for the bidders on the usage of e-Tendering System (e-Procurement) is also being arranged by DoIT&C, GoR on a regular basis. Bidders interested for training may contact e-Procurement Cell, DoIT&C for booking the training slot.

Contact No: 0141-4022688 (Help desk 10 am to 6 pm on all working days)

e-mail: eproc@rajasthan.gov.in

Address: e-Procurement Cell, RISL, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur

- 7) The procuring entity reserves the complete right to cancel the bid process and reject any or all of the Bids.
- 8) No contractual obligation whatsoever shall arise from the bidding document/ bidding process unless and until a LoI has been issued or a formal contract is signed and executed between the procuring entity and the successful bidder.
- 9) Procuring entity disclaims any factual/ or other errors in the bidding document (the onus is purely on the individual bidders to verify such information) and the information provided therein are intended only to help the bidders to prepare a logical bid-proposal.
- 10) The provisions of RTPP Act, 2012 and Rules, 2013 thereto shall be applicable for this procurement. Furthermore, in case of any inconsistency in any of the provisions of this bidding document with the RTPP Act 2012 and Rules thereto, the later shall prevail.
- 11) The sale of bidding documents shall be commenced from the date of publication of Notice Inviting Bids (NIB) and shall be stopped one day prior to the date of opening of Bid. The complete bidding document shall also be placed on the State Public Procurement Portal and e-Procurement portal. The prospective bidders shall be permitted to download the bidding document from the websites and pay its price while submitting the Bid to the procuring entity.
- 12) Bidding documents purchased by Principal of any concern may be used by its authorised sole selling agents/ marketing agents/ distributors/ sub-distributors and authorised dealers or vice versa.

-SD-

(Devendra Sharma)
System Analyst (Jt. Dir.)

2. PROJECT PROFILE & BACKGROUND INFORMATION

RajCOMP Info Services Ltd. (RISL) intends to select an agency for providing IT FMS services and Comprehensive On Site maintenance for Rajasthan State Data Centre for Phase-I, II, III, IV & DR site of e-Sign at Jaipur and RSDC Disaster Recovery Site & e-Sign DC at Jodhpur, Rajasthan for next Five years.

The Government of Rajasthan recognized the potential of Information and Communication Technology (ICT) for rapid and all round development in general and transforming governance in particular. It was envisioned to make Government services accessible to the common man in his locality, through common service delivery outlets and ensure efficiency, transparency & reliability of such services at affordable costs to realize the basic needs of the common man.

In order to make this vision a reality, the Government of Rajasthan recognized the potential of Information and Communication Technology (ICT) for rapid and all round development in general and transforming governance in particular at very early age in 2005. The State Government has identified various projects along with various e-Governance initiatives at the State level to provide increased number of services electronically. The State Government has decided to set up a Data Centres to provide common IT infrastructure to host these planned e-Governance initiatives/applications and to facilitate web-enabled Anytime, Anywhere access. State Data Centre was conceptualized with the objective of providing a common enabling infrastructure to the State to cater to their e-governance applications hosting requirements of the entire state government and its departments.

Keeping in view of above objectives, State Government had set up Data Centres as one of the core infrastructure at different intervals as per requirements to provide efficient electronic service delivery of G2G, G2C and G2B services, to enable various State departments to host their services/applications on a common infrastructure leading to ease of integration and efficient management, ensuring that computing resources and the support connectivity infrastructure is adequately and optimally used to provide better operations & management control; minimize overall cost of Data Management, IT Management and Deployment through use of common infrastructure, which broadly includes - Compute Infrastructure, Cloud Infrastructure, Storage Infrastructure and Network & Security Infrastructure.

Following Data Centres were set up at different intervals as per requirements to provide efficient electronic service delivery. List of data centres under DoIT&C are as follows: -

Phases	Location	Rack Space	Type of Usage
Phase-I	Rajasthan State Data Centre (RSDC P-I), 1st Floor, IT Building, Yojana Bhawan Campus, Jaipur	43	Development & Staging

Phase-II	Rajasthan State Data Centre Phase – II, 4th Floor, New Library Building, Secretariat, Jaipur	5	e-sign DR
Phase-III	Rajasthan State Data Centre (RSDC P-III), 3rd Floor, Yojana Bhawan, Jaipur	81	Near DR & NOC
RSDC-P4 (BSDC)	Rajasthan State Data Centre (RSDC-IV), Sansthan Path, Jhalana Institutional, Area, Jaipur	600	Production Data centre
Disaster Recovery	Rajasthan State Disaster Recovery Data Centre (RSDRDC), Mahendra Arora Circle, Jodhpur, Rajasthan Jodhpur	80	For DR & e-sign DC

All the IT services are being provided and maintained from the above Data Centres as primary resource i.e. primary site. All the record keeping of Government functioning is being maintained digitally at the primary site and size of applications and data is gradually increasing. Therefore, an active stand by site is required to maintain replica of the existing infrastructure so that each and every transaction can be kept at some another place. Keeping in view some unforeseen disaster at the primary site, disaster recovery planning is essentially required for business continuity. It includes planning for resumption of applications, data, hardware, electronic communications (such as networking) and other IT infrastructure and it refers to the disaster recovery plan (DRP) for IT related infrastructure recovery and continuity. Therefore, a secondary site is required at remote place and far away from primary sites as a subset of IT infrastructure to plug in and start running so that there is no business disruption. Therefore, the Department of Information Technology decided to establish a Disaster Recovery site at Jodhpur, Rajasthan.

RSDC P-IV will be used as “Production Site”, RSDC P-I as “Development & Staging Site”, RSDC P-III as “Near DR site” and disaster recovery site at Jodhpur as “Far DR Site”. This setup shall be according to prevailing government policy at that time.

It was also plan to provide the rack space / Cloud services to other state governments and other organizations for production / disaster recovery site.

Facility Management Services (FMS) are required to operate & maintain along with Comprehensive On Site maintenance of the IT equipment and services at all Data Centres for running the services 24x7 basis with the vision as mentioned above and as per industry best practices. FMS is also required for migration, replication, backup/restore, DR and near DR operations etc. to ensure Business Continuity as per the requirement of State Government or its implementing agency (RISL). It needs qualified and experienced personals of different domains like Project Management, different flavours of Operating System, Networking, Network Security, EMS/NMS, Systems Integration, Cloud Management, different flavours of Database, Backup & Restore, Storage, helpdesk etc.

3. PRE-QUALIFICATION/ ELIGIBILITY CRITERIA

1) Pre-Qualification Criteria

- i. A bidder participating in the procurement process shall possess the following minimum pre-qualification/ eligibility criteria.

S. No.	Basic Requirement	Specific Requirements	Documents Required
1.	Legal Entity	The bidders should be a Proprietorship firm duly registered either under the Rajasthan Shops & Commercial Establishments Act, 1958 or any other Act of State/ Union, as applicable for dealing in the subject matter of procurement (Note: A self-certified declaration regarding the non-applicability of registration to any Act should be submitted by the bidder) OR A company registered under Indian Companies Act, 1956 OR A partnership firm registered under Indian Partnership Act, 1932. OR A partnership firm registered under Indian LLP act 2008	- Copy of valid Registration Certificates - Copy of Certificates of incorporation - Relevant documents
2.	Financial: Turnover from IT/ ITeS	Average Annual Turnover of the bidder from IT/ITeS during the last five (5) financial years, i.e., from 2020-2021 to 2024-25 (as per the last published audited balance sheets), should be at least Rs. 400.00 Crores	CA Certificate with CA's Registration Number, Signature and Seal with UDIN
3.	Financial: Net Worth	The net worth of the bidder, as on 31 st March 2025, should be Positive.	CA Certificate with CA's Registration Number and Seal
4.	Tax registration	The bidder should have a registered number of i. GST where his business is located ii. Income Tax / PAN number.	Copies of relevant certificates of registration
5.	Mandatory Undertaking	Self-Certification letter by the authorized signatory	As per Annexure-5

S. No.	Basic Requirement	Specific Requirements	Documents Required
6.	Experience of IT FMS project	(1) The bidder must have successfully executed one IT FMS project in Data Centre for Government/PSU/BFSI of value not less than Rs. 6 Crores in India from 01/04/2020 to the last date of bid submission. OR (2) The bidder must have successfully executed two IT FMS projects in Data Centre for Government/PSU/BFSI of cumulative value not less than Rs. 10 Crores in India from 01/04/2020 to the last date of bid submission.	a) Work orders with order value b) Work Completion/Phase Completion /Go-Live Certificates issued by the client organization or Payment Based CA certificate (supported with bank statement). (Note: Phase Completion/Go Live Certificate must have the work order reference number and value of the completed phases.)
7.	Experience of IT/ITeS Project	(1) The bidder must have successfully executed one IT/ITeS project in Data Centre for Government/PSU/BFSI of value not less than Rs. 75 Crores in India from 01/04/2020 to the last date of bid submission. OR (2) The bidder must have successfully executed two IT/ITeS projects in Data Centre for Government/PSU/BFSI of cumulative value not less than Rs. 110 Crores in India from 01/04/2020 to the last date of bid submission.	a) Work orders with order value b) Work Completion/Phase Completion /Go-Live Certificates issued by the client organization or Payment Based CA certificate (supported with bank statement). (Note: Phase Completion/Go Live Certificate must have the work order reference number and value of the completed phases.)
8.	Certifications	The bidder must possess, at the time of bidding, a valid a. ISO 9001:2008 or Latest b. ISO 27001:2013 or Latest	Copy of a valid certificates

S. No.	Basic Requirement	Specific Requirements	Documents Required
		c. ISO 20000-1:2018 or Latest	
9.	Manpower Strength	The bidder must have on its roll at least 150 technically qualified professionals of Facility Management Services of the level of L4,L3, L2 in any of these domains like Project Management, Operating Systems, Networking, Network Security, Security, EMS/ NMS, Systems integration, Cloud Management, Container Management and Databases.	Self-Certification by the authorized signatory and HR department with clear declaration of total number of personals profile wise as mentioned in the list of required manpower Annexure-15.

- ii. The bidder has to submit supporting documents as evidences to fulfil the eligibility criteria for making evaluation by the Tendering Authority. During the bid evaluation stage, the Tendering Authority may request for clarification (if required).

4. SCOPE OF WORK, DELIVERABLES & TIMELINES

The selected bidder shall operate & maintain and to provide Comprehensive On Site maintenance of equipment installed in the Rajasthan State Data Centre (RSDC) Phase-I, III, IV & DR site of e-Sign at Jaipur and RSDC Disaster Recovery Site & e-Sign DC at Jodhpur for a period of 5 years from the date of Work Order. The minimum specified work to be undertaken by the selected bidder for providing IT FMS services & comprehensive onsite maintenance at Rajasthan State Data Centre (RSDC) Phase-I, III, IV at Jaipur and Disaster Recovery Site at Jodhpur during the contract period has been categorized as under:

- i. IT FMS Services for IT equipment/software and related services for the equipment/software installed or to be installed.
- ii. Establishment of Cloud, its configuration and reconfiguration, orchestration and service management etc.
- iii. Hosting services like website, application, mobile applications and all other applications with other related services
- iv. Migration of services/applications between data centres, replication of data and DR management (Near & Far both)
- v. Provisioning/creation of resources (Hardware/Software) for production, staging and development environment.
- vi. Support to user departments/agencies for the equipment installed or to be installed under unmanaged co-location services.
- vii. Comprehensive Onsite Maintenance with spare parts for all equipment's/items mentioned in Financial Bid.

1) Comprehensive Onsite Maintenance with spare parts for equipment

DCO is required to provide the Comprehensive Onsite Maintenance with part replacement of equipment mentioned in BOM. The start dates of maintenance services of these equipment, to the extent known, have been provided in BOM. However, tendering authority reserves right to change the AMC Start/End date of any equipment as per project requirement, on the basis of quoted rate and the change in AMC start/end date would be informed to the selected DCO one month in advanced before the annual AMC renewal date, payment will be made accordingly on pro-rata basis for actual period. It is clarified that DCO is required to provide the Comprehensive Onsite Maintenance with part replacement for all the hardware mentioned in financial bid, till the expiry of contract period. Successful bidder shall take support from respective OEM for equipment mentioned in annexure 1 Part-A till the declaration of end of support by OEM and after the end of support declaration by OEM, AMC support for the device shall be provided by DCO till the expiry of contract.

The DCO shall provide relevant OEM/SI AMC certificates before FMS start date for the equipment those are not in warranty/AMC on FMS start date and the DCO shall provide OEM/SI AMC certificates on or before the warranty/AMC expiry date for the equipment where warranty/AMC is expiring after FMS start date during the contract period.

2) Facility Management services for equipment's/items/DC

A) Rajasthan State Data Centre (RSDC) Phase-I, III, IV at Jaipur and Disaster Recovery Site at Jodhpur

Facility Management services shall be provided for equipment installed or to be installed in below mentioned number of server Racks during the contract period

Phases	Location	Approx. no. of Racks for IT FMS services
Phase – I	Rajasthan State Data Centre (RSDC P-I), 1 st Floor, IT building, Tilak Marg, Jaipur, Rajasthan	43
Phase – III	Rajasthan State Data Centre (RSDC P-III), 3 rd Floor, Yojana Bhawan, Jaipur, Rajasthan	81
Phase – IV	Rajasthan State Data Centre (RSDC-IV), Sansthan Marg, Jhalana Institutional Area, Jaipur, Rajasthan	350
DR Site	Rajasthan State Disaster Recovery Data Centre (RSDRDC), Mahendra Arora Circle, Jodhpur, Rajasthan	80

The following are the major activities to be carried out for the equipment/software/services installed or to be installed at Rajasthan State Data Centre (RSDC) Phase-I, III, IV at Jaipur and Disaster Recovery Site at Jodhpur during the contract period

I. Asset Management Services

- a. The DCO shall be required to create and maintain database of all the assets installed/procured/brought by other departments/agencies in the Data Centres as per Asset Management policy of RSDC. Some of the points are mentioned but not limited to following:
 - i. The asset inventory database should have information like make, model, power load, configuration details, serial numbers, licensing agreements, warranty/AMC/support details, place/location of installation and installation/removal details etc.
 - ii. The DCO shall create and maintain software inventory database with the information such as Licenses, Version Numbers, Support Expiry and Registration details.
 - iii. The DCO shall notify tendering authority for Hardware and Software warranty/support contract renewal before 6 months of their expiry.
 - iv. The DCO shall use existing DCIM tool for Asset Management.

II. Preventive Maintenance Services

The DCO shall ensure preventive maintenance services for all the IT equipment's which were mentioned in BOM and installed at the Data Centres at least once in every quarter. The preventive maintenance shall include:

- a. Cleaning and removal of dust and dirt of the equipment with appropriate precautions.
- b. Conduct inspection (check for loose contacts in the cable and connections etc.), health checking of all components of the equipment, testing, satisfactory execution of diagnostics and necessary repairing of equipment.
- c. DCO shall intimate and take due approval from purchaser before carrying out preventive maintenance activity.
- d. Proper labelling/ferruling and dressing of cables.

III. Corrective Maintenance Services

The DCO shall be responsible for getting corrective maintenance of equipment done from the warranty provider of all the equipment installed at the Data Centres as per the escalation matrix and SLA provided by tendering authority. The details of the work to be undertaken by DCO are as follows:

- a. Troubleshooting of problems related to the equipment/network/services and rectification of the same.
- b. DCO shall co-ordinate with respective OEM/service provider for maintenance service for repairing/ replacement of defective parts/components.
- c. DCO shall ensure that parts/components those are beyond repair should be replaced with parts/components of same or better compatible specifications.
- d. DCO shall ensure arrangement of suitable standby parts/components from warranty/service provider, with same or better specifications till the original part/component received after repair/replacement so that daily business/operation is not affected.
- e. The maintenance support for equipment shall include all IT equipment and related passive components installed in the DCs.
- f. Maintenance support services pertaining to Cabling and OFC shall include:
 - i. Splicing, repairing, crimping & testing of OFC/UTP. DCO has to arrange the required standard quality tools on his own during the contract period for which no payment shall be paid.
 - ii. Fixing/Re-fixing/shifting/re-shifting of active and passive components of any specifications that includes racks & its accessories.
 - iii. Removing and laying of passive data cable and I/O s with ISI Industrial casing-capping, etc. in case of renovation activity is undertaken in any of the data centres.
 - iv. Change of OFC/UTP/power-cables & connectors/ ports/ equipment on entire laying route within the data centres.
 - v. Documentation of problems, isolation, cause and rectification procedures for building knowledge base database for the known problems.

IV. Installation/configuration and reconfiguration/rollback of equipment/software/services

- a. The DCO shall be responsible for configuration/re-configuration/rollback of all the equipment/software /services as and when required by tendering authority.

- b. The DCO shall maintain a record of hardware and software configurations of all equipment including the details of different policies/services implemented on the devices such as VLAN configurations, access control lists, routing filters, clustering, versions, applications, database details etc. DCO shall keep backups of all the versions of equipment configuration.
- c. DCO shall adhere to the change management procedures already defined in RSDC policies to ensure that no unwarranted changes are carried out on the devices. All the changes must be formally approved by the DCO designated team leaders and recorded. The Purchaser /designated agency shall communicate such change management procedures and their amendments made time to time.
- d. DCO shall do proper version management of all the equipment configurations.
- e. DCO shall ensure that these configurations are accessible only to the authorized person and must be kept with the Purchaser and project manager as per Information security policy of Data centre.

V. Vendor Management Services

DCO shall coordinate with external vendors for upkeep of equipment/software/services to meet the SLA and shall liaison with respective vendors/OEMS for repairs/replacement of items and/or update/upgrade/troubleshoot the software/services. To perform this activity, the DCO shall

- a. Maintain equipment/software/service wise database of the various vendors and service providers with details like contact person, telephone numbers, escalation matrix, response time and resolution time commitments, expiry date of Maintenance Services/Warranty/Software Assurance/Support etc.
- b. Log and escalate the calls with respective vendors/OEM/service provider. DCO shall also do repetitive pursuance and coordination with them till the equipment repaired/problem is resolved.

VI. Network Management Services

The scope of work under network management services would include –

- a. To ensure continuous operation and upkeep of the network Infrastructure at the Data Centres including all active and passive components so that the network is available 24 x7 as per the prescribed SLA.
- b. Configuration/Reconfiguration/Deployment and Management of various device policies like Security policies, Access policy, IP Policy, routing policy, firewall policies etc. as per ISO requirements.
- c. Providing accessibility between external links and project infrastructure hosted at the Data Centres in co-ordination with respective vendors.
- d. Configuration/Reconfiguration/deployment/installation and maintenance of all Network equipment/software installed or to be installed at the Data Centres.
- e. Performance tuning to ensure resilient performance, reliability and high availability of the network services. A performance matrix has to be provided by vendor to the Tendering Authority on monthly basis and as and when required.
- f. Coordination with National Informatics Centre, Jaipur/Delhi for NKN and other ISPs vendors.

- g. The DCO shall also be responsible for integration, management, maintenance, configuration/reconfiguration and commissioning/decommissioning of any additional Internet Bandwidth from different ISPs and other department networks which needs to be integrated with SDC network during entire contract period.
- h. The DCO shall be responsible to monitor the availability of various links and their packet drop, latency and utilization at the Data Centres network. The DCO shall also maintain logs on the basis of time, interface, IP address, application wise etc. for traffic analysis for the requisite period defined in respective policies.

VII. Server Management Services

DCO has to provide these services for existing servers and servers to be procured in future.

- a. DCO shall manage the servers on end-to-end basis including server installation, administration, performance tuning, hardware and software support and upkeep of the server. The DCO shall also undertake installation/re-installation of all the servers in terms of operating system, databases, clusters, virtualization, Application Server software, latest Software updates/upgrades, patches etc.
- b. DCO shall provide device/peripherals management, user management, file system management, files management services for the servers.
- c. DCO shall implement operating system security/hardening and application server software level security for the servers.
- d. DCO shall deploy and upload/configure/host and manage web sites, application software and databases on the servers as per requirement and policies. The DCO shall also coordinate and provide all assistance/services to the purchaser and the users of respective websites/applications for smooth hosting/migrations/operations and resolution of day to day problems.
- e. Failover of website/application between DC and DR for business continuity.
- f. DCO shall assign rights on servers to different user's w.r.t. SFTP/FTP, Remote Access etc. as per defined RSDC policies.
- g. DCO shall install, maintain and manage Domain Name Server (DNS), Active directory (AD), IDM, syslog, antivirus, OS update server (WSUS, satellite etc.), NTP server/services, SFTP/FTP server etc.
- h. DCO shall be responsible to maintain optimum utilization of all the equipment's w.r.t. keeping close watch on optimum performance of Hardware/OS/Network software/processes/database with detecting contention, wait state and queue of jobs on the equipment's, Network, I/O, storage/concurrent load on the devices, etc. and implementing necessary measures to rectify the issues. A performance matrix has to be provided by vendor to the Tendering Authority on monthly basis and as and when required.

VIII. Backup & Recovery Management Services

- a. DCO shall ensure periodic backups of all the servers OS through the backup servers installed in the Data Centres as per RSDC policy/ guidelines.
- b. DCO shall take backup of VM's, Servers, Equipment configuration, Databases, and Storage etc.

- c. The DCO shall restore the backups as and when required with having minimum downtime.
- d. DCO shall be responsible for proper labelling and housing of the backup media for identification and retrieval.
- e. DCO shall be responsible for Backup tool and Storage Manager Installation, configuration, administration, maintenance and troubleshooting.
- f. DCO shall be responsible for regular drill of backup restoration on sampling basis every month as per RSDC policy.
- g. Transfer of backed up data from one Data Centre to another Data Centres/ DR Sites.
- h. DCO shall move the backup tapes media from DC to offsite location in the vault provided by tendering authority.
- i. DCO shall maintain the inventory of backup tape media at onsite and offsite.

IX. Helpdesk Support

- a. The DCO shall provide 24 x 7 help desk support from RSDC to all Users/User departments whose services are hosted in data centre.
- b. DCO shall log all calls received through any medium viz. telephone/email/in writing/in person, shall generate a ticket mentioning type of problem, Severity level etc. using helpdesk tool and forward the same to concerned FMS team/person, Project OIC(s) and user.
- c. The DCO shall provide various services to different users on demand basis as and when required as mentioned in RFP. The request would be made on help desk by the user by dedicated help line number/Specific email account and DCO shall get approval from the officer in charge of the Data Centres as designated by the purchaser. The resolution time for such services would be as per SLA. However, the purchaser/authorized entity may scale up the severity level depending upon the requirements.
- d. The indicative lists of such services but not limited to as under -
 - i. Change Request for opening/closing of a Port on device
 - ii. Request for FTP rights
 - iii. Request for Internet Access as per policy
 - iv. Request for DNS Entry
 - v. Request for uploading of Web Site/ Applications /Databases on Web/ Application/ database servers in non-virtualized, virtualized, cloud environment in the Data Centres as per the requirement.
 - vi. Change request for Routing Policies
 - vii. Change Request for Firewall Policy
 - viii. Request for Installation/Re-Installation of Servers/OS etc.
 - ix. Hosting of website/application
 - x. Migration of website/application/services between data canter
 - xi. Failover of website/application from DC to DR
 - xii. Request for Installation/Re-Installation of Databases
 - xiii. Request for assigning rights on devices/servers/database/network

- xiv. Open text Service desk and Sampark portal of RISL tools will be used for Help Desk.

X. Database Management Services

- a. DCO shall responsible for configuration/reconfiguration/installation of database servers as per requirement of tendering authority.
- b. DCO shall undertake tasks of managing changes to database schema, creation/alteration of Database, tablespaces, disk space, storage, user roles, parallel distribution of data on storage to balance the I/O load.
- c. DCO shall periodically perform configuration checks and fine tune the databases with respect to performance and proactive identification of potential problems
- d. DCO shall provide performance monitoring, Maintenance and tuning of the databases on a regular basis as well as proactive health check-ups.
- e. DCO shall manage database upgrade, patch upgrade, patches, and updates as and when required with planned minimal downtime.
- f. DCO shall provide database performance/tuning to use optimum resources or suggest and health reports to the purchaser as per standards.
- g. DCO shall assign rights on database for different users.
- h. DCO shall upload / create/alter users and assigning privileges and Roles
- i. DCO shall create logical objects/procedures/triggers/functions/packages in the database on the request of designer/developer of the applications.
- j. DCO shall be responsible for taking database backups, restoration and recovery of Database as per the policy.
- k. DCO shall be responsible for database replication between DCs and from DC to DR.
- l. Failover of database from DC to DR
- m. The backup policy would be framed by the DCO keeping in view of severity of different databases and MTTR. The policy would be approved by the Tendering Authority and gradually be updated as per requirements.
- n. DCO shall be responsible to maintain optimum utilization of all the equipment's w.r.t. database operations and keeping close watch on optimum performance of Hardware/OS/Network software/processes/database objects with detecting contention, wait state and queue of jobs on the equipment's/memory objects/processes/ Network/ I/O/ storage/concurrent load on the devices, etc. and implementing necessary measures to rectify the issues. A performance matrix has to be provided by the DCO to the Tendering Authority on monthly basis and as and when required.
- o. DCO shall implement monitoring of uses of devices/objects/users as and when required.
- p. DCO shall be responsible for implementing Database Audit of devices/ objects/ transactions/ users to identify malicious/suspected activities as and when required through database tools or writing its own scripts.

XI. Storage Administration and Management Services

The DCO shall be responsible for the configuration/reconfiguration/migration and management of the storage solution and shall provide the following services:

- a. Manage key resources in the Storage solution
- b. All storage interconnects between storage cluster and Hosts running in RSDC
- c. Manage interconnects between key resources in the Storage solution
- d. Receive asynchronous notification that the configuration of the Storage solution has changed
- e. Integration of any new storage with existing storage environment
- f. Manage the available performance of interconnects in the Storage solution
- g. Receive asynchronous notification that the performance of the Storage interconnect solution has changed
- h. Manage the zones being enforced in the Storage solution
- i. Manage the storage volumes/LUN in the Storage solution
- j. Manage the connectivity and access rights to Storage Volumes/LUN in the Storage solution
- k. To facilitate the purchaser in connecting to the Storage later and provide access rights as required.
- l. Storage data(Volumes/LUN) replication between data centres and from DC to DR
- m. To ensure optimum uses of storage and to provide advisory.

XII. Security Administration and Management Services

The objective of this service is to provide a secure environment in compliance to the ISO security policy. This service also includes:

- a. Addressing the ongoing needs of security management including, but not limited to, monitoring, configuration/reconfiguration, troubleshooting of various devices/ tools such as firewall, IPS/IDS, DDoS, virus protection, and vulnerability protection through implementation of proper patches, procedures and rules.
- b. Maintaining an updated knowledge base of all the published security vulnerabilities and virus threats for related software and microcode etc.
- c. Ensuring that latest patches/ workarounds for identified vulnerabilities are applied immediately. Any up-gradation of software such as antivirus signatures etc. in the Data Centres shall be the responsibility of the DCO during the entire period of FMS. DCO shall enforce update/upgrade managements.
- d. Respond to security breaches or other security incidents by taking corrective measures, providing guidelines to users and coordinate with respective OEM in case a new threat is observed to ensure that workaround /patch is made available for the same.
- e. Configuration/reconfiguration, Maintenance and management of security devices, including, but not limited to maintaining firewall services to restrict network protocols and traffic, detecting intrusions or unauthorized access to networks, systems, services, applications or data, protecting email gateways, firewalls, servers, from viruses.
- f. Ensuring that the security policy is maintained and updates to the same are made regularly as per ISO 27001, ISO 20000 guidelines.

- g. Compliance of security regulations, advisory etc. issued by Government of India or any other Govt. Authorized agency such as CERT-IN, NCIIPC, MHA, SOC Rajasthan etc.

XIII. ISO 27001 and ISO 20000 certification and sustenance for 5 Years

- a. RSDC Phase-I, III, IV and DR site are ISO 27001 and ISO 20000 certified. For the maintenance of these certifications, the DCO is required to adhere to all the policies and ensure documentation and maintenance of reports as required for maintaining the certification. DCO shall also conduct annual surveillance audit for existing ISO certificates. Details are given below:

Sr.no	ISO Certificates RSDC	Certificate Issue Date	Certificate Expiry Date
1	ISO/IEC 20000-1:2018	18-Oct-24	06-Oct-27
2	ISO/IEC 270001:2022	04-Oct-24	04-Oct-27

- b. DCO would be responsible for operating, monitoring, reviewing, maintaining and improving the Information Security Management System and Facility Management Services at the Data Centres during contract period.
- c. DCO has to coordinate with authorized certifying agencies for maintaining the continuity of the certifications and receive the continuity certificates from authorised certifying agencies (Surveillance Audit as well as Renewal of ISO certification) till the end of the project period. The DCO will correspond with and provide all relevant information to the certifying agencies for the purpose. All the cost towards maintenance and for new/continuity/extension/sustenance, as the case may be, of the certificates will be borne by the DCO for the entire project period.

XIV. Website/Applications Migration Services

Application migration is the process of moving services, application, website, portals, DB, software stack, VMs, containers etc. (including storage, database, file system, etc.) from RSDC Phase-I and Phase-III to RSDC Phase-IV (BSDC) & DR infrastructure or vice versa. The DCO shall be required to migrate the services, website, portal, applications, DB, storage, software stack etc. from RSDC Phase-I and Phase-III to RSDC Phase-IV (BSDC) & DR or vice versa. The migration services shall include the following:

- a. The DCO shall submit an application migration strategy and detailed plan of action to the tendering authority.
- b. The DCO may adopt the following or any suitable model for the migration of services, application, website, DB, software stack, VMs, containers etc. from RSDC Phase-I and Phase-III to RSDC Phase-IV (BSDC) & DR or vice versa:
1. Application Software Migration
 - a) Fresh Hosting
 - b) Online Replication
 2. Databases/ SAN Storages: -

- i. Online Replication
 - ii. Backup Restoration
- c. The DCO shall operationalize the migrated application from RSDC P-IV & DR and maintained as per the scope previously defined in this RFP after approval of the tendering authority.

XV. Disaster Recovery Configuration Services

All the critical applications of RSDC shall be setup and configured in the Disaster Recovery (DR), Site Jodhpur. This includes configuration of DNS servers, GSLB, replication of all critical applications virtual machines, Databases, etc. at disaster recovery site, Jodhpur

- a. The DCO shall be responsible for setting up applications at disaster recovery site, Jodhpur for Auto/Manual switch over to run the critical applications from DR in case of any unforeseen disaster at primary site or as per the directions of tendering authority.
- b. Disaster recovery site configuration includes configuration of all IT infrastructures in Primary (RSDC Phase-I/Phase-III/Phase-IV) and DR Site, Jodhpur and DCO shall be responsible for configuration of all IT infrastructures i.e. network equipment, DNS Servers, GSLB, etc.
- c. The DCO shall be responsible for configuration and management of replication of all Databases, SAN storages, VM replication, Filesystem, etc. to/from Primary site (RSDC Phase-I/Phase-III/Phase-IV) to DR site, Jodhpur.
- d. The tendering authority is having following replication software licenses, however, any other licenses, if required, for replication shall be procured separately by tendering authority in due course:
 - a. Oracle ADG
 - b. Filesystem Replication Software
 - c. MSSQL Cluster Licenses
- e. The DCO shall perform monthly DR drill activity as per calendar provided by tendering authority which may include minimum 15 applications/services or as decided by tendering authority. The DCO shall configure RSDC Phase-III as Near DR (NDR) for all websites/Applications hosted in RSDC Phase-IV and shall configure Disaster Recovery Site, Jodhpur as far-DR (FDR) site for all applications hosted in RSDC Phase-I, III & Phase-IV. Application level changes will be handled by concerned application in-charges.
- f. The DCO shall configure e-Sign Disaster Recovery site, Jaipur for e-Sign DC, Jodhpur for all the services running at primary site, Jodhpur. Application level changes will be handled by concerned application in charges.

XVI. Shifting of existing IT Infrastructure from RSDC Phase-I & III to Phase-IV & DR or vice versa

It is envisaged that some of the IT Infrastructure installed at RSDC Phase-I & III shall be shifted to either RSDC Phase-IV or DR Site, Jodhpur or vice versa. In that situation the DCO shall be responsible to coordinate with the vendor responsible for the shifting of the IT Infrastructure and facilitate shifting of the same to the desired location. In such cases, the

AMC and FMS shall remain with the DCO only and he shall be responsible to execute all the obligations of the contract. The DCO shall unmount the IT infrastructure from P-I, P-III, P-IV & DR whenever required and remount and reinstall the required software and utilize the same for future uses as instructed by RISL/DoIT&C.

B) DR site of e-Sign at Jaipur and & e-Sign DC at Jodhpur

I. System Administration, Maintenance & Management services

The objective of this service is to efficiently and effectively support and maintain all the Systems, Servers and equipment of Raj eSign Infrastructure installed at eSign DC and DR, and will include:

- a) 24x7x365 monitoring and management of Hyper-converged infrastructure in the Raj eSign Infrastructure.
- b) Operating System administration, including but not limited to management of users, processes, preventive maintenance and management of servers including updates and patches to ensure that the system is properly updated at any given time.
- c) Installation and Re-installation of the server hardware in the event of system crash/failures.
- d) Regular analysis of events and logs generated in all the sub-systems including but not limited to servers, operating systems, security devices, etc. to identify vulnerabilities. Action shall be taken in accordance with the results of the log analysis.
- e) Adoption of policies as defined by RISL and conforming to standards wherever applicable.
- f) Provide integration and user support on all supported servers and data storage systems.
- g) Troubleshoot problems with overall aspects of IT & security equipment and Infrastructure.
- h) Problems shall be logged in at the Helpdesk and resolved as per the SLAs defined in this document.
- i) Manage and monitor server configuration, steady performance and activity of all servers
- j) Document for all equipment/ components configurations.
- k) OS Hardening to address security weaknesses in operation systems by implementing the latest OS and application patches, hot fixes and updates and following procedures and policies to reduce attacks and system downtime.

II. Network Management Services including Security Incident Lifecycle Management

The objective of this service is to ensure continuous operation and security of the Raj eSign infrastructure at Primary & DR sites. The scope excludes maintenance of WAN links, which shall be provisioned by RISL. However, for overall functioning of the Raj eSign, the selected bidder shall be responsible to coordinate with RISL team for WAN link related issues. The services to be provided for Network Management include:

- a) Ensuring that the network is steady and available 24x7x365 as per the prescribed SLAs.

- b) Attending to and resolving network failures and snags.
- c) Attending to and resolving network security incidents.
- d) Support and maintain the overall network infrastructure Security Components, Switches etc.
- e) Configuration and backup of network & security devices including documentation of all configurations.
- f) 24x7x365 monitoring of the network to spot the problems immediately.
- g) Installation and Re-installation of the network devices in the event of crash/ failures.
- h) Tuning of various parameters to optimize performance and to ensure industry standard QoS with customization is being delivered.

III.Backend Services

The selected bidder is required to maintain and support all the Backend Services implemented at Raj eSign. The backend services include Directory Services for Raj eSign which comprises of the following services:

- a) Domain management
- b) Group management
- c) User management
- d) Implementation of domain policies and standards etc

Note: Directory services are to be used within Raj eSign only.

IV.Hyper-converged Infrastructure Administration and Management Services

The bidder shall be responsible for the management of the Hyper-converged solution and shall provide the following services:

- a) Identify key resources in the Hyper-converged solution
- b) Identify interconnects between key resources in the solution
- c) Receive notification that the configuration of the solution has changed
- d) Identify the health of key resources in the solution
- e) Identify the available performance of interconnects in the solution
- f) Receive notification that the performance of the interconnect solution has changed
- g) Identify the zones being enforced in the solution
- h) Create/ delete and enable/disable zones in the solution
- i) Identify the storage volumes in the solution
- j) Create/ delete/modify storage volumes in the solution
- k) Identify the connectivity and access rights to Storage Volumes in the solution
- l) Create/delete and enable/disable connectivity and access rights to Volumes in the solution
- m) Hyper-converged administration-facilitates the UT Administration in connecting to the solution later and gives them access rights as required.

V. Security Administration and Management Services

The objective of this service is to provide a secure environment through the implementation of the security policy (to be laid down by RISL with the assistance from the Bidder). This service includes:

- a) Addressing the on-going needs of security management including, but not limited to, monitoring of various devices/ tools such as firewall, IPS/IDS, content filtering and blocking, virus protection spam protection and vulnerability protection through implementation of proper patches and rules.
- b) Maintaining an updated knowledge base of all the published security vulnerabilities and virus threats for related software and microcode etc.
- c) Ensuring that latest patches/ work around for identified vulnerabilities are applied immediately.
- d) Preventing & responding to security breaches or other security incidents and coordinate with respective OEM in case a new threat is observed to ensure that work around/ patch is made available for the same.
- e) Maintenance and management of security devices, including, but not limited to maintaining firewall services to restrict network protocols and traffic, detecting intrusions or unauthorized access to networks, systems, services, applications or data, protecting data, email, gateways, firewalls, servers, from viruses.
- f) Ensuring that the security policy is maintained and updates to the same are made regularly as per ISO270001, Cert-IN and GoI guidelines.
- g) Compliance of security regulations defined by GoI or any other Govt. Authorized agency such as CERT-IN, MHA, NTRO etc.

VI. Backup and Restore Services

- a) Backup of storage as per the defined policies (to be framed by RISL with assistance from the bidder).
- b) Monitoring and enhancing the performance of scheduled backups, Schedule regular testing of backups and ensuring adherence to related retention policies as defined by RISL.
- c) Prompt execution of on-demand backups of volumes and files whenever required or in case of upgrades and configuration changes to the system.
- d) Real-time monitoring, log maintenance and reporting of backup status on a regular basis.
- e) Media management tasks, including, but not limited to, tagging, cross- referencing, storing, logging, testing, and vaulting in fire proof cabinets(onsite).
- f) 24x7x365 supports for file and volume restoration requests at the Primary Site & DR Site

VII. Helpdesk Services

The help desk service will serve as a single point of contact for all ICT related incidents and service requests. The service will provide a Single Point of Contact (SPoC) and also resolution of incidents. The scope of work includes:

- a) 24x7x365 Helpdesk facility for reporting issues/ problems with the IT infrastructure.
- b) To provide a service desk facility at RISL DC and setup all necessary channels for reporting issues to helpdesk. The incident reporting channels will be the following:
 - Specific E-Mail account provided by department
 - Dedicated Phone Numbers provided by department

- c) To implement a call logging system in line with the severity levels as mentioned in the SLA.
- d) The Helpdesk shall undertake the following activities:
 - Log issues/complaints related to IT infrastructure at the Raj eSign under the scope of work and issue an ID number against the issue /complaint.
 - Assign severity level to each issue /complaint.
 - Track each issue /complaint to resolution.
 - Escalate the issues/ complaints, to e-Sign project OIC, if necessary.
 - Provide feedback to the callers.
 - Analyse the issue/complaint statistics
 - Creation of knowledgebase on frequently asked questions to aid the users of the IT infrastructure.

Working area facilities like seating space, desktop etc. will be provided by department.

VIII. Preventive Maintenance Services

- a) Conduct preventive maintenance every quarter and as directed by RISL (including inspection, testing, satisfactory execution of diagnostics and necessary repairing of the equipment).
- b) Preventive Maintenance Activities of components as per their manufactures' recommendation/advice.
- c) The Preventive Maintenance shall be carried out in Non-Prime Hours only under intimation to RISL.

IX. Corrective Maintenance Services

- a) Warranty and maintenance/ troubleshooting of hardware problem of all supplied IT Infrastructure including network & security equipment's etc. and rectification of the same.
- b) Troubleshooting of problems arising in the network and resolving the same.
- c) Documentation of problems, isolation, cause and rectification procedures for building knowledgebase for the known problems.

X. Asset Management Services

- a) Bidder shall be required to create database of all the equipment/ software procured/ Installed under Raj eSign Project. The details of all assets like hardware, software, peripherals, manuals, media and other
- b) Related peripherals, etc., shall be maintained by recording information like make, model, configuration details, serial numbers, licensing agreements, warranty, place of installation etc.
- c) Record installation and removal of any equipment from the Raj eSign network and inform RISL even if it is temporary.
- d) Create Software details with information such as Licenses, Version Numbers and Registration Details.
- e) Perform software license management, notify RISL on licensing contract renewal and assist them in getting the license renewed.

XI. Configuration/Reconfiguration Management Services

The selected bidder shall maintain complete configuration including reconfiguration at no cost (on demand) (in hardcopy & softcopy) for all equipment

- a) The selected bidder shall do proper version management of these configurations as they are bound to change from time to time.
- b) These configurations shall not be accessible in general and must be kept confidential.

XII. Coordination with OEM

- a) The selected bidder shall coordinate with all the OEM's for upkeep of equipment deployed in the Primary Site to meet the SLA and shall liaison with various vendors/ OEMS/ Suppliers/ Contractors for related works, equipment & Services.
- b) The selected bidder shall, if required, escalate and log calls with different OEM's and internet service providers and coordinate with them to get the problems resolved.

3) Co-location support to user's for the equipment's

In Co-Location the user brings their own hardware and software such as servers, storage & racks (optional), operating systems, applications etc. The DCO would provide the common services like space, uninterrupted power, cooling and physical security including firefighting and Surveillance, path for user's own connectivity, unsecured network connectivity, physical operation support (like switching on/off of equipment, plugging/unplugging power & network cables, placing/ removing media such as CD/DVD in physical drive, escorting of service engineer to equipment location etc.) for existing co-located infrastructure as well as any other infrastructure that may be co-located in future during the project period.

4) Project deliverables and reports

A) Rajasthan State Data Centre (RSDC) Phase-I, III, IV at Jaipur and RSDC Disaster Recovery Site at Jodhpur

Sr.	Scope of Work	Activity	Deliverable	Timeline
•	Comprehensive Maintenance Services, Facility Management Services and Co-location Support	I. Asset Management Services	List of Hardware/Software with all details as mentioned in Scope of Work under Asset Management Services clause.	Within 15 days from the end of respective quarter

Sr.	Scope of Work	Activity	Deliverable	Timeline
		II. Preventive Maintenance Report	Equipment wise and date wise detailed reports of preventive maintenance services provided during the quarter along with copy of call report. Assessment report of performance and future requirement with respect to the equipment's covered under preventive maintenance.	
•		III. Corrective Maintenance Reports	Equipment wise and date wise detailed and MIS reports of corrective maintenance services got provided during the quarter	
•		IV. Manpower Availability Report	Quarterly Manpower attendance report	
•		V. Configuration and reconfiguration/ rollback of equipment / network / services	Configuration document (latest) for selected equipment/ software, as may be finalized by tendering authority as per approved format.	
•		VI. Vendor Management Report	Date wise details of calls logged with external vendor and their resolution time in order to monitor compliance with the SLA signed with the respective vendor, if any.	
•		VII. Network Management Report	Network up time report of all network devices and network connectivity links/ leased lines Performance Matrix report monthly/quarterly	

Sr.	Scope of Work	Activity	Deliverable	Timeline
•		VIII. Server Management Report	a. updates/upgrades, patches history report b. Server up time report along with logs	
•		IX. Backup and recovery services	Exception report along with related logs	
•		X. Help Desk Support	Detailed SLA compliance report and logs	
•		XI. Database Management Report	Performance, Growth and Patching reports as per the scope	
•		XII. Storage Management Report	Utilization and capacity reports as per the scope	
•		XIII. Security Administration	Exception report as per the scope	
•		XIV. Service Levels	Service Level Reports	

Note: DCO has to provide all the reports and deliverables mentioned above and also provide any other/additional reports as and when required by purchaser.

B) DR site of e-Sign at Jaipur and e-Sign DC at Jodhpur

Sr.	Scope of Work	Activity	Deliverable	Timeline
•	Comprehensive Maintenance Services, Facility Management Services and Co-location Support	I. Asset Management Services	List of Hardware/Software with all details as mentioned in Scope of Work under Asset Management Services clause.	Within 15 days from the end of respective quarter

Sr.	Scope of Work	Activity	Deliverable	Timeline
		II. Preventive Maintenance Report	Equipment wise and date wise detailed reports of preventive maintenance services provided during the quarter along with copy of call report. Assessment report of performance and future requirement with respect to the equipment's covered under preventive maintenance.	
•		III. Corrective Maintenance Reports	Equipment wise and date wise detailed and MIS reports of corrective maintenance services got provided during the quarter	
•		IV. Manpower Availability Report	Quarterly Manpower attendance report	
•		V. Configuration and reconfiguration/ rollback of equipment / network / services	Configuration document (latest) for selected equipment/ software, as may be finalized by tendering authority as per approved format.	
•		VI. Network Management Report	Network up time report of all network devices and network connectivity links/ leased lines Performance Matrix report monthly/quarterly	
•		VII. Server Management Report	c. updates/upgrades, patches history report d. Server up time report along with logs	
•		VIII. Backup and recovery services	Exception report along with related logs	
•		IX. Help Desk Support	Detailed SLA compliance report and logs	

Sr.	Scope of Work	Activity	Deliverable	Timeline
•		X. Database Management Report	Performance, Growth and Patching reports as per the scope	
•		XI. Storage Management Report	Utilization and capacity reports as per the scope	
•		XII. Security Administration	Exception report as per the scope	

5) Minimum Manpower Resources at RSDC Phase-I, III, IV at Jaipur

The DCO is required to deploy minimum manpower resources at RSDC P-I/ P-III/ P-IV to provide FMS and AMC services and to meet the desired SLAs during entire contract period. The domain wise list of minimum manpower to be deployed under the project is given below table. However, bidder shall deploy additional manpower to meet the desired SLA at no extra cost to the purchaser during entire contract period. The deployed resources shall be required to operate from any of the Data centres as mentioned in the RFP. The schedule of the sitting arrangement shall be finalized by the tendering authority. The shift schedule and sitting arrangement may be changed as per the requirement during entire contract period by purchaser.

S.No.	Role	6:00 AM to 2:00 PM	9:30 AM to 6:00 PM (Monday to Saturday)	2:00 PM to 10:00 PM	10:00 PM to 6:00 AM	TOTAL
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1.	Sr. Project Manager	0	1	0	0	1
2.	Project Manager	0	1	0	0	1
3.	Assistant Project Manager	0	2	0	0	2
4.	Quality Manager	0	1	0	0	1
5.	Cloud Specialist L4	0	1	0	0	1
6.	Cloud Specialist L3	1	0	1	1	3
7.	Cloud Specialist L2	1	0	2	1	4
8.	Database Administrator L4-(Oracle)	0	1	0	0	1
9.	Database Administrator L3-(Oracle)	1	0	1	0	2
10.	Database Administrator L2-(Oracle)	1	1	1	1	4
11.	Database Administrator L4-(MS SQL, PG SQL and My SQL)	0	1	0	0	1
12.	Database Administrator L3-(MS SQL)	1	0	1	0	2
13.	Database Administrator L2-(MS SQL)	1	1	1	1	4

14.	Database Administrator L3-(PG SQL and My SQL)	1	0	1	0	2
15.	Database Administrator L2-(PG SQL and My SQL)	1	0	1	1	3
16.	Network Specialist – L3	1	0	1	1	3
17.	Network Specialist – L2	2	2	2	2	8
18.	Network Security Specialist – L4	0	1	0	0	1
19.	Network Security Specialist – L3	1	1	1	1	4
20.	Network Security Specialist – L2	1	0	1	1	3
21.	System Specialist(Linux) – L3	0	1	1	1	3
22.	System Specialist (Linux) – L2	2	1	2	1	6
23.	System Specialist (windows) – L3	0	1	1	1	3
24.	System Specialist (windows) – L2	2	1	2	1	6
25.	WebSphere Administrator – L3	1	0	1	1	3
26.	EMS Engineer – L3	1	0	1	0	2
27.	EMS Engineer - L2	1	0	1	1	3
28.	Storage Engineer – L3	1	1	1	0	3
29.	Storage Engineer - L2	1	0	1	1	3
30.	Storage and Backup & Recovery Engineer– L4	0	1	0	0	1
31.	Backup & Recovery Engineer– L3	1	1	0	1	3
32.	Backup & Recovery Engineer– L2	2	0	2	1	5
33.	HelpDesk Support Staff	3	0	3	1	7
34.	Office Assistance	1	3	2	1	7
35.	Hardware Support Engineer	0	2	0	0	2
36.	Open Source – L4	0	1	0	0	1
37.	Open Source – L3	1	0	1	0	2
Total Resources						111

6) Minimum Manpower Resources at DR Site, Jodhpur

S. No.	Role	6:00 AM to 2:00 PM	9:30 AM to 6:00 PM (Monday to Saturday)	2:00 PM to 10:00 PM	10:00 PM to 6:00 AM	Total
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1.	Assistant Project Manager	0	1	0	0	1
2.	Database Administrator L2-(Oracle)	0	1	0	0	1
3.	Database Administrator L2-(MS SQL)	0	1	0	0	1
4.	Database Administrator L2-(PG SQL and My SQL)	0	1	0	0	1
5.	Network Specialist & Security – L2	1	1	1	1	4
6.	Network Specialist – L3	0	1	0	0	1
7.	Network Specialist – L2	1	0	1	1	3

8.	System Specialist windows – L2	0	1	0	0	1
9.	System Specialist Linux – L2	0	1	0	0	1
10.	EMS Engineer - L2	0	1	0	0	1
11.	Storage Engineer – L2	0	1	0	0	1
12.	Backup & Recovery Engineer– L3	0	1	0	0	1
13.	Backup & Recovery Engineer– L2	1	0	0	1	2
14.	Hardware support engineer	0	1	0	0	1
15.	Help Desk Support Staff	0	1	0	0	1
16.	Office Assistance	0	2	0	0	2
Total Resources						23

7) Minimum Qualification, Relevant Experience & Certifications for Rajasthan State Data Centre (RSDC) Phase-I, III, IV &DR site of e-Sign at Jaipur and RSDC Disaster Recovery Site & e-Sign DC at Jodhpur

S. No.	Role	Min. Qualification, Relevant Experience & Certifications	Penalty on Non-availability of each resource per day
1	2	3	4
1.	Sr. Project Manager	B.E./B.Tech/MCA + MBA/PGDBM/PGDM + 15 Years relevant experience in IT/ITeS (minimum 10 years' experience for managing data center) + PMP Certified	10,000
2.	Project Manager	B.E./B.Tech/MCA + MBA/PGDBM/PGDM + 10 Years relevant experience in IT/ITeS (minimum 6 years' experience for managing data center) + PMP/ PRINCE2 Certified	7000
3.	Assistant Project Manager	B.E./B.Tech/MCA + 8 Years relevant experience in IT/ITeS (minimum 4 years' experience for managing data center) + PMP/ PRINCE2 Certified	7000
4.	Quality Manager	B.E./B.Tech/MCA + 10 Years relevant experience + Certified Lead auditor ISO 20000 / ISO 27001	7000
5.	Cloud Specialist L4	B.E./B.Tech. /MCA + 10 Years relevant experience in IT (minimum 6 years' experience in cloud management) + OEM Certified.	7000
6.	Cloud Specialist L3	B.E./B.Tech./MCA + 8 Years relevant experience in IT (minimum 4 years' experience in cloud management) + OEM Certified	5000

7.	Cloud Specialist L2	B.E./B.Tech./MCA + 4 Years relevant experience + OEM Certified L2 Engineer	3000
8.	Database Administrator L4-(Oracle)	B.E./B.Tech/MCA + 10 Years relevant experience + OEM certified L4 engineer	7000
9.	Database Administrator L3-(Oracle)	B.E./B.Tech/MCA + 8 Years relevant experience + OEM certified L3 engineer	5000
10.	Database Administrator L2-(Oracle)	B.E./B.Tech/MCA + 4 Years relevant experience + OEM certified L2 engineer	3000
11.	Database Administrator L4-(MS SQL ,PG SQL and My SQL)	B.E./B.Tech/MCA + 10 Years relevant experience + OEM certified L4 engineer	7000
12.	Database Administrator L3-(MS SQL)	B.E./B.Tech/MCA + 8 Years relevant experience + OEM certified L3 engineer	5000
13.	Database Administrator L2-(MS SQL)	B.E./B.Tech/MCA + 4 Years relevant experience + OEM certified L2 engineer	3000
14.	Database Administrator L3-(PG SQL and My SQL)	B.E./B.Tech/MCA + 8 Years relevant experience + OEM certified L3 engineer	5000
15.	Database Administrator L2-(PG SQL and My SQL)	B.E./B.Tech/MCA + 4 Years relevant experience + OEM certified L2 engineer	3000
16.	Network Specialist – L3	B.E./B.Tech/MCA + 8 Years relevant experience in Network Management + CCNP or equivalent	5000
17.	Network Specialist – L2	B.E./B.Tech/MCA + 4 Years relevant experience in Network Management + CCNA or equivalent	3000
18.	Network Security Specialist – L4	B.E./B.Tech/MCA + 10 Years relevant experience in Network Management + Certification: CCSE and PCNSE	7000
19.	Network Security Specialist – L3	B.E./B.Tech/MCA + 8 Years relevant experience in Network Management + Certification: OEM certified L3 engineer	5000
20.	Network Security Specialist – L2	B.E./B.Tech/MCA + 4 Years relevant experience in Network Management + Certification: OEM certified L2 engineer	3000
21.	Open Source Specialist– L4	B.E./B.Tech/MCA + 10 Years relevant experience + OEM certified L4 engineer	7000
22.	Open Source Specialist – L3	B.E./B.Tech/MCA + 8 Years relevant experience + OEM certified L3 engineer	5000
23.	System Specialist(Linux) – L3	B.E./B.Tech/MCA + 8 Years relevant experience of different flavors of OS with Storage + OEM certified L3 engineer	5000

24.	System Specialist(Linux) – L2	B.E./B.Tech/MCA + 4 Years relevant experience of different flavors of OS with Storage + OEM certified L2 engineer	3000
25.	System Specialist(windows) – L3	B.E./B.Tech/MCA + 8 Years relevant experience of different flavors of OS with Storage + OEM certified L3 engineer	5000
26.	System Specialist(windows) – L2	B.E./B.Tech/MCA + 4 Years relevant experience of different flavors of OS with Storage + OEM certified L2 engineer	3000
27.	WebSphere Administrator – L3	B.E./B.Tech/MCA + 8 Years relevant experience of different flavors of OS with Storage + OEM certified L3 engineer	5000
28.	EMS Engineer – L3	B.E./B.Tech/MCA + 8 Years relevant experience + OEM certified L3 engineer	5000
29.	EMS Engineer - L2	B.E./B.Tech/MCA + 4 Years relevant experience + OEM certified L2 engineer	3000
30.	Storage Engineer – L3	B.E./B.Tech/MCA + 8 Years relevant experience + OEM certified L3engineer	5000
31.	Storage Engineer - L2	B.E./B.Tech/MCA + 4 Years relevant experience + OEM certified L2 engineer	3000
32.	Storage and Backup & Recovery Engineer– L4	B.E./B.Tech/MCA + 10 Years relevant experience + OEM certified L4	7000
33.	Backup & Recovery Engineer– L3	B.E./B.Tech/MCA + 8 Years relevant experience + OEM certified L3	5000
34.	Backup & Recovery Engineer– L2	B.E./B.Tech/MCA + 4 Years relevant experience + OEM certified L2 engineer	3000
35.	Systems Engineer (L2) for e-Sign	B.E./B.Tech/MCA + 4 Years relevant experience	3000
36.	Network & Security (L3) for e-Sign	B.E./B.Tech/MCA + 8 Years relevant experience	5000
37.	Network & Security (L2) for e-Sign	B.E./B.Tech/MCA + 4 Years relevant experience	3000
38.	Operations Server (L2)for e-Sign	B.E./B.Tech/MCA + 4 Years relevant experience	3000
39.	Backup and Storage (L2)for e-Sign	B.E./B.Tech/MCA + 4 Years relevant experience	3000
40.	Database Administrator (L2)for e-Sign	B.E./B.Tech/MCA + 4 Years relevant experience	3000
41.	Help desk for e-Sign	Graduate/Diploma in Computer Science/IT with 3 Year relevant experience	1500
42.	Help Desk Support Staff	Graduate/Diploma in Computer Science/IT with 3 Year relevant experience	1500
43.	Hardware support engineer	Graduate/Diploma in Computer Science/IT with 3 Year relevant experience	1500

44.	Office Assistance	Min. Class 10 th with 3 Year relevant experience	1000
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8) FMS Manpower Responsibilities

Sr. Project Manager

- Should be responsible for all kind of communications with all the stakeholders like DoIT&C /RISL/ PSU/Corporations/ Other Govt. Departments/ respective vendors & OEM
- Should be responsible for data centres and DR activities like installations, hosting, upgradations, migration, incident management, change management, performance tuning activities and patching etc.
- Should be responsible for the project management throughout the entire project lifecycle, including project initiation, project delivery, stakeholder management, post implementation review and project close out / handover.
- Should have to work closely with other team members and Shall be responsible for overall work assigned to DCO for all the data centres and DR
- Should be responsible to facilitate implementation of ISO Standards in data centres and DR
- Should be responsible to implement International Best Practices in relevant area of data centre like Security, DR Implementation, and Cloud Implementation etc.
- Should be responsible for delivery of all project deliverables as per RFP
- Should provide technical solutions and strategic recommendations to enhance services quality
- Shift Management
- Vendor Management
- Should communicate technical ideas to technical and non-technical stakeholders is critical. Additionally, the ability to document support procedures to ensure that deployed systems are properly maintained and supported.

Project Manager

- Should be responsible for the project management throughout the entire project lifecycle, including project initiation, project delivery, stakeholder management, post implementation review and project close out / handover.
- Should be responsible for data centres and DR activities like installations, hosting, upgradations, migration, incident management, change management, performance tuning activities, reporting and patching etc.
- Should have to work closely with other team members and Shall be responsible for overall work assigned to DCO for all the data centres and DR
- Should be responsible to facilitate implementation of ISO Standards in data centres and DR
- Should be responsible to implement International Best Practices in relevant area of data centre like Security, DR Implementation, and Cloud Implementation etc.
- Should be responsible for delivery of all project deliverables as per RFP
- Should provide technical solutions and strategic recommendations to enhance services
- Shift Management
- Vendor Management

Assistant Project Manager

- Should be responsible for the project management throughout the entire project lifecycle, including project initiation, project delivery, stakeholder management, post implementation review and project close out / handover.
- Should be responsible for data centres and DR activities like installations, hosting, upgradations, migration, incident management, change management, performance tuning activities, reporting and patching etc.
- Should have to work closely with other team members and Shall be responsible for overall work assigned to DCO for all the data centres and DR
- Should be responsible to facilitate implementation of ISO Standards in data centres and DR
- Should be responsible to implement International Best Practices in relevant area of data centre like Security, DR Implementation, and Cloud Implementation etc.
- Should be responsible for delivery of all project deliverables as per RFP • Should provide technical solutions and strategic recommendations to enhance services
- Shift Management
- Vendor Management

Quality Manager

- Should be responsible to facilitate implementation of ISO Standards in data centres and DR
- Should be responsible to implement International Best Practices in relevant area of data centres
- Should be responsible for delivery of all project deliverables as per RFP
- Should be SPOC for internal and external audits
- Should be responsible for closer of all audits finding (CAPA)
- Should be responsible for invariably conduct audits and reviews of systems as well ISMS & ITSM policies and furnish suggest according to the industry best practices and prevalent trends, applications, operation and IT processes. Prepare and report results to executives and Audit Committees.
- Provide Business and IT management with guidance on IT risk management matters
- Should communicate technical ideas to technical and non-technical stakeholders is critical. Additionally, the ability to document support procedures to ensure that deployed systems are properly maintained and supported.

Cloud Specialist L4

- Responsible for overall establishment and maintenance of cloud environment in Data centres and DR.
- Designing large scale heterogeneous cloud environment for Data Centre
- Should be collaborates with technical leadership and business stakeholders to develop cloud solutions to meet operational goals for high availability, performance, stability, security, and cost efficiency
- Configuration of cloud Environment/ orchestration layer as required by tendering authority
- Should be able to provide services like IAAS, PAAS & SAAS

- Should be able to Build service catalogues, blueprints, and automated workflows
- View and analyse summary data on cloud resource deployments
- Install and configure the Cloud Management application for the departments (for example, AWS, Azure, or VMware)
- Monitor requests and key metrics for cloud resources
- Plan and conduct technical tasks associated with the support, implementation and maintenance of cloud application infrastructure.
- Identify ways in which new services and modifications or enhancements to current product catalogue can be successfully implemented.
- Improve system monitoring and alerting to improve incident time to resolution while decreasing false positives.
- Improve system logging and benchmarking in order to fine tune application infrastructure and gain better insight into system issues and performance.
- Co-ordinate with internal teams and handle escalations to ensure issues are resolved quickly with least customer downtime.

Cloud Specialist L3

- Designing large scale heterogeneous cloud environment for Data Centres and DR
- Should work in 24*7 rotational shifts
- Configuration of cloud Environment/ orchestration layer as required by tendering authority
- Should be able to provide services like IAAS, PAAS & SAAS
- Should be able to Build service catalogues, blueprints, and automated workflows
- View and analyse summary data on cloud resource deployments
- Install and configure the Cloud Management application for the departments (for example, AWS, Azure, or VMware)
- Configure default lease settings
- Set pricing for the catalogue items
- Develop cloud solutions, design specifications, policies, procedures and organizational cloud deployment and support standards
- Update systems to support new development and technology initiatives.
- Deploy and manage internal as well as customer-based virtual machines via a Cloud-based portal.

Cloud Specialist L2

- Should work in rotational shifts
- Should be able to provide services like IAAS, PAAS & SAAS
- Should be able to Build service catalogues, blueprints, and automated workflows
- View and analyse summary data on cloud resource deployments
- Configure default lease settings
- Set pricing for the catalogue items
- Develop/reclaim/configure virtual Machines
- Update systems to support new development and technology initiatives.

- Deploy and manage internal as well as customer-based virtual machines via a Cloud-based portal

Database Administrator L4-(Oracle)

- Should be SPOC for all Oracle Database incidents, installations, upgradations, migration, clustering, performance tuning activities and patching of installed databases or to be installed at data centres and DR
- Should be responsible for the delivery of all Oracle database deliverables as per RFP
- Should lead a team of L3/L2 DBAs and ensure that they utilize established ITIL processes for change control, problems, incidents and service calls.
- Should be responsible for establishing and maintaining Database Security, Backup and Recovery policies and procedures
- Should be responsible for Oracle Database tuning, Performance tuning, Database troubleshooting that includes rigorous performance checks/root cause/analysis of database instances using provided tools.
- Should provide corrective action plans to mitigate risks prior to (or just after) production upgrades to minimize performance issues.
- Should be able to implement and manage Active Data Guard for data replication at DR Site and have knowledge of Advanced Security, Database Vault and Audit Vault.
- Should be responsible for implementing Database Audit of databases/objects/transactions/users to identify malicious or suspected activities as and when required through database tools.
- Should plan and manage database upgrade, patch upgrade as and when required with minimal downtime.
- Should create and review SOP's for various day to activities/incidents
- Should interact with Oracle Corporation for technical support.
- Patch Management and Version Control

Database Administrator L3-(Oracle)

- Should work in 24*7 rotational shifts to support Oracle Database activities.
- Should be responsible for all Oracle Database incidents, installations, upgradations, migration, clustering, performance tuning activities and patching of installed databases or to be installed at data centres and DR
- Should manage creation/alteration of Database, changes to database schema, creation/alteration of user and its roles and privileges
- Periodically perform configuration checks and fine tune the databases with respect to performance and proactive identification of potential problems
- Should be responsible for management and maintenance of Database Security, Backup and Recovery policies and procedures
- Should create SOP's for various day to activities/incidents
- Should be responsible of designing and reviewing database reports on periodic basis as per RFP

- Should have knowledge of Active Data Guard with management and maintenance of standby databases at DR.
- Should participate in database upgrade, patch upgrade as and when required
- Should interact with Oracle Corporation for technical support.
- Patch Management and Version Control

Database Administrator L2-(Oracle)

- Should work in rotational shifts to support Oracle Database activities.
- Should upload / create/alter users and assigning roles and privileges
- Should able to perform export/import, database creation, basic troubleshooting
- Should administer and create all database objects and users on the request of developer of the application team.
- Should create basic Oracle database daily/monthly/quarterly reports on periodic basis as per RFP and distribute the same to respective stakeholders
- Should follow processes for change control, problems, incidents, service calls and manage the incident/tickets at provided tool
- Should be responsible to maintain optimum utilization of all the equipment's w.r.t. database operations and keeping close watch on optimum performance of database
- Should monitor Database, OS, Network, Database processes, Database objects on regular basis and implement necessary measures to rectify the issues

Database Administrator L4- (MS SQL, PG SQL and My SQL)

- Should be SPOC for all MS SQL, PG SQL and My SQL Database incidents, installations, upgradations, migration, clustering, performance tuning activities and patching of installed databases or to be installed at data centres and DR
- Should be responsible for the delivery of all MSSQL, PG SQL and My SQL database deliverables as per RFP
- Should lead a team of L3/L2 DBAs and ensure that they utilize established ITIL processes for change control, problems, incidents and service calls.
- Should be responsible for establishing and maintaining Database Security, Backup and Recovery policies and procedures
- Should be responsible for Database tuning, Performance tuning, Database troubleshooting that includes rigorous performance checks/root cause/analysis of database instances using provided tools.
- Should provide corrective action plans to mitigate risks prior to (or just after) production upgrades to minimize performance issues.
- Should be able to implement and manage standby database for data replication at DR Site. Must have sound knowledge of Failover clustering, Log shipping and Database mirroring.
- Should be responsible for implementing Database Audit of databases/objects/transactions/users to identify malicious or suspected activities as and when required through database tools.
- Should plan and manage database upgrade, patch upgrade as and when required with minimal downtime.

- Should create and review SOP's for various day to activities/incidents
- Should interact with Microsoft Corporation/ respective vendors for technical support.
- Patch Management and Version Control

Database Administrator L3- (MS SQL)

- Should work in 24*7 rotational shifts to support MS SQL Database activities.
- Should manage creation/alteration of Database, changes to database schema, creation/alteration of user roles and privileges
- Should be responsible for My SQL Database incidents, installations, upgradations, migration, clustering, performance tuning activities and patching of installed databases or to be installed at data centres and DR
- Periodically perform configuration checks and fine tune the databases with respect to performance and proactive identification of potential problems
- Should be responsible for management and maintenance of Database Security, Backup and Recovery policies and procedures
- Should create SOP's for various day to activities/incidents
- Should be responsible of designing and reviewing database reports on periodic basis as per RFP
- Should have sound knowledge of Failover clustering, Log shipping and Database mirroring with management and maintenance of standby databases at DR.
- Should participate in database upgrade, patch upgrade as and when required
- Should interact with Microsoft Corporation for technical support.
- Patch Management and Version Control

Database Administrator L2- (MS SQL)

- Should work in 24*7 rotational shifts to support MS SQL Database activities.
- Should upload / create/ alter users and assigning roles and privileges
- Should able to perform export/import, database creation, basic troubleshooting
- Should administer and create all database objects and users on the request of developer of the application team.
- Should create basic MS SQL database daily/monthly/quarterly reports on periodic basis as per RFP and distribute the same to respective stakeholders
- Should follow processes for change control, problems, incidents, service calls and manage the incident/tickets at provided tool
- Should be responsible to maintain optimum utilization of all the equipment's w.r.t. database operations and keeping close watch on optimum performance of database
- Should monitor Database, OS, Network, Database processes, Database objects on regular basis and implement necessary measures to rectify the issues

Database Administrator L3- (PG SQL and My SQL)

- Should be responsible for all Postgress and My SQL Database incidents, installations, up gradations, migration, clustering, performance tuning activities and patching of installed databases or to be installed at data centres and DR

- Should manage creation/alteration of Database, changes to database schema, creation/alteration of user roles and privileges
- Should be responsible for Database tuning, Performance tuning, Database troubleshooting that includes rigorous performance checks/root cause/analysis of database instances using provided tools.
- Should be responsible for management and maintenance of Database Security, Backup and Recovery policies and procedures
- Should create SOP's for various day to activities/incidents
- Should be responsible of creating PG SQL and My SQL daily/monthly/quarterly database reports on periodic basis as per RFP and distribute the same to respective stakeholders
- Should follow processes for change control, problems, incidents, service calls and manage the incident/tickets at provided tool
- Should have sound knowledge of Streaming Replication, Clustering and Connection Pooling with management and maintenance of standby databases at DR.
- Should participate in database upgrade, patch upgrade as and when required
- Should interact with respective Database vendors for technical support.
- Patch Management and Version Control

Database Administrator L2- (PG SQL and My SQL)

- Should upload / create/ alter users and assigning roles and privileges
- Should able to perform export/import, database creation, basic troubleshooting
- Should administer and create all database objects and users on the request of developer of the application team.
- Should create basic Postgress and My SQL database daily/monthly/quarterly reports on periodic basis as per RFP and distribute the same to respective stakeholders
- Should follow processes for change control, problems, incidents, service calls and manage the incident/tickets at provided tool
- Should be responsible to maintain optimum utilization of all the equipment's w.r.t. database operations and keeping close watch on optimum performance of database
- Should monitor Database, OS, Network, Database processes, Database objects on regular basis and implement necessary measures to rectify the issues

Network Specialist – L3

- Should be responsible for all network activities at data centre and DR like installations, upgradations, migration, incident, performance tuning activities, reporting and patching etc.
- Should work in 24*7 rotational shifts
- Should be well versed in Switching, Routing and network equipment.
- Should have good knowledge in monitoring network with tools (HP-open view, PRTG, Netflow, etc.)
- Should have worked on large scale network.
- Management of Configuration changes of switches/routers when required & periodic backup of configurations

- Should be able to configure and troubleshooting of Layer2 protocols, such as: VLAN, Private VLANs, VTP, STP, DTP, Trunking, Stacking, Ether channel, DOT1Q, ISL, SVI etc.
- Should be able to configure and troubleshooting of Layer3 Protocols such as: BGP, EIGRP, OSPF, Static Routing, High Availability Protocols (HSRP, VRRP, GLBP), Floating Static Routing, Failover etc.
- Should provide support for IPv4, IPv6, NTP, ACLs, Route-map, Prefix-Lists, PBR, AAA, TACAS, RADIUS, CEF, IPv6 CEF, SLA, TRACK, SNMP, EEM, Syslog, Flow-export, RADIO.
- Should be able to configure and troubleshooting of Network Load Balancers Data centre core switching and routing upgrade & maintenance.
- Router access control management.
- Fault management of routers and switches.
- Corrective actions to resolve faults to ensure high network uptime.
- Troubleshooting and debugging of problems.
- Deploy monitoring tools for identifying problem areas and early rectifications if require.
- Periodic fine-tuning to ensure optimal network availability
- Regular checking for proper functioning of network and assets deployed
- Should be well versed with NMS tools.
- Incident, Change and Configuration Management, IOS Upgradation, change request management.

Network Specialist – L2

- Responsible for carrying out daily hardware and software monitoring tasks
- Should work in 24*7 rotational shifts
- Configuring and reacting to hardware and software alerts, data centre network equipment's
- Updates and patching, performing maintenance of network equipment's and assessing environmental security.
- Carrying out successful daily data centre operations
- Locating faults on the network, and pinpointing the reason for the fault,
- Monitoring performance of the WAN/LAN connectivity and report on the same,
- Escalating problems and bottlenecks on the network to the Network Engineer team,

Network Security Specialist - L4

- Should be SPOC for all network security activities at data centre and DR like installations, upgradations, migration, incident, performance tuning activities, reporting and patching etc.
- Design, configure, implement and maintain all security platforms and their associated software, such as routers, switches, firewalls, intrusion detection/intrusion prevention, anti-virus, cryptography systems, SIEM, Anti-SPAM etc.
- Design, review and ongoing assessment of firewall, intrusion detection/intrusion prevention, SIEM, VPN, SSL, application control, Antivirus, and other network & security component policies.
- Ensure network security best practices are implemented through auditing: router, switch, firewall configurations, change control, and monitoring.

- Coordinate and monitor log analysis for our managed services offerings, to ensure customer policy and security requirements are met.
- Maintenance of an updated knowledge base of all the published security vulnerabilities and virus threats for related software and microcode, including, but not limited to, operating systems, application servers, web servers, databases, security solutions, messaging solutions, etc.
- Responding to security breaches or other security incidents and coordinate with respective OEMs of RSDC other e-Governance infrastructure in case of a new threat is observed to ensure that workaround / patch is made available for the same.
- Responsible for periodically reviewing and validating user access rights and privileges.
- Act as a key liaison between departments and other stakeholders.

Network Security Specialist - L3

- Should be responsible for all network security activities at data centre and DR like installations, upgradations, migration, incident, performance tuning activities, reporting and patching etc.
- Ensure network security best practices are implemented through auditing: router, switch, firewall configurations, change control, and monitoring.
- Should work in 24*7 rotational shifts
- Coordinate and monitor log analysis for our managed services offerings, to ensure customer policy and security requirements are met.
- Maintenance of an updated knowledge base of all the published security vulnerabilities and virus threats for related software and microcode, including, but not limited to, operating systems, application servers, web servers, databases, security solutions, messaging solutions, etc.
- Responding to security breaches or other security incidents and coordinate with respective OEMs of RSDC other e-Governance infrastructure in case of a new threat is observed to ensure that workaround / patch is made available for the same.

Network Security Specialist - L2

- Should be responsible for all network security activities at data centre and DR like installations, upgradations, migration, incident, performance tuning activities, reporting and patching etc.
- Design, configure, implement and maintain all security platforms and their associated software, such as routers, switches, firewalls, intrusion detection/intrusion prevention, anti-virus, cryptography systems, SIEM, Anti-SPAM etc.
- Design, review and ongoing assessment of firewall, intrusion detection/intrusion prevention, SIEM, VPN, SSL, application control, Antivirus, and other network & security component policies.
- Ensure network security best practices are implemented through auditing: router, switch, firewall configurations, change control, and monitoring.
- Coordinate and monitor log analysis for our managed services offerings, to ensure customer policy and security requirements are met.

- Maintenance of an updated knowledge base of all the published security vulnerabilities and virus threats for related software and microcode, including, but not limited to, operating systems, application servers, web servers, databases, security solutions, messaging solutions, etc.
- Responding to security breaches or other security incidents and coordinate with respective OEMs of RSDC other e-Governance infrastructure in case of a new threat is observed to ensure that workaround / patch is made available for the same.

Open Source Specialist – L4

- Design and review Linux-based infrastructure architectures (RHEL, CentOS, Ubuntu, Debian) and OpenStack.
- Lead the design and implementation of open-source stacks (Apache, NGINX, Tomcat, MariaDB/ MySQL, PostgreSQL, Elasticsearch, Kubernetes, Docker, etc.).
- Perform capacity planning for compute, storage, and performance optimization.
- Define high-availability (HA), clustering, failover, and load-balancing configurations.
- Evaluate and recommend open-source technologies for use at data centre.
- Handle complex issues in OS, file systems, kernel modules, LVM, RAID, and network stack.
- Optimize system performance, tuning kernel parameters and scheduler-level configs.
- Oversee patching, advanced package management, and patch rollbacks.
- Manage SELinux, AppArmor, and OS-level security modules.
- Conduct OS-level vulnerability assessments and remediation.
- Implement security hardening as per guidelines issued by Cert-IN and other governing bodies.
- Review and manage SSH access, sudo policies, PAM configurations, and MFA
- Should create and review SOP's for various day to day activities/incidents integrations.
- Guide L3 engineers in operations.

Open Source Specialist– L3

- Install, configure, and maintain Linux servers (RHEL/CentOS/Ubuntu) and OpenStack.
- Manage user accounts, groups, access rights, service daemons, cron jobs.
- Perform routine OS patching and kernel updates as per change management.
- Monitor system health, performance, and security alerts.
- Handle incidents raised by NOC
- Execute corrective actions based on established SOPs.
- Investigate system logs, journal entries, network connectivity, firewall issues.
- Escalate unresolved complex issues to L4 with proper analysis.
- Perform routine vulnerability patching.
- Maintain logs for compliance purposes.
- Maintain daily checklists, patch logs, change records.
- Generate operational reports on uptime, incidents, patching status

System Specialist (Windows) - L3

- Should be responsible for all the windows server activities at data centre and DR like installations, upgradations, migration, incident, performance tuning activities, reporting and patching etc.
- Responsible for all Windows server Management
- Should work in 24*7 rotational shifts
- Responsible for all windows server tickets & alert response/resolution time management
- Should be responsible for testing all windows server services in DC & DR
- Should Plan & schedule train for windows server L2 administrator
- Should be responsible for managing all Windows server IP Addressing assignment in DC & DR
- Should be responsible for shift roaster management
- Should be responsible for trouble shooting all windows server severity 2 tickets
- Manage OEM / Vender ticket for all windows servers
- Should be able to configure and maintain Clusters
- Prepares and maintains weekly and monthly windows server reports
- To ensure that servers, processes and methodologies as specified are followed to sure effective monitoring, control and support of IT Service delivery
- Make escalation to upper level related to all windows servers
- SLA Management for all OEM/ Vendors

System Specialist (Windows)-L2

- Responsible for all windows server installation, configuration & basic testing
- Responsible for all windows server services installation (AD-DS, DNS, IIS, WDS, Backup, Terminal etc.)
- Should work in 24*7 rotational shifts
- Should be responsible to add/remove all windows servers into monitoring tools
- Should be responsible for work with windows power shell command
- Responsible for monitoring all windows servers into monitoring tools
- Should be responsible for deployment of windows group policy into domain
- Should be responsible for all windows server updates & schedule deployment for WSUS.
- Responsible for making request for server down time/Up time
- Raise tickets of all windows server OEM/ Vender into respective tools
- Coordination & escalation with helpdesk for tickets updates

System Specialist (Linux)-L3

- Should be responsible for all Linux server activities at data centre and DR like installations, upgradations, migration, incident, change, performance tuning activities, reporting and patching etc.
- Should work in 24*7 rotational shifts
- Responsible for all Linux server Management
- Responsible for all Linux server tickets & alert response/resolution time management
- Should be responsible for testing all Linux server services in DC & DR

- Should be responsible for installation, configuration, troubleshooting and monitoring of backups
- Should be responsible for managing Linux Cluster
- Should be responsible for Performance Tuning and Hardening of Linux servers
- Should be responsible for all Linux server patching and upgrade
- Should Plan & schedule train for Linux server L2 administrator
- Should be responsible for managing all Linux server IP Addressing assignment in DC & DR
- Should be responsible for shift roster management
- Should be responsible for trouble shooting all Linux server severity 2 tickets
- Manage OEM / Vender ticket for all Linux servers
- Prepares and maintains weekly and monthly Linux server reports
- To ensure that servers, processes and methodologies as specified are followed to sure effective monitoring, control and support of IT Service delivery
- Make escalation to upper level related to all Linux servers
- SLA Management for all OEM/ Vendors

System Specialist (Linux)-L2

- Responsible for all Linux server installation, configuration & basic testing
- Responsible for all Linux server services installation and configuration
- Should be responsible for troubleshooting and monitoring of backups
- Should be responsible for monitoring of Linux Cluster
- Should be responsible for Performance Tuning and Hardening of Linux servers
- Should be responsible to add/remove all Linux servers into monitoring tools
- Responsible for monitoring all Linux servers into monitoring tools
- Should be responsible for OS hardening, patching and update
- Responsible for making request for server down time/Up time
- Raise tickets of all Linux server OEM/ Vender into respective tools
- Coordination & escalation with helpdesk for tickets updates

WebSphere Administrator – L3

- Should be responsible for all the WebSphere activities at data centre and DR like installations, upgradations, migration, incident, change, performance tuning activities, reporting and patching etc.
- Designing topologies and recommending architecture choices.
- Should work in 24*7 rotational shifts
- Administering WebSphere-Architecture review, monitoring and health check.
- Involved in Configuring WebSphere resources such as JDBC Provider, JNDI, Data Sources and Connection Pooling in order to connect to JNDI.
- Understanding application resource bindings and deployment descriptors.
- Tuning, test, tweak and tune various WebSphere settings.
- Application upgrades and typical issues with JDK versions.
- Logging & Tracing WebSphere tracing, Tivoli Performance Monitor.
- Experience in deployment and management of enterprise applications.

- Using WebSphere Process Server with different cluster configurations.
- Application troubleshooting for performance issues.
- Analyse all aspects of the existing infrastructure and recommend modifications that will enhance system reliability, availability.

Storage Engineer – L3

- Should be responsible for all storage system activities at data centre and DR like installations, upgradations, migration, incident, change, performance tuning activities, reporting and patching etc.
- Ensures the success of the functional Systems teams, as it relates to storage, backup and related technologies and Applies advanced, comprehensive functional knowledge to resolve complex issues.
- Should work in 24*7 rotational shifts
- Should provide world-class support as well as technical expertise.
- Provide end of road assistance for entire complex environments.
- Provide support or training plus leadership to various engineers.
- Should implement all technical related solutions for organizational customers.
- Should prepare as well as install cost efficient, operational and supportable solutions to attain complex client needs and SLAs.
- Should have exposure to the DR / BCP practices
- Provide suitable training to all delivery team members as required.
- Learn automated organizational resource functions as well as terminology.
- Ensure to learn organization's alert management platforms, terminology and functions.
- Learn and attain thorough knowledge on company product offerings.
- Upgrade knowledge regularly on latest OS technologies.
- Provide support or training to various engineers
- Design and implement storage Disaster Recovery capabilities to meet each applications Recovery Point Objectives (RPO) and Recovery Time Objectives (RTO) according to their assigned tiers.
- Design and implement storage solutions to support high availability requirements integrating key data centre technologies including but not limited to: snapshots, replication, virtualization, and backup/DR.

Storage Engineer – L2

- Should have exposure of SAN System (Storage Management Software, Performance tuning, Volume configuration), along with the capability of SAN/NAS System Monitoring, Fabric monitoring, Report generation, first call Handling and would have beginner to intermediate skills.
- Should have exposure to the DR / BCP practices.
- Should work in 24*7 rotational shifts
- Should be responsible for Defining, maintaining and implementing procedures for secure disposal of media and equipment.
- Should ensure timely availability of storage space to User Departments.
- Should ensure problem and conflict resolution.

- Should ensure proper capacity planning.
- Should ensure the implementation of the DR and Business Continuity Plan.
- Availability, reporting on status, Capacity planning of storages.
- Monitoring SAN fabric / Storage / Backup events & respond to events crossing threshold limits
- Adding new device to Fabric
- Should ensure zoning, LUN Masking and new space allocation to servers.
- Should ensure availability of SAN switches and storage devices.
- Create and edit documentation for the storage environment.
- Time to time update storage capacity availability to management.
- Knowledge and practical experience with Windows or Linux server administration.
- Ensure storage practices are followed for all change, capacity, performance, and threshold management
- Configures, maintains, and monitors storage infrastructure to enhance availability, improve performance, and ensure adequate capacity.

Backup Recovery Engineer – L3

- Should be responsible for all the backup and recovery activities at data centre and DR like installations, upgradations, migration, incident, change, backup, restore, performance tuning activities, reporting and patching etc.
- Design, innovate, deploy and follow solutions/procedures to improve working process.
- Implementing changes in the Backup environment.
- Should Knowledge of Backup hardware (physical and disk-based Virtual Tape Library (VTL) libraries) and able to configure VTL Library.
- Should Knowledge on NAS/SAN backup and zoning concept.
- Skill in solving technically challenging problems involving Enterprise Backup based critical application and hardware issues.
- Troubleshoot complex issues and provide solutions
- Every-day learn to stay on top of the Backup and Recovery technology
- Should Knowledge and practical experience with Windows or Linux server administration
- Excellent problem solving, oral and written communication skills.
- Ability to work independently and in a team environment.
- Perform day to day health checks and Monitoring the backup and recovery environment.
- Upgrade backup environments to the latest version, to stay current and receive the newest features.
- Defining, maintaining and implementing procedures to manage media library.
- Defining, maintaining and implementing procedures for secure disposal of media and equipment
- Responsible for back up data according to scheme.
- Responsible for recovery of data in MTTR
- Defining, maintaining and implementing procedures for data restoration.
- Should able to configure file level, hot/Cold backup of Database and VMware snapshot level backup and recovery.

- Setting up a backup schedule, create the backup policy and define the retention policy of servers.
- Recovering from data loss if the need arises
- Create and edit documentation for the Backup environment.

Backup Recovery Engineer – L2

- Should be responsible for all the backup and recovery activities at data centre and DR like installations, migration, incident, change, backup, restore, reporting.
- Should work in 24*7 rotational shifts
- Implementing changes in the Backup environment.
- Should Knowledge of Backup hardware (physical and disk-based Virtual Tape Library (VTL) libraries) and able to configure VTL Library.
- Should Knowledge on NAS/SAN backup and zoning concept.
- Every-day learn to stay on top of the Backup and Recovery technology
- Should Knowledge and practical experience with Windows or Linux server administration
- Excellent problem solving, oral and written communication skills.
- Ability to work independently and in a team environment.
- Perform day to day health checks and Monitoring the backup and recovery environment.
- Upgrade backup environments to the latest version, to stay current and receive the newest features.
- Defining, maintaining and implementing procedures to manage media library.
- Defining, maintaining and implementing procedures for secure disposal of media and equipment
- Responsible for back up data according to scheme.
- Defining, maintaining and implementing procedures for data restoration.
- Should able to configure file level, hot/Cold backup of Database and VMware snapshot level backup and recovery.
- Setting up a backup schedule, create the backup policy and define the retention policy of servers.
- Recovering from data loss if the need arises
- Create and edit documentation for the Backup environment.

EMS Engineer – L3

- Responsible for overall establishment, installation and maintenance of EMS solution in Data centres and DR
- Provide data, reporting and trends to IT department and others in ad-hoc, weekly, monthly and as needed
- Develop daily, weekly and monthly reports on FMS team productivity
- Co-ordinate with internal teams and handle escalations to ensure issues are resolved quickly with least customer downtime.
- Ensuring monitoring and reporting of all assets, service.
- Managing the help desk team and evaluate performance

EMS Engineer – L2

- Responsible for installation and management of EMS solution in Data centre
- Addition and deletion of Data centre assets in EMS tool
- Develop daily, weekly and monthly reports of EMS tools as per requirement
- Maintain and develop own knowledge and skills to assist with first time fault resolution

Help Desk Support Staff

- log all calls received through any medium viz. telephone/email/in writing/in person, shall generate a ticket mentioning type of problem, Severity level etc. using helpdesk tool and forward the same to concerned FMS team/person, Project OIC(s) and user.
- Should work in 24*7 rotational shifts
- Correctly logging incidents and faults, categorizing and prioritizing them in line with team procedures
- Maintain and develop own knowledge and skills to assist with first time fault resolution
- Sharing knowledge with team colleagues
- Provide customer feedback to the appropriate internal teams

Hardware Support Staff

- End to end coordination for gate-pass generation in data centre for hardware or personnel entry.
- Keep track of all hardware installed or removed at DC and ensure it should be recorded and updated in asset inventory.
- Assist different teams for support during inward, outward and preventive maintenance activities at data centre.

Operational Hardware, Software and other resources

RISL shall provide devices like desktops, printers, scanners, multi-function devices etc. for carrying out data centre operations and monitoring up to certain extent possible.

DCO has to provide training to their internal team and concerned officers (Max 10) for ISO certification so that the proper ISO process can be followed at no extra cost.

9) Minimum Manpower Resources at e-Sign DC, Jodhpur

S. No.	Role	6:00 AM to 2:00 PM	9:30 AM to 6:00 PM (Monday to Saturday)	2:00 PM to 10:00 PM	10:00 PM to 6:00 AM	Total
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1.	System Engineer(L2)	1	0	1	0	2
2.	Network & Security (L3)	0	1	0	0	1
3.	Network & Security (L2)	1	0	1	1	3
4.	Operations Server (L2)	0	1	0	0	1
5.	Backup and Storage (L2)	0	1	0	0	1
6.	Data base Administrator (L2)	0	1	0	0	1

7.	Helpdesk	1	1	1	1	4
Total Resources						13

10) Minimum Manpower Resources at e-Sign DR, Jaipur

S. No.	Role	6:00 AM to 2:00 PM	9:30 AM to 6:00 PM (Monday to Saturday)	2:00 PM to 10:00 PM	10:00 PM to 6:00 AM	Total
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1.	Helpdesk	1	0	1	1	3
Total Resources						3

11) Manpower Responsibility of e-Sign at Jaipur and e-Sign DC at Jodhpur

Sr. No.	Recourses	Role
1	Systems Engineer (L2)	The objective of this service is to efficiently and effectively support and maintain all the Systems, Servers and equipment provided as a part of this RFP, and will include: • 24x7x365 monitoring and management of Hyper-converged infrastructure in the Raj eSign Infrastructure. • Operating System administration, including but not limited to management of users, processes, preventive maintenance and management of servers including updates and patches to ensure that the system is properly updated at any given time. • Installation and Re-installation of the server hardware in the event of system crash/ failures. • Regular analysis of events and logs generated in all the sub-systems including but not limited to servers, operating systems, security devices, etc. to identify vulnerabilities. Action shall be taken in accordance with the results of the log analysis. • Adoption of policies as defined by RISL and conforming to standards wherever applicable.

		• Provide integration and user support on all supported servers and data storage systems. • Troubleshoot problems with overall aspects of IT & security equipment and Infrastructure. Problems shall be logged in at the Helpdesk and resolved as per the SLAs defined in this document • Manage and monitor server configuration, steady performance and activity of all servers • Document for all equipment/ components configurations. • OS Hardening to address security weaknesses in operation systems by implementing the latest OS and application patches, hot fixes and updates and following procedures and policies to reduce attacks and system downtime.
2	Network & Security (L3)	♦<u>Networking Management Services including security incident management</u>: - The objective of this service is to ensure continuous operation and security of the Raj eSign infrastructure at Primary & DR sites. The scope excludes maintenance of WAN links, which shall be provisioned by RISL. However, for overall functioning of the Raj eSign, the selected bidder shall be responsible to coordinate with RISL team for WAN link related issues. The services to be provided for Network Management include: • Ensuring that the network is steady and available 24x7x365 as per the prescribed SLAs. • Attending to and resolving network failures and snags. • Attending to and resolving network security incidents. • Support and maintain the overall network infrastructure Security Components, Switches etc. • Configuration and backup of network & security devices including documentation of all configurations. • 24x7x365 monitoring of the network to spot the problems immediately. • Installation and Re-installation of the network devices in the event of crash/ failures. • Tuning of various parameters to optimize performance and to ensure industry standard QoS with customization is being delivered. <u>Security Administration and Management Services: -</u> The objective of this service is to provide a secure environment through the implementation of the security policy (to be laid down by RISL with the assistance from the Bidder). This service includes: • Addressing the on-going needs of security management including, but not limited to, monitoring of various devices/ tools such as firewall, IPS/IDS, content filtering and blocking, virus protection spam protection and vulnerability protection through implementation of proper patches and rules. • Maintaining an updated knowledge base of all the published security vulnerabilities and virus threats for related software and microcode etc.

		- Ensuring that latest patches/ work around for identified vulnerabilities are applied immediately. - Preventing & responding to security breaches or other security incidents and coordinate with respective OEM in case a new threat is observed to ensure that work around/ patch is made available for the same. - Maintenance and management of security devices, including, but not limited to maintaining firewall services to restrict network protocols and traffic, detecting intrusions or unauthorized access to networks, systems, services, applications or data, protecting data, email, gateways, firewalls, servers, from viruses. - Ensuring that the security policy is maintained and updates to - The same are made regularly as per ISO270001, BS7799 and BS15000 guidelines. - Compliance of security regulations defined by GoI or any other Govt. Authorized agency such as CERT-IN etc.
3	Network & Security (L2)	♦Networking Management Services including security incident management: - The objective of this service is to ensure continuous operation and security of the Raj eSign infrastructure at Primary & DR sites. The scope excludes maintenance of WAN links, which shall be provisioned by RISL. However, for overall functioning of the Raj eSign, the selected bidder shall be responsible to coordinate with RISL team for WAN link related issues. The services to be provided for Network Management include: - Ensuring that the network is steady and available 24x7x365 as per the prescribed SLAs. - Attending to and resolving network failures and snags. - Attending to and resolving network security incidents. - Support and maintain the overall network infrastructure Security Components, Switches etc. - Configuration and backup of network & security devices including documentation of all configurations. 24x7x365 monitoring of the network to spot the problems immediately. - Installation and Re-installation of the network devices in the event of crash/ failures. - Tuning of various parameters to optimize performance and to ensure industry standard QoS with customization is being delivered. Security Administration and Management Services: - The objective of this service is to provide a secure environment through the implementation of the security policy (to be laid down by RISL with the assistance from the Bidder). This service includes: - Addressing the on-going needs of security management including, but not limited to, monitoring of various devices/ tools such as firewall, IPS/IDS, content filtering and blocking, virus protection spam protection and vulnerability protection through implementation of proper patches and rules. - Maintaining an updated knowledge base of all the published security vulnerabilities and virus threats for related software and microcode etc. - Ensuring that latest patches/ work around for identified vulnerabilities are applied immediately.

		- Preventing & responding to security breaches or other security incidents and coordinate with respective OEM in case a new threat is observed to ensure that work around/ patch is made available for the same. - Maintenance and management of security devices, including, but not limited to maintaining firewall services to restrict network protocols and traffic, detecting intrusions or unauthorized access to networks, systems, services, applications or data, protecting data, email, gateways, firewalls, servers, from viruses. - Ensuring that the security policy is maintained and updates to the same are made regularly as per ISO270001, BS7799 and BS15000 guidelines. - Compliance of security regulations defined by GoI or any other Govt. Authorized agency such as CERT-IN etc.
4	Operations Server (L2)	♦Operations Servers: - Servers Configurations, Virtualisation technologies - Knowledge and working experience of operations of the above-mentioned devices and equipment, exposure to commonly occurring problems and troubleshooting techniques. - Sufficient and relevant work experience with online technologies and mission critical applications. They are expected to be exposed to systems and network monitoring tools. Good exposure to different techniques like load balancing, debugging, OS hardening, replication techniques, DB optimisation techniques as relevant to the quoted products etc. - The resources are required to have exposure to common internet attacks and security breaches and their mitigation techniques. - The selected engineers may preferably have work experience under situations where formal security policy and procedures exist.
5	Backup and Storage (L2)	♦Backup and storage: - Backup of storage as per the defined policies (to be framed by RISL with assistance from the bidder). - Monitoring and enhancing the performance of scheduled backups, Schedule regular testing of backups and ensuring adherence to related retention policies as defined by RISL. - Prompt execution of on-demand backups of volumes and files whenever required or in case of upgrades and configuration changes to the system. - Real-time monitoring, log maintenance and reporting of backup status on a regular basis. - Media management tasks, including, but not limited to, tagging, cross-referencing, storing, logging, testing, and vaulting in fireproof cabinets(onsite). 24x7x365 supports for file and volume restoration requests at the Primary Site & DR Site.
6	Data Base Administer (L2)	- Should manage creation/alteration of Database, changes to database schema, creation/alteration of user and its roles and privileges - Periodically perform configuration checks and fine tune the databases with respect to performance and proactive identification of potential problems - Should be responsible for management and maintenance of Database Security, Backup and Recovery policies and procedures

		• Should create SOP's for various day to activities/incidents • Should be responsible of designing and reviewing database reports on periodic basis as per RFP • Should have knowledge of Active Data Guard with management and maintenance of standby databases at DR. • Should participate in database upgrade, patch upgrade as and when required • Should interact with Oracle Corporation for technical support. • Patch Management and Version Control • Should upload / create/alter users and assigning roles and privileges • Should be able to perform export/import, database creation, basic troubleshooting • Should administer and create all database objects and users on the request of developer of the application team. • Should create basic Oracle database daily/monthly/quarterly reports on periodic basis as per RFP and distribute the same to respective stakeholders • Should follow processes for change control, problems, incidents, service calls and manage the incident/tickets at provided tool • Should be responsible to maintain optimum utilization of all the equipment's w.r.t database operations and keeping close watch on optimum performance of database • Should monitor Database, OS, Network, Database processes, Database objects on regular basis and implement necessary measures to rectify the issues
7	Helpdesk	• The helpdesk resources required must have sufficient experience of handling helpdesk requirements of the nature of this project. • The help desk service will serve as a single point of contact for all ICT related incidents and service requests. The service will provide a Single Point of Contact (SPoC) and also resolution of incidents. The scope of work includes. • 24x7x365 Helpdesk facility for reporting issues/ problems with the IT infrastructure. • To provide a service desk facility at RISL DC and setup all necessary channels for reporting issues to helpdesk. The incident reporting channels will be the following: • Specific E-Mail account • Dedicated Phone Numbers • To implement a call logging system in line with the severity levels as mentioned in the SLA. • The Helpdesk shall undertake the following activities: • Log issues/complaints related to IT infrastructure at the Raj eSign under the scope of work and issue an ID number against the issue /complaint. • Assign severity level to each issue /complaint. • Track each issue /complaint to resolution. • Escalate the issues/complaints, to Raj eSign, if necessary, as per the escalation matrix defined in discussion with Raj eSign. • Provide feedback to the callers.

		• Analyse the issue/complaint statistics • Creation of knowledgebase on frequently asked questions to aid the users of the IT infrastructure.
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Bidder is not only expected to provide the numbers asked for, bidder must ensure that the manpower provided has the requisite skills. It is further expected that:

- I. The selected engineers may preferably be certified by the OEM for the products for which he is expected to provide support.
- II. Before selecting the engineers/manpower for deployment, the bidder must study the requirements given in the section “The Activities to be carried out by the Bidder’s Personnel”. This will help him select the most suitable candidates. In addition to these requirements, the engineers must have experience and technical skills in the following areas:
- III. Networking: including network security, switches, routers, firewalls, UTM devices, antivirus technologies, IPS, IDS etc.
- IV. Systems: Thorough grounding in operating systems like Windows, Linux
- V. Servers: Servers Configurations, Virtualisation technologies
- VI. Hyper-converged and Backup Devices
- VII. Knowledge and working experience of operations of the above-mentioned devices and equipment, exposure to commonly occurring problems and troubleshooting techniques
- VIII. Sufficient and relevant work experience with online technologies and mission critical applications. They are expected to be exposed to systems and network monitoring tools.
- IX. Good exposure to different techniques like load balancing, debugging, OS hardening, replication techniques, DB optimisation techniques as relevant to the quoted products etc.
- X. The resources are required to have exposure to latest internet attacks and security breaches and their mitigation techniques.

- XI. The selected engineers may preferably have work experience under situations where formal security policy and procedures exist.
- XII. The OEM certified resources will be preferred for each functional area.

12) Specialized Manpower in General shift to manage the critical applications infra from server side

- a) AI Work Load Engineer (L2)- 2 Nos
- b) Tomcat Engineer (L2) - 1 Nos
- c) MobileFirst (formerly Known as Worklight) (L2) – 1 Nos.

S. No.	Role	Min. Qualification, Relevant Experience & Certifications	Penalty on Non-availability of each resource per day
1	2	3	4
1.	AI Work Load Engineer(L2)	B.E./B.Tech/MCA + 5 Years relevant experience	3000
2.	Tomcat Engineer (L2)	B.E./B.Tech/MCA + 5 Years relevant experience	3000
3.	MobileFirst (formerly Known as Worklight) (L2)	B.E./B.Tech/MCA + 5 Years relevant experience	3000

The selected engineers may preferably be certified by the OEM for the products for which he is expected to provide support. This specialized manpower will provide support from RSDC Jaipur.

13) Specialised manpower Responsibilities:

a. AI Work Load Engineer:

- Deploy and manage AI/ML workloads on Data Centre and cloud infrastructure.
- Configure and operate GPU/HPC resources for AI applications.
- Monitor performance and optimize resource utilization.
- Implement backup, security, and availability measures for AI systems.
- Troubleshoot and resolve AI workload and platform issues.

b. Tomcat Engineer:

- Install, configure, and manage Apache Tomcat servers in the Data Centre.
- Deploy and manage Java-based applications on Tomcat.
- Monitor Tomcat performance and carry out tuning as required.
- Implement security configurations, patching, and version upgrades.
- Troubleshoot and resolve Tomcat service and application issues.
- Support backup, recovery, and high availability setups for Tomcat servers.

c. MobileFirst:

- Install, configure, and manage MobileFirst application servers and components.
- Deploy and maintain mobile applications and backend services.
- Monitor system performance and ensure high availability of MobileFirst services.
- Implement security configurations and access controls for mobile applications.
- Troubleshoot and resolve MobileFirst platform and application issues.
- Support backup, recovery, and version upgrades of the MobileFirst environment.

Note - There will be 15 days initial transition period/hand over and takeover (HOTO) period for the project.

5. INSTRUCTION TO BIDDERS (ITB)

1) Sale of Bidding/ Tender Documents

- a) The sale of bidding documents shall be commenced from the date of publication of Notice Inviting Bids (NIB) and shall be stopped one day prior to the date of opening of Bid. The complete bidding document shall also be placed on the State Public Procurement Portal and e-Procurement portal. The prospective bidders shall be permitted to download the bidding document from the websites and pay its price while submitting the Bid to the procuring entity.
- b) The bidding documents shall be made available to any prospective bidder who pays the price for it in cash or by bank demand draft, banker's cheque.
- c) Bidding documents purchased by Principal of any concern may be used by its authorised sole selling agents' / marketing agents/ distributors/ sub-distributors and authorised dealers or vice versa.

2) Pre-bid Meeting/ Clarifications

- a) Any prospective bidder may, in writing, seek clarifications from the procuring entity in respect of the bidding documents.
- b) A pre-bid conference is also scheduled by the procuring entity as per the details mentioned in the NIB and to clarify doubts of potential bidders in respect of the procurement and the records of such conference shall be intimated to all bidders and where applicable, shall be published on the respective websites.
- c) The period within which the bidders may seek clarifications under (a) above and the period within which the procuring entity shall respond to such requests for clarifications shall be as under: -
 - a. Last date of submitting clarifications requests by the bidder as per NIB
 - b. Response to clarifications by procuring entity: as per NIB
- d) The minutes and response, if any, shall be provided promptly to all bidders to which the procuring entity provided the bidding documents, so as to enable those bidders to take minutes into account in preparing their bids, and shall be published on the respective websites.

3) Changes in the Bidding Document

- a) At any time, prior to the deadline for submission of Bids, the procuring entity may for any reason, whether on its own initiative or as a result of a request for clarification by a bidder, modify the bidding documents by issuing an addendum in accordance with the provisions below.
- b) In case, any modification is made to the bidding document or any clarification is issued which materially affects the terms contained in the bidding document, the procuring entity shall publish such modification or clarification in the same manner as the publication of the initial bidding document.
- c) In case, a clarification or modification is issued to the bidding document, the procuring entity may, prior to the last date for submission of Bids, extend such time limit in order to allow the bidders sufficient time to take into account the clarification or modification, as the case may be, while submitting their Bids.

- d) Any bidder, who has submitted his Bid in response to the original invitation, shall have the opportunity to modify or re-submit it, as the case may be, within the period of time originally allotted or such extended time as may be allowed for submission of Bids, when changes are made to the bidding document by the procuring entity:

Provided that the Bid last submitted or the Bid as modified by the bidder shall be considered for evaluation.

4) Period of Validity of Bids

- Bids submitted by the bidders shall remain valid during the period specified in the NIB/ bidding document. A Bid valid for a shorter period shall be rejected by the procuring entity as non-responsive Bid.
- Prior to the expiry of the period of validity of Bids, the procuring entity, in exceptional circumstances, may request the bidders to extend the bid validity period for an additional specified period of time. A bidder may refuse the request and such refusal shall be treated as withdrawal of Bid and in such circumstances bid security shall not be forfeited.
- Bidders that agree to an extension of the period of validity of their Bids shall extend or get extended the period of validity of bid securities submitted by them or submit new bid securities to cover the extended period of validity of their bids. A bidder whose bid security is not extended, or that has not submitted a new bid security, is considered to have refused the request to extend the period of validity of its Bid.

5) Format and Signing of Bids

- Bidders must submit their bids online at e-Procurement portal i.e. <https://eproc.rajasthan.gov.in>.
- All the documents uploaded should be digitally signed with the DSC of authorized signatory.
- A Single Stage: Two part/ cover system shall be followed for the Bid: -
 - Technical Bid, including fee details, eligibility & technical documents
 - Financial Bid
- The technical bid shall consist of the following documents: -

S. No.	Documents Type	Document Format
Fee Details		
1.	Bidding document Fee (Tender Fee)	Proof of submission (PDF)
2.	RISL Processing Fee (e-Procurement)	Instrument/ Proof of submission (PDF)
3.	Bid Security	Instrument/ Proof of submission (PDF)
Eligibility Documents		
4.	Bidder's Authorisation Certificate along with copy of PoA/ Board resolution stating that Auth. Signatory can sign the bid/ contract on behalf of the firm.	As per Annexure-4 (PDF)

S. No.	Documents Type	Document Format
5.	All the documents mentioned in the “Eligibility Criteria”, in support of the eligibility	As per the format mentioned against the respective eligibility criteria clause
Technical Documents		
6.	Tender Form	As per Annexure-2 (PDF)
7.	Technical Bid Covering Letter	As per Annexure-3 (PDF)
8.	BIDDER’S AUTHORIZATION CERTIFICATE	As per Annexure-4 (PDF)
9.	Self-Declaration	As per Annexure-5 (PDF)
10.	Certificate of Conformity/ No Deviation	As per Annexure-6 (PDF)
11.	Declaration by Bidders	As per Annexure-7 (PDF)
12.	Undertaking on Authenticity of the Services	As per Annexure-8 (PDF)
13.	Format for Submission of Projects References for PQ & Technical Experience	As per Annexure-14 (PDF)
14.	FINANCIAL TURNOVER OF THE BIDDER	As per Annexure-16 (PDF)
15.	HR Certificate for Manpower Professionals	As per Annexure-15(PDF)

b) Financial bid shall include the following documents: -

S. No.	Documents Type	Document Format
1.	Financial Bid – Cover Letter	On bidder’s letter head duly signed by authorized signatory as per Annexure-9 (PDF)
2.	Financial Bid - Format	As per BoQ (.XLS) format available on e-Procurement portal

c) The bidder should ensure that all the required documents, as mentioned in this bidding document, are submitted along with the Bid and in the prescribed format only. Non-submission of the required documents or submission of the documents in a different format/ contents may lead to the rejections of the Bid submitted by the bidder.

6) Cost & Language of Bidding

- a) The Bidder shall bear all costs associated with the preparation and submission of its Bid, and the procuring entity shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- b) The Bid, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the procuring entity, shall be written only in English Language. Supporting documents and printed literature that are part of the Bid may be in another language provided they are accompanied by an accurate translation of the relevant passages in English/ Hindi language, in which case, for purposes of interpretation of the Bid, such translation shall govern.

7) Alternative/ Multiple Bids

Alternative/ Multiple Bids shall not be considered at all.

8) Bid Security

Every bidder, if not exempted, participating in the procurement process will be required to furnish the bid security as specified in the NIB.

- a) In lieu of bid security, a bid securing declaration shall be taken from Departments of the State Government, Undertakings, Corporations, Autonomous bodies, Registered Societies and Cooperative Societies which are owned or controlled or managed by the State Government and Government Undertakings of the Central Government.
- b) Bid security instrument or cash receipt of bid security or a bid securing declaration shall necessarily accompany the technical bid.
- c) Bid security of a bidder lying with the procuring entity in respect of other bids awaiting decision shall not be adjusted towards bid security for the fresh bids. The bid security originally deposited may, however, be taken into consideration in case bids are re-invited.
- d) The bid security may be given in the form of a banker's cheque or demand draft or bank guarantee, in specified format, of a scheduled bank. The bid security must remain valid thirty days beyond the original or extended validity period of the bid.
- e) The issuer of the bid security and the confirmer, if any, of the bid security, as well as the form and terms of the bid security, must be acceptable to the procuring entity.
- f) Prior to presenting a submission, a bidder may request the procuring entity to confirm the acceptability of proposed issuer of a bid security or of a proposed confirmer, if required. The procuring entity shall respond promptly to such a request.
- g) The bank guarantee presented as bid security shall be got confirmed from the concerned issuing bank. However, the confirmation of the acceptability of a proposed issuer or of any proposed confirmer does not preclude the procuring entity from rejecting the bid security on the ground that the issuer or the confirmer, as the case may be, has become insolvent or has otherwise ceased to be creditworthy.
- h) The bid security of unsuccessful bidders shall be refunded soon after final acceptance of successful bid and signing of Agreement and submitting performance security.
- i) The Bid security taken from a bidder shall be forfeited, including the interest, if any, in the following cases, namely: -
 - a. when the bidder withdraws or modifies its bid after opening of bids;
 - b. when the bidder does not execute the agreement, if any, after placement of supply/ work order within the specified period;
 - c. when the bidder fails to commence the supply of the goods or service or execute work as per supply/ work order within the time specified;
 - d. when the bidder does not deposit the performance security within specified period after the supply/ work order is placed; and
 - e. if the bidder breaches any provision of code of integrity, prescribed for bidders, specified in the bidding document.
- j) Notice will be given to the bidder with reasonable time before bid security deposited is forfeited.
- k) No interest shall be payable on the bid security.

- l) In case of the successful bidder, the amount of bid security may be adjusted in arriving at the amount of the Performance Security, or refunded if the successful bidder furnishes the full amount of performance security.
- m) The procuring entity shall promptly return the bid security after the earliest of the following events, namely: -
 - a. the expiry of validity of bid security;
 - b. the execution of agreement for procurement and performance security is furnished by the successful bidder;
 - c. the cancellation of the procurement process; or
 - d. the withdrawal of bid prior to the deadline for presenting bids, unless the bidding documents stipulate that no such withdrawal is permitted.

9) Deadline for the submission of Bids

- a) Bids shall be received online at e-Procurement portal and up to the time and date specified in the NIB.
- b) Normally, the date of submission and opening of Bids would not be extended. In exceptional circumstances or when the bidding document are required to be substantially modified as a result of discussions in pre-bid meeting/ conference or otherwise and the time with the prospective bidders for preparation of Bids appears insufficient, the date may be extended by the procuring entity. In such case the publicity of extended time and date shall be given in the manner, as was given at the time of issuing the original NIB and shall also be placed on the State Public Procurement Portal, if applicable. It would be ensured that after issue of corrigendum, reasonable time is available to the bidders for preparation and submission of their Bids. The procuring entity shall also publish such modifications in the bidding document in the same manner as the publication of initial bidding document. If, in the office of the Bids receiving and opening authority, the last date of submission or opening of Bids is a non-working day, the Bids shall be received or opened on the next working day.

10) Withdrawal, Substitution, and Modification of Bids

- a) If permitted on e-Procurement portal, a Bidder may withdraw its Bid or re-submit its Bid (technical and/ or financial cover) as per the instructions/ procedure mentioned at e-Procurement website under the section "Bidder's Manual Kit".
- b) Bids withdrawn shall not be opened and processes further.

11) Opening of Bids

- a) The Bids shall be opened by the bid opening & evaluation committee on the date and time mentioned in the NIB in the presence of the bidders or their authorised representatives who choose to be present.
- b) The committee may co-opt experienced persons in the committee to conduct the process of Bid opening.
- c) The committee shall prepare a list of the bidders or their representatives attending the opening of Bids and obtain their signatures on the same. The list shall also contain the representative's name and telephone number and corresponding bidders' names and addresses. The authority letters, if any, brought by the representatives shall be attached to the list. The list shall be

signed by all the members of Bid opening committee with date and time of opening of the Bids.

- d) All the documents comprising of technical Bid/ cover shall be opened & downloaded from the e-Procurement website (only for the bidders who have submitted the prescribed fee(s) to tendering authority).
- e) The committee shall conduct a preliminary scrutiny of the opened technical Bids to assess the prima-facie responsiveness and ensure that the: -
 - a. bid is accompanied by bidding document fee, bid security or bid securing declaration, and processing fee (if applicable);
 - b. bid is valid for the period, specified in the bidding document;
 - c. bid is unconditional and the bidder has agreed to give the required performance security; and
 - d. other conditions, as specified in the bidding document are fulfilled.
 - e. any other information which the committee may consider appropriate.
- f) No Bid shall be rejected at the time of Bid opening except the Bids not accompanied with the proof of payment or instrument of the required price of bidding document, processing fee and bid security.
- g) The Financial Bid cover shall be kept unopened and shall be opened later on the date and time intimated to the bidders who qualify in the evaluation of technical Bids.

12) Selection Method:

- a) The selection method is Least Cost Based Selection (LCBS or L1).

13) Clarification of Bids

- a) To assist in the examination, evaluation, comparison and qualification of the Bids, the bid evaluation committee may, at its discretion, ask any bidder for a clarification regarding its Bid. The committee's request for clarification and the response of the bidder shall be through the e-Procurement portal.
- b) Any clarification submitted by a bidder with regard to its Bid that is not in response to a request by the committee shall not be considered.
- c) No change in the prices or substance of the Bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the committee in the evaluation of the financial Bids.
- d) No substantive change to qualification information or to a submission, including changes aimed at making an unqualified bidder, qualified or an unresponsive submission, responsive shall be sought, offered or permitted.

14) Evaluation & Tabulation of Technical Bids

a) Determination of Responsiveness

- a. The bid evaluation committee shall determine the responsiveness of a Bid on the basis of bidding document and the provisions of pre-qualification/ eligibility criteria of the bidding document.

- b. A responsive Bid is one that meets the requirements of the bidding document without any material deviation, reservation, or omission where: -
 - i. “deviation” is a departure from the requirements specified in the bidding document;
 - ii. “reservation” is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the bidding document; and
 - iii. “Omission” is the failure to submit part or all of the information or documentation required in the bidding document.
 - c. A material deviation, reservation, or omission is one that,
 - i. if accepted, shall: -
 - 1. affect in any substantial way the scope, quality, or performance of the subject matter of procurement specified in the bidding documents; or
 - 2. limits in any substantial way, inconsistent with the bidding documents, the procuring entity’s rights or the bidder’s obligations under the proposed contract; or
 - ii. if rectified, shall unfairly affect the competitive position of other bidders presenting responsive Bids.
 - d. The bid evaluation committee shall examine the technical aspects of the Bid in particular, to confirm that all requirements of bidding document have been met without any material deviation, reservation or omission.
 - e. The procuring entity shall regard a Bid as responsive if it conforms to all requirements set out in the bidding document, or it contains minor deviations that do not materially alter or depart from the characteristics, terms, conditions and other requirements set out in the bidding document, or if it contains errors or oversights that can be corrected without touching on the substance of the Bid.
- b) Non-material Non-conformities in Bids**
- a. The bid evaluation committee may waive any non-conformity in the Bid that does not constitute a material deviation, reservation or omission, the Bid shall be deemed to be substantially responsive.
 - b. The bid evaluation committee may request the bidder to submit the necessary information or document like audited statement of accounts/ CA Certificate, Registration Certificate, ISO/ CMMi Certificates, etc. within a reasonable period of time. Failure of the bidder to comply with the request may result in the rejection of its Bid.
 - c. The bid evaluation committee may rectify non-material nonconformities or omissions on the basis of the information or documentation received from the bidder under (b) above.
- c) Technical Evaluation Criteria**
- Bids shall be evaluated based on the documents submitted as part of technical bid. Technical bid shall contain all the documents as asked in the clause “Format and signing of Bids”.
- d) Tabulation of Technical Bids**
- a. If Technical Bids have been invited, they shall be tabulated by the bid evaluation committee in the form of a comparative statement to evaluate the qualification of the bidders against the criteria for qualification set out in the bidding document.
 - b. The members of bid evaluation committee shall give their recommendations below the table as to which of the bidders have been found to be qualified in evaluation of Technical Bids and sign it.

- e) The number of firms qualified in technical evaluation, if less than three and it is considered necessary by the procuring entity to continue with the procurement process, reasons shall be recorded in writing and included in the record of the procurement proceedings.
- f) The bidders who qualified in the technical evaluation shall be informed in writing about the date, time and place of opening of their financial Bids.

15) Evaluation & Tabulation of Financial Bids

Subject to the provisions of “Acceptance of Successful Bid and Award of Contract” below, the procuring entity shall take following actions for evaluation of financial Bids: -

- a) To ensure a reasonable and realistic ratio of CAPEX and OPEX a bid will be rejected after scrutiny if total CAPEX happens to be more than 60% of the overall bid value.
- b) the financial Bids of the bidders who qualified in technical evaluation shall be opened online at the notified time, date and place by the bid evaluation committee in the presence of the bidders or their representatives who choose to be present;
- c) the process of opening of the financial Bids shall be similar to that of technical Bids.
- d) the names of the bidders, the rates given by them and conditions put, if any, shall be read out and recorded;
- e) conditional Bids are liable to be rejected;
- f) the evaluation shall include all costs and all taxes and duties applicable to the bidder as per law of the Central/ State Government/ Local Authorities, and the evaluation criteria specified in the bidding documents shall only be applied;
- g) the offers shall be evaluated and marked L1, L2, L3 etc. L1 being the lowest offer and then others in ascending order in case price is the only criteria, or evaluated and marked H1, H2, H3 etc. in descending order.
- h) the bid evaluation committee shall prepare a comparative statement in tabular form in accordance with rules along with its report on evaluation of financial Bids and recommend the lowest offer for acceptance to the procuring entity, if price is the only criterion, or most advantageous Bid in other case;
- i) The members of bids evaluation committee shall give their recommendations below the table regarding lowest Bid or most advantageous Bid and sign it.
- j) It shall be ensured that the offer recommended for sanction is justifiable looking to the prevailing market rates of the goods, works or service required to be procured.

16) Correction of Arithmetic Errors in Financial Bids

The bid evaluation committee shall correct arithmetical errors in substantially responsive Bids, on the following basis, namely: -

- a) if there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of the bid evaluation committee there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;
- b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and

- c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to clause (a) and (b) above.

17) Negotiations

- a) Except in case of procurement by method of single source procurement or procurement by competitive negotiations, to the extent possible, no negotiations shall be conducted after the pre-bid stage. All clarifications needed to be sought shall be sought in the pre-bid stage itself.
- b) Negotiations may, however, be undertaken only with the lowest or most advantageous bidder when the rates are considered to be much higher than the prevailing market rates.
- c) The bid evaluation committee shall have full powers to undertake negotiations. Detailed reasons and results of negotiations shall be recorded in the proceedings.
- d) The lowest or most advantageous bidder shall be informed in writing either through messenger or by registered letter and e-mail (if available). A minimum time of seven days shall be given for calling negotiations. In case of urgency the bid evaluation committee, after recording reasons, may reduce the time, provided the lowest or most advantageous bidder has received the intimation and consented to regarding holding of negotiations.
- e) Negotiations shall not make the original offer made by the bidder inoperative. The bid evaluation committee shall have option to consider the original offer in case the bidder decides to increase rates originally quoted or imposes any new terms or conditions.
- f) In case of non-satisfactory achievement of rates from lowest or most advantageous bidder, the bid evaluation committee may choose to make a written counter offer to the lowest or most advantageous bidder and if this is not accepted by him, the committee may decide to reject and re-invite Bids or to make the same counter-offer first to the second lowest or most advantageous bidder, then to the third lowest or most advantageous bidder and so on in the order of their initial standing and work/ supply order be awarded to the bidder who accepts the counter-offer. This procedure would be used in exceptional cases only.
- g) In case the rates even after the negotiations are considered very high, fresh Bids shall be invited.

18) Exclusion of Bids/ Disqualification

- a) A procuring entity shall exclude/ disqualify a Bid, if: -
 - a. the information submitted, concerning the qualifications of the bidder, was false or constituted a misrepresentation; or
 - b. the information submitted, concerning the qualifications of the bidder, was materially inaccurate or incomplete; and
 - c. the bidder is not qualified as per pre-qualification/ eligibility criteria mentioned in the bidding document;
 - d. the Bid materially departs from the requirements specified in the bidding document or it contains false information;
 - e. the bidder, submitting the Bid, his agent or any one acting on his behalf, gave or agreed to give, to any officer or employee of the procuring entity or other governmental authority

- a gratification in any form, or any other thing of value, so as to unduly influence the procurement process;
- f. a bidder, in the opinion of the procuring entity, has a conflict of interest materially affecting fair competition.
- b) A Bid shall be excluded/ disqualified as soon as the cause for its exclusion/ disqualification is discovered.
- c) Every decision of a procuring entity to exclude a Bid shall be for reasons to be recorded in writing and shall be: -
 - a. communicated to the concerned bidder in writing;
 - b. published on the State Public Procurement Portal, if applicable.

19) Lack of competition

- a) A situation may arise where, if after evaluation of Bids, the bid evaluation committee may end-up with one responsive Bid only. In such situation, the bid evaluation committee would check as to whether while floating the NIB all necessary requirements to encourage competition like standard bid conditions, industry friendly specifications, wide publicity, sufficient time for formulation of Bids, etc. were fulfilled. If not, the NIB would be re-floated after rectifying deficiencies. The bid process shall be considered valid even if there is one responsive Bid, provided that: -
 - a. the Bid is technically qualified;
 - b. the price quoted by the bidder is assessed to be reasonable;
 - c. the Bid is unconditional and complete in all respects;
 - d. there are no obvious indicators of cartelization amongst bidders; and
 - e. the bidder is qualified as per the provisions of pre-qualification/ eligibility criteria in the bidding document
- b) The bid evaluation committee shall prepare a justification note for approval by the next higher authority of the procuring entity, with the concurrence of the accounts member.
- c) In case of dissent by any member of bid evaluation committee, the next higher authority in delegation of financial powers shall decide as to whether to sanction the single Bid or re-invite Bids after recording reasons.
- d) If a decision to re-invite the Bids is taken, market assessment shall be carried out for estimation of market depth, eligibility criteria and cost estimate.

20) Acceptance of the successful Bid and award of contract

- a) The procuring entity after considering the recommendations of the bid evaluation committee and the conditions of Bid, if any, financial implications, trials, sample testing and test reports, etc., shall accept or reject the successful Bid. If any member of the bid evaluation committee, has disagreed or given its note of dissent, the matter shall be referred to the next higher authority, as per delegation of financial powers, for decision.
- b) Decision on Bids shall be taken within original validity period of Bids and time period allowed to procuring entity for taking decision. If the decision is not taken within the original validity period or time limit allowed for taking decision, the matter shall be referred to the next higher authority in delegation of financial powers for decision.

- c) Before award of the contract, the procuring entity shall ensure that the price of successful Bid is reasonable and consistent with the required quality.
- d) A Bid shall be treated as successful only after the competent authority has approved the procurement in terms of that Bid.
- e) The procuring entity shall award the contract to the bidder whose offer has been determined to be the lowest or most advantageous in accordance with the evaluation criteria set out in the bidding document and if the bidder has been determined to be qualified to perform the contract satisfactorily on the basis of qualification criteria fixed for the bidders in the bidding document for the subject matter of procurement.
- f) Prior to the expiration of the period of bid validity, the procuring entity shall inform the successful bidder, in writing, that its Bid has been accepted.
- g) As soon as a Bid is accepted by the competent authority, its written intimation shall be sent to the concerned bidder by registered post or email and asked to execute an agreement in the format given in the bidding documents on a non-judicial stamp of requisite value and deposit the amount of performance security or a performance security declaration, if applicable, within a period specified in the bidding documents or where the period is not specified in the bidding documents then within fifteen days from the date on which the letter of acceptance or letter of intent is dispatched to the bidder.
- h) If the issuance of formal letter of acceptance is likely to take time, in the meanwhile a Letter of Intent (LOI) may be sent to the bidder. The acceptance of an offer is complete as soon as the letter of acceptance or letter of intent is posted and/ or sent by email (if available) to the address of the bidder given in the bidding document and accepted by the bidder. Until a formal contract is executed, the letter of acceptance shall constitute a binding contract.
- i) The bid security of the bidders whose Bids could not be accepted shall be refunded soon after the contract with the successful bidder is signed and its performance security is obtained.

21) Information and publication of award

Information of award of contract shall be communicated to all participating bidders and published on the respective website(s) as specified in NIB.

22) Procuring entity's right to accept or reject any or all Bids

The Procuring entity reserves the right to accept or reject any Bid, and to annul (cancel) the bidding process and reject all Bids at any time prior to award of contract, without thereby incurring any liability to the bidders.

23) Right to vary quantity

- a) If the procuring entity does not procure any subject matter of procurement or procures less than the quantity specified in the bidding documents due to change in circumstances, the bidder shall not be entitled for any claim or compensation.
- b) Repeat orders for extra items/services or additional quantities may be placed on the rates and conditions given in the contract during the period of contract. Delivery or completion period may also be proportionately increased. The limits of repeat order shall be as under: -
 - 1) 50% of the quantity of the individual items/services and 50% of the value of original contract in case of works; and

- 2) 50% of the value of goods or services of the original contract.

24) Performance Security

- a) Prior to execution of agreement, Performance security shall be solicited from all successful bidders except the departments of the State Government and undertakings, corporations, autonomous bodies, registered societies, co-operative societies which are owned or controlled or managed by the State Government and undertakings of the Central Government. However, a performance security declaration shall be taken from them. The State Government may relax the provision of performance security in particular procurement or any class of procurement.
- b) The amount of performance security shall be 5%, or as may be specified in the bidding document, of the amount of supply order in case of procurement of goods and services. In case of Small Scale Industries (SSI) of Rajasthan, it shall be 1% of the amount of quantity ordered for supply of goods and in case of sick industries, other than SSI, whose cases are pending before the Board of Industrial and Financial Reconstruction (BIFR), it shall be 2% of the amount of supply order.
- c) Performance security shall be furnished in any one of the following forms: -
 - a. Bank Draft or Banker's Cheque of a scheduled bank;
 - b. National Savings Certificates and any other script/ instrument under National Savings Schemes for promotion of small savings issued by a Post Office in Rajasthan, if the same can be pledged under the relevant rules. They shall be accepted at their surrender value at the time of bid and formally transferred in the name of procuring entity with the approval of Head Post Master;
 - c. Bank guarantee/s of a scheduled bank. It shall be got verified from the issuing bank. Other conditions regarding bank guarantee shall be same as mentioned in the bidding document for bid security;
 - d. Fixed Deposit Receipt (FDR) of a scheduled bank. It shall be in the name of procuring entity on account of bidder and discharged by the bidder in advance. The procuring entity shall ensure before accepting the FDR that the bidder furnishes an undertaking from the bank to make payment/premature payment of the FDR on demand to the procuring entity without requirement of consent of the bidder concerned. In the event of forfeiture of the performance security, the Fixed Deposit shall be forfeited along with interest earned on such Fixed Deposit.
- d) Performance security furnished in the form specified in clause [b.] to [e.] of (c) above shall remain valid for a period of 60 days beyond the date of completion of all contractual obligations of the bidder, including warranty obligations and maintenance and defect liability period.
- e) Forfeiture of Security Deposit: Security amount in full or part may be forfeited, including interest, if any, in the following cases: -
 - a. When any terms and condition of the contract is breached.
 - b. When the bidder fails to make complete supply as per the scope of tender document.
 - c. if the bidder breaches any provision of code of integrity, prescribed for bidders, specified in the bidding document.

- f) Notice will be given to the bidder for being heard with reasonable time before PSD deposited is forfeited.
- g) No interest shall be payable on the PSD.

25) Execution of agreement

- a) A procurement contract shall come into force from the date on which the agreement is signed.
- b) The successful bidder shall sign the procurement contract within 15 days from the date on which the Work Order (WO) is despatched to the successful bidder.
- c) If the bidder, who's Bid has been accepted, fails to sign a written procurement contract or fails to furnish the required performance security within specified period, the procuring entity shall take action against the successful bidder as per the provisions of the bidding document and Act. The procuring entity may, in such case, cancel the procurement process or if it deems fit, offer for acceptance the rates of lowest or most advantageous bidder to the next lowest or most advantageous bidder, in accordance with the criteria and procedures set out in the bidding document.
- d) The bidder will be required to execute the agreement on a non-judicial stamp of specified value at its cost and to be purchase from anywhere in Rajasthan only.
- e) Bidder has also to sign Non-Disclosure agreement with the tendering authority as per indicative format attached in Annexure 16.

26) Confidentiality

- a) Notwithstanding anything contained in this bidding document but subject to the provisions of any other law for the time being in force providing for disclosure of information, a procuring entity shall not disclose any information if such disclosure, in its opinion, is likely to: -
 - a. impede enforcement of any law;
 - b. affect the security or strategic interests of India;
 - c. affect the intellectual property rights or legitimate commercial interests of bidders;
 - d. affect the legitimate commercial interests of the procuring entity in situations that may include when the procurement relates to a project in which the procuring entity is to make a competitive bid, or the intellectual property rights of the procuring entity.
- b) The procuring entity shall treat all communications with bidders related to the procurement process in such manner as to avoid their disclosure to competing bidders or to any other person not authorised to have access to such information.
- c) The procuring entity may impose on bidders and sub-contractors, if there are any for fulfilling the terms of the procurement contract, conditions aimed at protecting information, the disclosure of which violates (a) above.
- d) In addition to the restrictions specified above, the procuring entity, while procuring a subject matter of such nature which requires the procuring entity to maintain confidentiality, may impose condition for protecting confidentiality of such information.

27) Cancellation of procurement process

- a) If any procurement process has been cancelled, it shall not be reopened but it shall not prevent the procuring entity from initiating a new procurement process for the same subject matter of procurement, if required.
- b) A procuring entity may, for reasons to be recorded in writing, cancel the process of procurement initiated by it -
 - a. at any time prior to the acceptance of the successful Bid; or
 - b. after the successful Bid is accepted in accordance with (d) and (e) below.
- c) The procuring entity shall not open any bids or proposals after taking a decision to cancel the procurement and shall return such unopened bids or proposals.
- d) The decision of the procuring entity to cancel the procurement and reasons for such decision shall be immediately communicated to all bidders that participated in the procurement process.
- e) If the bidder who's Bid has been accepted as successful fails to sign any written procurement contract as required, or fails to provide any required security for the performance of the contract, the procuring entity may cancel the procurement process.
- f) If a bidder is convicted of any offence under the Act, the procuring entity may: -
 - a. cancel the relevant procurement process if the Bid of the convicted bidder has been declared as successful but no procurement contract has been entered into;
 - b. rescind (cancel) the relevant contract or forfeit the payment of all or a part of the contract value if the procurement contract has been entered into between the procuring entity and the convicted bidder.

28) Code of Integrity for Bidders

- a) No person participating in a procurement process shall act in contravention of the code of integrity prescribed by the State Government.
- b) The code of integrity includes provisions for: -
 - a. Prohibiting
 - i. any offer, solicitation or acceptance of any bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process;
 - ii. any omission, including a misrepresentation that misleads or attempts to mislead so as to obtain a financial or other benefit or avoid an obligation;
 - iii. any collusion, bid rigging or anti-competitive behaviour to impair the transparency, fairness and progress of the procurement process;
 - iv. improper use of information shared between the procuring entity and the bidders with an intent to gain unfair advantage in the procurement process or for personal gain;
 - v. any financial or business transactions between the bidder and any officer or employee of the procuring entity;
 - vi. any coercion including impairing or harming or threatening to do the same, directly or indirectly, to any party or to its property to influence the procurement process;
 - vii. any obstruction of any investigation or audit of a procurement process;
 - b. disclosure of conflict of interest;

- c. Disclosure by the bidder of any previous transgressions with any entity in India or any other country during the last three years or of any debarment by any other procuring entity.
- c) Without prejudice to the provisions below, in case of any breach of the code of integrity by a bidder or prospective bidder, as the case may be, the procuring entity may take appropriate measures after being heard including: -
 - a. exclusion of the bidder from the procurement process;
 - b. calling-off of pre-contract negotiations and forfeiture or encashment of bid security;
 - c. forfeiture or encashment of any other security or bond relating to the procurement;
 - d. recovery of payments made by the procuring entity along with interest thereon at bank rate;
 - e. cancellation of the relevant contract and recovery of compensation for loss incurred by the procuring entity;

29) Interference with Procurement Process

A bidder, who: -

- a) withdraws from the procurement process after opening of financial bids;
- b) withdraws from the procurement process after being declared the successful bidder;
- c) fails to enter into procurement contract after being declared the successful bidder;
- d) fails to provide performance security or any other document or security required in terms of the bidding documents after being declared the successful bidder, without valid grounds,

shall, in addition to the recourse available in the bidding document or the contract, be punished with fine which may extend to fifty lakh rupees or ten per cent of the assessed value of procurement, whichever is less.

30) Appeals

- a) Subject to “Appeal not to lie in certain cases” below, if any bidder or prospective bidder is aggrieved that any decision, action or omission of the procuring entity is in contravention to the provisions of the Act or the rules or guidelines issued thereunder, he may file an appeal to such officer of the procuring entity, as may be designated by it for the purpose, within a period of 10 days from the date of such decision or action, omission, as the case may be, clearly giving the specific ground or grounds on which he feels aggrieved:
 - a. Provided that after the declaration of a bidder as successful in terms of “Award of Contract”, the appeal may be filed only by a bidder who has participated in procurement proceedings;
 - b. Provided further that in case a procuring entity evaluates the technical Bid before the opening of the financial Bid, an appeal related to the matter of financial Bid may be filed only by a bidder whose technical Bid is found to be acceptable.
- b) The officer to whom an appeal is filed under (a) above shall deal with the appeal as expeditiously as possible and shall endeavour to dispose it of within 30 days from the date of filing of the appeal.
- c) If the officer designated under (a) above fails to dispose of the appeal filed under that sub-section within the period specified in (c) above, or if the bidder or prospective bidder or the

- procuring entity is aggrieved by the order passed, the bidder or prospective bidder or the procuring entity, as the case may be, may file a second appeal to an officer or authority designated by the State Government in this behalf within 15 days from the expiry of the period specified in (c) above or of the date of receipt of the order passed under (b) above, as the case may be.
- d) The officer or authority to which an appeal is filed under (c) above shall deal with the appeal as expeditiously as possible and shall endeavour to dispose it of within 30 days from the date of filing of the appeal:
- e) The officer or authority to which an appeal may be filed under (a) or (d) above shall be: First Appellate Authority: Principal Secretary, IT&C, GoR
Second Appellate Authority: Principal Secretary, Finance Department, GoR
- f) Form of Appeal:
- Every appeal under (a) and (c) above shall be as per Annexure-16 along with as many copies as there are respondents in the appeal.
 - Every appeal shall be accompanied by an order appealed against, if any, affidavit verifying the facts stated in the appeal and proof of payment of fee.
 - Every appeal may be presented to First Appellate Authority or Second Appellate Authority, as the case may be, in person or through registered post or authorised representative.
- g) Fee for Appeal: Fee for filing appeal:
- Fee for first appeal shall be rupees two thousand five hundred and for second appeal shall be rupees ten thousand, which shall be non-refundable.
 - The fee shall be paid in the form of bank demand draft or banker's cheque of a Scheduled Bank payable in the name of Appellate Authority concerned.
- h) Procedure for disposal of appeal:
- The First Appellate Authority or Second Appellate Authority, as the case may be, upon filing of appeal, shall issue notice accompanied by copy of appeal, affidavit and documents, if any, to the respondents and fix date of hearing.
 - On the date fixed for hearing, the First Appellate Authority or Second Appellate Authority, as the case may be, shall -
 - hear all the parties to appeal present before him; and
 - Peruse or inspect documents, relevant records or copies thereof relating to the matter.
 - After hearing the parties, perusal or inspection of documents and relevant records or copies thereof relating to the matter, the Appellate Authority concerned shall pass an order in writing and provide the copy of order to the parties to appeal free of cost.
 - The order passed under (c) shall also be placed on the State Public Procurement Portal.
- i) No information which would impair the protection of essential security interests of India, or impede the enforcement of law or fair competition, or prejudice the legitimate commercial interests of the bidder or the procuring entity, shall be disclosed in a proceeding under an appeal.

31) Stay of procurement proceedings

While hearing of an appeal, the officer or authority hearing the appeal may, on an application made in this behalf and after affording a reasonable opportunity of hearing to the parties concerned, stay the procurement proceedings pending disposal of the appeal, if he, or it, is satisfied that failure to do so is likely to lead to miscarriage of justice.

32) Vexatious Appeals & Complaints

Whoever intentionally files any vexatious, frivolous or malicious appeal or complaint under the “The Rajasthan Transparency Public Procurement Act 2012”, with the intention of delaying or defeating any procurement or causing loss to any procuring entity or any other bidder, shall be punished with fine which may extend to twenty lakh rupees or five per cent of the value of procurement, whichever is less.

33) Offenses by Firms/ Companies

- a) Where an offence under “The Rajasthan Transparency Public Procurement Act 2012” has been committed by a company, every person who at the time the offence was committed was in charge of and was responsible to the company for the conduct of the business of the company, as well as the company, shall be deemed to be guilty of having committed the offence and shall be liable to be proceeded against and punished accordingly:
Provided that nothing contained in this sub-section shall render any such person liable for any punishment if he proves that the offence was committed without his knowledge or that he had exercised all due diligence to prevent the commission of such offence.
- b) Notwithstanding anything contained in (a) above, where an offence under this Act has been committed by a company and it is proved that the offence has been committed with the consent or connivance of or is attributable to any neglect on the part of any director, manager, secretary or other officer of the company, such director, manager, secretary or other officer shall also be deemed to be guilty of having committed such offence and shall be liable to be proceeded against and punished accordingly.
- c) For the purpose of this section-
 - a. "company" means a body corporate and includes a limited liability partnership, firm, registered society or co- operative society, trust or other association of individuals; and
 - b. "director" in relation to a limited liability partnership or firm, means a partner in the firm.
- d) Abetment of certain offenses: Whoever abets an offence punishable under this Act, whether or not that offence is committed in consequence of that abetment, shall be punished with the punishment provided for the offence.

34) Debarment from Bidding

- a) A bidder shall be debarred by the State Government if he has been convicted of an offence
 - a. under the Prevention of Corruption Act, 1988 (Central Act No. 49 of 1988); or
 - b. under the Indian Penal Code, 1860 (Central Act No. 45 of 1860) or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract.

- b) A bidder debarred under (a) above shall not be eligible to participate in a procurement process of any procuring entity for a period not exceeding three years commencing from the date on which he was debarred.
- c) Where the entire bid security or the entire performance security or any substitute thereof, as the case may be, of a bidder has been forfeited by a procuring entity in respect of any procurement process or procurement contract, the bidder may be debarred from participating in any procurement process undertaken by the procuring entity for a period not exceeding three years.
- d) The State Government or a procuring entity, as the case may be, shall not debar a bidder under this section unless such bidder has been given a reasonable opportunity of being heard.

35) Change in status of the bidder

- a) Any change in the constitution of the firm, etc. shall be notified forth with by the contractor in writing to the procuring entity and such change shall not relieve any former member of the firm, etc., from any liability under the contract.
- b) No new partner/ partners shall be accepted in the firm by the selected bidder in respect of the contract unless he/ they agree to abide by all its terms, conditions and deposits with the procuring entity through a written agreement to this effect. The bidder's receipt for acknowledgement or that of any partners subsequently accepted as above shall bind all of them and will be sufficient discharge for any of the purpose of the contract.
- c) The selected bidder shall not assign or sub-let his contract or any substantial part thereof to any other agency without the permission of procuring entity.

36) Monitoring of Contract

- a) An officer or a committee of officers named Contract Monitoring Committee (CMC) may be nominated by procuring entity to monitor the progress of the contract during its delivery period.
- b) During the delivery period the CMC shall keep a watch on the progress of the contract and shall ensure that quantity of goods and service delivery is in proportion to the total delivery period given, if it is a severable contract, in which the delivery of the goods and service is to be obtained continuously or is batched. If the entire quantity of goods and service is to be delivered in the form of completed work or entire contract like fabrication work, the process of completion of work may be watched and inspections of the selected bidder/authorised partner's premises where the work is being completed may be inspected.
- c) If delay in delivery of goods and service is observed a performance notice would be given to the selected Bidder to speed up the delivery.
- d) Any change in the constitution of the firm, etc. shall be notified forth with by the contractor in writing to the procuring entity and such change shall not relieve any former member of the firm, etc., from any liability under the contract.
- e) No new partner/ partners shall be accepted in the firm by the selected Bidder in respect of the contract unless he/ they agree to abide by all its terms, conditions and deposits with the procuring entity through a written agreement to this effect. The bidder/authorised partner's receipt for acknowledgement or that of any partners subsequently accepted as above shall bind all of them and will be sufficient discharge for any of the purpose of the contract.

- f) The selected Bidder shall not assign or sub-let his contract or any substantial part thereof to any other agency without the permission of procuring entity.

37) Procurement Governing Act & Rules

All the provisions and clauses of RTPP Act 2012 and Rules 2013 (as per amended time to time) thereto shall be applicable for this procurement. Furthermore, in case of any inconsistency in any of the provisions of this bidding document with the RTPP Act 2012 and Rules thereto, the later shall prevail. The bidders are advised to adhere the provisions as mentions in RTPP Act 2012 and Rules 2013.

6. GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT

Bidders should read these conditions carefully and comply strictly while sending their bids.

1) Definitions

For the purpose of clarity, the following words and expressions shall have the meanings hereby assigned to them: -

- a) “Contract” means the Agreement entered into between the Purchaser and the successful/ selected bidder, together with the Contract Documents referred to therein, including all attachments, appendices, and all documents incorporated by reference therein.
- b) “Contract Documents” means the documents listed in the Agreement, including any amendments thereto.
- c) “Contract Price” means the price payable to the successful/ selected bidder as specified in the Agreement, subject to such additions and adjustments thereto or deductions there from, as may be made pursuant to the Contract.
- d) “Day” means a calendar day.
- e) “Delivery” means the transfer of the Goods from the successful/ selected bidder to the Purchaser in accordance with the terms and conditions set forth in the Contract.
- f) “Completion” means the fulfilment of the related services by the successful/ selected bidder in accordance with the terms and conditions set forth in the Contract.
- g) “Goods” means all of the commodities, raw material, machinery and equipment, and/or other materials that the successful/ selected bidder is required to supply to the Purchaser under the Contract.
- h) “Purchaser” means the entity purchasing the Goods and related services, as specified in the bidding document.
- i) “Related Services” means the services incidental to the supply of the goods, such as insurance, installation, training and initial maintenance and other similar obligations of the successful/ selected bidder under the Contract.
- j) “Subcontractor” means any natural person, private or government entity, or a combination of the above, including its legal successors or permitted assigns, to whom any part of the Goods to be supplied or execution of any part of the related services is subcontracted by the successful/ selected bidder.
- k) “Supplier/ Successful or Selected bidder” means the person, private or government entity, or a combination of the above, whose Bid to perform the Contract has been accepted by the Purchaser and is named as such in the Agreement, and includes the legal successors or permitted assigns of the successful/ selected bidder.
- l) “The Site,” where applicable, means the designated project place(s) named in the bidding document.

Note: The bidder shall be deemed to have carefully examined the conditions, specifications, size, make and drawings, etc., of the goods to be supplied and related services to be rendered. If the bidder has any doubts as to the meaning of any portion of these conditions or of the specification, drawing, etc., he shall, before submitting the Bid and signing the contract refer the same to the procuring entity and get clarifications.

2) Verification of Eligibility Documents by purchaser

“Purchaser reserves the right to verify all statements, information and documents submitted by the bidder in response to tender document. The bidder shall, when so required by purchaser, make available all such information, evidence and documents as may be necessary for such verification. Any such verification or lack of verification by purchaser shall not relieve the bidder of its obligations or liabilities hereunder nor will it affect any rights of purchaser thereunder. If any statement, information and document submitted by the bidder is found to be false, manipulated or forged during verification process, strict action shall be taken as per RTTP Act.

3) Contract Documents

Subject to the order of precedence set forth in the Agreement, all documents forming the Contract (and all parts thereof) are intended to be correlative, complementary, and mutually explanatory.

4) Interpretation

- a) If the context so requires it, singular means plural and vice versa.
- b) Entire Agreement: The Contract constitutes the entire agreement between the Purchaser and the Supplier/ Selected bidder and supersedes all communications, negotiations and agreements (whether written or oral) of parties with respect thereto made prior to the date of Contract.
- c) Amendment: No amendment or other variation of the Contract shall be valid unless it is in writing, is dated, expressly refers to the Contract, and is signed by a duly authorized representative of each party thereto.
- d) Non-waiver: Subject to the condition (f) below, no relaxation, forbearance, delay, or indulgence by either party in enforcing any of the terms and conditions of the Contract or the granting of time by either party to the other shall prejudice, affect, or restrict the rights of that party under the Contract, neither shall any waiver by either party of any breach of Contract operate as waiver of any subsequent or continuing breach of Contract.
- e) Any waiver of a party's rights, powers, or remedies under the Contract must be in writing, dated, and signed by an authorized representative of the party granting such waiver, and must specify the right and the extent to which it is being waived.
- f) Severability: If any provision or condition of the Contract is prohibited or rendered invalid or unenforceable, such prohibition, invalidity or unenforceability shall not affect the validity or enforceability of any other provisions and conditions of the Contract.

5) Language

- a) The Contract as well as all correspondence and documents relating to the Contract exchanged by the successful/ selected bidder and the Purchaser, shall be written in English language only. Supporting documents and printed literature that are part of the Contract may be in another language provided they are accompanied by an accurate translation of the relevant passages in the language specified in the special conditions of the contract, in which case, for purposes of interpretation of the Contract, this translation shall govern.
- b) The successful/ selected bidder shall bear all costs of translation to the governing language and all risks of the accuracy of such translation.

6) Joint Venture, Consortium or Association - Joint venture, consortium is not allowed to bid.

7) Eligible Goods and Related Services

- a) For purposes of this Clause, the term “goods” includes commodities, raw material, machinery, equipment, and industrial plants; and “related services” includes services such as insurance, transportation, supply, installation, integration, testing, commissioning, training, and initial maintenance.
- b) All articles/ goods being bid, other than those marked in the Bill of Material (BoM) should be the ones which are produced in volume and are used by a large number of users in India/ abroad. All products quoted by the successful/ selected bidder must be associated with specific make and model number, item code and names and with printed literature describing configuration and functionality. Any deviation from the printed specifications should be clearly mentioned in the offer document by the bidder/ supplier. Also, the bidder is to quote/ propose only one make/ model against the respective item.
- c) The OEM/ Vendor of the quoted product must have its own registered spares depot in India having adequate inventory of the equipment being quoted for providing the necessary spares as per the requirements of the bidding document.
- d) Bidder must quote products in accordance with above clause “Eligible goods and related services”.

8) Notices

- a) Any notice given by one party to the other pursuant to the Contract shall be in writing to the address specified in the contract. The term “in writing” means communicated in written form with proof of dispatch and receipt.
- b) A Notice shall be effective when delivered or on the Notice’s effective date, whichever is later.

9) Governing Law

The Contract shall be governed by and interpreted in accordance with the laws of the Rajasthan State/ the Country (India), unless otherwise specified in the contract.

10) Scope of Supply

- a) Subject to the provisions in the bidding document and contract, the related services to be supplied shall be as specified in the bidding document.
- b) Unless otherwise stipulated in the Contract, the scope of supply shall include all such services not specifically mentioned in the Contract but that can be reasonably inferred from the Contract as being required for attaining delivery and completion of the related services as if such services were expressly mentioned in the Contract.

11) Delivery of Services

- a) Subject to the conditions of the contract, the delivery of the related services shall be in accordance with the delivery and completion schedule specified in the bidding document.

The details of supply/ shipping and other documents to be furnished by the successful/ selected bidder are specified in the bidding document and/ or contract.

- b) The contract for the supply can be repudiated at any time by the purchase officer, if the supplies are not made to his satisfaction after giving an opportunity to the bidder of being heard and recording the reasons for repudiation.
- c) The Supplier/ Selected Bidder shall arrange to supply the ordered services as per specifications within the specified delivery/ completion period at various sites mentioned in the PO/ WO.
- d) The supplied manpower can be reshuffled at any of the sites as per requirements.
- e) Any deputed manpower may require visiting one site to another site as per requirement. The expenses of the visits shall be borne by the bidder.

12)Supplier's/ Selected Bidder's Responsibilities

The Supplier/ Selected Bidder shall supply all the related services included in the scope of supply in accordance with the provisions of bidding document and/ or contract.

13)Purchaser's Responsibilities

- a) Whenever the supply of goods and related services requires that the Supplier/ Selected Bidder obtain permits, approvals, and import and other licenses from local public authorities, the Purchaser shall, if so required by the Supplier/ Selected Bidder, make its best effort to assist the Supplier/ Selected Bidder in complying with such requirements in a timely and expeditious manner.
- b) The Purchaser shall pay all costs involved in the performance of its responsibilities, in accordance with the general and special conditions of the contract.

14)Contract Price

- a) The Contract Price shall be paid as specified in the contract subject to any additions and adjustments thereto, or deductions there from, as may be made pursuant to the Contract.
- b) Prices charged by the Supplier/ Selected Bidder for the Goods delivered and the Related Services performed under the Contract shall not vary from the prices quoted by the Supplier/ Selected Bidder in its bid, with the exception of any price adjustments authorized in the special conditions of the contract.

15)Recoveries from Supplier/ Selected Bidder

- a) Recovery of liquidated damages, short supply, rejected services shall be made ordinarily from bills.
- b) The Purchase Officer shall withhold amount to the extent of short supply, for rejected services unless these are replaced satisfactorily. In case of failure to withhold the amount, it shall be recovered from his dues and performance security deposit available under this contract with tendering authority.
- c) The balance, if any, shall be demanded from the Supplier/ Selected Bidder and when recovery is not possible, the Purchase Officer shall take recourse to law in force.

16) Taxes & Duties

- a) The TDS, GST etc., if applicable, shall be deducted / paid by tendering authority as per prevailing rates. Any increase or decrease in the taxes will be taken care by the RISL and Taxes should be paid at Prevalent Tax rates at the time of invoicing.
- b) For goods/services supplied from outside India, the successful/ selected bidder shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the country.
- c) For goods/services supplied from within India, the successful/ selected bidder shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted Goods to the Purchaser.
- d) If any tax exemptions, reductions, allowances or privileges may be available to the successful/ selected bidder in India, the Purchaser shall use its best efforts to enable the successful/ selected bidder to benefit from any such tax savings to the maximum allowable extent.

17) Copyright

The copyright in all documents containing data and information furnished to the Purchaser by the Supplier/ Selected Bidder herein shall remain vested in the Purchaser.

18) Confidential Information

- a) The Purchaser and the Supplier/ Selected Bidder shall keep confidential and shall not, without the written consent of the other party hereto, divulge to any third party any drawings, documents, data, or other information furnished directly or indirectly by the other party hereto in connection with the Contract, whether such information has been furnished prior to, during or following completion or termination of the Contract.
- b) The Supplier/ Selected Bidder may furnish to its Subcontractor, if permitted, such documents, data, and other information it receives from the Purchaser to the extent required for the Subcontractor to perform its work under the Contract, in which event the Supplier/ Selected Bidder shall obtain from such Subcontractor an undertaking of confidentiality similar to that imposed on the Supplier/ Selected Bidder.
- c) The Purchaser shall not use such documents, data, and other information received from the Supplier/ Selected Bidder for any purposes unrelated to the Contract. Similarly, the Supplier/ Selected Bidder shall not use such documents, data, and other information received from the Purchaser for any purpose other than the design, procurement, or other work and services required for the performance of the Contract.
- d) The obligation of a party under sub-clauses above, however, shall not apply to information that: -
 - i. the Purchaser or Supplier/ Selected Bidder need to share with tendering authority or other institutions participating in the Contract;
 - ii. now or hereafter enters the public domain through no fault of that party;
 - iii. can be proven to have been possessed by that party at the time of disclosure and which was not previously obtained, directly or indirectly, from the other party; or
 - iv. otherwise lawfully becomes available to that party from a third party that has no obligation of confidentiality.

- e) The above provisions shall not in any way modify any undertaking of confidentiality given by either of the parties hereto prior to the date of the Contract in respect of the supply or any part thereof.
- f) The provisions of this clause shall survive during the course of agreement and after two years of completion or termination, for whatever reason, of the Contract.

19) Sub-contracting

- a) The bidder shall not assign or sub-let his contract or any substantial part thereof to any other agency without the permission of Purchaser/ Tendering Authority.
- b) If permitted, the selected bidder shall notify the Purchaser, in writing, of all subcontracts awarded under the Contract, if not already specified in the Bid. Subcontracting shall in no event relieve the Supplier/ Selected Bidder from any of its obligations, duties, responsibilities, or liability under the Contract.
- c) Subcontractors, if permitted, shall comply with the provisions of bidding document and/ or contract.

20) Specifications and Standards

- a) All articles supplied shall strictly conform to the specifications, trademark laid down in the bidding document and wherever articles have been required according to ISI/ ISO/ other applicable specifications/ certifications/ standards, those articles should conform strictly to those specifications/ certifications/ standards. The supply shall be of standard industry quality and description. The decision of the competent authority/ purchase committee whether the articles supplied conforms to the specifications shall be final and binding on the supplier/ selected bidder.
- b) Technical Specifications and Drawings
 - i. The Supplier/ Selected Bidder shall ensure that the goods and related services comply with the technical specifications and other provisions of the Contract.
 - ii. The Supplier/ Selected Bidder shall be entitled to disclaim responsibility for any design, data, drawing, specification or other document, or any modification thereof provided or designed by or on behalf of the Purchaser, by giving a notice of such disclaimer to the Purchaser.
 - iii. The goods and related services supplied under this Contract shall conform to the standards mentioned in bidding document and, when no applicable standard is mentioned, the standard shall be equivalent or superior to the official standards whose application is appropriate to the country of origin of the Goods.
- c) Wherever references are made in the Contract to codes and standards in accordance with which it shall be executed, the edition or the revised version of such codes and standards shall be those specified in the bidding document. During Contract execution, any changes in any such codes and standards shall be applied only after approval by the Purchaser and shall be treated in accordance with the general conditions of the contract.
- d) The supplier/ selected bidder must certify that all the goods are new, unused, and of the agreed make and models, and that they incorporate all recent improvements in design and materials, unless provided otherwise in the Contract.

- e) The supplier/ selected bidder should further warrant that the Goods shall be free from defects arising from any act or omission of the supplier/ selected bidder or arising from design, materials, and workmanship, under normal use in the conditions prevailing in the place of final destination.

21) Insurance

- a) The Manpower supplied under the Contract shall be fully insured. The Purchaser shall not be responsible for any mishappening with the supplied Manpower at the site. The insurance charges will be borne by the supplier and Purchaser will not be required to pay such charges if incurred.
- b) The services will be delivered at the FOR destination in perfect condition.

22) Inspection

- a) The Purchase Officer or his duly authorized representative shall inspect the relevant documents of the profiles as prescribed in the RFP. If required, the supplied manpower may be interviewed to verify the required skills of the profile at time of joining in presence of senior official of the supplier.
- b) The supplier/ selected bidder shall furnish complete information of the profiles.

23) Rejection

- a) Supplied/offered manpower not approved during inspection or interview or document verification shall be rejected and will have to be replaced by the selected bidder at his own cost within the time fixed by the Purchase Officer.
- b) The manpower deputed by the supplier shall be reviewed by the purchaser in terms of its qualifications, certification, experience, efficiency, cooperation, discipline, performance and services. The purchaser, upon finding any deficiency in any of the parameter, may reject any of the manpower by giving 30 days' time, as decided by the purchaser, which the selected bidder has to replace within the given time frame.
- c) If however, due to exigencies of tendering authority work, such replacement is not considered feasible, the Purchase Officer after giving an opportunity to the selected bidder of being heard shall for reasons to be recorded, deduct a suitable amount from the approved rates. The deduction so made shall be final.

24) Extension in Delivery Period and Liquidated Damages (LD)

- a) Except as provided under clause "Force Majeure", if the supplier/ selected bidder fails to supply/depute the required manpower initially or after changing the manpower during the course of the contract due to any reason within the period specified in the Contract, the Purchaser may without prejudice to all its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to the percentage specified in (d) below for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of the percentage specified in the bidding document and/ or contract. Once the maximum is reached, the Purchaser may terminate the Contract pursuant to clause "Termination".

- b) The payment of the services would not be applicable of the personals which are not supplied/deputed or not qualified.
- c) The time specified for delivery in the bidding document shall be deemed to be the essence of the contract and the supplier/ selected bidder shall arrange related services within the specified period.
- d) Delivery period may be extended with or without liquidated damages, if the delay in the supply of service is on account of hindrances beyond the control of the supplier/ selected bidder.
 - i. The supplier/ selected bidder shall request in writing to the Purchaser giving reasons for extending the delivery period of service, if he finds himself unable to complete the supply of goods or service within the stipulated delivery period or is unable to maintain prorated progress in the supply of goods or service delivery. This request shall be submitted as soon as a hindrance in delivery of goods and service occurs or within 15 days from such occurrence but before expiry of stipulated period of completion of delivery of goods and service after which such request shall not be entertained.
 - ii. The Purchaser shall examine the justification of causes of hindrance in the delivery of goods and service and the period of delay occurred due to that and recommend the competent authority on the period of extension which should be granted with or without liquidated damages.
 - iii. Normally, extension in delivery period of goods and service in following circumstances may be considered without liquidated damages:
 - a. When delay has occurred due to delay in confirming the services, if the tendering authority was required to confirm them as per terms of the contract.
 - b. When delay has occurred in supply of services if these were required to be supplied to the supplier or service provider by the tendering authority as per terms of the contract.
 - iv. If the competent authority agrees to extend the delivery period/ schedule, an amendment to the contract with suitable denial clauses and with or without liquidated damages, as the case may be, shall be issued. The amendment letter shall mention that no extra price or additional cost for any reason, what so ever beyond the contracted cost shall be paid for the delayed supply of goods and service.
 - v. It shall be at the discretion of the concerned authority to accept or not to accept the supply of goods and/ or services rendered by the contractor after the expiry of the stipulated delivery period, if no formal extension in delivery period has been applied and granted. The competent authority shall have right to cancel the contract with respect to undelivered goods and/ or service.
 - vi. If tendering authority is in need of the good and/ or service rendered after expiry of the stipulated delivery period, it may accept the services and issue a letter of extension in delivery period with usual liquidated damages and denial clauses to regularize the transaction.
- e) In case of extension in the delivery period is granted with full liquidated damages, the recovery shall be made on the basis of following percentages of value of unsupplied services:

S. No.	Condition	LD %*
a.	Delay up to one fourth period of the prescribed period of delivery of the services after placing Work Order/repeat Work Order	2.5 %
b.	Delay exceeding one fourth but not exceeding half of the prescribed period of delivery of the services after placing Work Order/repeat Work Order	5.0 %
c.	Delay exceeding half but not exceeding three fourth of the prescribed period of delivery of the services after placing Work Order/repeat Work Order	7.5 %
d.	Delay exceeding three fourth of the prescribed period of delivery of the services after placing Work Order/repeat Work Order	10.0 %

- i. Fraction of a day in reckoning period of delay in supplies, successful installation and completion of work shall be eliminated, if it is less than half a day.
- ii. The maximum amount of liquidated damages shall be 10% of the contract value.
- iii. *The percentage refers to the payment due for the associated works/ goods/ service/manpower.

25) Authenticity of Services

- a) The selected bidder shall certify (as per Annexure-8) that the supplied manpower genuine/ authentic, having desired qualification and experience, having good conduct, not having any criminal record in the country.
- b) If during the contract period, the said goods be discovered counterfeit/ unauthentic or not to conform to the description and quality aforesaid or have determined (and the decision of the Purchase Officer in that behalf will be final and conclusive), notwithstanding the fact that the purchaser may have inspected and/ or approved the said services, the purchaser will be entitled to reject the said services, on such rejection the services will be at the selected bidder's risk and all the provisions relating to rejection of services etc., shall apply. The selected bidder shall, if so called upon to do, replace the services/manpower etc., or such portion thereof as is rejected by Purchase Officer, otherwise the selected bidder shall pay such damage as may arise by the reason of the breach of the condition herein contained. Nothing herein contained shall prejudice any other right of the Purchase Officer in that behalf under this contract or otherwise.
- c) Services accepted by the purchaser in terms of the contract shall in no way dilute purchaser's right to reject the same later, if found deficient in terms of this clause of the contract.

26) Patent Indemnity

- a) The supplier/ selected bidder shall, subject to the Purchaser's compliance with sub-clause (b) below, indemnify and hold harmless the Purchaser and its employees and officers from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the Purchaser may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract by reason of: -

- i. the installation of the Goods by the supplier/ selected bidder or the use of the Goods in the country where the Site is located; and
- ii. the sale in any country of the products produced by the Goods.

Such indemnity shall not cover any use of the Goods or any part thereof other than for the purpose indicated by or to be inferred from the Contract, neither any infringement resulting from the use of the Goods or any part thereof, or any products produced thereby in association or combination with any other equipment, plant, or materials not supplied by the supplier/ selected bidder, pursuant to the Contract.

- b) If any proceedings are brought or any claim is made against the Purchaser arising out of the matters referred to above, the Purchaser shall promptly give the supplier/ selected bidder a notice thereof, and the supplier/ selected bidder may at its own expense and in the Purchaser's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim.
- c) If the supplier/ selected bidder fails to notify the Purchaser within thirty (30) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Purchaser shall be free to conduct the same on its own behalf.
- d) The Purchaser shall, at the supplier's/ selected bidder's request, afford all available assistance to the supplier/ selected bidder in conducting such proceedings or claim, and shall be reimbursed by the supplier/ selected bidder for all expenses incurred in so doing.
- e) The Purchaser shall indemnify and hold harmless the supplier/ selected bidder and its employees, officers, and Subcontractors (if any) from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the supplier/ selected bidder may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract arising out of or in connection with any design, data, drawing, specification, or other documents or materials provided or designed by or on behalf of the Purchaser.

27) Limitation of Liability

Except in cases of gross negligence or wilful misconduct: -

- a) neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier/ selected bidder to pay liquidated damages to the Purchaser; and
- b) the aggregate liability of the supplier/ selected bidder to the Purchaser, whether under the Contract, in tort, or otherwise, shall not exceed the amount specified in the Contract, provided that this limitation shall not apply to the cost of replacing defective services, or to any obligation of the supplier/ selected bidder to indemnify the Purchaser with respect to patent infringement.

28)Force Majeure

- a) The supplier/ selected bidder shall not be liable for forfeiture of its PSD, LD, or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- b) For purposes of this Clause, "Force Majeure" means an event or situation beyond the control of the supplier/ selected bidder that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the supplier/ selected bidder. Such events may include, but not be limited to, acts of the Purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.
- c) If a Force Majeure situation arises, the supplier/ selected bidder shall promptly notify the tendering authority in writing of such conditions and cause thereof within 15 days of occurrence of such event. Unless otherwise directed by tendering authority, the supplier/ selected bidder shall continue to perform its obligations under the contract as far as reasonably practical.
- d) If the performance in whole or part or any obligation under the contract is prevented or delayed by any reason of Force Majeure for a period exceeding 60 days, either party at its option may terminate the contract without any financial repercussion on either side.
- e) In case a Force Majeure situation occurs with the tendering authority, the tendering authority may take the case with the supplier/ selected bidder on similar lines.

29)Change Orders and Contract Amendments

- a) The Purchaser may at any time order the supplier/ selected bidder through Notice in accordance with clause "Notices" above, to make changes within the general scope of the Contract in any one or more of the following: -
 - i. the place of delivery of services; and
 - ii. the related services to be provided by the supplier/ selected bidder.
- b) If any such change causes an increase or decrease in the cost of, or the time required for, the supplier's/ selected bidder's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or in the Delivery and Completion Schedule, or both, and the Contract shall accordingly should be amended. Any claims by the supplier/ selected bidder for adjustment under this clause must be asserted within thirty (30) days from the date of the supplier's/ selected bidder's receipt of the Purchaser's change order.
- c) Prices to be charged by the supplier/ selected bidder for any related services that might be needed but which were not included in the Contract shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier/ selected bidder for similar services.

30)Termination

- a) Termination for Default
 - i. The tendering authority may, without prejudice to any other remedy for breach of contract, by a written notice of default of at least 30 days for being heard sent to the supplier/ selected bidder, terminate the contract in whole or in part: -

- a. If the supplier/ selected bidder fails to deliver any or all quantities of the service within the time period specified in the contract, or any extension thereof granted by tendering authority; or
- b. If the supplier/ selected bidder fails to perform any other obligation under the contract within the specified period of delivery of service or any extension granted thereof; or
- c. If the supplier/ selected bidder, in the judgement of the Purchaser, is found to be engaged in corrupt, fraudulent, collusive, or coercive practices in competing for or in executing the contract.
- d. If the supplier/ selected bidder commits breach of any condition of the contract.
- ii. If tendering authority terminates the contract in whole or in part, amount of PSD may be forfeited.
- iii. Before cancelling a contract and taking further action, advice of senior most finance person available in the office and of legal adviser or legal assistant posted in the office, if there is one, may be obtained.
- iv. A 30 days' cure period may be provided to the bidder.
- v. As on effective date of termination, Tendering Authority shall pay:
 - a) the unpaid value of all the assets/ services supplied by the Bidder and accepted by the purchaser in accordance with the RFP specifications.
 - b) all the services delivered by the Bidder and accepted by the purchaser, the consideration payable shall be based on service rate as per agreement.
- b) Termination for Insolvency

Tendering authority may at any time terminate the Contract by giving a written notice of at least 30 days to the supplier/ selected bidder, if the supplier/ selected bidder becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the supplier/ selected bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to tendering authority.
- c) Termination for Convenience
 - i. Tendering authority, by a written notice of at least 30 days for being heard sent to the supplier/ selected bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the supplier/ selected bidder under the Contract is terminated, and the date upon which such termination becomes effective.
 - ii. A 30 days' cure period may be provided to the bidder.
 - iii. Tendering Authority shall pay the bidder for all products/ services provided and for which bidder has placed order for supplies (Proof of order to be submitted to tendering authority) up to the effective date of termination at the contract terms and prices.

31)Exit Management

a) Preamble

- i. The word 'parties' include the procuring entity and the selected bidder.

- ii. This Schedule sets out the provisions, which will apply on expiry or termination of the Project Implementation and Operations and Management of SLA.
 - iii. In the case of termination of the Project Implementation and/ or Operation and Management SLA due to illegality, the Parties shall agree at that time whether, and if so during what period, the provisions of this Schedule shall apply.
 - iv. The Parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.
- b) Transfer of Assets
- i. The selected bidder may continue work on the assets for the duration of the exit management period which shall be maximum of three (3) months period from the date of expiry or termination of the agreement, if required by tendering authority to do so. If manpower continues for said period, cost of required manpower shall be borne by selected bidder. During this period, the selected bidder will transfer all the assets in good working condition including upgrades, if any, to the department/ designated agency. The security deposit/ performance security submitted by selected bidder will only be returned after the successful transfer of the entire project including its infrastructure.
 - ii. The selected bidder, if not already done, will transfer all the Software Licenses under the name of the tendering authority as desired by the procuring entity during the exit management period.
 - iii. Tendering authority during the project implementation phase and the operation and management phase shall be entitled to serve notice in writing to the selected bidder at any time during the exit management period requiring the selected bidder to provide tendering authority or its nominated agencies with a complete and up-to-date list of the assets within 30 days of such notice.
 - iv. Upon service of a notice, as mentioned above, the following provisions shall apply: -
 - a. In the event, if the assets which to be transferred to tendering authority mortgaged to any financial institutions by the selected bidder, the selected bidder shall ensure that all such liens and liabilities have been cleared beyond any doubt, prior to such transfer. All documents regarding the discharge of such lien and liabilities shall be furnished to tendering authority or its nominated agencies.
 - b. All title of the assets to be transferred to tendering authority or its nominated agencies pursuant to clause(s) above shall be transferred on the last day of the exit management period. All expenses occurred during transfer of assets shall be borne by the selected bidder.
 - c. That on the expiry of this clause, the selected bidder and any individual assigned for the performance of the services under this clause shall handover or cause to be handed over all confidential information and all other related material in its possession, including the entire established infrastructure supplied by selected bidder to tendering authority.
 - d. That the products and technology delivered to tendering authority during the contract term or on expiry of the contract duration should not be sold or re-used or copied or transferred by selected bidder to other locations apart from the locations mentioned in the this bidding document without prior written notice and approval

of tendering authority. Supplied hardware, software & documents etc., used by selected bidder for tendering authority shall be the legal properties of tendering authority.

- c) Cooperation and Provision of Information during the exit management period
 - i. The selected bidder will allow tendering authority or its nominated agencies access to the information reasonably required to define the current mode of operation associated with the provision of the services to enable tendering authority or its nominated agencies to assess the existing services being delivered.
 - ii. The selected bidder shall provide access to copies of all information held or controlled by them which they have prepared or maintained in accordance with the Project Implementation, the Operation and Management SLA and SOWs relating to any material aspect of the services provided by the selected bidder. Tendering authority or its nominated agencies shall be entitled to copy all such information comprising of details pertaining to the services rendered and other performance data. The selected bidder shall permit tendering authority or its nominated agencies and/ or any replacement operator to have reasonable access to its employees and facilities as reasonably required by tendering authority or its nominated agencies to understand the methods of delivery of the services employed by the selected bidder and to assist appropriate knowledge transfer.
- d) Confidential Information, Security and Data

The selected bidder will promptly on the commencement of the exit management period supply to tendering authority or its nominated agencies the following:

 - i. Documentation relating to Intellectual Property Rights;
 - ii. Project related data and confidential information;
 - iii. All current and updated data as is reasonably required for purposes of tendering authority or its nominated agencies transitioning the services to its replacement selected bidder in a readily available format nominated by tendering authority or its nominated agencies; and
 - iv. All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable tendering authority or its nominated agencies, or its replacement operator to carry out due diligence in order to transition the provision of the services to tendering authority or its nominated agencies, or its replacement operator (as the case may be).
 - v. Before the expiry of the exit management period, the selected bidder shall deliver to tendering authority or its nominated agencies all new or up-dated materials from the categories set out above and shall not retain any copies thereof, except that the selected bidder shall be permitted to retain one copy of such materials for archival purposes only.
- e) Transfer of certain agreements
 - i. On request by Procuring entity or its nominated agencies, the selected bidder shall effect such assignments, transfers, innovations, licenses and sub-licenses as Procuring entity or its nominated agencies may require in favour of procuring entity or its nominated agencies, or its replacement operator in relation to any equipment lease, maintenance or service provision agreement between selected bidder and third party leaders,

- operators, or operator, and which are related to the services and reasonably necessary for carrying out of the replacement services by tendering authority or its nominated agencies, or its replacement operator.
- ii. Right of Access to Premises: At any time during the exit management period and for such period of time following termination or expiry of the SLA, where assets are located at the selected bidder's premises, the selected bidder will be obliged to give reasonable rights of access to (or, in the case of assets located on a third party's premises, procure reasonable rights of access to tendering authority or its nominated agencies, and/ or any replacement operator in order to inventory the assets.
- f) General Obligations of the selected bidder
- i. The selected bidder shall provide all such information as may reasonably be necessary to effect as seamless during handover as practicable in the circumstances to tendering authority or its nominated agencies or its replacement operator and which the operator has in its possession or control at any time during the exit management period.
- ii. The selected bidder shall commit adequate resources to comply with its obligations under this Exit Management Clause.
- g) Exit Management Plan
- i. The selected bidder shall provide tendering authority or its nominated agencies with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the SLA as a whole and in relation to the Project Implementation, the Operation and Management SLA and SOWs.
- ii. A detailed program of the transfer process that could be used in conjunction with a replacement operator including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer; and
- iii. Plans for the communication with such of the selected bidder's, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on tendering authority operations as a result of undertaking the transfer; and
- iv. If applicable, proposed arrangements and Plans for provision of contingent support in terms of business continuance and hand holding during the transition period, to tendering authority or its nominated agencies, and Replacement Operator for a reasonable period, so that the services provided continue and do not come to a halt.
- v. The Bidder shall re-draft the Exit Management Plan annually after signing of contract to ensure that it is kept relevant and up to date.
- vi. Each Exit Management Plan shall be presented by the selected bidder to and approved by tendering authority or its nominated agencies.
- vii. In the event of termination or expiry of SLA, Project Implementation, Operation and Management SLA or SOWs each party shall comply with the Exit Management Plan.
- viii. During the exit management period, the selected bidder shall use its best efforts to deliver the services.
- ix. Payments during the Exit Management period shall be made in accordance with the Terms of Payment Clause.

- x. It would be the responsibility of the selected bidder to support new operator during the transition period.

32)Change Requests/ Management

- a) An institutional mechanism will be set up for taking decisions regarding requests for changes. The Purchase Committee will set up a Change Control Committee with members from the procurement agency and the selected bidder. If it is unable to reach an agreement, the decision of the Purchase Committee will be final.
- b) Tendering authority may at any time, by a written order given to the bidder, make changes within the general scope of the Agreement in any one or more of the following: -
- Designs, specifications, requirements which software or service to be provided under the Agreement are to be specifically developed and rendered for tendering authority.
 - The method of deployment, shipping or packing.
 - Schedule for Installation Acceptance.
 - The place of delivery and/or the services to be provided by the bidder.
- c) The change request/ management procedure will follow the following steps: -
- Identification and documentation of the need for the change – The information related to initiator, initiation date and details of change required and priority of the change will be documented by tendering authority.
 - Analysis and evaluation of the Change Request – Impact of the change in terms of the estimated effort, changed schedule, cost and the items impacted will be analysed and documented by the bidder.
 - Approval or disapproval of the change request – Tendering authority will approve or disapprove the change requested including the additional payments for software development, quoted man-month rate shall be used for cost estimation, efforts of all technical resources- project manager, analyst, software developer, testing engineer, database architecture etc. shall be taken into account for total man-month estimation to carry out the s/w development resulting from the change request. For all technical resources irrespective of their experience and specialisation, the quoted man-month rate shall be used. Efforts of support staff shall not be taken into consideration for this purpose.
 - Implementation of the change – The change will be implemented in accordance to the agreed cost, effort, and schedule by the selected bidder.
 - Verification of the change – The change will be verified by tendering authority on implementation of the change request.
- d) All changes outside the scope of supplies agreed to herein which may have likely financial implications in terms of the overall cost/ time of the project shall be undertaken by SI only after securing the express consent of tendering authority. In the event that the consent of tendering authority is not received then the change will not be carried out.
- e) While approving any change request, if required, tendering authority may ask the bidder to deploy the required resources on-site.
- f) If any such change outside the scope of supplies agreed to herein causes an increase or decrease in cost of, or the time required for, firm's performance of any provisions under the Agreement, equitable adjustments shall be made in the Agreement Price or Delivery Schedule, or both, and the Agreement shall accordingly be amended. Any claims by firm for

adjustment under this must be asserted within 30 (thirty) days from the date of SI receiving the tendering authority change order which shall not be unreasonably withheld or delayed.

33) Settlement of Disputes

- a) General: If any dispute arises between the supplier/ selected bidder and RISL during the execution of a contract that should be amicably settled by mutual discussions. However, if the dispute is not settled by mutual discussions, a written representation will be obtained from the supplier/ selected bidder on the points of dispute. The representation so received shall be examined by the concerned Procurement Committee which sanctioned the tender. The Procurement Committee may take legal advice of a counsel and then examine the representation. The supplier/ selected bidder will also be given an opportunity of being heard. The Committee will take a decision on the representation and convey it in writing to the supplier/ selected bidder.
- b) Standing Committee for Settlement of Disputes: If a question, difference or objection arises in connection with or out of the contract/ agreement or the meaning of operation of any part, thereof or the rights, duties or liabilities of either party have not been settled by mutual discussions or the decision of tender sanctioning Procurement Committee, it shall be referred to the empowered standing committee for decision, if the amount of the claim is more than Rs. 50,000/-. The empowered standing committee shall consist of following members: - (RISL)
- | | |
|---|------------|
| • Chairman of BoD of RISL | : Chairman |
| • Secretary, DoIT&C or his nominee,
not below the rank of Deputy Secretary | : Member |
| • Managing Director, RISL | : Member |
| • Director (Technical)/ Executive Director, RISL | : Member |
| • Director (Finance), RISL | : Member |
| • A Legal Expert to be nominated by the Chairman | : Member |
- c) Procedure for reference to the Standing Committee: The supplier/ selected bidder shall present his representation to the Managing Director, RISL along with a fee equal to two percent of the amount of dispute, not exceeding Rupees One Lakh, within one month from the date of communication of decision of the tender sanctioning Procurement Committee. The officer-in-charge of the project who was responsible for taking delivery of the goods and/ or service from the supplier/ selected bidder shall prepare a reply of representation and shall represent the RISL's stand before the standing committee. From the side of the supplier/ selected bidder, the claim case may be presented by himself or through a lawyer. After hearing both the parties, the standing committee shall announce its decision which shall be final and binding both on the supplier/ selected bidder and RISL. The standing committee, if it so decides, may refer the matter to the Board of Directors of RISL for further decision.
- d) Legal Jurisdiction: All legal proceedings arising out of any dispute between both the parties regarding a contract shall be settled by a competent court having jurisdiction over the place, where agreement has been executed and by no other court, after decision of the standing committee for settlement of disputes.

34) Extension of Contract Period

The agreement may be extended for one year after expiry of project period after mutual consent.

35) Legal Proceedings

All legal proceedings, if necessary arise to institute may by any of the parties (Government of Contractor) shall have to be lodged in courts situated in Rajasthan and not elsewhere.

36) Warranty

- a) The Bidder must supply all items with comprehensive on-site OEM warranty/ Support as specified in BoM (annexure-1) from the date of the goods / service, or any portion thereof as the case may be, have been delivered to, installed and accepted at the final destination(s) indicated in the bidding document. However, if delay of installation is more than a month's time due to the reasons ascribed to the bidder/authorised partner, the warranty shall start from the date of last successful installation of the items covered under the PO.
- b) The Bidder must provide software assurance services for software items, manuals and OEM support, updates, upgrades, patches, and errata for the whole contract period as per this warranty clause. This shall comprise support through email, telephone & on-line, as the case may be. At the time of item delivery, the selected Bidder shall submit a certificate/ undertaking mentioning the fact that the item supplied are covered under comprehensive warranty & support for the prescribed period.
- c) The purchaser shall give a written notice to the selected Bidder stating the nature of any defect together with all available evidence thereof, promptly following the discovery thereof. The purchaser shall afford all reasonable opportunity for the selected Bidder to inspect such defects. Upon receipt of such notice, the selected Bidder shall expeditiously cause to repair the defective item or parts thereof or replace the defective item or parts thereof with brand new genuine/ authentic ones having similar or higher specifications, at no cost to the Purchaser. Any item repaired or replaced by the selected Bidder shall be delivered at the respective location without any additional costs to the purchaser.
- d) If having been notified, the selected Bidder fails to remedy the defect within the period specified, the purchaser may proceed to take within a reasonable period such remedial action as may be necessary, in addition to other recourses available in terms and conditions of the contract and bidding document.

37) Patent Indemnity

- f) The supplier/ selected Bidder shall, subject to the Purchaser's compliance with sub-clause (b) below, indemnify and hold harmless the Purchaser and its employees and officers from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the Purchaser may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract by reason of: -
 - iii. the installation of the Goods by the supplier/ selected bidder or the use of the Goods in the country where the Site is located; and
 - iv. the sale in any country of the products produced by the Goods.Such indemnity shall not cover any use of the Goods or any part thereof other than for the purpose indicated by or to be reasonably inferred from the Contract, neither any infringement resulting from the use of the Goods or any part thereof, or any products produced thereby in association or combination with any other equipment, plant, or materials not supplied by the supplier/ selected bidder/authorised partner, pursuant to the Contract.
- g) If any proceedings are brought or any claim is made against the Purchaser arising out of the matters referred to above, the Purchaser shall promptly give the supplier/ selected bidder a notice thereof,

- and the supplier/ selected bidder may at its own expense and in the Purchaser's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim.
- h) If the supplier/ selected bidder fails to notify the Purchaser within thirty (30) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Purchaser shall be free to conduct the same on its own behalf.
 - i) The Purchaser shall, at the supplier's/ selected bidder/authorised partner's request, afford all available assistance to the supplier/ selected bidder in conducting such proceedings or claim, and shall be reimbursed by the supplier/ selected bidder for all reasonable expenses incurred in so doing.
 - j) The Purchaser shall indemnify and hold harmless the supplier/ selected bidder and its employees, officers, and Subcontractors (if any) from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the supplier/ selected bidder may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract arising out of or in connection with any design, data, drawing, specification, or other documents or materials provided or designed by or on behalf of the Purchaser.

38) Limitation of Liability

Except in cases of gross negligence or wilful misconduct: -

- c) neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier/ selected bidder to pay liquidated damages to the Purchaser; and
- d) the aggregate liability of the supplier/ selected bidder to the Purchaser, whether under the Contract, in tort, or otherwise, shall not exceed the amount specified in the Contract, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the supplier/ selected bidder to indemnify the Purchaser with respect to patent infringement.

39) Force Majeure

- f) The supplier/ selected bidder shall not be liable for forfeiture of its PSD, LD, or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- g) For purposes of this Clause, "Force Majeure" means an event or situation beyond the control of the supplier/ selected bidder that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the supplier/ selected bidder/authorised partner. Such events may include, but not be limited to, acts of the Purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.
- h) If a Force Majeure situation arises, the supplier/ selected bidder shall promptly notify the RISL in writing of such conditions and cause thereof within 15 days of occurrence of such event. Unless otherwise directed by RISL, the supplier/ selected bidder shall continue to perform its obligations under the contract as far as reasonably practical.
- i) If the performance in whole or part or any obligation under the contract is prevented or delayed by any reason of Force Majeure for a period exceeding 60 days, either party at its option may terminate the contract without any financial repercussion on either side.
- j) In case a Force Majeure situation occurs with the RISL, the RISL may take the case with the supplier/ selected bidder on similar lines.

40) Termination

a) Termination for Default

- vi. The procuring entity may, without prejudice to any other remedy for breach of contract, by written a written notice of default of at least 30 days sent to the supplier/ selected bidder/authorised partner, terminate the contract in whole or in part: -
 - e. If the supplier/ selected bidder fails to deliver any or all quantities of the service within the time period specified in the contract, or any extension thereof granted by RISL; or
 - f. If the supplier/ selected bidder fails to perform any other obligation under the contract within the specified period of delivery of service or any extension granted thereof; or
 - g. If the supplier/ selected bidder/authorised partner, in the judgement of the Purchaser, is found to be engaged in corrupt, fraudulent, collusive, or coercive practices in competing for or in executing the contract.
 - h. If the supplier/ selected bidder commits breach of any condition of the contract.
- vii. If RISL terminates the contract in whole or in part, amount of PSD may be forfeited.
- viii. Before cancelling a contract and taking further action, advice of senior most finance person available in the office and of legal adviser or legal assistant posted in the office, if there is one, may be obtained.
- ix. As on effective date of termination, Tendering Authority shall pay:
 - a. the unpaid value of all the assets supplied by the Bidder and accepted by the purchaser in accordance with the RFP specifications in order to take over the possession of the assets / application.
 - b. all the services delivered by the Bidder and accepted by the purchaser, the consideration payable shall be based on service rate as per agreement.

b) Termination for Insolvency

RISL may at any time terminate the Contract by giving a written notice of at least 30 days to the supplier/ selected bidder/authorised partner, if the supplier/ selected bidder become bankrupt or otherwise insolvent. In such event, termination will be without compensation to the supplier/ selected bidder/authorised partner, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to RISL.

c) Termination for Convenience

- iv. RISL, by a written notice of at least 30 days sent to the supplier/ selected bidder may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the supplier/ selected bidder under the Contract is terminated, and the date upon which such termination becomes effective.
- v. Depending on merits of the case the supplier/ selected bidder may be appropriately compensated on mutually agreed terms for the loss incurred by the contract if any due to such termination.
- vi. The Goods that are complete and ready for shipment within twenty-eight (28) days after the supplier's/ selected bidder/authorised partner's receipt of the Notice of termination shall be accepted by the Purchaser at the Contract terms and prices. For the remaining Goods, the Purchaser may elect:
 - a. To have any portion completed and delivered at the Contract terms and prices; and/or
 - b. To cancel the remainder and pay to the supplier/ selected bidder an agreed amount for partially completed Goods and Related Services and for materials and parts previously procured by the supplier/ selected bidder/authorised partner.
- vii. As on effective date of termination, Tendering Authority shall pay:

- a. the unpaid value of all the assets supplied by the Bidder and accepted by the purchaser in accordance with the RFP specifications in order to take over the possession of the assets / application.
- b. all the services delivered by the Bidder and accepted by the purchaser, the consideration payable shall be based on service rate as per agreement.

41) Restrictions on procurement from a bidder of a country which shares a 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 the bidder is registered either with the Competent Authority of GoI by Department of Promotion of Industries and internal trade under the Ministry of Commerce and Industry or with the Competent Authority of GoR.

7. SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT

1) Payment Terms and Schedule

- a) Payment schedule – Payments to the bidder, after successful completion of the work/services/target milestones (including specified project deliverables), would be made as under: -

S. No.	Work/Services/ Major Milestone	Deliverables	Payment	
1.	Comprehensive Annual Maintenance Services	All deliverables mentioned in Clause 4.A and 4.B in Chapter 4 “Scope of Work, Deliverables & Timelines”	Quarter-1 To Quarter-20	Payment for devices under BoQ1, BoQ2, and BoQ3 shall be made in equal quarterly instalments on a pro-rata basis, starting from the quarter in which the AMC for the respective device commences and continuing until completion of the AMC period.
2.	Facility Management Services	All deliverables mentioned in Clause 4.A and 4.B in Chapter 4 “Scope of Work, Deliverables & Timelines”	Quarter-1 To Quarter-4	4.5% of total amount for FMS cost in after deducting all due penalties/ liquidated damages and taxes as per applicable law
			Quarter-5 To Quarter-8	4.75% of total amount for FMS cost in after deducting all due penalties/ liquidated damages and taxes as per applicable law
			Quarter-9 To Quarter-12	5% of total amount for FMS cost in after deducting all due penalties/ liquidated damages and taxes as per applicable law
			Quarter-13 To Quarter-16	5.25% of total amount for FMS cost in after deducting all due penalties/ liquidated damages and taxes as per applicable law
			Quarter-17 To	5.5% of total amount for FMS cost in after deducting all due penalties/ liquidated damages and taxes as per applicable law

			Quarter-20	
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Note:

- b) The quantities mentioned in the Bid are indicative/ approximate and shall only be used for the purpose of financial bid evaluation, however, the payments shall be made as per actual.
- c) Project Go-Live date will be the date when manpower are deployed in all domains of the project and minimum 95% manpower is deployed. Non deployment of resources will attract 2 X Penalty on Non availability of each resource per day.
- d) The supplier/selected bidder will request for payment to the purchaser in writing, along with the invoices, details of the services delivered/performed, required documents as per deliverables mentioned in the chapter 4 “SCOPE OF WORK, DELIVERABLES & TIMELINES” and as per general conditions of the contract for the fulfilment of all the obligations stipulated in the Contract.
- e) All the documents/reports received from the DCO will be forwarded to Third Party Auditor for the audit and SLA calculations. After receipt of the audit report and its acceptance by the purchaser, due payment will be processed.
- f) The currency or currencies in which payments shall be made to the supplier/ selected bidder under this Contract shall be Indian Rupees (INR) only.
- g) All remittance charges will be borne by the supplier/ selected bidder.
- h) In case of disputed items, the disputed amount shall be withheld and will be paid only after settlement of the dispute.
- i) The manpower LD/penalty shall be applicable for the manpower resource which is found non-compliance as per RFP qualification and certification criteria. However, at the time of joining all relevant qualification/certification/experience will be checked but for any reason, if it is found in later stage that qualification/certification/experience is not valid or not as per RFP, then the candidate will be treated as non-compliance and LD/penalty will be applicable accordingly.
- j) Any liquidated damages/penalties as applicable, for delay or non-availability of manpower or non-performance, as mentioned in this bidding document, will be deducted from the payments for the respective milestones.
- k) Taxes, as applicable, will be deducted/ paid as per the prevalent rules and regulations.
- l) The selected bidder shall start exit management process before six (6) months from the date of expiry of the agreement and if required by tendering authority to do so shall continue work on the assets for three (3) more months’ period (extended period) from the date of expiry or termination of the agreement. During the extended exit management period the bidder shall continue to provide regular FMS services by deploying desired minimum manpower. The payment for extended period shall be made by the purchaser on the rates and terms quoted by bidder for regular FMS services.

2) Service Level Standards/ Requirements/ Agreement

The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the selected bidder to the tendering authority for the duration of this contract.

The tendering authority will regularly review the performance of the services being provided by the selected bidder, if any deficiency is found in the services penalties will be imposed as per terms and conditions.

In case of penalties on account of absentees is more than 50% of quarterly payment towards FMS services for any three consecutive quarters during the entire contract period, it may be treated as breach of contract and purchaser may invoke the termination clause.

In case of penalties on account of service level agreement is more than 20% of total quarterly payment including both the FMS services and Comprehensive Onsite Maintenance Services except those defined in (C): “Manpower availability service levels” for any three consecutive quarters during the entire contract period, it may be treated as breach of contract and purchaser may invoke the termination clause.

The SLA has been logically segregated in the following categories:

1. Infrastructure service levels
2. Security Management service levels
3. Manpower availability service levels
4. Help desk service levels

A. Infrastructure Service Levels

This service level will be applicable on existing IT equipment's and additional hardware which would be deployed during the project period:

S. No	Service description	Measurement parameter	Target			Penalty
			RSDC-P IV & DR	RSDC-P III	RSDC-P I	
1	2	3	4	5	6	7
1	Data Centre Uptime	Uptime of an equipment = $\{1 - [(Equipment\ downtime) * (Severity\ factor) / (Total\ Time)]\} * 100$	$\geq 99.995\%$	$\geq 99.982\%$	$\geq 99.75\%$	NA
			$< 99.995\%$ and $\geq 97.75\%$	$< 99.982\%$ and $\geq 97.75\%$	$< 99.75\%$ and $\geq 97.75\%$	For every 0.25% degradation in the uptime there will be a penalty of 1% of Agreed Quarterly Payment
			$< 97.75\%$	$< 97.75\%$	$< 97.75\%$	For every 0.25% degradation in the uptime there will be a penalty of 2% of the Agreed Quarterly Payment

2	Preventive Maintenance	No. of days	In last 15 days of the quarter	Rs. 1,000/- per day per equipment subject to maximum of Rs. 3,000/- per equipment
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- **Equipment Downtime** is the time in minutes for which the equipment is not available, it does not include planned downtime. The downtime shall be calculated from the EMS/BMS tool and in case, downtime of any equipment is not available on EMS/BMS, it shall be calculated from the helpdesk tool. For SLA calculation equipment wise downtime will be calculated and thereafter average of all equipment downtime shall be used for uptime target mentioned above.

Note: It is clarified that the downtime on account of delay by the OEM/ service provider in repairing / replacing equipment for which warranty/maintenance contract already exists (or was taken by tendering authority) shall not be counted **for downtime calculation**. However, DCO has to ensure timely call logging and subsequent pursuance for vendor management.

- **Severity factors** of each equipment's are defined in Annexure 1. The severity factor for 'to be procured' items would be communicated accordingly.
- **Total time** is equal to total number of minutes in the given quarter.
- **Planned Downtime** means the time for which equipment is unavailable because of maintenance, configuration/reconfiguration or other reasons with the prior approval of tendering authority. Such reasons may include but are not limited to restarting applications, rebooting servers, applying patches or fixes, reconfiguring storage allocation, reloading data and making DNS & firewall changes to close security holes.
- **Example: 90 days will be considered in each quarter. Thus total time in quarter is 129600 minutes and total uptime is 99.995% i.e. 129593.52 minutes. Total average downtime allowed is 6.48 minutes in a quarter. For SLA calculation equipment wise downtime will be calculated and thereafter average of all equipment downtime shall be less than or equal to 6.48 minutes in a quarter for non-applicability of the downtime penalty.**

B. Security Management Service Levels

This service level will be applicable for security related incidents as follows:

S. No	Service description	Measurement parameter	Target	Penalty
1	2	3	4	5
1.	Data Centre shall be kept free from virus attack	Resolution time for each virus attack	12 – 36 hours, as may be decided by tendering authority, depending upon the severity of the attack	Rs. 25,000 /- for delay of every 24 hours or it's part

S. No	Service description	Measurement parameter	Target	Penalty
1	2	3	4	5
2.	Data centre shall be kept free from denial of service (DoS) / DDoS attack	Number of DoS / DDoS attacks	Zero	Rs. 5,00,000 /- per DoS / DDoS attack
3	There shall be no Data theft or Loss or compromise of any data hosted at SDC	Number of such incidents	Zero	Rs. 5,00,000 /- per such incident
4	There shall be no intrusion in Data centre	Number of such incidents	Zero	Rs. 5,00,000 /- per such incident
5	Delay in ISO certifications renewal	Number of days	Renewal due date	Rs. 25,000 /- per day

- Virus Attack refers to any virus infection and passing of malicious code and shall be monitored at the gateway level or logged at the help desk system on complaint of virus infection by user.
- Denial of Service Attack refers to non-availability of any services. An incident shall be analysed and forensic evidence examined to check if the incident is due to external DoS / DDoS attack.
- Intrusion refers to unauthorized access to networks, systems, services, applications or data, protecting email gateways, firewalls, servers, desktops due to failure on part of DCO.
- Data theft refers to any data theft which cannot be attributed to application software.

Note – Target “Zero” means that RSDC shall not be infected, there shall not be any data theft/data loss, there shall not be any intrusion incident and RSDC services are not impacted from DoS/DDoS attack.

C. Manpower Availability Service Levels

DCO shall always maintain minimum manpower on-site in each shift as specified in the RFP throughout the contract period. However, to meet the SLA requirement for all the domains and levels etc. mentioned in Chapter 4 - SCOPE OF WORK, DELIVERABLES & TIMELINES, DCO shall appoint as many team members as deemed fit by them without any liability and additional cost on the part of tendering authority.

The manpower resources shall be deployed by the DCO to manage the data centre 24x7x365 and maintain the service level requirements, therefore, for week offs, providing leaves and other facilities / perks (as per the HR policies/practices of DCO) shall be taken care by DCO by making

provision of leave reserve without any liability and/or financial implications/cost on the part of Purchaser.

Eighteen (18) days leaves on pro rata basis and one day weekly off would be allowed to deployed resources at DC-DR in a calendar year with due permission of designated authority of the purchaser. The DCO shall ensure that any two (2) resources from Sr. Project manager, Project manager, Assistant Project Manager and Quality Manager mentioned under clause Minimum Manpower Resources at RSDC Phase-I, III, IV at Jaipur shall be available on Saturday and Sunday as per shift roster approved by RISL/DoIT&C.

L4 resources mentioned in manpower table – under clause Minimum Manpower Resources at RSDC Phase-I, III, IV at Jaipur may take their weekly-off preferably on Sunday after due approval of tendering authority.

Purchaser may enforce biometric or any other mode of attendance for the deployed manpower and DCO needs to be compliant with guidelines issued by Government of Rajasthan/GOI.

The qualification, certification and experience of the leave reserve (excluding Sr. Project manager, Quality Manager and L4 resources) should be same as per the regular manpower, otherwise shift done by leave reserve with lesser qualification/certification/experience would be treated as absent. The successful bidder has to provide list of regular manpower and leave reserve separately.

DCO has to provide training to their internal team and concerned officers (Max 10) for ISO certification so that the proper ISO process can be followed at no extra cost.

The FMS team shift roster during FMS period shall be prepared by DCO periodically and shall submit to designated authority of tendering authority prior to its implementation.

Year wise minimum 7% escalation in the remuneration to the manpower should be considered to keep the continuity of the deployed manpower.

The DCO shall adhere the policies and procedures of RSDC to maintain and operate the said data centres as per industry standards and best practices. DCO will also ensure continual improvement in these policies and procedures as per ISO standards and technical advancement.

The manpower deployed by DCO for carrying out and providing FMS services shall necessarily be on payroll of the bidder's organization (the bidder has to provide documentary proof issued by HR for the compliances) and should not be on contract /outsourced / subcontracted/retainer/ partner payroll in any circumstances.

However, bidder may deploy following resources up to the specified limit as specified against each category on outsourced / subcontracted/retainer/ partner payroll basis: -

1. Level 2 (L2) Resources: upto 50%

2. Help desk Support: upto 100%
3. Office Assistant: upto 100%

The successful bidder shall be responsible for compliances of all statutory laws, such as Minimum Wages Act and other applicable laws. Other provision like provident fund, ESI etc. shall be complied by the successful bidder & his sub-contractor without any cost to tendering authority. The successful bidder has to provide documentary proof of above compliances.

DCO shall provide detailed CV (as per Annexure-17) along with documents related to qualification and valid certifications. Each CV should have forwarding letter from HR division that the qualification and certifications of the candidate are correct, valid (mention last date of certification validity or perpetual if no such expiry) and compliant as per RFP conditions. DCO shall submit these documents for each of the manpower being provided to tendering authority, before deployment at site. Tendering authority reserves the right to take the interview of the provided Manpower. The deployed manpower at RSDC would be dedicated for the operations of the Data centres only, successful bidder will not give any other additional responsibility to them.

Shift timing and No. of Manpower in Shift can be changed as per project requirement by purchaser during the contract period. DCO shall provide monthly roster along with week-off and leave reserves.

Data centres and DR Site Jodhpur are integrated sites, therefore, DCO shall be responsible to carry out the operations in synchronized and integrated manner for all the sites during entire project period. The senior profiles (i.e. Sr. Project Manager, Project Manager, and L4/L3 Resources) shall look after DC's & DR Site from RSDC-P4. Sr. Project Manager/Project Manager and L4 Resources are expected to visit at DR Site Jodhpur minimum once in 6 months or as per requirement/instructions of RISL/DoIT&C. All travel expenses including lodging and boarding of FMS manpower will be borne by the DCO for the entire project period. FMS working area facilities like seating space, desktop etc. will be provided by department.

No resource shall be absent without prior permission of the designated authority. Penalty on non-availability of any resource at Rajasthan State Data Centre (RSDC) Phase-I, III, IV at Jaipur and Disaster Recovery Site at Jodhpur shall be as under:

Sr.	No. of absence shifts per role in a quarter	Applicable Penalty / Actions
1	2	3
1.	> 0 but <= 15	No. of absence shifts x Amount defined in the column "4" of Table-Profile wise penalty (Minimum Manpower Resources, defined in chapter-4) for given role in a quarter
2.	> 15	No. of absence shifts x 2 x Amount defined in the column "4" Table-Profile wise penalty (Minimum Manpower Resources, defined in chapter-4) for given role in a quarter

In case of no resource from the deployed resources is available in a particular domain in a particular shift (excluding general shift) across all the data centres (excluding e-Sign DC & DR), where domain resource is required as per RFP and same has been deployed by DCO, then such shift shall be treated as vacant shift for that particular domain. The penalty on vacant shift for the particular domain shall be as under: -

Sr.	Description	Applicable Penalty
1	2	3
1.	No. of vacant shifts per domain in a quarter	No. of vacant shifts per domain x Rs. 50,000/-

Manpower Replacement

The replacement of manpower resources by the DCO after deployment will be allowed (without penalty) only in case, the manpower resource leaves the bidders' organization due to sudden demise or poor health condition of self / dependents (supported by relevant certificate issued by a doctor)/resignation. In case of failure to meet the standards of the purchaser, (which includes efficiency, cooperation, discipline and performance) bidder may be asked to replace the resource without any penalty for replacement/exit.

The penalty per resource would be imposed in case of exit/replacement of resource from the project as per the details given below

Sr.	Resource Type	Applicable Penalty when resource is leaving
1	Any Manpower resources deployed at the site	3 times of the penalty mentioned in column "4" of above mentioned table " Table-Profile wise penalty "

D. Help Desk Service Levels

The service level standards under this sub section pertain to all services which

- i. do not impact the uptime of the equipment mentioned in sub section A above and
- ii. are not related to security related services mentioned in sub section B above.

Thus, if services are not available because of a virus attack or because of equipment is down, penalties under this sub section shall not be applicable. However, penalties may be attracted both under sub section A and sub section B if any of the service mentioned in these sub sections are hampered because of shortage or unavailability of manpower. It is further clarified that in some cases breakdown of equipment may generate a service request for restoring services on another equipment and non-compliance of service level for the generated service request may lead to penalties under sub section A and this sub-section.

S. No	Service description	Measurement parameter	Target	Penalty
1	2	3	4	5
1.	Various service related to	All Calls will be logged immediately after any	1 hour for incident of	1% of the Agreed Quarterly Payment

S. No	Service description	Measurement parameter	Target	Penalty
1	2	3	4	5
	comprehensive onsite maintenance.	incident/ problem occurs or on request made.	severity level 1;	for every 30 minutes (or its part) delay.
	FMS for the severity level mentioned below.	Resolution time measured as the time taken by the DCO to troubleshoot and fix the problem.	4 hours for incident of severity level 2;	0.5% of the Agreed Quarterly Payment for every 60 minutes (or its part) delay.
			8 hours for incident of severity level 3;	0.25% of the Agreed Quarterly Payment for every 120 minutes (or its part) delay.

- It is clarified that the downtime on account of delay by the OEM/maintenance service provider (other than DCO) in repairing / replacing equipment for which either warranty/comprehensive maintenance has not been taken from the DCO shall not be attributed on DCO.
- Severity levels for some of the services are given as below. Tendering authority reserves the right to define severity levels of services which are not mentioned below.
 - a. **Severity Level-1:** Denial of services/standard compliances causing service outage that impacts more than one user department, impacting critical applications, applications of Hon'ble CM, Ministers, Secretaries and other senior officials then the incident will come under the severity level 1. The indicative list of such incidents/requests are given below:
 - Virtualization system software failure
 - OS failure of machine hosting multiple applications
 - Active directory failure
 - Any problems related to router, switch, SAN and security components
 - Cluster breakdown in DBMS
 - Failure of backup restoration
 - Issues related to storage solution
 - Chassis down
 - Defacing of website
 - Data compromised
 - b. **Severity Level-2:** Denial of services/standard compliance causing unavailability of single application will come under the severity level 2. Apart from this Spamming, Network latency will also come under the severity level 2. The indicative list of such incidents/requests are given below:

- Cluster related problem in application
- Restore and recover data as requested
- Tuning server performance
- Changing group memberships for domain computer
- Performing Backups
- Creating administrative scripts for server/users
- Managing applications on servers
- Network Security-related events
- Configure, Add, Delete File Systems.
- Upload, change contents on ftp sites as per user request
- Installing and upgrading the database server and application tools
- Allocating system storage
- Modifying the database structure, as necessary, from information given by application developers.
- Backup database information
- Tasks related to archived data
- Web administration
- The deployment and instrumentation of web applications
- The monitoring, error isolation, escalation, and repair of problems
- Configuring load-balancing and working with networks to improve the reliability and reduce the latency of the system
- Measuring the impact of changes to content, applications, networks, and infrastructure
- NMS/EMS alert response
- LAN connectivity as per requirements for server/workstations
- IPS/IDS Policy updating as per new kind of intrusion detection
- Configuration related task for Firewall
- Resolve any storage shortages
- Alert and resolve any performance issues and notify end-users
- Work related to storage requirements
- Monitor current storage environment
- Determine allocation of different storage types
- Perform any host-level tasks need to access new storage
- Deadlock problem on DBMS
- Index management in DBMS
- Restoring backup in production
- Disk space management
- Authorization failure trap
- Website down
- Website unreachable

- c. **Severity Level-3:** Denial of services/standard Compliance causing unavailability of services for individual will come under this severity level. Apart from this performance issues causing slow services for application should come under the severity level 3. Services which do not impact user but are desirable will also come under the severity level

3. The indicative list of such incidents/requests are given below:

- OS deployment
- Web hosting
- Patch installation
- Acting on incidents which crosses threshold (TMP/Storage space)
- H/W up gradation
- Antivirus updates
- Data archival, Data restoration
- Planned Maintenance activities
- User Management
- RCA of any incident or problem
- Backup policy
- Installation, configuration & rollout of new Network and security devices
- Migration activities of application, website, network services, server, security services, storage, VM, database etc.
- Monitoring SAN fabric / Storage / Backup events & respond to events crossing threshold limits
- Adding new device to Fabric
- Preliminary maintenance of datacentre equipment
- Passive cable component connecting the above equipment etc.
- Failure of Help Desk Services
- Hosting applications on servers
- Adding server in domain
- Installing and configuring new hardware and software.
- Changing group memberships for domain user
- Creating logon scripts
- Reporting server performance
- Assigning remote login permissions
- Applying operating system updates, patches, and configuration changes.
- Adding, removing, or updating user account information, resetting passwords, etc.
- Answering technical queries and assisting users.
- Management server/agent lost
- Documenting the configuration of the system.
- System performance tuning.
- Creating new sftp/ftp account and urls on sftp / ftp
- Change password for sftp/ftp users
- Change sftp/ftp permissions
- User addition in Domain

- Modify user access to the database
- Generating various reports by querying from database as per need.
- Regulation and management of access rights of different users of a website
- The appearance and setting up website navigation
- Content placement
- Performing performance management, availability reporting, and other administration
- Signature update on IPS/IDS
- Update the inventory detail & documentation
- Update of Network connectivity and layouts
- IOS up gradation
- Work with existing programmers, DBAs to optimize storage
- Facilitate off-site storage of tape
- Availability, Reporting on status, Capacity planning of storages
- reporting storage growth
- High CPU or memory utilization
- Procedure creation on DBMS
- Table management in DBMS
- Sequence management in DBMS
- Page management for OS
- Uploading pages on web
- Providing backup
- Restoring backup in testing or staging
- User, account and group management
- Form or page updation on webs
- IP management
- Application migration
- SYSLOG event occurred

Severity Factors

List of IT Items:

S. No.	IT equipment	Severity Factor
1.	Firewall	8
2.	IPS/IDS	8
3.	DDoS	8
4.	Router	8
5.	SLB	8
6.	Spine switch	8
7.	Core Switch	8
8.	LLB	8
9.	WAF	8

S. No.	IT equipment	Severity Factor
10.	APT	8
11.	SAN	8
12.	SAN Switch	4
13.	Tape library	4
14.	Servers	2
15.	Switch	2

Penalty Capping:

- A. Penalties towards service level agreement except those defined in (C): “Manpower availability service levels” shall not be more than 20% of total quarterly payment including both the FMS services and Comprehensive Onsite Maintenance services for respective quarter.

ANNEXURE-1: INFRASTRUCTURE DETAILS

Part-A

List of Assets for which OEM support is required till declaration of end of support by OEM. After the end of support declaration by OEM, AMC support for the device shall be provided by DCO till the expiry of contract

S. No.	Asset Type	Make	Model	Serial No.	Location	AMC Start Date
1	Firewall	Check Point	16200	LR202209007564	RSDC-P3	30-Nov-26
2	Firewall	Check Point	16200	LR202209007561	RSDC-P3	30-Nov-26
3	Firewall	Check Point	Smart-1 600-M	38X07R3	RSDC-P3	30-Nov-26
4	Firewall	Palo Alto	M-200	17607004130	RSDC-P3	13-Jan-27
5	Firewall	Palo Alto	3410	024101006424	RSDC-P3	19-Jan-27
6	Firewall	Palo Alto	3410	024101005900	RSDC-P3	21-Jan-27
7	Router	Cisco	ASR9006	FOX2505P7RN	RSDC-P4	20-Aug-26
8	Router	Cisco	ASR9006	FOX2502P2KQ	RSDC-P4	20-Aug-26
9	Storage	Hitachi	E590	611949	RSDC-P4	01-Jul-27
10	Storage	Hitachi	E1090	715081	RSDC-P4	01-Jul-27
11	Storage	Netapp	FAS 8700	952206002626/952206002483	RSDC-P3	01-Jul-27
12	Storage	Netapp	FAS 9500	792319000058/792319000060/792319000031/792319000090	RSDC-P4	11-Oct-26
13	Storage	Netapp	FAS 9000	792226000200/792226000221	RSDC-P4	26-Oct-26

Part-B

Asset list for which AMC support shall be provided by DCO till 19th August 2028

S. No.	Asset Type	Make	Model	Serial No.	Location	AMC Start Date
1	Server	DELL	Dell Power Edge M630	CYB0TF2	RSDC-P3	20-Aug-26
2	Server	DELL	Dell Power Edge M630	CYB3TF2	RSDC-P3	20-Aug-26
3	Server	DELL	Dell Power Edge M630	4F72LG2	RSDC-P3	20-Aug-26
4	Server	DELL	Dell Power Edge M630	CY8WSF2	RSDC-P3	20-Aug-26
5	Server	DELL	Dell Power Edge M630	4F5XKG2	RSDC-P3	20-Aug-26
6	Server	DELL	Dell Power Edge M630	CY8ZSF2	RSDC-P3	20-Aug-26
7	Server	DELL	Dell Power Edge M630	CY9WSF2	RSDC-P3	20-Aug-26
8	Server	DELL	Dell Power Edge M630	CY72TF2	RSDC-P3	20-Aug-26
9	Server	DELL	Dell Power Edge M630	CY53TF2	RSDC-P3	20-Aug-26
10	Server	DELL	Dell Power Edge M630	4F7YKG2	RSDC-P3	20-Aug-26
11	Server	DELL	Dell Power Edge M630	4F62LG2	RSDC-P3	20-Aug-26
12	Server	DELL	Dell Power Edge M630	4F90LG2	RSDC-P3	20-Aug-26
13	Server	DELL	Dell Power Edge M630	CY44TF2	RSDC-P3	20-Aug-26
14	Server	DELL	Dell Power Edge M630	4F83LG2	RSDC-P3	20-Aug-26
15	Server	DELL	Dell Power Edge M630	CR64TF2	RSDC-P3	20-Aug-26
16	Server	DELL	Dell Power Edge M630	CR8YSF2	RSDC-P3	20-Aug-26
17	Server	DELL	Dell Power Edge M630	CR9ZSF2	RSDC-P3	20-Aug-26
18	Server	DELL	Dell Power Edge M630	CRCZSF2	RSDC-P3	20-Aug-26
19	Server	DELL	Dell Power Edge M630	CR73TF2	RSDC-P3	20-Aug-26
20	Server	DELL	Dell Power Edge M630	CRC4TF2	RSDC-P3	20-Aug-26
21	Server	DELL	Dell Power Edge M630	CR93TF2	RSDC-P3	20-Aug-26
22	Server	DELL	Dell Power Edge M630	CR82TF2	RSDC-P3	20-Aug-26

23	Server	DELL	Dell Power Edge M630	CRDZSF2	RSDC-P4	20-Aug-26
24	Server	DELL	Dell Power Edge M630	D8XXSF2	RSDC-P4	20-Aug-26
25	Server	DELL	Dell Power Edge M630	4F4ZKG2	RSDC-P4	20-Aug-26
26	Server	DELL	Dell Power Edge M630	CY80TF2	RSDC-P4	20-Aug-26
27	Server	DELL	Dell Power Edge M630	CY5ZSF2	RSDC-P4	20-Aug-26
28	Server	DELL	Dell Power Edge M630	CY7XSF2	RSDC-P4	20-Aug-26
29	Server	DELL	Dell Power Edge M630	D8X0TF2	RSDC-P4	20-Aug-26
30	Server	DELL	Dell Power Edge M630	4F6XKG2	RSDC-P4	20-Aug-26
31	Server	DELL	Dell Power Edge M630	D8X3TF2	RSDC-P4	20-Aug-26
32	Server	DELL	Dell Power Edge M630	D8X2TF2	RSDC-P4	20-Aug-26
33	Server	DELL	Dell Power Edge M630	CY6YSF2	RSDC-P4	20-Aug-26
34	Server	DELL	Dell Power Edge M630	CY92TF2	RSDC-P4	20-Aug-26
35	Server	DELL	Dell Power Edge M630	CY64TF2	RSDC-P4	20-Aug-26
36	Server	DELL	Dell Power Edge M630	CRD4TF2	RSDC-P3	20-Aug-26
37	Server	DELL	Dell Power Edge M630	D8XWSF2	RSDC-P3	20-Aug-26
38	Server	DELL	Dell Power Edge M630	D8XZSF2	RSDC-P3	20-Aug-26
39	Server	DELL	Dell Power Edge M630	D8X1TF2	RSDC-P3	20-Aug-26
40	Server	DELL	Dell Power Edge M630	D8YWSF2	RSDC-P3	20-Aug-26
41	Server	DELL	Dell Power Edge M630	CRBYSF2	RSDC-P3	20-Aug-26
42	Server	DELL	Dell Power Edge M630	D8Y0TF2	RSDC-P3	20-Aug-26
43	Server	DELL	Dell Power Edge M630	CRFWSF2	RSDC-P3	20-Aug-26
44	Server	DELL	Dell Power Edge M630	CRB4TF2	RSDC-P3	20-Aug-26
45	Server	DELL	Dell Power Edge M630	D8XYSF2	RSDC-P3	20-Aug-26
46	Server	DELL	Dell Power Edge M630	D8Y3TF2	RSDC-P3	20-Aug-26
47	Server	DELL	Dell Power Edge M630	D8Y2TF2	RSDC-P3	20-Aug-26

48	Server	DELL	Dell Power Edge M630	D8Y1TF2	RSDC-P3	20-Aug-26
49	Server	DELL	Dell Power Edge M630	CRG1TF2	RSDC-P3	20-Aug-26
50	Server	DELL	Dell Power Edge M830	97QXKG2	RSDC-P4	20-Aug-26
51	Server	DELL	Dell Power Edge M830	97Q5LG2	RSDC-P4	20-Aug-26
52	Server	DELL	Dell Power Edge M830	97QZKG2	RSDC-P4	20-Aug-26
53	Server	DELL	Dell Power Edge M830	97QYKG2	RSDC-P4	20-Aug-26
54	Server	DELL	Dell Power Edge M830	97R0LG2	RSDC-P4	20-Aug-26
55	Server	DELL	Dell Power Edge M830	97R1LG2	RSDC-P4	20-Aug-26
56	Server	DELL	Dell Power Edge M830	97R2LG2	RSDC-P4	20-Aug-26
57	Server	DELL	Dell Power Edge R930	C233TF2	RSDC-P4	20-Aug-26
58	Server	DELL	Dell Power Edge R930	C244TF2	RSDC-P4	20-Aug-26
59	Server	DELL	Dell Power Edge R930	C250TF2	RSDC-P3	20-Aug-26
60	Server	DELL	Dell Power Edge R930	C23ZSF2	RSDC-P4	20-Aug-26
61	Server	DELL	Dell Power Edge R930	CPWYSF2	RSDC-P4	20-Aug-26
62	Server	DELL	Dell Power Edge R930	C25YSF2	RSDC-P4	20-Aug-26
63	Server	DELL	Dell Power Edge R630	C1W4TF2	RSDC-P4	20-Aug-26
64	Server	DELL	Dell Power Edge R630	CNMYSF2	RSDC-P3	20-Aug-26
65	Server	DELL	Dell Power Edge R630	C9F1TF2	RSDC-P4	20-Aug-26
66	Server	DELL	Dell Power Edge R630	C99YSF2	RSDC-P4	20-Aug-26
67	Server	DELL	Dell Power Edge R630	CNMXSf2	RSDC-P3	20-Aug-26
68	Server	DELL	Dell Power Edge R630	C1VXSf2	RSDC-P3	20-Aug-26
69	Server	DELL	Dell Power Edge R630	C1W2TF2	RSDC-P3	20-Aug-26
70	Server	DELL	Dell Power Edge R630	C972TF2	RSDC-P3	20-Aug-26
71	Server	DELL	Dell Power Edge M630	CRV4TF2	RSDC-P4	20-Aug-26
72	Server	DELL	Dell Power Edge M630	CRV2TF2	RSDC-P4	20-Aug-26

73	Server	DELL	Dell Power Edge M630	CRV1TF2	RSDC-P4	20-Aug-26
74	Server	DELL	Dell Power Edge M630	CRTZSF2	RSDC-P4	20-Aug-26
75	Server	DELL	Dell Power Edge M630	CRV0TF2	RSDC-P4	20-Aug-26
76	Server	DELL	Dell Power Edge M630	CRVXSF2	RSDC-P4	20-Aug-26
77	Server	DELL	Dell Power Edge M630	CRVWSF2	RSDC-P4	20-Aug-26
78	Server	DELL	Dell Power Edge M630	CRV3TF2	RSDC-P4	20-Aug-26
79	Blade Enclosure	DELL	Dell Power Edge M1000e	97Q0LG2	RSDC-P4	20-Aug-26
80	Blade Enclosure	DELL	Dell Power Edge M1000e	CRL2TF2	RSDC-P3	20-Aug-26
81	Blade Enclosure	DELL	Dell Power Edge M1000e	D8YXSF2	RSDC-P4	20-Aug-26
82	Blade Enclosure	DELL	Dell Power Edge M1000e	4FWZKG2	RSDC-P3	20-Aug-26
83	Blade Enclosure	DELL	Dell Power Edge M1000e	CYFZSF2	RSDC-P3	20-Aug-26
84	Blade Enclosure	DELL	Dell Power Edge M1000e	CRT4TF2	RSDC-P4	20-Aug-26
85	Server	DELL	Dell Power Edge R630	C1VZSF2	RSDC-P4	20-Aug-26
86	Server	DELL	Dell Power Edge R630	CBCXSF2	RSDC-P3	20-Aug-26
87	Server	DELL	Dell Power Edge R630	C1V2TF2	RSDC-P4	20-Aug-26
88	Server	DELL	Dell Power Edge R630	CBFZSF2	RSDC-P3	20-Aug-26
89	Server	DELL	Dell Power Edge M630	CVD1TF2	RSDC-DR	20-Aug-26
90	Server	DELL	Dell Power Edge M630	CVDWSF2	RSDC-DR	20-Aug-26
91	Server	DELL	Dell Power Edge M630	CVF2TF2	RSDC-DR	20-Aug-26
92	Server	DELL	Dell Power Edge M630	CVFWSF2	RSDC-DR	20-Aug-26
93	Server	DELL	Dell Power Edge M630	CVG1TF2	RSDC-DR	20-Aug-26
94	Server	DELL	Dell Power Edge M630	CVGWSF2	RSDC-DR	20-Aug-26
95	Server	DELL	Dell Power Edge M630	CVGZSF2	RSDC-DR	20-Aug-26
96	Server	DELL	Dell Power Edge M630	CVH1TF2	RSDC-DR	20-Aug-26

Part-C

Asset list for which AMC support shall be provided by DCO till the expiry of contract

S. No.	Asset Type	Make	Model	Serial No.	Location	AMC Start Date
1	Server	DELL	Dell Power Edge 740	2HZLLN2	RSDC-P3	12-Apr-28
2	Server	DELL	Dell Power Edge 740	2J4NLN2	RSDC-P3	12-Apr-28
3	Server	DELL	Dell Power Edge M640	3V9LLN2	RSDC-P3	12-Apr-28
4	Server	DELL	Dell Power Edge M640	3V8NLN2	RSDC-P3	12-Apr-28
5	Server	DELL	Dell Power Edge M640	3V9NLN2	RSDC-P3	12-Apr-28
6	Server	DELL	Dell Power Edge M640	3V8PLN2	RSDC-P3	12-Apr-28
7	Server	DELL	Dell Power Edge M640	3V8MLN2	RSDC-P3	12-Apr-28
8	Server	DELL	Dell Power Edge M640	3V6PLN2	RSDC-P3	12-Apr-28
9	Server	DELL	Dell Power Edge M640	3V7LLN2	RSDC-P3	12-Apr-28
10	Server	DELL	Dell Power Edge M640	3V9MLN2	RSDC-P3	12-Apr-28
11	Server	DELL	Dell Power Edge M640	3V6LLN2	RSDC-P3	12-Apr-28
12	Server	DELL	Dell Power Edge M640	3V7MLN2	RSDC-P3	12-Apr-28
13	Server	DELL	Dell Power Edge M640	3V8LLN2	RSDC-P3	12-Apr-28
14	Server	DELL	Dell Power Edge M640	3V7PLN2	RSDC-P3	12-Apr-28
15	Server	DELL	Dell Power Edge M640	3V7NLN2	RSDC-P3	12-Apr-28
16	Server	DELL	Dell Power Edge M640	3VDMLN2	RSDC-P3	12-Apr-28
17	Server	DELL	Dell Power Edge M640	3VDLLN2	RSDC-P3	12-Apr-28
18	Server	DELL	Dell Power Edge M640	3VBLLN2	RSDC-P3	12-Apr-28
19	Server	DELL	Dell Power Edge M640	3VCKLN2	RSDC-P3	12-Apr-28
20	Server	DELL	Dell Power Edge M640	3V9PLN2	RSDC-P3	12-Apr-28
21	Server	DELL	Dell Power Edge M640	3VCPLN2	RSDC-P3	12-Apr-28
22	Server	DELL	Dell Power Edge M640	3VCLLN2	RSDC-P3	12-Apr-28
23	Server	DELL	Dell Power Edge M640	3VBNLN2	RSDC-P3	12-Apr-28

24	Server	DELL	Dell Power Edge M640	3VBMLN2	RSDC-P3	12-Apr-28
25	Server	DELL	Dell Power Edge M640	3VCMLN2	RSDC-P3	12-Apr-28
26	Server	DELL	Dell Power Edge M640	3VCNLN2	RSDC-P3	12-Apr-28
27	Server	DELL	Dell Power Edge M640	3VBPLN2	RSDC-P3	12-Apr-28
28	Server	DELL	Dell Power Edge M640	3VDKLN2	RSDC-P3	12-Apr-28
29	Blade Enclosure	DELL	Dell Power Edge M1000e	3VFLLN2	RSDC-P3	12-Apr-28
30	Blade Enclosure	DELL	Dell Power Edge M1000e	3V6MLN2	RSDC-P3	12-Apr-28
31	Network	CISCO	WS-C3650-48PQ	FDO2203I29C	RSDC-P1	12-Apr-28
32	Network	CISCO	WS-C3650-48PQ	FDO2203E25Z	RSDC-P1	12-Apr-28
33	SAN Switch	CISCO	MDS 9148S	JPG201000FG	RSDC-P3	20-Aug-26
34	SAN Switch	CISCO	MDS 9148S	JPG204200EW	RSDC-P3	20-Aug-26
35	SAN Switch	CISCO	MDS 9148S	JPG20370025	RSDC-P3	20-Aug-26
36	SAN Switch	CISCO	MDS 9148S	JPG203100JA	RSDC-P3	20-Aug-26
37	SAN Switch	CISCO	MDS 9148S	JPG2037003E	RSDC-P3	20-Aug-26
38	SAN Switch	CISCO	MDS 9148S	JPG2037004H	RSDC-P3	20-Aug-26
39	SAN Switch	CISCO	MDS 9148S	JPG20430024	RSDC-P3	20-Aug-26
40	Switch	CISCO	cisco Nexus9000	FDO22122NZ7	RSDC-P3	12-Apr-28
41	Switch	CISCO	cisco Nexus9000	FDO22140GJM	RSDC-P3	12-Apr-28
42	Switch	CISCO	cisco Nexus9000	FDO22122P3D	RSDC-P3	12-Apr-28
43	Switch	CISCO	cisco Nexus9000	FDO22122NAP	RSDC-P3	12-Apr-28
44	Blade Server	DELL	Dell Power Edge M640	GHWT7N2	RSDC-P4	12-Apr-28
45	Blade Server	DELL	Dell Power Edge M640	GF5S7N2	RSDC-P4	12-Apr-28
46	Blade Server	DELL	Dell Power Edge M640	GFDR7N2	RSDC-P4	12-Apr-28
47	Blade Server	DELL	Dell Power Edge M640	GFHR7N2	RSDC-P4	12-Apr-28
48	Blade Server	DELL	Dell Power Edge M640	GFJN7N2	RSDC-P4	12-Apr-28
49	Blade Server	DELL	Dell Power Edge M640	GFGQ7N2	RSDC-P4	12-Apr-28
50	Blade Server	DELL	Dell Power Edge M640	GFCN7N2	RSDC-P4	12-Apr-28

51	Blade Server	DELL	Dell Power Edge M640	GFFQ7N2	RSDC-P4	12-Apr-28
52	Blade Server	DELL	Dell Power Edge M640	GF8L7N2	RSDC-P4	12-Apr-28
53	Blade Server	DELL	Dell Power Edge M640	GF7P7N2	RSDC-P4	12-Apr-28
54	Blade Server	DELL	Dell Power Edge M640	GF6Q7N2	RSDC-P4	12-Apr-28
55	Blade Server	DELL	Dell Power Edge M640	GF4T7N2	RSDC-P4	12-Apr-28
56	Blade Server	DELL	Dell Power Edge M640	GF9L7N2	RSDC-P4	12-Apr-28
57	Blade Server	DELL	Dell Power Edge M640	GHRP7N2	RSDC-P4	12-Apr-28
58	Blade Server	DELL	Dell Power Edge M640	GHPS7N2	RSDC-P4	12-Apr-28
59	Blade Server	DELL	Dell Power Edge M640	GHRQ7N2	RSDC-P4	12-Apr-28
60	Blade Server	DELL	Dell Power Edge M640	GHSS7N2	RSDC-P4	12-Apr-28
61	Blade Server	DELL	Dell Power Edge M640	GHQQ7N2	RSDC-P4	12-Apr-28
62	Blade Server	DELL	Dell Power Edge M640	GJ1N7N2	RSDC-P4	12-Apr-28
63	Blade Server	DELL	Dell Power Edge M640	GJ3L7N2	RSDC-P4	12-Apr-28
64	Blade Server	DELL	Dell Power Edge M640	GFBL7N2	RSDC-P4	12-Apr-28
65	Blade Server	DELL	Dell Power Edge M640	GHTS7N2	RSDC-P4	12-Apr-28
66	Blade Server	DELL	Dell Power Edge M640	GHNR7N2	RSDC-P4	12-Apr-28
67	Blade Server	DELL	Dell Power Edge M640	GHKQ7N2	RSDC-P4	12-Apr-28
68	Blade Server	DELL	Dell Power Edge M640	GHVR7N2	RSDC-P4	12-Apr-28
69	Blade Server	DELL	Dell Power Edge M640	GJ4M7N2	RSDC-P4	12-Apr-28
70	Blade Server	DELL	Dell Power Edge M640	2LTPLN2	RSDC-P4	12-Apr-28
71	Blade Server	DELL	Dell Power Edge M640	2LTKLN2	RSDC-P4	12-Apr-28
72	Blade Server	DELL	Dell Power Edge M640	2LVNLN2	RSDC-P4	12-Apr-28
73	Blade Server	DELL	Dell Power Edge M640	2LVLLN2	RSDC-P4	12-Apr-28
74	Blade Server	DELL	Dell Power Edge M640	2LVKLN2	RSDC-P4	12-Apr-28
75	Blade Server	DELL	Dell Power Edge M640	2LTLLN2	RSDC-P4	12-Apr-28

76	Blade Server	DELL	Dell Power Edge M640	2LTMLN2	RSDC-P4	12-Apr-28
77	Blade Server	DELL	Dell Power Edge M640	2LVPLN2	RSDC-P4	12-Apr-28
78	Blade Server	DELL	Dell Power Edge M640	2LVMLN2	RSDC-P4	12-Apr-28
79	Blade Server	DELL	Dell Power Edge M640	2LWKLN2	RSDC-P4	12-Apr-28
80	Blade Server	DELL	Dell Power Edge M640	2LWLLN2	RSDC-P4	12-Apr-28
81	Blade Server	DELL	Dell Power Edge M640	2LSPLN2	RSDC-P4	12-Apr-28
82	Blade Server	DELL	Dell Power Edge M640	2LTNLN2	RSDC-P4	12-Apr-28
83	Blade Server	DELL	Dell Power Edge M640	GJMN7N2	RSDC-P4	12-Apr-28
84	Blade Server	DELL	Dell Power Edge M640	GJFS7N2	RSDC-P4	12-Apr-28
85	Blade Server	DELL	Dell Power Edge M640	GJ6P7N2	RSDC-P4	12-Apr-28
86	Blade Server	DELL	Dell Power Edge M640	GJ9P7N2	RSDC-P4	12-Apr-28
87	Blade Server	DELL	Dell Power Edge M640	GJBR7N2	RSDC-P4	12-Apr-28
88	Blade Server	DELL	Dell Power Edge M640	GJDQ7N2	RSDC-P4	12-Apr-28
89	Blade Server	DELL	Dell Power Edge M640	GJ7V7N2	RSDC-P4	12-Apr-28
90	Blade Server	DELL	Dell Power Edge M640	GJNS7N2	RSDC-P4	12-Apr-28
91	Blade Server	DELL	Dell Power Edge M640	GJRM7N2	RSDC-P4	12-Apr-28
92	Blade Server	DELL	Dell Power Edge M640	GJGT7N2	RSDC-P4	12-Apr-28
93	Blade Server	DELL	Dell Power Edge M640	GJCR7N2	RSDC-P4	12-Apr-28
94	Blade Server	DELL	Dell Power Edge M640	GJPT7N2	RSDC-P4	12-Apr-28
95	Blade Server	DELL	Dell Power Edge M640	GJJR7N2	RSDC-P4	12-Apr-28
96	Blade Enclosure	DELL	Dell Power Edge M1000e	GDWR7N2	RSDC-P4	12-Apr-28
97	Blade Enclosure	DELL	Dell Power Edge M1000e	GJYM7N2	RSDC-P4	12-Apr-28
98	Blade Enclosure	DELL	Dell Power Edge M1000e	2LDLLN2	RSDC-P4	12-Apr-28
99	Blade Enclosure	DELL	Dell Power Edge M1000e	GHPN7N2	RSDC-P4	12-Apr-28
100	Server	DELL	Dell Power Edge 740	GN8V7N2	RSDC-P4	12-Apr-28
101	Server	DELL	Dell Power Edge 740	429NLN2	RSDC-P4	12-Apr-28

102	Server	DELL	Dell Power Edge 740	GN5T7N2	RSDC-P4	12-Apr-28
103	Server	DELL	Dell Power Edge 740	426NLN2	RSDC-P4	12-Apr-28
104	Server	DELL	Dell Power Edge 740	GN6Q7N2	RSDC-P4	12-Apr-28
105	Server	DELL	Dell Power Edge 740	GNBN7N2	RSDC-P4	12-Apr-28
106	Server	DELL	Dell Power Edge 740	428MLN2	RSDC-P4	12-Apr-28
107	Server	DELL	Dell Power Edge 740	423QLN2	RSDC-P4	12-Apr-28
108	Server	DELL	Dell Power Edge 740	GN7T7N2	RSDC-P4	12-Apr-28
109	Server	DELL	Dell Power Edge 740	GN5M7N2	RSDC-P4	12-Apr-28
110	Server	DELL	Dell Power Edge 740	42BMLN2	RSDC-P4	12-Apr-28
111	Server	DELL	Dell Power Edge 740	2MDKLN2	RSDC-P4	12-Apr-28
112	Server	DELL	Dell Power Edge 740	GN9Q7N2	RSDC-P4	12-Apr-28
113	Server	DELL	Dell Power Edge 740	GN9V7N2	RSDC-P4	12-Apr-28
114	Server	DELL	Dell Power Edge 740	2JDLLN2	RSDC-P4	12-Apr-28
115	Server	DELL	Dell Power Edge 740	2J2PLN2	RSDC-P4	12-Apr-28
116	Server	DELL	Dell Power Edge 740	2M9NLN2	RSDC-P4	12-Apr-28
117	Server	DELL	Dell Power Edge 740	2MBPLN2	RSDC-P4	12-Apr-28
118	Server	DELL	Dell Power Edge 740	2J7PLN2	RSDC-P4	12-Apr-28
119	Server	DELL	Dell Power Edge 740	2M7PLN2	RSDC-P4	12-Apr-28
120	Server	DELL	Dell Power Edge 740	2J7MLN2	RSDC-P4	12-Apr-28
121	Server	DELL	Dell Power Edge 740	2J5LLN2	RSDC-P4	12-Apr-28
122	Server	DELL	Dell Power Edge 740	2M5QLN2	RSDC-P4	12-Apr-28
123	Server	DELL	Dell Power Edge 740	2HZPLN2	RSDC-P4	12-Apr-28
124	Server	DELL	Dell Power Edge 740	2J3PLN2	RSDC-P4	12-Apr-28
125	Server	DELL	Dell Power Edge 740	2J5QLN2	RSDC-P4	12-Apr-28
126	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22130P03	RSDC-P4	12-Apr-28
127	Switch	CISCO	NexusN9K-C93180YC-EX	FDO221222AT	RSDC-P4	12-Apr-28
128	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22122NJV	RSDC-P4	12-Apr-28
129	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22130P0P	RSDC-P4	12-Apr-28
130	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22122NDK	RSDC-P4	12-Apr-28
131	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22140CEX	RSDC-P4	12-Apr-28
132	Switch	CISCO	NexusN9K-C93180YC-EX	FDO221316NB	RSDC-P4	12-Apr-28
133	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22130QNE	RSDC-P4	12-Apr-28
134	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22122P29	RSDC-P4	12-Apr-28
135	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22122P2E	RSDC-P4	12-Apr-28
136	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22122NL5	RSDC-P4	12-Apr-28

137	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22130Q20	RSDC-P4	12-Apr-28
138	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22130P61	RSDC-P4	12-Apr-28
139	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22140GJS	RSDC-P4	12-Apr-28
140	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22140CGS	RSDC-P4	12-Apr-28
141	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22130P02	RSDC-P4	12-Apr-28
142	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22130Q12	RSDC-P4	12-Apr-28
143	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22122D7E	RSDC-P4	12-Apr-28
144	Switch	CISCO	NexusN9K-C93180YC-EX	FDO21440NBN	RSDC-P4	12-Apr-28
145	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22140N6N	RSDC-P4	12-Apr-28
146	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22130QNF	RSDC-P4	12-Apr-28
147	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22140CGA	RSDC-P4	12-Apr-28
148	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22122N2T	RSDC-P4	12-Apr-28
149	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212E1Q7	RSDC-P4	12-Apr-28
150	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212E1VF	RSDC-P4	12-Apr-28
151	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212E1UH	RSDC-P4	12-Apr-28
152	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212E1U5	RSDC-P4	12-Apr-28
153	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212Q1MA	RSDC-P4	12-Apr-28
154	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212Q1HJ	RSDC-P4	12-Apr-28
155	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212Q1LU	RSDC-P4	12-Apr-28
156	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212E1U3	RSDC-P4	12-Apr-28
157	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212E1TQ	RSDC-P4	12-Apr-28
158	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212Q1MU	RSDC-P4	12-Apr-28
159	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212Q1LF	RSDC-P4	12-Apr-28
160	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212E1SX	RSDC-P4	12-Apr-28
161	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212E1Q1	RSDC-P4	12-Apr-28

162	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212Q1LT	RSDC-P4	12-Apr-28
163	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212Q1P8	RSDC-P4	12-Apr-28
164	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212E1P5	RSDC-P4	12-Apr-28
165	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212E1W4	RSDC-P4	12-Apr-28
166	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2214Q0AS	RSDC-P4	12-Apr-28
167	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2241R030	RSDC-P4	12-Apr-28
168	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2214Q0B2	RSDC-P4	12-Apr-28
169	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212Q1MP	RSDC-P4	12-Apr-28
170	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212Q1LJ	RSDC-P4	12-Apr-28
171	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212E1TU	RSDC-P4	12-Apr-28
172	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212E1VN	RSDC-P4	12-Apr-28
173	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212Q1LD	RSDC-P4	12-Apr-28
174	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212Q1LE	RSDC-P4	12-Apr-28
175	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212E1VG	RSDC-P4	12-Apr-28
176	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212Q1JT	RSDC-P4	12-Apr-28
177	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212Q1KU	RSDC-P4	12-Apr-28
178	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212E1TX	RSDC-P4	12-Apr-28
179	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212E1U1	RSDC-P4	12-Apr-28
180	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212E1TM	RSDC-P4	12-Apr-28
181	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212E1TZ	RSDC-P4	12-Apr-28
182	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212E1QW	RSDC-P4	12-Apr-28
183	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212E1TT	RSDC-P4	12-Apr-28
184	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212Q1MK	RSDC-P4	12-Apr-28
185	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212E1VX	RSDC-P4	12-Apr-28
186	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212E1U0	RSDC-P4	12-Apr-28

187	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212Q1MF	RSDC-P4	12-Apr-28
188	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212E1VJ	RSDC-P4	12-Apr-28
189	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212E1VY	RSDC-P4	12-Apr-28
190	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212E1U7	RSDC-P4	12-Apr-28
191	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212Q1MG	RSDC-P4	12-Apr-28
192	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212E1RS	RSDC-P4	12-Apr-28
193	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212E1TR	RSDC-P4	12-Apr-28
194	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212E1W3	RSDC-P4	12-Apr-28
195	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212E1VC	RSDC-P4	31-Oct-26
196	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212E1SY	RSDC-P4	12-Apr-28
197	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212Q1NV	RSDC-P4	12-Apr-28
198	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212E1UB	RSDC-P4	12-Apr-28
199	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212Q1M4	RSDC-P4	12-Apr-28
200	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212Q1NW	RSDC-P4	12-Apr-28
201	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212E1T7	RSDC-P4	12-Apr-28
202	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212Q1J5	RSDC-P4	12-Apr-28
203	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212Q1J3	RSDC-P4	12-Apr-28
204	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212E1VT	RSDC-P4	12-Apr-28
205	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2241R02Z	RSDC-P4	12-Apr-28
206	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212E1SP	RSDC-P4	12-Apr-28
207	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2214E0BR	RSDC-P4	12-Apr-28
208	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212E1S9	RSDC-P4	12-Apr-28
209	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212E1SZ	RSDC-P4	12-Apr-28
210	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22130P0A	RSDC-P4	12-Apr-28
211	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22130Q1S	RSDC-P4	12-Apr-28

212	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22130P07	RSDC-P4	12-Apr-28
213	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22130Q07	RSDC-P4	12-Apr-28
214	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212E1TN	RSDC-P4	12-Apr-28
215	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212E1TA	RSDC-P4	12-Apr-28
216	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212Q1NQ	RSDC-P4	12-Apr-28
217	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212E1Q4	RSDC-P4	12-Apr-28
218	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212Q1NX	RSDC-P4	12-Apr-28
219	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212Q1M7	RSDC-P4	12-Apr-28
220	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212E1VE	RSDC-P4	12-Apr-28
221	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2209E1MB	RSDC-P4	12-Apr-28
222	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212Q1PE	RSDC-P4	12-Apr-28
223	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212Q1PG	RSDC-P4	12-Apr-28
224	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2214Q0AM	RSDC-P4	12-Apr-28
225	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212Q1NR	RSDC-P4	12-Apr-28
226	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212E1U2	RSDC-P4	12-Apr-28
227	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212Q1MJ	RSDC-P4	12-Apr-28
228	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212Q1JV	RSDC-P4	12-Apr-28
229	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212E1VS	RSDC-P4	12-Apr-28
230	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2214E0BH	RSDC-P4	12-Apr-28
231	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212Q1MH	RSDC-P4	12-Apr-28
232	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212Q1PB	RSDC-P4	31-Oct-26
233	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212Q1PK	RSDC-P4	12-Apr-28
234	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212Q1NS	RSDC-P4	12-Apr-28
235	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212Q1KM	RSDC-P4	12-Apr-28
236	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212E1U8	RSDC-P4	12-Apr-28

237	Switch	CISCO	CATALYST 3650-48PQ-E	FDO2212E1W0	RSDC-P4	12-Apr-28
238	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22122P31	RSDC-P4	12-Apr-28
239	Switch	CISCO	NexusN9K-C93180YC-EX	FDO24110N7Y	RSDC-P4	12-Apr-28
240	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22022DC7	RSDC-P4	12-Apr-28
241	Switch	CISCO	NexusN9K-C93180YC-EX	FDO2205247P	RSDC-P4	12-Apr-28
242	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22060DCP	RSDC-P4	12-Apr-28
243	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22122DAP	RSDC-P4	12-Apr-28
244	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22130Q0B	RSDC-P4	12-Apr-28
245	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22140GJH	RSDC-P4	12-Apr-28
246	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22130P0K	RSDC-P4	12-Apr-28
247	Switch	CISCO	NexusN9K-C93180YC-EX	FDO221222BX	RSDC-P4	12-Apr-28
248	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22130Q26	RSDC-P4	12-Apr-28
249	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22130P0J	RSDC-P4	12-Apr-28
250	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22140N6G	RSDC-P4	12-Apr-28
251	Switch	CISCO	NexusN9K-C93180YC-EX	FDO221222C6	RSDC-P4	12-Apr-28
252	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22130P6B	RSDC-P4	12-Apr-28
253	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22130P63	RSDC-P4	12-Apr-28
254	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22122293	RSDC-P4	12-Apr-28
255	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22140CFX	RSDC-P4	12-Apr-28
256	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22122NS3	RSDC-P4	12-Apr-28
257	Server	DELL	Dell Power Edge 740	BPRN7N2	RSDC-DR	12-Apr-28
258	Server	DELL	Dell Power Edge 740	BPQR7N2	RSDC-DR	12-Apr-28
259	Server	DELL	Dell Power Edge 740	BPTM7N2	RSDC-DR	12-Apr-28
260	Server	DELL	Dell Power Edge 740	BQ5P7N2	RSDC-DR	12-Apr-28
261	Server	DELL	Dell Power Edge 740	BPPL7N2	RSDC-DR	12-Apr-28
262	Server	DELL	Dell Power Edge 740	BPPT7N2	RSDC-DR	12-Apr-28
263	Server	DELL	Dell Power Edge 740	BQ4N7N2	RSDC-DR	12-Apr-28
264	Server	DELL	Dell Power Edge 740	BPRT7N2	RSDC-DR	12-Apr-28

265	Server	DELL	Dell Power Edge 740	BPSR7N2	RSDC-DR	12-Apr-28
266	Server	DELL	Dell Power Edge 740	BPQM7N2	RSDC-DR	12-Apr-28
267	Server	DELL	Dell Power Edge 740	BQ2L7N2	RSDC-DR	12-Apr-28
268	Server	DELL	Dell Power Edge 740	BQ2V7N2	RSDC-DR	12-Apr-28
269	Server	DELL	Dell Power Edge 740	BQ4V7N2	RSDC-DR	12-Apr-28
270	Server	DELL	Dell Power Edge 740	BPSM7N2	RSDC-DR	12-Apr-28
271	Server	DELL	Dell Power Edge 640	F4VT7N2	RSDC-DR	12-Apr-28
272	Server	DELL	Dell Power Edge 640	F4WL7N2	RSDC-DR	12-Apr-28
273	Server	DELL	Dell Power Edge 640	F4WP7N2	RSDC-DR	12-Apr-28
274	Server	DELL	Dell Power Edge 640	F4VR7N2	RSDC-DR	12-Apr-28
275	Server	DELL	Dell Power Edge 640	F4TS7N2	RSDC-DR	12-Apr-28
276	Server	DELL	Dell Power Edge 640	F4XP7N2	RSDC-DR	12-Apr-28
277	Server	DELL	Dell Power Edge 640	F4XQ7N2	RSDC-DR	12-Apr-28
278	Server	DELL	Dell Power Edge 640	F4VP7N2	RSDC-DR	12-Apr-28
279	Server	DELL	Dell Power Edge 640	F4XM7N2	RSDC-DR	12-Apr-28
280	Server	DELL	Dell Power Edge 640	F4VM7N2	RSDC-DR	12-Apr-28
281	Server	DELL	Dell Power Edge 640	F4VK7N2	RSDC-DR	12-Apr-28
282	Server	DELL	Dell Power Edge 640	F4XK7N2	RSDC-DR	12-Apr-28
283	Server	DELL	Dell Power Edge 640	F4WR7N2	RSDC-DR	12-Apr-28
284	Server	DELL	Dell Power Edge 640	F4XS7N2	RSDC-DR	12-Apr-28
285	Server	DELL	Dell Power Edge 640	F4ZR7N2	RSDC-DR	12-Apr-28
286	Server	DELL	Dell Power Edge 640	F4ZP7N2	RSDC-DR	12-Apr-28
287	Server	DELL	Dell Power Edge 640	F50M7N2	RSDC-DR	12-Apr-28
288	Server	DELL	Dell Power Edge 640	F4ZT7N2	RSDC-DR	12-Apr-28
289	Server	DELL	Dell Power Edge 640	F4ZL7N2	RSDC-DR	12-Apr-28
290	Server	DELL	Dell Power Edge 640	F4YL7N2	RSDC-DR	12-Apr-28
291	Server	DELL	Dell Power Edge 640	F4YK7N2	RSDC-DR	12-Apr-28
292	Server	DELL	Dell Power Edge 640	F4XT7N2	RSDC-DR	12-Apr-28
293	Server	DELL	Dell Power Edge 640	F4YN7N2	RSDC-DR	12-Apr-28
294	Server	DELL	Dell Power Edge 640	F4YQ7N2	RSDC-DR	12-Apr-28
295	Server	DELL	Dell Power Edge 640	F4YS7N2	RSDC-DR	12-Apr-28
296	Server	DELL	Dell Power Edge 640	F4ZK7N2	RSDC-DR	12-Apr-28
297	Server	DELL	Dell Power Edge 640	F4TR7N2	RSDC-DR	12-Apr-28
298	Server	DELL	Dell Power Edge 640	F4VL7N2	RSDC-DR	12-Apr-28
299	Server	DELL	Dell Power Edge 640	F4TT7N2	RSDC-DR	12-Apr-28
300	Server	DELL	Dell Power Edge 640	F4VS7N2	RSDC-DR	12-Apr-28
301	Server	DELL	Dell Power Edge 640	F4WK7N2	RSDC-DR	12-Apr-28
302	Server	DELL	Dell Power Edge 640	F4VN7N2	RSDC-DR	12-Apr-28
303	Server	DELL	Dell Power Edge 640	F4VQ7N2	RSDC-DR	12-Apr-28
304	Server	DELL	Dell Power Edge 640	F4WM7N2	RSDC-DR	12-Apr-28
305	Server	DELL	Dell Power Edge 640	F4WQ7N2	RSDC-DR	12-Apr-28
306	Server	DELL	Dell Power Edge 640	F4WT7N2	RSDC-DR	12-Apr-28
307	Server	DELL	Dell Power Edge 640	F4XL7N2	RSDC-DR	12-Apr-28

308	Server	DELL	Dell Power Edge 640	F4XN7N2	RSDC-DR	12-Apr-28
309	Server	DELL	Dell Power Edge 640	F4TP7N2	RSDC-DR	12-Apr-28
310	Server	DELL	Dell Power Edge 640	F4YT7N2	RSDC-DR	12-Apr-28
311	Server	DELL	Dell Power Edge 640	F4ZM7N2	RSDC-DR	12-Apr-28
312	Server	DELL	Dell Power Edge 640	F4YR7N2	RSDC-DR	12-Apr-28
313	Server	DELL	Dell Power Edge 640	F4YP7N2	RSDC-DR	12-Apr-28
314	Server	DELL	Dell Power Edge 640	F4YM7N2	RSDC-DR	12-Apr-28
315	Server	DELL	Dell Power Edge 640	F51M7N2	RSDC-DR	12-Apr-28
316	Server	DELL	Dell Power Edge 640	F50V7N2	RSDC-DR	12-Apr-28
317	Server	DELL	Dell Power Edge 640	F4ZN7N2	RSDC-DR	12-Apr-28
318	Server	DELL	Dell Power Edge 640	F50R7N2	RSDC-DR	12-Apr-28
319	Server	DELL	Dell Power Edge 640	F50S7N2	RSDC-DR	12-Apr-28
320	Server	DELL	Dell Power Edge 640	F50P7N2	RSDC-DR	12-Apr-28
321	Server	DELL	Dell Power Edge 640	F4ZQ7N2	RSDC-DR	12-Apr-28
322	Server	DELL	Dell Power Edge 640	F50L7N2	RSDC-DR	12-Apr-28
323	Blade Enclosure	DELL	Dell Power Edge M1000e	F51P7N2	RSDC-DR	12-Apr-28
324	Blade Enclosure	DELL	Dell Power Edge M1000e	F4TN7N2	RSDC-DR	12-Apr-28
325	Blade Enclosure	DELL	Dell Power Edge M1000e	CVKWSF2	RSDC-DR	12-Apr-28
326	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22022NMM	RSDC-DR	12-Apr-28
327	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22022NPM	RSDC-DR	12-Apr-28
328	Switch	CISCO	CiscoWS-C3650-48PQ	FDO2203Q0JB	RSDC-DR	12-Apr-28
329	Switch	CISCO	CiscoWS-C3650-48PQ	FDO2203I2AQ	RSDC-DR	12-Apr-28
330	Switch	CISCO	CiscoWS-C3650-48PQ	FDO2203I29Q	RSDC-DR	12-Apr-28
331	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22040MFD	RSDC-DR	12-Apr-28
332	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22022NP8	RSDC-DR	12-Apr-28
333	Switch	CISCO	CiscoWS-C3650-48PQ	FDO2203I2A7	RSDC-DR	12-Apr-28
334	Switch	CISCO	CiscoWS-C3650-48PQ	FDO2203I27K	RSDC-DR	12-Apr-28
335	Switch	CISCO	CiscoWS-C3650-48PQ	FDO2203I29M	RSDC-DR	12-Apr-28
336	Switch	CISCO	CiscoWS-C3650-48PQ	FDO2203I27S	RSDC-DR	12-Apr-28
337	Switch	CISCO		FDO2202E1UC	RSDC-DR	12-Apr-28

			CiscoWS-C3650-48PQ			
338	Switch	CISCO	CiscoWS-C3650-48PQ	FDO2203I27T	RSDC-DR	12-Apr-28
339	Switch	CISCO	CiscoWS-C3650-48PQ	FDO2203I27W	RSDC-DR	12-Apr-28
340	Switch	CISCO	CiscoWS-C3650-48PQ	FDO2201I1US	RSDC-DR	12-Apr-28
341	Switch	CISCO	CiscoWS-C3650-48PQ	FDO2202Q1XK	RSDC-DR	12-Apr-28
342	Switch	CISCO	CiscoWS-C3650-48PQ	FDO2203I29F	RSDC-DR	12-Apr-28
343	Switch	CISCO	CiscoWS-C3650-48PQ	FDO2203I2A8	RSDC-DR	12-Apr-28
344	Switch	CISCO	CiscoWS-C3650-48PQ	FDO2203E260	RSDC-DR	12-Apr-28
345	Switch	CISCO	CiscoWS-C3650-48PQ	FDO2203I29Z	RSDC-DR	12-Apr-28
346	Switch	CISCO	CiscoWS-C3650-48PQ	FDO2203I27P	RSDC-DR	12-Apr-28
347	Switch	CISCO	CiscoWS-C3650-48PQ	FDO2203I29D	RSDC-DR	12-Apr-28
348	Switch	CISCO	CiscoWS-C3650-48PQ	FDO2203E26E	RSDC-DR	12-Apr-28
349	Switch	CISCO	CiscoWS-C3650-48PQ	FDO2203I2A2	RSDC-DR	12-Apr-28
350	Switch	CISCO	CiscoWS-C3650-48PQ	FDO2203I28E	RSDC-DR	12-Apr-28
351	Switch	CISCO	CiscoWS-C3650-48PQ	FDO2203Q1WH	RSDC-DR	12-Apr-28
352	Switch	CISCO	CiscoWS-C3650-48PQ	FDO2203I2A5	RSDC-DR	12-Apr-28
353	Switch	CISCO	CiscoWS-C3650-48PQ	FDO2203I299	RSDC-DR	12-Apr-28
354	Switch	CISCO	CiscoWS-C3650-48PQ	FDO2203I2AF	RSDC-DR	12-Apr-28
355	Switch	CISCO	CiscoWS-C3650-48PQ	FDO2203I28T	RSDC-DR	12-Apr-28
356	Switch	CISCO	CiscoWS-C3650-48PQ	FDO2203I2AJ	RSDC-DR	12-Apr-28
357	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22022KKD	RSDC-DR	12-Apr-28

358	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22022DCD	RSDC-DR	12-Apr-28
359	Switch	CISCO	CiscoWS-C3650-48PQ	FDO2203128Z	RSDC-DR	12-Apr-28
360	Switch	CISCO	CiscoWS-C3650-48PQ	FDO2203I294	RSDC-DR	12-Apr-28
361	Switch	CISCO	CiscoWS-C3650-48PQ	FDO2203I2A6	RSDC-DR	12-Apr-28
362	Switch	CISCO	CiscoWS-C3650-48PQ	FDO2203I29B	RSDC-DR	12-Apr-28
363	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22022DDH	RSDC-DR	12-Apr-28
364	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22022NPJ	RSDC-DR	12-Apr-28
365	Switch	CISCO	NexusN9K-C93180YC-EX	FDO220103V2	RSDC-DR	12-Apr-28
366	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22022NQH	RSDC-DR	12-Apr-28
367	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22022NPS	RSDC-DR	12-Apr-28
368	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22022LP2	RSDC-DR	12-Apr-28
369	Switch	CISCO	NexusN9K-C93180YC-EX	FDO26041U1X	RSDC-DR	12-Apr-28
370	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22022DET	RSDC-DR	12-Apr-28
371	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22022DJN	RSDC-DR	12-Apr-28
372	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22041HCY	RSDC-DR	12-Apr-28
373	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22022KL1	RSDC-DR	12-Apr-28
374	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22022DD7	RSDC-DR	12-Apr-28
375	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22022LPS	RSDC-DR	12-Apr-28
376	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22022KJG	RSDC-DR	12-Apr-28
377	Switch	CISCO	NexusN9K-C93180YC-EX	FDO215225U2	RSDC-DR	12-Apr-28
378	Switch	CISCO	NexusN9K-C93180YC-EX	FDO22022NPU	RSDC-DR	12-Apr-28
379	Switch	CISCO	CiscoWS-C3650-48PQ	FDO2203I285	RSDC-DR	12-Apr-28
380	Switch	CISCO	CiscoWS-C3650-48PQ	FDO2203I295	RSDC-DR	12-Apr-28
381	Switch	CISCO		FDO2203I26Y	RSDC-DR	12-Apr-28

			CiscoWS-C3650-48PQ			
382	Switch	CISCO	CiscoWS-C3650-48PQ	FDO2203I283	RSDC-DR	12-Apr-28
383	Switch	CISCO	CiscoWS-C3650-48PQ	FDO2203I289	RSDC-DR	12-Apr-28
384	Switch	CISCO	CiscoWS-C3650-48PQ	FDO2203I29N	RSDC-DR	12-Apr-28
385	Switch	CISCO	CiscoWS-C3650-48PQ	FDO2203I29R	RSDC-DR	12-Apr-28
386	Switch	CISCO	CiscoWS-C3650-48PQ	FDO2203I2AA	RSDC-DR	12-Apr-28
387	Switch	CISCO	CiscoWS-C3650-48PQ	FDO2203Q0JC	RSDC-DR	12-Apr-28
388	Switch	CISCO	CiscoWS-C3650-48PQ	FDO2203I2NJ	RSDC-DR	12-Apr-28
389	Server	HPE	HP Server DL 560 G10	SGH234XPTJ	RSDC-P4	13-Oct-27
390	Server	HPE	HP Server DL 560 G10	SGH234XPVK	RSDC-P4	13-Oct-27
391	Server	HPE	HP Server DL 560 G10	SGH234XPV1	RSDC-P4	13-Oct-27
392	Server	HPE	HP Server DL 560 G10	SGH234XPTS	RSDC-P4	13-Oct-27
393	Server	HPE	HP Server DL 560 G10	SGH234XPV9	RSDC-P4	13-Oct-27
394	Server	HPE	HP Server DL 560 G10	SGH234XPVT	RSDC-P4	13-Oct-27
395	Server	HPE	HP Server DL 380	SGH234XSYC	RSDC-P4	13-Oct-27
396	Server	HPE	HP Server DL 380	SGH234XSXW	RSDC-P4	13-Oct-27
397	Server	HPE	HP Server DL 380	SGH234XSY6	RSDC-P4	13-Oct-27
398	Server	HPE	HP Server DL 380	SGH234XSY1	RSDC-P4	13-Oct-27
399	Server	Cisco	UCS C240 M6S	WZP26250EL0	RSDC-P4	17-Nov-27
400	Server	Cisco	UCS C240 M6S	WZP26250EK4	RSDC-P4	17-Nov-27
401	Server	Cisco	UCS C240 M6S	WZP26250EJB	RSDC-P4	17-Nov-27
402	Server	Cisco	UCS C240 M6S	WZP26250EL7	RSDC-P4	17-Nov-27
403	Server	Cisco	UCS C240 M6S	WZP26250EJ0	RSDC-P4	17-Nov-27
404	Server	Cisco	UCS C240 M6S	WZP26250EHB	RSDC-P4	17-Nov-27
405	Server	Cisco	UCS C240 M6S	WZP26250EJ5	RSDC-P4	17-Nov-27
406	Server	Cisco	UCS C240 M6S	WZP26250EKG	RSDC-P4	17-Nov-27
407	Server	Cisco	UCS C240 M6S	WZP26250EJZ	RSDC-P4	17-Nov-27
408	Server	Cisco	UCS C240 M6S	WZP26250EJM	RSDC-P4	17-Nov-27
409	Switch	CISCO	9300	FOC2639YANJ	RSDC-P4	01-Jan-28
410	Switch	CISCO	9300	FOC2617YP19	RSDC-P4	01-Jan-28

411	Switch	CISCO	9300	FOC2641Y282	RSDC-P3	01-Jan-28
412	Switch	CISCO	9300	FOC2640Y995	RSDC-P3	01-Jan-28
413	Switch	CISCO	9300	FOC2641Y14P	RSDC-P3	01-Jan-28
414	Switch	CISCO	9300	FOC2640Y2W5	RSDC-P3	01-Jan-28
415	Switch	CISCO	9300	FOC2640Y99B	RSDC-P3	01-Jan-28
416	Switch	CISCO	Nexus 93180	FDO26510U52	RSDC-P4	26-Feb-28
417	Switch	CISCO	Nexus 93180	FDO26510FFY	RSDC-P4	26-Feb-28
418	Switch	CISCO	Nexus 93180	FDO26501JTY	RSDC-P4	26-Feb-28
419	Switch	CISCO	Nexus 93180	FDO26510FEC	RSDC-P4	26-Feb-28
420	Server	HPE	ProLiant DL360 Gen11	SGH413HRTS	RSDC-DR	11-May-29
421	Server	HPE	ProLiant DL360 Gen11	SGH413HRTM	RSDC-DR	11-May-29
422	Server	HPE	ProLiant DL360 Gen11	SGH413HRTG	RSDC-DR	11-May-29
423	Server	HPE	ProLiant DL360 Gen11	SGH413HRSZ	RSDC-DR	11-May-29
424	Server	HPE	ProLiant DL360 Gen11	SGH413HRT4	RSDC-DR	11-May-29
425	Server	HPE	HPE DL560 Gen11 AC CTO Server	SGH414JLRM	RSDC-DR	11-May-29
426	Server	HPE	HPE DL560 Gen11 AC CTO Server	SGH414JLQH	RSDC-DR	11-May-29
427	Server	HPE	HPE DL560 Gen11 AC CTO Server	SGH414JLR4	RSDC-DR	11-May-29
428	Server	HPE	HPE DL560 Gen11 AC CTO Server	SGH414JLQB	RSDC-DR	11-May-29
429	Server	HPE	HPE DL560 Gen11 AC CTO Server	SGH414JLQT	RSDC-DR	11-May-29
430	Server	HPE	HPE DL560 Gen11 AC CTO Server	SGH414JLQZ	RSDC-DR	11-May-29
431	Server	HPE	HPE DL560 Gen11 AC CTO Server	SGH414JLQN	RSDC-DR	11-May-29
432	Server	HPE	HPE DL560 Gen11 AC CTO Server	SGH414JLR9	RSDC-DR	11-May-29
433	Server	HPE	HPE DL560 Gen11 AC CTO Server	SGH414JLRG	RSDC-DR	11-May-29
434	Switch	CISCO	Nexus 93180	FDO27110TYX	RSDC-P4	15-May-29
435	Switch	CISCO	Nexus 93180	FDO27111A4F	RSDC-P4	15-May-29
436	Switch	CISCO	Nexus 93180	FDO27111ACE	RSDC-P4	15-May-29
437	Switch	CISCO	Nexus 93180	FDO27111A88	RSDC-P4	15-May-29
438	Switch	CISCO	Nexus 93180	FDO27111PU4	RSDC-P4	15-May-29
439	Switch	CISCO	Nexus 93180	FDO27111A2X	RSDC-P4	15-May-29
440	Switch	CISCO	Nexus 93180	FDO27111ABZ	RSDC-P4	15-May-29
441	Server	HPE	ProLiant DL560 Gen11	SGH413HRQ9	RSDC-P4	11-May-29

442	Server	HPE	ProLiant DL560 Gen11	SGH413HRRR	RSDC-P4	11-May-29
443	Server	HPE	ProLiant DL560 Gen11	SGH413HRRX	RSDC-P4	11-May-29
444	Server	HPE	ProLiant DL560 Gen11	SGH413HRPZ	RSDC-P4	11-May-29
445	Server	HPE	ProLiant DL560 Gen11	SGH413HRS7	RSDC-P4	11-May-29
446	Server	HPE	ProLiant DL560 Gen11	SGH413HRS2	RSDC-P4	11-May-29
447	Server	HPE	ProLiant DL560 Gen11	SGH413HRR3	RSDC-P4	11-May-29
448	Server	HPE	ProLiant DL560 Gen11	SGH413HRSQ	RSDC-P4	11-May-29
449	Server	HPE	ProLiant DL560 Gen11	SGH413HRPT	RSDC-P4	11-May-29
450	Server	HPE	ProLiant DL560 Gen11	SGH413HRPN	RSDC-P4	11-May-29
451	Server	HPE	ProLiant DL560 Gen11	SGH413HRSK	RSDC-P4	11-May-29
452	Server	HPE	ProLiant DL560 Gen11	SGH413HRQS	RSDC-P4	11-May-29
453	Server	HPE	ProLiant DL560 Gen11	SGH413HRQ4	RSDC-P4	11-May-29
454	Server	HPE	ProLiant DL560 Gen11	SGH413HRSD	RSDC-P4	11-May-29
455	Server	HPE	ProLiant DL560 Gen11	SGH413HRQM	RSDC-P4	11-May-29
456	Server	HPE	ProLiant DL560 Gen11	SGH413HRPH	RSDC-P4	11-May-29
457	Server	HPE	ProLiant DL560 Gen11	SGH413HRRL	RSDC-P4	11-May-29
458	Server	HPE	ProLiant DL560 Gen11	SGH413HRR8	RSDC-P4	11-May-29
459	Server	HPE	ProLiant DL560 Gen11	SGH413HRQY	RSDC-P4	11-May-29
460	Server	HPE	ProLiant DL560 Gen11	SGH413HRQG	RSDC-P4	11-May-29
461	Server	HPE	ProLiant DL560 Gen11	SGH413HRRF	RSDC-P4	11-May-29
462	Server	HPE	ProLiant DL560 Gen11	SGH413HRT9	RSDC-P4	19-Jun-29
463	Server	HPE	ProLiant DL360 Gen11	SGH414JLS9	RSDC-P4	19-Jun-29
464	Server	HPE	ProLiant DL360 Gen11	SGH414JLTX	RSDC-P4	19-Jun-29
465	Server	HPE	ProLiant DL360 Gen11	SGH414JLS4	RSDC-P4	19-Jun-29
466	Server	HPE	ProLiant DL360 Gen11	SGH414JLT3	RSDC-P4	19-Jun-29

467	Server	HPE	ProLiant DL360 Gen11	SGH414JLSG	RSDC-P4	19-Jun-29
468	Server	HPE	ProLiant DL360 Gen11	SGH414JLSY	RSDC-P4	19-Jun-29
469	Server	HPE	ProLiant DL360 Gen11	SGH414JLRZ	RSDC-P4	19-Jun-29
470	Server	HPE	ProLiant DL360 Gen11	SGH414JLTF	RSDC-P4	19-Jun-29
471	Server	HPE	ProLiant DL360 Gen11	SGH414JLV2	RSDC-P4	19-Jun-29
472	Server	HPE	ProLiant DL360 Gen11	SGH414JLT8	RSDC-P4	19-Jun-29
473	Server	HPE	ProLiant DL360 Gen11	SGH414JLTR	RSDC-P4	19-Jun-29
474	Server	HPE	ProLiant DL360 Gen11	SGH414JLSM	RSDC-P4	19-Jun-29
475	Server	HPE	ProLiant DL360 Gen11	SGH414JLTL	RSDC-P4	19-Jun-29
476	Server	HPE	ProLiant DL360 Gen11	SGH414JLSS	RSDC-P4	19-Jun-29
477	Server	HPE	ProLiant DL360 Gen11	1I5D2S03SM	RSDC-P4	20-Jun-28
478	Server	HPE	ProLiant DL360 Gen11	1I5D2S03SK	RSDC-P4	20-Jun-28
479	Server	HPE	ProLiant DL360 Gen11	1I5D2S03SQ	RSDC-P4	20-Jun-28
480	Server	HPE	ProLiant DL360 Gen11	1I5D2S03SR	RSDC-P4	20-Jun-28
481	Server	HPE	ProLiant DL360 Gen11	1I5D2S03SN	RSDC-P4	20-Jun-28
482	Server	HPE	ProLiant DL360 Gen11	1I5D2S03SL	RSDC-P4	20-Jun-28
483	Server	HPE	ProLiant DL360 Gen11	1I5D2S03SJ	RSDC-P4	20-Jun-28
484	Server	HPE	ProLiant DL360 Gen11	1I5D2S03SP	RSDC-P4	20-Jun-28
485	Server	HPE	ProLiant DL360 Gen11	1I5D2R03RX	RSDC-P4	20-Jun-28
486	Server	HPE	ProLiant DL360 Gen11	1I5D2S03ST	RSDC-P4	20-Jun-28
487	Server	HPE	ProLiant DL360 Gen11	1I5D2S03SG	RSDC-P4	20-Jun-28
488	Server	HPE	ProLiant DL360 Gen11	1I5D2S03SS	RSDC-P4	20-Jun-28
489	Server	HPE	ProLiant DL360 Gen11	1I5D2S03SF	RSDC-P4	20-Jun-28
490	Server	HPE	ProLiant DL360 Gen11	1I5D2S03SH	RSDC-P4	20-Jun-28
491	Server	HPE	ProLiant DL560 Gen11	SGHD2TG2M6	RSDC-P4	20-Jun-28

492	Server	HPE	ProLiant DL560 Gen11	SGHD2TG2L7	RSDC-P4	20-Jun-28
493	Server	HPE	ProLiant DL560 Gen11	SGHD2TG2LW	RSDC-P4	20-Jun-28
494	Server	HPE	ProLiant DL560 Gen11	SGHD2TG2LK	RSDC-P4	20-Jun-28
495	Server	HPE	ProLiant DL560 Gen11	SGHD2TG2M1	RSDC-P4	20-Jun-28
496	Server	HPE	ProLiant DL560 Gen11	SGHD2TG2L2	RSDC-P4	20-Jun-28
497	Server	HPE	ProLiant DL560 Gen11	SGHD2TG2LD	RSDC-P4	20-Jun-28
498	Server	HPE	ProLiant DL560 Gen11	SGHD2TG2LQ	RSDC-P4	20-Jun-28
499	Server	HPE	ProLiant DL560 Gen11	SGHD2SMC73	RSDC-P4	20-Jun-28
500	Server	HPE	ProLiant DL560 Gen11	SGHD2SMC7L	RSDC-P4	20-Jun-28
501	Server	HPE	ProLiant DL560 Gen11	SGHD2SMC8Q	RSDC-P4	20-Jun-28
502	Server	HPE	ProLiant DL560 Gen11	SGHD2SMC7X	RSDC-P4	20-Jun-28
503	Server	HPE	ProLiant DL560 Gen11	SGHD2SMC6G	RSDC-P4	20-Jun-28
504	Server	HPE	ProLiant DL560 Gen11	SGHD2SMC6S	RSDC-P4	20-Jun-28
505	Server	HPE	ProLiant DL560 Gen11	SGHD2SMC7F	RSDC-P4	20-Jun-28
506	Server	HPE	ProLiant DL560 Gen11	SGHD2SMC8D	RSDC-P4	20-Jun-28
507	Server	HPE	ProLiant DL560 Gen11	SGHD2SMC82	RSDC-P4	20-Jun-28
508	Server	HPE	ProLiant DL560 Gen11	SGHD2SMC6M	RSDC-P4	20-Jun-28
509	Server	HPE	ProLiant DL560 Gen11	SGHD2SMC6Y	RSDC-P4	20-Jun-28
510	Server	HPE	ProLiant DL560 Gen11	SGHD2SMC8K	RSDC-P4	20-Jun-28
511	Server	HPE	ProLiant DL560 Gen11	SGHD2SMC78	RSDC-P4	20-Jun-28
512	Server	HPE	ProLiant DL560 Gen11	SGHD2SMC87	RSDC-P4	20-Jun-28
513	Server	HPE	ProLiant DL560 Gen11	SGHD2SMC7R	RSDC-P4	20-Jun-28
514	Server	HPE	ProLiant DL560 Gen11	SGHD2SMC69	RSDC-P4	20-Jun-28
515	Server	HPE	ProLiant DL560 Gen11	SGHD2SMC91	RSDC-P4	20-Jun-28
516	Server	HPE	ProLiant DL560 Gen11	SGHD2SMC8W	RSDC-P4	20-Jun-28

517	Server	HPE	ProLiant DL360 Gen11	1I5D2R03NT	RSDC-P3	20-Jun-28
518	Server	HPE	ProLiant DL360 Gen11	1I5D2R03NS	RSDC-P3	20-Jun-28
519	Server	HPE	ProLiant DL360 Gen11	1I5D2R03NW	RSDC-P3	20-Jun-28
520	Server	HPE	ProLiant DL360 Gen11	1I5D2R03NV	RSDC-P3	20-Jun-28
521	Server	HPE	ProLiant DL360 Gen11	1I5D2R03NR	RSDC-P3	20-Jun-28
522	Server	HPE	ProLiant DL360 Gen11	1I5D2R03NQ	RSDC-P3	20-Jun-28

Note -

- The start date and end date of AMC for a device may be changed/vary.
- Payments shall be made on a pro-rata basis.
- Any variation in the AMC start or end date shall be duly intimated to the DCO at least two (2) months prior to the commencement of the applicable SLA period.

ANNEXURE-2: TENDER FORM

{To be submitted by the bidder only on his Letter Head duly signed by Auth. Sign.}

1) Addressed to:

Name of the Tendering Authority	RISL
Address	
Telephone	
Tele Fax	
Email	

2) Firm Details:

Name of Firm				
Name of Contact Person with Designation				
Registered Office Address				
Address of the Firm				
Year of Establishment				
Type of Firm Put Tick(✓) mark	Public Limited	Private Limited	Partnershi p	Proprietar y
Telephone Number(s)				
Email Address/ Web Site	Email:		Web-Site:	
Fax No.				
Mobile Number	Mobile:			
Certification/Accreditation/Affiliation, if Any				

- 3) The requisite tender fee amounting to Rs. _____/- (Rupees <in words>) has been deposited vide receipt no. _____ dated _____.
- 4) The requisite EMD amounting to Rs. _____/- (Rupees <in words>) has been deposited vide Banker's Cheque/ DD No. _____ dated _____.
- 5) We agree to abide by all the terms and conditions mentioned in this form issued by the Empanelment Authority and also the further conditions of the said notice given in the attached sheets (all the pages of which have been signed by us in token of acceptance of the terms mentioned therein along with stamp of the firm).

Date:

Name & Seal of the firm: _____

Authorized Signatory: _____

ANNEXURE-3: TECHNICAL BID COVERING LETTER

{To be submitted by the bidder only on his Letter Head duly signed by Auth. Sign.}

To,
The Chairman cum Managing Director (CMD),
RajCOMP Info Services Limited (RISL),
First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur-302005 (Raj).

Ref: Request for Proposal (RFP) Notification dated..... No.....

Dear Sir,

1. I/We, the undersigned bidder, having read & examined in detail, the Bid Document, the receipt of which is hereby duly acknowledged, I/ we, the undersigned, offer to supply/ work as mentioned in the Scope of the work, Technical specifications, Service Level Standards & in conformity with the said bidding document for the same.
2. I/ We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.
3. I/ we hereby submit our token of acceptance to all the tender terms & conditions without any deviations. Hence, we are hereby submitting our Bid and offer to provide services to Purchaser for carrying out the project in accordance with your RFP.
4. Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.
5. I/We agree to abide by this RFP for a period of 180 days from the closing date fixed for submission of bid as stipulated in the RFP document.
6. I/We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act, 1988".
7. I/ We undertake, for timely establishment of a local office in Jaipur (if the award is made to us) and within 3 months from the date of issue of LOI.
Or (strike out whichever is not applicable)
We have an existing office at Jaipur at the following address:
.....
8. I/We understand that the Purchaser is not bound to accept any bid received in response to this RFP.
9. In case we are engaged by the Purchaser, we shall provide any assistance/cooperation required by Purchaser, appointed auditing agencies (if any), state government officials and Other Stakeholders of the project for performing their duties with respect to this project. We understand that our non-cooperation for the same shall be grounds for termination of service.

Thanking you,

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization: -

Date:

Place:

ANNEXURE-4: BIDDER'S AUTHORIZATION CERTIFICATE

{To be submitted by the bidder only on his Letter Head duly signed by Auth. Sign.}

To,

The Chairman cum Managing Director (CMD),
RajCOMP Info Services Limited (RISL),
First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur-302005 (Raj).

I/ We {Name/ Designation} hereby declare/ certify that {Name/ Designation} is hereby authorized to sign relevant documents on behalf of the company/ firm in dealing with NIB reference No. _____ dated _____. He/ She is also authorized to attend meetings & submit technical & commercial information/ clarifications as may be required by you in the course of processing the Bid. For the purpose of validation, his/ her verified signatures are as under.

Thanking you,

Name of the Bidder: -
Authorised Signatory: -
Seal of the Organization: -
Date: _____
Place: _____

Verified Signature:

ANNEXURE-5: SELF-DECLARATION

{To be submitted by the bidder only on his Letter Head duly signed by Auth. Sign.}

Declaration by the bidder

In relation to my/our Bid submitted to _____ for procurement of

_____ in response to their notice inviting bids no.

_____ dated _____, I/ we hereby declare under Section 7 of the Rajasthan Transparency in Public Procurement Act, 2012, that:

- a) I/we possess the necessary professional, technical, financial and managerial resources and competence required by the Bidding Document issued by the Procuring Entity;
- b) I/we have fulfilled my/ our obligation to pay such of the taxes payable to the Union and the State Government or any local authority as specified in the Bidding Document;
- c) I/we are not insolvent in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have my/our business activities suspended and not the subject of legal proceedings for any of the foregoing reasons;
- d) I/we do not have, and our directors and officers not have been convicted of any criminal offence related to my/our professional conduct or the making of false statements or misrepresentations as to my/our qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;
- e) I/we do not have a conflict of interest as mentioned in the Act, Rules and the bidding document, which materially affects the fair competition.

Date:

Place:

Name:

Designation:

Signature of bidder:

Address:

ANNEXURE-6: CERTIFICATE OF CONFORMITY/ NO DEVIATION

{To be submitted by the bidder only on his Letter Head duly signed by Auth. Sign.}

To,

The Chairman cum Managing Director (CMD),
RajCOMP Info Services Limited (RISL),
First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur-302005 (Raj).

CERTIFICATE

This is to certify that, the specifications of the required services in the RFP which I/ We have mentioned in the Technical bid, and which I/ We shall supply if I/ We am/ are awarded with the work, are in conformity with the minimum specifications of the bidding document and that there are no deviations of any kind from the requirement specifications.

Also, I/ we have thoroughly read the bidding document and by signing this certificate, we hereby submit our token of unconditional acceptance to all the terms & conditions of the bidding document without any deviations.

I/ We also certify that the price I/ we have quoted is inclusive of all the cost factors involved in the end-to-end implementation and execution of the project, to meet the desired Standards set out in the bidding Document.

Thanking you,

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization: -

Date: _____

Place: _____

ANNEXURE-7: DECLARATION BY BIDDER

{To be submitted by the bidder only on his Letter Head duly signed by Auth. Sign.}

I/ We declare that I am/we are bonafide service supplier of the required technically skilled professionals/services for Data Centre maintenance and operations as per the industry standards, having adequate number of professionals of all the required categories to supply, and also having past history of these kind of services for which I/ We have quoted. I/We have strong technically skilled and experience professionals at back office to support to be deployed professionals at the sites.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and the bid, if any, to the extent accepted may be cancelled.

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization: -

Date: _____

Place: _____

ANNEXURE-8: UNDERTAKING ON AUTHENTICITY OF THE SERVICES

{To be filled by the bidder (On Rs. 100/- Non-judicial stamp paper)}

To,

The Chairman cum Managing Director (CMD),
RajCOMP Info Services Limited (RISL),
First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur-302005 (Raj).

Reference: NIB No.: _____ Dated: _____

This has reference to the items being supplied/ quoted to you vide bid ref. no. _____ dated _____.

We hereby undertake that all the supplied manpower genuine/ authentic, having desired qualification and experience, having good conduct, not having any criminal record in the country. We have verified at our own end the genuineness/ authenticity, required qualification, certification, experience and conduct of the supplied manpower.

In case, we are found not complying with above at the time of delivery of services or during course of rendering the services, for the manpower already supplied, we agree to own the responsibility for the same and take back the manpower already supplied and return any amount paid to us by you in this regard and that you will have the right to forfeit our Bid Security/ SD/ PSD for this bid or take suitable action against us.

Authorized Signatory

Name:

Designation:

ANNEXURE-9: FINANCIAL BID COVER LETTER & FORMAT COVER LETTER

{To be submitted by the bidder only on his Letter Head duly signed by Auth. Sign.}

COVER LETTER

To,

The Chairman cum Managing Director (CMD),

RajCOMP Info Services Limited (RISL),

First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur-302005 (Raj).

Reference: NIB No. : _____ Dated: _____

Dear Sir,

We, the undersigned bidder, having read & examined in detail, the Bidding Document, the receipt of which is hereby duly acknowledged, I/ we, the undersigned, offer to supply/ work as mentioned in the Scope of the work, Bill of Material, Technical specifications, Service Level Standards & in conformity with the said bidding document for the same.

I / We undertake that the prices are in conformity with the specifications prescribed. The quote/ price are inclusive of all cost likely to be incurred for executing this work. The prices are inclusive of all type of govt. taxes/duties as mentioned in the financial bid (BoQ).

I / We undertake, if our bid is accepted, to deliver the goods in accordance with the delivery schedule specified in the schedule of Requirements.

I/ We hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee as prescribed in the bidding document.

I / We agree to abide by this bid for a period of _____ days after the last date fixed for bid submission and it shall remain binding upon us and may be accepted at any time before the expiry of that period.

Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

I/ We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

We understand that you are not bound to accept the lowest or any bid you may receive.

We agree to all the terms & conditions as mentioned in the bidding document and submit that we have not submitted any deviations in this regard.

Date:

Authorized Signatory

Name:

Designation:

Financial Bid Format

{to be submitted by the bidder only in BoQ format (.XLS) available at e-Procurement portal}

Note: This is an Indicative Financial bid format of BoQ. The BoQ available at e-procurement portal shall be considered as final.

BIDDER MUST HAVE TO QUOTE FOR ALL THE ITEMS IN THE SCHEDULES A, B, C, and D. L1 SHALL BE CALCULATED ON THE BASIS OF TOTAL OF PRICE QUOTED FOR ALL SCHEDULES (Total of A+B+C+D+E).

PRICE SCHEDULE -A: COMPREHENSIVE ONSITE AMC THROUGH OEM FOR HARDWARE INSTALLED AT RAJASTHAN STATE DATA CENTRE PHASE-I, III, IV (JAIPUR) AND DR SITE (JODHPUR) TILL AMC END DATE OR CONTRACT EXPIRY DATE WHICHEVER IS LATER.

Sr. no	Make	Model	Serial No.	AMC Start Date	AMC End Date	Unit Rate of Comprehensive maintenance till contract expiry including all taxes & levies but excluding GST (Rs.)	GST Amount	Total(Rs)
1	Check Point	16200	LR202209007564	30-Nov-26	19-Aug-31			
2	Check Point	16200	LR202209007561	30-Nov-26	19-Aug-31			
3	Check Point	Smart-1 600-M	38X07R3	30-Nov-26	19-Aug-31			
4	Palo Alto	M-200	17607004130	13-Jan-27	19-Aug-31			
5	Palo Alto	3410	024101006424	19-Jan-27	19-Aug-31			
6	Palo Alto	3410	024101005900	21-Jan-27	19-Aug-31			
7	Cisco	ASR9006	FOX2505P7RN	20-Aug-26	19-Aug-31			
8	Cisco	ASR9006	FOX2502P2KQ	20-Aug-26	19-Aug-31			
9	Hitachi	E590	611949	01-Jul-27	19-Aug-31			

10	Hitachi	E1090	715081	01-Jul-27	19-Aug-31			
11	Netapp	FAS 8700	952206002626/ 952206002483	01-Jul-27	19-Aug-31			
12	Netapp	FAS 9500	792319000058/ 792319000060/ 792319000031/ 792319000090	11-Oct-26	19-Aug-31			
13	Netapp	FAS 9000	792226000200/ 792226000221	26-Oct-26	19-Aug-31			
TOTAL AMOUNT (IN FIGURES)								
TOTAL AMOUNT (IN WORDS)								

PRICE SCHEDULE-B: COMPREHENSIVE ONSITE MAINTENANCE CHARGES THROUGH SI FOR INFRASTRUCTURE INSTALLED AT RAJASTHAN STATE DATA CENTRE PHASE-I, III, IV (JAIPUR) AND DR SITE (JODHPUR) TILL AMC END DATE i.e. 19-AUG-2028.

S. No.	Make	Model	Serial No.	AMC Start Date	Unit Rate of Comprehensive maintenance for two years including all taxes & levies but excluding GST (Rs.)	GST Amount	Total(Rs)
1	DELL	Dell Power Edge M630	CYB0TF2	20-Aug-26			
2	DELL	Dell Power Edge M630	CYB3TF2	20-Aug-26			
3	DELL	Dell Power Edge M630	4F72LG2	20-Aug-26			
4	DELL	Dell Power Edge M630	CY8WSF2	20-Aug-26			
5	DELL	Dell Power Edge M630	4F5XKG2	20-Aug-26			

6	DELL	Dell Power Edge M630	CY8ZSF2	20-Aug-26			
7	DELL	Dell Power Edge M630	CY9WSF2	20-Aug-26			
8	DELL	Dell Power Edge M630	CY72TF2	20-Aug-26			
9	DELL	Dell Power Edge M630	CY53TF2	20-Aug-26			
10	DELL	Dell Power Edge M630	4F7YKG2	20-Aug-26			
11	DELL	Dell Power Edge M630	4F62LG2	20-Aug-26			
12	DELL	Dell Power Edge M630	4F90LG2	20-Aug-26			
13	DELL	Dell Power Edge M630	CY44TF2	20-Aug-26			
14	DELL	Dell Power Edge M630	4F83LG2	20-Aug-26			
15	DELL	Dell Power Edge M630	CR64TF2	20-Aug-26			
16	DELL	Dell Power Edge M630	CR8YSF2	20-Aug-26			
17	DELL	Dell Power Edge M630	CR9ZSF2	20-Aug-26			
18	DELL	Dell Power Edge M630	CRCZSF2	20-Aug-26			
19	DELL	Dell Power Edge M630	CR73TF2	20-Aug-26			
20	DELL	Dell Power Edge M630	CRC4TF2	20-Aug-26			
21	DELL	Dell Power Edge M630	CR93TF2	20-Aug-26			
22	DELL	Dell Power Edge M630	CR82TF2	20-Aug-26			
23	DELL	Dell Power Edge M630	CRDZSF2	20-Aug-26			
24	DELL	Dell Power Edge M630	D8XXSF2	20-Aug-26			
25	DELL	Dell Power Edge M630	4F4ZKG2	20-Aug-26			
26	DELL	Dell Power Edge M630	CY80TF2	20-Aug-26			
27	DELL	Dell Power Edge M630	CY5ZSF2	20-Aug-26			
28	DELL	Dell Power Edge M630	CY7XSF2	20-Aug-26			
29	DELL	Dell Power Edge M630	D8X0TF2	20-Aug-26			
30	DELL	Dell Power Edge M630	4F6XKG2	20-Aug-26			
31	DELL	Dell Power Edge M630	D8X3TF2	20-Aug-26			

32	DELL	Dell Power Edge M630	D8X2TF2	20-Aug-26			
33	DELL	Dell Power Edge M630	CY6YSF2	20-Aug-26			
34	DELL	Dell Power Edge M630	CY92TF2	20-Aug-26			
35	DELL	Dell Power Edge M630	CY64TF2	20-Aug-26			
36	DELL	Dell Power Edge M630	CRD4TF2	20-Aug-26			
37	DELL	Dell Power Edge M630	D8XWSF2	20-Aug-26			
38	DELL	Dell Power Edge M630	D8XZSF2	20-Aug-26			
39	DELL	Dell Power Edge M630	D8X1TF2	20-Aug-26			
40	DELL	Dell Power Edge M630	D8YWSF2	20-Aug-26			
41	DELL	Dell Power Edge M630	CRBYSF2	20-Aug-26			
42	DELL	Dell Power Edge M630	D8Y0TF2	20-Aug-26			
43	DELL	Dell Power Edge M630	CRFWSF2	20-Aug-26			
44	DELL	Dell Power Edge M630	CRB4TF2	20-Aug-26			
45	DELL	Dell Power Edge M630	D8XYSF2	20-Aug-26			
46	DELL	Dell Power Edge M630	D8Y3TF2	20-Aug-26			
47	DELL	Dell Power Edge M630	D8Y2TF2	20-Aug-26			
48	DELL	Dell Power Edge M630	D8Y1TF2	20-Aug-26			
49	DELL	Dell Power Edge M630	CRG1TF2	20-Aug-26			
50	DELL	Dell Power Edge M830	97QXKG2	20-Aug-26			
51	DELL	Dell Power Edge M830	97Q5LG2	20-Aug-26			
52	DELL	Dell Power Edge M830	97QZKG2	20-Aug-26			
53	DELL	Dell Power Edge M830	97QYKG2	20-Aug-26			
54	DELL	Dell Power Edge M830	97R0LG2	20-Aug-26			
55	DELL	Dell Power Edge M830	97R1LG2	20-Aug-26			
56	DELL	Dell Power Edge M830	97R2LG2	20-Aug-26			
57	DELL	Dell Power Edge R930	C233TF2	20-Aug-26			

58	DELL	Dell Power Edge R930	C244TF2	20-Aug-26			
59	DELL	Dell Power Edge R930	C250TF2	20-Aug-26			
60	DELL	Dell Power Edge R930	C23ZSF2	20-Aug-26			
61	DELL	Dell Power Edge R930	CPWYSF2	20-Aug-26			
62	DELL	Dell Power Edge R930	C25YSF2	20-Aug-26			
63	DELL	Dell Power Edge R630	C1W4TF2	20-Aug-26			
64	DELL	Dell Power Edge R630	CNMYSF2	20-Aug-26			
65	DELL	Dell Power Edge R630	C9F1TF2	20-Aug-26			
66	DELL	Dell Power Edge R630	C99YSF2	20-Aug-26			
67	DELL	Dell Power Edge R630	CNMXS2F2	20-Aug-26			
68	DELL	Dell Power Edge R630	C1VXS2F2	20-Aug-26			
69	DELL	Dell Power Edge R630	C1W2TF2	20-Aug-26			
70	DELL	Dell Power Edge R630	C972TF2	20-Aug-26			
71	DELL	Dell Power Edge M630	CRV4TF2	20-Aug-26			
72	DELL	Dell Power Edge M630	CRV2TF2	20-Aug-26			
73	DELL	Dell Power Edge M630	CRV1TF2	20-Aug-26			
74	DELL	Dell Power Edge M630	CRTZSF2	20-Aug-26			
75	DELL	Dell Power Edge M630	CRV0TF2	20-Aug-26			
76	DELL	Dell Power Edge M630	CRVXS2F2	20-Aug-26			
77	DELL	Dell Power Edge M630	CRVWS2F2	20-Aug-26			
78	DELL	Dell Power Edge M630	CRV3TF2	20-Aug-26			
79	DELL	Dell Power Edge M1000e	97Q0LG2	20-Aug-26			
80	DELL	Dell Power Edge M1000e	CRL2TF2	20-Aug-26			
81	DELL	Dell Power Edge M1000e	D8YXS2F2	20-Aug-26			
82	DELL	Dell Power Edge M1000e	4FWZKG2	20-Aug-26			
83	DELL	Dell Power Edge M1000e	CYFZSF2	20-Aug-26			

84	DELL	Dell Power Edge M1000e	CRT4TF2	20-Aug-26			
85	DELL	Dell Power Edge R630	C1VZSF2	20-Aug-26			
86	DELL	Dell Power Edge R630	CBCXSF2	20-Aug-26			
87	DELL	Dell Power Edge R630	C1V2TF2	20-Aug-26			
88	DELL	Dell Power Edge R630	CBFZSF2	20-Aug-26			
89	DELL	Dell Power Edge M630	CVD1TF2	20-Aug-26			
90	DELL	Dell Power Edge M630	CVDWSF2	20-Aug-26			
91	DELL	Dell Power Edge M630	CVF2TF2	20-Aug-26			
92	DELL	Dell Power Edge M630	CVFWSF2	20-Aug-26			
93	DELL	Dell Power Edge M630	CVG1TF2	20-Aug-26			
94	DELL	Dell Power Edge M630	CVGWSF2	20-Aug-26			
95	DELL	Dell Power Edge M630	CVGZSF2	20-Aug-26			
96	DELL	Dell Power Edge M630	CVH1TF2	20-Aug-26			
TOTAL AMOUNT (IN FIGURES)							
TOTAL AMOUNT (IN WORDS)							

PRICE SCHEDULE-C: COMPREHENSIVE ONSITE MAINTENANCE CHARGES THROUGH SI FOR INFRASTRUCTURE INSTALLED AT RAJASTHAN STATE DATA CENTRE PHASE-I, III, IV (JAIPUR) AND DR SITE (JODHPUR) TILL AMC END DATE(19-AUG-2031) OR CONTRACT EXPIRY DATE WHICHEVER IS LATER.

S. No.	Make	Model	Serial No.	AMC Start Date	Unit Rate of Comprehensive Maintenance till contract expiry date including all taxes & levies but excluding GST (Rs.)	GST Amount	Total (Rs)
1	DELL	Dell Power Edge 740	2HZLLN2	12-Apr-28			
2	DELL	Dell Power Edge 740	2J4NLN2	12-Apr-28			
3	DELL	Dell Power Edge M640	3V9LLN2	12-Apr-28			
4	DELL	Dell Power Edge M640	3V8NLN2	12-Apr-28			
5	DELL	Dell Power Edge M640	3V9NLN2	12-Apr-28			
6	DELL	Dell Power Edge M640	3V8PLN2	12-Apr-28			
7	DELL	Dell Power Edge M640	3V8MLN2	12-Apr-28			
8	DELL	Dell Power Edge M640	3V6PLN2	12-Apr-28			

9	DELL	Dell Power Edge M640	3V7LLN2	12-Apr-28			
10	DELL	Dell Power Edge M640	3V9MLN2	12-Apr-28			
11	DELL	Dell Power Edge M640	3V6LLN2	12-Apr-28			
12	DELL	Dell Power Edge M640	3V7MLN2	12-Apr-28			
13	DELL	Dell Power Edge M640	3V8LLN2	12-Apr-28			
14	DELL	Dell Power Edge M640	3V7PLN2	12-Apr-28			
15	DELL	Dell Power Edge M640	3V7NLN2	12-Apr-28			
16	DELL	Dell Power Edge M640	3VDMLN2	12-Apr-28			
17	DELL	Dell Power Edge M640	3VDLLN2	12-Apr-28			
18	DELL	Dell Power Edge M640	3VBLLN2	12-Apr-28			
19	DELL	Dell Power Edge M640	3VCKLN2	12-Apr-28			

20	DELL	Dell Power Edge M640	3V9PLN2	12-Apr-28			
21	DELL	Dell Power Edge M640	3VCPLN2	12-Apr-28			
22	DELL	Dell Power Edge M640	3VCLLN2	12-Apr-28			
23	DELL	Dell Power Edge M640	3VBNLN2	12-Apr-28			
24	DELL	Dell Power Edge M640	3VBMLN2	12-Apr-28			
25	DELL	Dell Power Edge M640	3VCMLN2	12-Apr-28			
26	DELL	Dell Power Edge M640	3VCNLN2	12-Apr-28			
27	DELL	Dell Power Edge M640	3VBPLN2	12-Apr-28			
28	DELL	Dell Power Edge M640	3VDKLN2	12-Apr-28			
29	DELL	Dell Power Edge M1000e	3VFLLN2	12-Apr-28			
30	DELL	Dell Power Edge M1000e	3V6MLN2	12-Apr-28			

31	CISCO	WS-C3650-48PQ	FDO2203I29C	12-Apr-28			
32	CISCO	WS-C3650-48PQ	FDO2203E25Z	12-Apr-28			
33	CISCO	MDS 9148S	JPG201000FG	20-Aug-26			
34	CISCO	MDS 9148S	JPG204200EW	20-Aug-26			
35	CISCO	MDS 9148S	JPG20370025	20-Aug-26			
36	CISCO	MDS 9148S	JPG203100JA	20-Aug-26			
37	CISCO	MDS 9148S	JPG2037003E	20-Aug-26			
38	CISCO	MDS 9148S	JPG2037004H	20-Aug-26			
39	CISCO	MDS 9148S	JPG20430024	20-Aug-26			
40	CISCO	cisco Nexus9000	FDO22122NZ7	12-Apr-28			
41	CISCO	cisco Nexus9000	FDO22140GJM	12-Apr-28			
42	CISCO	cisco Nexus9000	FDO22122P3D	12-Apr-28			
43	CISCO	cisco Nexus9000	FDO22122NAP	12-Apr-28			
44	DELL	Dell Power Edge M640	GHWT7N2	12-Apr-28			
45	DELL	Dell Power Edge M640	GF5S7N2	12-Apr-28			
46	DELL	Dell Power Edge M640	GFDR7N2	12-Apr-28			

47	DELL	Dell Power Edge M640	GFHR7N2	12-Apr-28			
48	DELL	Dell Power Edge M640	GFJN7N2	12-Apr-28			
49	DELL	Dell Power Edge M640	GFGQ7N2	12-Apr-28			
50	DELL	Dell Power Edge M640	GFCN7N2	12-Apr-28			
51	DELL	Dell Power Edge M640	GFFQ7N2	12-Apr-28			
52	DELL	Dell Power Edge M640	GF8L7N2	12-Apr-28			
53	DELL	Dell Power Edge M640	GF7P7N2	12-Apr-28			
54	DELL	Dell Power Edge M640	GF6Q7N2	12-Apr-28			
55	DELL	Dell Power Edge M640	GF4T7N2	12-Apr-28			
56	DELL	Dell Power Edge M640	GF9L7N2	12-Apr-28			
57	DELL	Dell Power Edge M640	GHRP7N2	12-Apr-28			

58	DELL	Dell Power Edge M640	GHPS7N2	12-Apr-28			
59	DELL	Dell Power Edge M640	GHM7N2	12-Apr-28			
60	DELL	Dell Power Edge M640	GHSS7N2	12-Apr-28			
61	DELL	Dell Power Edge M640	GHQ7N2	12-Apr-28			
62	DELL	Dell Power Edge M640	GJ1N7N2	12-Apr-28			
63	DELL	Dell Power Edge M640	GJ3L7N2	12-Apr-28			
64	DELL	Dell Power Edge M640	GFBL7N2	12-Apr-28			
65	DELL	Dell Power Edge M640	GHTS7N2	12-Apr-28			
66	DELL	Dell Power Edge M640	GHNR7N2	12-Apr-28			
67	DELL	Dell Power Edge M640	GHKQ7N2	12-Apr-28			
68	DELL	Dell Power Edge M640	GHVR7N2	12-Apr-28			

69	DELL	Dell Power Edge M640	GJ4M7N2	12-Apr-28			
70	DELL	Dell Power Edge M640	2LTPLN2	12-Apr-28			
71	DELL	Dell Power Edge M640	2LTKLN2	12-Apr-28			
72	DELL	Dell Power Edge M640	2LVNLN2	12-Apr-28			
73	DELL	Dell Power Edge M640	2LVLLN2	12-Apr-28			
74	DELL	Dell Power Edge M640	2LVKLN2	12-Apr-28			
75	DELL	Dell Power Edge M640	2LTLLN2	12-Apr-28			
76	DELL	Dell Power Edge M640	2LTMLN2	12-Apr-28			
77	DELL	Dell Power Edge M640	2LVPLN2	12-Apr-28			
78	DELL	Dell Power Edge M640	2LVMLN2	12-Apr-28			
79	DELL	Dell Power Edge M640	2LWKLN2	12-Apr-28			

80	DELL	Dell Power Edge M640	2LWLLN2	12-Apr-28			
81	DELL	Dell Power Edge M640	2LSPLN2	12-Apr-28			
82	DELL	Dell Power Edge M640	2LTNLN2	12-Apr-28			
83	DELL	Dell Power Edge M640	GJMN7N2	12-Apr-28			
84	DELL	Dell Power Edge M640	GJFS7N2	12-Apr-28			
85	DELL	Dell Power Edge M640	GJ6P7N2	12-Apr-28			
86	DELL	Dell Power Edge M640	GJ9P7N2	12-Apr-28			
87	DELL	Dell Power Edge M640	GJBR7N2	12-Apr-28			
88	DELL	Dell Power Edge M640	GJDQ7N2	12-Apr-28			
89	DELL	Dell Power Edge M640	GJ7V7N2	12-Apr-28			
90	DELL	Dell Power Edge M640	GJNS7N2	12-Apr-28			

91	DELL	Dell Power Edge M640	GJRM7N2	12-Apr-28			
92	DELL	Dell Power Edge M640	GJGT7N2	12-Apr-28			
93	DELL	Dell Power Edge M640	GJCR7N2	12-Apr-28			
94	DELL	Dell Power Edge M640	GJPT7N2	12-Apr-28			
95	DELL	Dell Power Edge M640	GJJR7N2	12-Apr-28			
96	DELL	Dell Power Edge M1000e	GDWR7N2	12-Apr-28			
97	DELL	Dell Power Edge M1000e	GJYM7N2	12-Apr-28			
98	DELL	Dell Power Edge M1000e	2LDLLN2	12-Apr-28			
99	DELL	Dell Power Edge M1000e	GHPN7N2	12-Apr-28			
100	DELL	Dell Power Edge 740	GN8V7N2	12-Apr-28			
101	DELL	Dell Power Edge 740	429NLN2	12-Apr-28			

102	DELL	Dell Power Edge 740	GN5T7N2	12-Apr-28			
103	DELL	Dell Power Edge 740	426NLN2	12-Apr-28			
104	DELL	Dell Power Edge 740	GN6Q7N2	12-Apr-28			
105	DELL	Dell Power Edge 740	GNBN7N2	12-Apr-28			
106	DELL	Dell Power Edge 740	428MLN2	12-Apr-28			
107	DELL	Dell Power Edge 740	423QLN2	12-Apr-28			
108	DELL	Dell Power Edge 740	GN7T7N2	12-Apr-28			
109	DELL	Dell Power Edge 740	GN5M7N2	12-Apr-28			
110	DELL	Dell Power Edge 740	42BMLN2	12-Apr-28			
111	DELL	Dell Power Edge 740	2MDKLN2	12-Apr-28			
112	DELL	Dell Power Edge 740	GN9Q7N2	12-Apr-28			
113	DELL	Dell Power Edge 740	GN9V7N2	12-Apr-28			
114	DELL	Dell Power Edge 740	2JDLLN2	12-Apr-28			
115	DELL	Dell Power Edge 740	2J2PLN2	12-Apr-28			

116	DELL	Dell Power Edge 740	2M9NLN2	12-Apr-28			
117	DELL	Dell Power Edge 740	2MBPLN2	12-Apr-28			
118	DELL	Dell Power Edge 740	2J7PLN2	12-Apr-28			
119	DELL	Dell Power Edge 740	2M7PLN2	12-Apr-28			
120	DELL	Dell Power Edge 740	2J7MLN2	12-Apr-28			
121	DELL	Dell Power Edge 740	2J5LLN2	12-Apr-28			
122	DELL	Dell Power Edge 740	2M5QLN2	12-Apr-28			
123	DELL	Dell Power Edge 740	2HZPLN2	12-Apr-28			
124	DELL	Dell Power Edge 740	2J3PLN2	12-Apr-28			
125	DELL	Dell Power Edge 740	2J5QLN2	12-Apr-28			
126	CISCO	NexusN9K-C93180YC-EX	FDO22130P03	12-Apr-28			
127	CISCO	NexusN9K-C93180YC-EX	FDO221222AT	12-Apr-28			
128	CISCO	NexusN9K-C93180YC-EX	FDO22122NJV	12-Apr-28			

129	CISCO	NexusN9K-C93180YC-EX	FDO22130P0P	12-Apr-28			
130	CISCO	NexusN9K-C93180YC-EX	FDO22122NDK	12-Apr-28			
131	CISCO	NexusN9K-C93180YC-EX	FDO22140CEX	12-Apr-28			
132	CISCO	NexusN9K-C93180YC-EX	FDO221316NB	12-Apr-28			
133	CISCO	NexusN9K-C93180YC-EX	FDO22130QNE	12-Apr-28			
134	CISCO	NexusN9K-C93180YC-EX	FDO22122P29	12-Apr-28			
135	CISCO	NexusN9K-C93180YC-EX	FDO22122P2E	12-Apr-28			
136	CISCO	NexusN9K-C93180YC-EX	FDO22122NL5	12-Apr-28			
137	CISCO	NexusN9K-C93180YC-EX	FDO22130Q20	12-Apr-28			
138	CISCO	NexusN9K-C93180YC-EX	FDO22130P61	12-Apr-28			
139	CISCO	NexusN9K-C93180YC-EX	FDO22140GJS	12-Apr-28			

140	CISCO	NexusN9K-C93180YC-EX	FDO22140CGS	12-Apr-28			
141	CISCO	NexusN9K-C93180YC-EX	FDO22130P02	12-Apr-28			
142	CISCO	NexusN9K-C93180YC-EX	FDO22130Q12	12-Apr-28			
143	CISCO	NexusN9K-C93180YC-EX	FDO22122D7E	12-Apr-28			
144	CISCO	NexusN9K-C93180YC-EX	FDO21440NBN	12-Apr-28			
145	CISCO	NexusN9K-C93180YC-EX	FDO22140N6N	12-Apr-28			
146	CISCO	NexusN9K-C93180YC-EX	FDO22130QNF	12-Apr-28			
147	CISCO	NexusN9K-C93180YC-EX	FDO22140CGA	12-Apr-28			
148	CISCO	NexusN9K-C93180YC-EX	FDO22122N2T	12-Apr-28			
149	CISCO	CATALYST 3650-48PQ-E	FDO2212E1Q7	12-Apr-28			
150	CISCO	CATALYST 3650-48PQ-E	FDO2212E1VF	12-Apr-28			

151	CISCO	CATALYST 3650-48PQ- E	FDO2212E1UH	12-Apr-28			
152	CISCO	CATALYST 3650-48PQ- E	FDO2212E1U5	12-Apr-28			
153	CISCO	CATALYST 3650-48PQ- E	FDO2212Q1MA	12-Apr-28			
154	CISCO	CATALYST 3650-48PQ- E	FDO2212Q1HJ	12-Apr-28			
155	CISCO	CATALYST 3650-48PQ- E	FDO2212Q1LU	12-Apr-28			
156	CISCO	CATALYST 3650-48PQ- E	FDO2212E1U3	12-Apr-28			
157	CISCO	CATALYST 3650-48PQ- E	FDO2212E1TQ	12-Apr-28			
158	CISCO	CATALYST 3650-48PQ- E	FDO2212Q1MU	12-Apr-28			
159	CISCO	CATALYST 3650-48PQ- E	FDO2212Q1LF	12-Apr-28			
160	CISCO	CATALYST 3650-48PQ- E	FDO2212E1SX	12-Apr-28			
161	CISCO	CATALYST 3650-48PQ- E	FDO2212E1Q1	12-Apr-28			

162	CISCO	CATALYST 3650-48PQ- E	FDO2212Q1LT	12-Apr-28			
163	CISCO	CATALYST 3650-48PQ- E	FDO2212Q1P8	12-Apr-28			
164	CISCO	CATALYST 3650-48PQ- E	FDO2212E1P5	12-Apr-28			
165	CISCO	CATALYST 3650-48PQ- E	FDO2212E1W4	12-Apr-28			
166	CISCO	CATALYST 3650-48PQ- E	FDO2214Q0AS	12-Apr-28			
167	CISCO	CATALYST 3650-48PQ- E	FDO2241R030	12-Apr-28			
168	CISCO	CATALYST 3650-48PQ- E	FDO2214Q0B2	12-Apr-28			
169	CISCO	CATALYST 3650-48PQ- E	FDO2212Q1MP	12-Apr-28			
170	CISCO	CATALYST 3650-48PQ- E	FDO2212Q1LJ	12-Apr-28			
171	CISCO	CATALYST 3650-48PQ- E	FDO2212E1TU	12-Apr-28			
172	CISCO	CATALYST 3650-48PQ- E	FDO2212E1VN	12-Apr-28			

173	CISCO	CATALYST 3650-48PQ- E	FDO2212Q1LD	12-Apr-28			
174	CISCO	CATALYST 3650-48PQ- E	FDO2212Q1LE	12-Apr-28			
175	CISCO	CATALYST 3650-48PQ- E	FDO2212E1VG	12-Apr-28			
176	CISCO	CATALYST 3650-48PQ- E	FDO2212Q1JT	12-Apr-28			
177	CISCO	CATALYST 3650-48PQ- E	FDO2212Q1KU	12-Apr-28			
178	CISCO	CATALYST 3650-48PQ- E	FDO2212E1TX	12-Apr-28			
179	CISCO	CATALYST 3650-48PQ- E	FDO2212E1U1	12-Apr-28			
180	CISCO	CATALYST 3650-48PQ- E	FDO2212E1TM	12-Apr-28			
181	CISCO	CATALYST 3650-48PQ- E	FDO2212E1TZ	12-Apr-28			
182	CISCO	CATALYST 3650-48PQ- E	FDO2212E1QW	12-Apr-28			
183	CISCO	CATALYST 3650-48PQ- E	FDO2212E1TT	12-Apr-28			

184	CISCO	CATALYST 3650-48PQ- E	FDO2212Q1MK	12-Apr-28			
185	CISCO	CATALYST 3650-48PQ- E	FDO2212E1VX	12-Apr-28			
186	CISCO	CATALYST 3650-48PQ- E	FDO2212E1U0	12-Apr-28			
187	CISCO	CATALYST 3650-48PQ- E	FDO2212Q1MF	12-Apr-28			
188	CISCO	CATALYST 3650-48PQ- E	FDO2212E1VJ	12-Apr-28			
189	CISCO	CATALYST 3650-48PQ- E	FDO2212E1VY	12-Apr-28			
190	CISCO	CATALYST 3650-48PQ- E	FDO2212E1U7	12-Apr-28			
191	CISCO	CATALYST 3650-48PQ- E	FDO2212Q1MG	12-Apr-28			
192	CISCO	CATALYST 3650-48PQ- E	FDO2212E1RS	12-Apr-28			
193	CISCO	CATALYST 3650-48PQ- E	FDO2212E1TR	12-Apr-28			
194	CISCO	CATALYST 3650-48PQ- E	FDO2212E1W3	12-Apr-28			

195	CISCO	CATALYST 3650-48PQ- E	FDO2212E1VC	31-Oct-26			
196	CISCO	CATALYST 3650-48PQ- E	FDO2212E1SY	12-Apr-28			
197	CISCO	CATALYST 3650-48PQ- E	FDO2212Q1NV	12-Apr-28			
198	CISCO	CATALYST 3650-48PQ- E	FDO2212E1UB	12-Apr-28			
199	CISCO	CATALYST 3650-48PQ- E	FDO2212Q1M4	12-Apr-28			
200	CISCO	CATALYST 3650-48PQ- E	FDO2212Q1NW	12-Apr-28			
201	CISCO	CATALYST 3650-48PQ- E	FDO2212E1T7	12-Apr-28			
202	CISCO	CATALYST 3650-48PQ- E	FDO2212Q1J5	12-Apr-28			
203	CISCO	CATALYST 3650-48PQ- E	FDO2212Q1J3	12-Apr-28			
204	CISCO	CATALYST 3650-48PQ- E	FDO2212E1VT	12-Apr-28			
205	CISCO	CATALYST 3650-48PQ- E	FDO2241R02Z	12-Apr-28			

206	CISCO	CATALYST 3650-48PQ- E	FDO2212E1SP	12-Apr-28			
207	CISCO	CATALYST 3650-48PQ- E	FDO2214E0BR	12-Apr-28			
208	CISCO	CATALYST 3650-48PQ- E	FDO2212E1S9	12-Apr-28			
209	CISCO	CATALYST 3650-48PQ- E	FDO2212E1SZ	12-Apr-28			
210	CISCO	NexusN9K- C93180YC- EX	FDO22130P0A	12-Apr-28			
211	CISCO	NexusN9K- C93180YC- EX	FDO22130Q1S	12-Apr-28			
212	CISCO	NexusN9K- C93180YC- EX	FDO22130P07	12-Apr-28			
213	CISCO	NexusN9K- C93180YC- EX	FDO22130Q07	12-Apr-28			
214	CISCO	CATALYST 3650-48PQ- E	FDO2212E1TN	12-Apr-28			
215	CISCO	CATALYST 3650-48PQ- E	FDO2212E1TA	12-Apr-28			
216	CISCO	CATALYST 3650-48PQ- E	FDO2212Q1NQ	12-Apr-28			

217	CISCO	CATALYST 3650-48PQ- E	FDO2212E1Q4	12-Apr-28			
218	CISCO	CATALYST 3650-48PQ- E	FDO2212Q1NX	12-Apr-28			
219	CISCO	CATALYST 3650-48PQ- E	FDO2212Q1M7	12-Apr-28			
220	CISCO	CATALYST 3650-48PQ- E	FDO2212E1VE	12-Apr-28			
221	CISCO	CATALYST 3650-48PQ- E	FDO2209E1MB	12-Apr-28			
222	CISCO	CATALYST 3650-48PQ- E	FDO2212Q1PE	12-Apr-28			
223	CISCO	CATALYST 3650-48PQ- E	FDO2212Q1PG	12-Apr-28			
224	CISCO	CATALYST 3650-48PQ- E	FDO2214Q0AM	12-Apr-28			
225	CISCO	CATALYST 3650-48PQ- E	FDO2212Q1NR	12-Apr-28			
226	CISCO	CATALYST 3650-48PQ- E	FDO2212E1U2	12-Apr-28			
227	CISCO	CATALYST 3650-48PQ- E	FDO2212Q1MJ	12-Apr-28			

228	CISCO	CATALYST 3650-48PQ- E	FDO2212Q1JV	12-Apr-28			
229	CISCO	CATALYST 3650-48PQ- E	FDO2212E1VS	12-Apr-28			
230	CISCO	CATALYST 3650-48PQ- E	FDO2214E0BH	12-Apr-28			
231	CISCO	CATALYST 3650-48PQ- E	FDO2212Q1MH	12-Apr-28			
232	CISCO	CATALYST 3650-48PQ- E	FDO2212Q1PB	31-Oct-26			
233	CISCO	CATALYST 3650-48PQ- E	FDO2212Q1PK	12-Apr-28			
234	CISCO	CATALYST 3650-48PQ- E	FDO2212Q1NS	12-Apr-28			
235	CISCO	CATALYST 3650-48PQ- E	FDO2212Q1KM	12-Apr-28			
236	CISCO	CATALYST 3650-48PQ- E	FDO2212E1U8	12-Apr-28			
237	CISCO	CATALYST 3650-48PQ- E	FDO2212E1W0	12-Apr-28			
238	CISCO	NexusN9K- C93180YC- EX	FDO22122P31	12-Apr-28			

239	CISCO	NexusN9K-C93180YC-EX	FDO24110N7Y	12-Apr-28			
240	CISCO	NexusN9K-C93180YC-EX	FDO22022DC7	12-Apr-28			
241	CISCO	NexusN9K-C93180YC-EX	FDO2205247P	12-Apr-28			
242	CISCO	NexusN9K-C93180YC-EX	FDO22060DCP	12-Apr-28			
243	CISCO	NexusN9K-C93180YC-EX	FDO22122DAP	12-Apr-28			
244	CISCO	NexusN9K-C93180YC-EX	FDO22130Q0B	12-Apr-28			
245	CISCO	NexusN9K-C93180YC-EX	FDO22140GJH	12-Apr-28			
246	CISCO	NexusN9K-C93180YC-EX	FDO22130P0K	12-Apr-28			
247	CISCO	NexusN9K-C93180YC-EX	FDO221222BX	12-Apr-28			
248	CISCO	NexusN9K-C93180YC-EX	FDO22130Q26	12-Apr-28			
249	CISCO	NexusN9K-C93180YC-EX	FDO22130P0J	12-Apr-28			

250	CISCO	NexusN9K-C93180YC-EX	FDO22140N6G	12-Apr-28			
251	CISCO	NexusN9K-C93180YC-EX	FDO221222C6	12-Apr-28			
252	CISCO	NexusN9K-C93180YC-EX	FDO22130P6B	12-Apr-28			
253	CISCO	NexusN9K-C93180YC-EX	FDO22130P63	12-Apr-28			
254	CISCO	NexusN9K-C93180YC-EX	FDO22122293	12-Apr-28			
255	CISCO	NexusN9K-C93180YC-EX	FDO22140CFX	12-Apr-28			
256	CISCO	NexusN9K-C93180YC-EX	FDO22122NS3	12-Apr-28			
257	DELL	Dell Power Edge 740	BPRN7N2	12-Apr-28			
258	DELL	Dell Power Edge 740	BPQR7N2	12-Apr-28			
259	DELL	Dell Power Edge 740	BPTM7N2	12-Apr-28			
260	DELL	Dell Power Edge 740	BQ5P7N2	12-Apr-28			
261	DELL	Dell Power Edge 740	BPPL7N2	12-Apr-28			

262	DELL	Dell Power Edge 740	BPPT7N2	12-Apr-28			
263	DELL	Dell Power Edge 740	BQ4N7N2	12-Apr-28			
264	DELL	Dell Power Edge 740	BPRT7N2	12-Apr-28			
265	DELL	Dell Power Edge 740	BPSR7N2	12-Apr-28			
266	DELL	Dell Power Edge 740	BPQM7N2	12-Apr-28			
267	DELL	Dell Power Edge 740	BQ2L7N2	12-Apr-28			
268	DELL	Dell Power Edge 740	BQ2V7N2	12-Apr-28			
269	DELL	Dell Power Edge 740	BQ4V7N2	12-Apr-28			
270	DELL	Dell Power Edge 740	BPSM7N2	12-Apr-28			
271	DELL	Dell Power Edge 640	F4VT7N2	12-Apr-28			
272	DELL	Dell Power Edge 640	F4WL7N2	12-Apr-28			
273	DELL	Dell Power Edge 640	F4WP7N2	12-Apr-28			
274	DELL	Dell Power Edge 640	F4VR7N2	12-Apr-28			
275	DELL	Dell Power Edge 640	F4TS7N2	12-Apr-28			

276	DELL	Dell Power Edge 640	F4XP7N2	12-Apr-28			
277	DELL	Dell Power Edge 640	F4XQ7N2	12-Apr-28			
278	DELL	Dell Power Edge 640	F4VP7N2	12-Apr-28			
279	DELL	Dell Power Edge 640	F4XM7N2	12-Apr-28			
280	DELL	Dell Power Edge 640	F4VM7N2	12-Apr-28			
281	DELL	Dell Power Edge 640	F4VK7N2	12-Apr-28			
282	DELL	Dell Power Edge 640	F4XK7N2	12-Apr-28			
283	DELL	Dell Power Edge 640	F4WR7N2	12-Apr-28			
284	DELL	Dell Power Edge 640	F4XS7N2	12-Apr-28			
285	DELL	Dell Power Edge 640	F4ZR7N2	12-Apr-28			
286	DELL	Dell Power Edge 640	F4ZP7N2	12-Apr-28			
287	DELL	Dell Power Edge 640	F50M7N2	12-Apr-28			
288	DELL	Dell Power Edge 640	F4ZT7N2	12-Apr-28			
289	DELL	Dell Power Edge 640	F4ZL7N2	12-Apr-28			

290	DELL	Dell Power Edge 640	F4YL7N2	12-Apr-28			
291	DELL	Dell Power Edge 640	F4YK7N2	12-Apr-28			
292	DELL	Dell Power Edge 640	F4XT7N2	12-Apr-28			
293	DELL	Dell Power Edge 640	F4YN7N2	12-Apr-28			
294	DELL	Dell Power Edge 640	F4YQ7N2	12-Apr-28			
295	DELL	Dell Power Edge 640	F4YS7N2	12-Apr-28			
296	DELL	Dell Power Edge 640	F4ZK7N2	12-Apr-28			
297	DELL	Dell Power Edge 640	F4TR7N2	12-Apr-28			
298	DELL	Dell Power Edge 640	F4VL7N2	12-Apr-28			
299	DELL	Dell Power Edge 640	F4TT7N2	12-Apr-28			
300	DELL	Dell Power Edge 640	F4VS7N2	12-Apr-28			
301	DELL	Dell Power Edge 640	F4WK7N2	12-Apr-28			
302	DELL	Dell Power Edge 640	F4VN7N2	12-Apr-28			
303	DELL	Dell Power Edge 640	F4VQ7N2	12-Apr-28			

304	DELL	Dell Power Edge 640	F4WM7N2	12-Apr-28			
305	DELL	Dell Power Edge 640	F4WQ7N2	12-Apr-28			
306	DELL	Dell Power Edge 640	F4WT7N2	12-Apr-28			
307	DELL	Dell Power Edge 640	F4XL7N2	12-Apr-28			
308	DELL	Dell Power Edge 640	F4XN7N2	12-Apr-28			
309	DELL	Dell Power Edge 640	F4TP7N2	12-Apr-28			
310	DELL	Dell Power Edge 640	F4YT7N2	12-Apr-28			
311	DELL	Dell Power Edge 640	F4ZM7N2	12-Apr-28			
312	DELL	Dell Power Edge 640	F4YR7N2	12-Apr-28			
313	DELL	Dell Power Edge 640	F4YP7N2	12-Apr-28			
314	DELL	Dell Power Edge 640	F4YM7N2	12-Apr-28			
315	DELL	Dell Power Edge 640	F51M7N2	12-Apr-28			
316	DELL	Dell Power Edge 640	F50V7N2	12-Apr-28			
317	DELL	Dell Power Edge 640	F4ZN7N2	12-Apr-28			

318	DELL	Dell Power Edge 640	F50R7N2	12-Apr-28			
319	DELL	Dell Power Edge 640	F50S7N2	12-Apr-28			
320	DELL	Dell Power Edge 640	F50P7N2	12-Apr-28			
321	DELL	Dell Power Edge 640	F4ZQ7N2	12-Apr-28			
322	DELL	Dell Power Edge 640	F50L7N2	12-Apr-28			
323	DELL	Dell Power Edge M1000e	F51P7N2	12-Apr-28			
324	DELL	Dell Power Edge M1000e	F4TN7N2	12-Apr-28			
325	DELL	Dell Power Edge M1000e	CVKWSF2	12-Apr-28			
326	CISCO	NexusN9K-C93180YC-EX	FDO22022NMM	12-Apr-28			
327	CISCO	NexusN9K-C93180YC-EX	FDO22022NPM	12-Apr-28			
328	CISCO	CiscoWS-C3650-48PQ	FDO2203Q0JB	12-Apr-28			
329	CISCO	CiscoWS-C3650-48PQ	FDO2203I2AQ	12-Apr-28			
330	CISCO	CiscoWS-C3650-48PQ	FDO2203I29Q	12-Apr-28			

331	CISCO	NexusN9K-C93180YC-EX	FDO22040MFD	12-Apr-28			
332	CISCO	NexusN9K-C93180YC-EX	FDO22022NP8	12-Apr-28			
333	CISCO	CiscoWS-C3650-48PQ	FDO2203I2A7	12-Apr-28			
334	CISCO	CiscoWS-C3650-48PQ	FDO2203I27K	12-Apr-28			
335	CISCO	CiscoWS-C3650-48PQ	FDO2203I29M	12-Apr-28			
336	CISCO	CiscoWS-C3650-48PQ	FDO2203I27S	12-Apr-28			
337	CISCO	CiscoWS-C3650-48PQ	FDO2202E1UC	12-Apr-28			
338	CISCO	CiscoWS-C3650-48PQ	FDO2203I27T	12-Apr-28			
339	CISCO	CiscoWS-C3650-48PQ	FDO2203I27W	12-Apr-28			
340	CISCO	CiscoWS-C3650-48PQ	FDO2201I1US	12-Apr-28			
341	CISCO	CiscoWS-C3650-48PQ	FDO2202Q1XK	12-Apr-28			
342	CISCO	CiscoWS-C3650-48PQ	FDO2203I29F	12-Apr-28			
343	CISCO	CiscoWS-C3650-48PQ	FDO2203I2A8	12-Apr-28			
344	CISCO	CiscoWS-C3650-	FDO2203E260	12-Apr-28			

		48PQ					
345	CISCO	CiscoWS-C3650-48PQ	FDO2203I29Z	12-Apr-28			
346	CISCO	CiscoWS-C3650-48PQ	FDO2203I27P	12-Apr-28			
347	CISCO	CiscoWS-C3650-48PQ	FDO2203I29D	12-Apr-28			
348	CISCO	CiscoWS-C3650-48PQ	FDO2203E26E	12-Apr-28			
349	CISCO	CiscoWS-C3650-48PQ	FDO2203I2A2	12-Apr-28			
350	CISCO	CiscoWS-C3650-48PQ	FDO2203I28E	12-Apr-28			
351	CISCO	CiscoWS-C3650-48PQ	FDO2203Q1WH	12-Apr-28			
352	CISCO	CiscoWS-C3650-48PQ	FDO2203I2A5	12-Apr-28			
353	CISCO	CiscoWS-C3650-48PQ	FDO2203I299	12-Apr-28			
354	CISCO	CiscoWS-C3650-48PQ	FDO2203I2AF	12-Apr-28			
355	CISCO	CiscoWS-C3650-48PQ	FDO2203I28T	12-Apr-28			
356	CISCO	CiscoWS-C3650-48PQ	FDO2203I2AJ	12-Apr-28			
357	CISCO	NexusN9K-C93180YC-EX	FDO22022KKD	12-Apr-28			

358	CISCO	NexusN9K-C93180YC-EX	FDO22022DCD	12-Apr-28			
359	CISCO	CiscoWS-C3650-48PQ	FDO2203128Z	12-Apr-28			
360	CISCO	CiscoWS-C3650-48PQ	FDO2203I294	12-Apr-28			
361	CISCO	CiscoWS-C3650-48PQ	FDO2203I2A6	12-Apr-28			
362	CISCO	CiscoWS-C3650-48PQ	FDO2203I29B	12-Apr-28			
363	CISCO	NexusN9K-C93180YC-EX	FDO22022DDH	12-Apr-28			
364	CISCO	NexusN9K-C93180YC-EX	FDO22022NPJ	12-Apr-28			
365	CISCO	NexusN9K-C93180YC-EX	FDO220103V2	12-Apr-28			
366	CISCO	NexusN9K-C93180YC-EX	FDO22022NQH	12-Apr-28			
367	CISCO	NexusN9K-C93180YC-EX	FDO22022NPS	12-Apr-28			
368	CISCO	NexusN9K-C93180YC-EX	FDO22022LP2	12-Apr-28			
369	CISCO	NexusN9K-C93180YC-EX	FDO26041U1X	12-Apr-28			

370	CISCO	NexusN9K-C93180YC-EX	FDO22022DET	12-Apr-28			
371	CISCO	NexusN9K-C93180YC-EX	FDO22022DJN	12-Apr-28			
372	CISCO	NexusN9K-C93180YC-EX	FDO22041HCY	12-Apr-28			
373	CISCO	NexusN9K-C93180YC-EX	FDO22022KL1	12-Apr-28			
374	CISCO	NexusN9K-C93180YC-EX	FDO22022DD7	12-Apr-28			
375	CISCO	NexusN9K-C93180YC-EX	FDO22022LPS	12-Apr-28			
376	CISCO	NexusN9K-C93180YC-EX	FDO22022KJG	12-Apr-28			
377	CISCO	NexusN9K-C93180YC-EX	FDO215225U2	12-Apr-28			
378	CISCO	NexusN9K-C93180YC-EX	FDO22022NPU	12-Apr-28			
379	CISCO	CiscoWS-C3650-48PQ	FDO2203I285	12-Apr-28			
380	CISCO	CiscoWS-C3650-48PQ	FDO2203I295	12-Apr-28			
381	CISCO	CiscoWS-C3650-	FDO2203I26Y	12-Apr-28			

		48PQ					
382	CISCO	CiscoWS-C3650-48PQ	FDO2203I283	12-Apr-28			
383	CISCO	CiscoWS-C3650-48PQ	FDO2203I289	12-Apr-28			
384	CISCO	CiscoWS-C3650-48PQ	FDO2203I29N	12-Apr-28			
385	CISCO	CiscoWS-C3650-48PQ	FDO2203I29R	12-Apr-28			
386	CISCO	CiscoWS-C3650-48PQ	FDO2203I2AA	12-Apr-28			
387	CISCO	CiscoWS-C3650-48PQ	FDO2203Q0JC	12-Apr-28			
388	CISCO	CiscoWS-C3650-48PQ	FDO2203I2NJ	12-Apr-28			
389	HPE	HP Server DL 560 G10	SGH234XPTJ	13-Oct-27			
390	HPE	HP Server DL 560 G10	SGH234XPVK	13-Oct-27			
391	HPE	HP Server DL 560 G10	SGH234XPV1	13-Oct-27			
392	HPE	HP Server DL 560 G10	SGH234XPTS	13-Oct-27			
393	HPE	HP Server DL 560 G10	SGH234XPV9	13-Oct-27			

394	HPE	HP Server DL 560 G10	SGH234XPVT	13-Oct-27			
395	HPE	HP Server DL 380	SGH234XSYC	13-Oct-27			
396	HPE	HP Server DL 380	SGH234XSXW	13-Oct-27			
397	HPE	HP Server DL 380	SGH234XSY6	13-Oct-27			
398	HPE	HP Server DL 380	SGH234XSY1	13-Oct-27			
399	Cisco	UCS C240 M6S	WZP26250EL0	17-Nov-27			
400	Cisco	UCS C240 M6S	WZP26250EK4	17-Nov-27			
401	Cisco	UCS C240 M6S	WZP26250EJB	17-Nov-27			
402	Cisco	UCS C240 M6S	WZP26250EL7	17-Nov-27			
403	Cisco	UCS C240 M6S	WZP26250EJ0	17-Nov-27			
404	Cisco	UCS C240 M6S	WZP26250EHB	17-Nov-27			
405	Cisco	UCS C240 M6S	WZP26250EJ5	17-Nov-27			
406	Cisco	UCS C240 M6S	WZP26250EKG	17-Nov-27			
407	Cisco	UCS C240 M6S	WZP26250EJZ	17-Nov-27			

408	Cisco	UCS C240 M6S	WZP26250EJM	17-Nov-27			
409	CISCO	9300	FOC2639YANJ	01-Jan-28			
410	CISCO	9300	FOC2617YP19	01-Jan-28			
411	CISCO	9300	FOC2641Y282	01-Jan-28			
412	CISCO	9300	FOC2640Y995	01-Jan-28			
413	CISCO	9300	FOC2641Y14P	01-Jan-28			
414	CISCO	9300	FOC2640Y2W5	01-Jan-28			
415	CISCO	9300	FOC2640Y99B	01-Jan-28			
416	CISCO	Nexus 93180	FDO26510U52	26-Feb-28			
417	CISCO	Nexus 93180	FDO26510FFY	26-Feb-28			
418	CISCO	Nexus 93180	FDO26501JTY	26-Feb-28			
419	CISCO	Nexus 93180	FDO26510FEC	26-Feb-28			
420	HPE	ProLiant DL360 Gen11	SGH413HRTS	11-May-29			
421	HPE	ProLiant DL360 Gen11	SGH413HRTM	11-May-29			
422	HPE	ProLiant DL360 Gen11	SGH413HRTG	11-May-29			
423	HPE	ProLiant DL360 Gen11	SGH413HRSZ	11-May-29			
424	HPE	ProLiant DL360 Gen11	SGH413HRT4	11-May-29			

425	HPE	HPE DL560 Gen11 AC CTO Server	SGH414JLRM	11-May-29			
426	HPE	HPE DL560 Gen11 AC CTO Server	SGH414JLQH	11-May-29			
427	HPE	HPE DL560 Gen11 AC CTO Server	SGH414JLR4	11-May-29			
428	HPE	HPE DL560 Gen11 AC CTO Server	SGH414JLQB	11-May-29			
429	HPE	HPE DL560 Gen11 AC CTO Server	SGH414JLQT	11-May-29			
430	HPE	HPE DL560 Gen11 AC CTO Server	SGH414JLQZ	11-May-29			
431	HPE	HPE DL560 Gen11 AC CTO Server	SGH414JLQN	11-May-29			
432	HPE	HPE DL560 Gen11 AC CTO Server	SGH414JLR9	11-May-29			

433	HPE	HPE DL560 Gen11 AC CTO Server	SGH414JLRG	11-May-29			
434	CISCO	Nexus 93180	FDO27110TYX	15-May-29			
435	CISCO	Nexus 93180	FDO27111A4F	15-May-29			
436	CISCO	Nexus 93180	FDO27111ACE	15-May-29			
437	CISCO	Nexus 93180	FDO27111A88	15-May-29			
438	CISCO	Nexus 93180	FDO27111PU4	15-May-29			
439	CISCO	Nexus 93180	FDO27111A2X	15-May-29			
440	CISCO	Nexus 93180	FDO27111ABZ	15-May-29			
441	HPE	ProLiant DL560 Gen11	SGH413HRQ9	11-May-29			
442	HPE	ProLiant DL560 Gen11	SGH413HRRR	11-May-29			
443	HPE	ProLiant DL560 Gen11	SGH413HRRX	11-May-29			
444	HPE	ProLiant DL560 Gen11	SGH413HRPZ	11-May-29			
445	HPE	ProLiant DL560 Gen11	SGH413HRS7	11-May-29			
446	HPE	ProLiant DL560 Gen11	SGH413HRS2	11-May-29			
447	HPE	ProLiant DL560 Gen11	SGH413HRR3	11-May-29			
448	HPE	ProLiant DL560 Gen11	SGH413HRSQ	11-May-29			

449	HPE	ProLiant DL560 Gen11	SGH413HRPT	11-May-29			
450	HPE	ProLiant DL560 Gen11	SGH413HRPN	11-May-29			
451	HPE	ProLiant DL560 Gen11	SGH413HRSK	11-May-29			
452	HPE	ProLiant DL560 Gen11	SGH413HRQS	11-May-29			
453	HPE	ProLiant DL560 Gen11	SGH413HRQ4	11-May-29			
454	HPE	ProLiant DL560 Gen11	SGH413HRSD	11-May-29			
455	HPE	ProLiant DL560 Gen11	SGH413HRQM	11-May-29			
456	HPE	ProLiant DL560 Gen11	SGH413HRPH	11-May-29			
457	HPE	ProLiant DL560 Gen11	SGH413HRRL	11-May-29			
458	HPE	ProLiant DL560 Gen11	SGH413HRR8	11-May-29			
459	HPE	ProLiant DL560 Gen11	SGH413HRQY	11-May-29			
460	HPE	ProLiant DL560 Gen11	SGH413HRQG	11-May-29			
461	HPE	ProLiant DL560 Gen11	SGH413HRRF	11-May-29			
462	HPE	ProLiant DL560 Gen11	SGH413HRT9	19-Jun-29			

463	HPE	ProLiant DL360 Gen11	SGH414JLS9	19-Jun-29			
464	HPE	ProLiant DL360 Gen11	SGH414JLTX	19-Jun-29			
465	HPE	ProLiant DL360 Gen11	SGH414JLS4	19-Jun-29			
466	HPE	ProLiant DL360 Gen11	SGH414JLT3	19-Jun-29			
467	HPE	ProLiant DL360 Gen11	SGH414JLSG	19-Jun-29			
468	HPE	ProLiant DL360 Gen11	SGH414JLSY	19-Jun-29			
469	HPE	ProLiant DL360 Gen11	SGH414JLRZ	19-Jun-29			
470	HPE	ProLiant DL360 Gen11	SGH414JLTF	19-Jun-29			
471	HPE	ProLiant DL360 Gen11	SGH414JLV2	19-Jun-29			
472	HPE	ProLiant DL360 Gen11	SGH414JLT8	19-Jun-29			
473	HPE	ProLiant DL360 Gen11	SGH414JLTR	19-Jun-29			
474	HPE	ProLiant DL360 Gen11	SGH414JLSM	19-Jun-29			
475	HPE	ProLiant DL360 Gen11	SGH414JLTL	19-Jun-29			
476	HPE	ProLiant DL360 Gen11	SGH414JLSS	19-Jun-29			

477	HPE	ProLiant DL360 Gen11	1I5D2S03SM	20-Jun-28			
478	HPE	ProLiant DL360 Gen11	1I5D2S03SK	20-Jun-28			
479	HPE	ProLiant DL360 Gen11	1I5D2S03SQ	20-Jun-28			
480	HPE	ProLiant DL360 Gen11	1I5D2S03SR	20-Jun-28			
481	HPE	ProLiant DL360 Gen11	1I5D2S03SN	20-Jun-28			
482	HPE	ProLiant DL360 Gen11	1I5D2S03SL	20-Jun-28			
483	HPE	ProLiant DL360 Gen11	1I5D2S03SJ	20-Jun-28			
484	HPE	ProLiant DL360 Gen11	1I5D2S03SP	20-Jun-28			
485	HPE	ProLiant DL360 Gen11	1I5D2R03RX	20-Jun-28			
486	HPE	ProLiant DL360 Gen11	1I5D2S03ST	20-Jun-28			
487	HPE	ProLiant DL360 Gen11	1I5D2S03SG	20-Jun-28			
488	HPE	ProLiant DL360 Gen11	1I5D2S03SS	20-Jun-28			
489	HPE	ProLiant DL360 Gen11	1I5D2S03SF	20-Jun-28			
490	HPE	ProLiant DL360 Gen11	1I5D2S03SH	20-Jun-28			

491	HPE	ProLiant DL560 Gen11	SGHD2TG2M6	20-Jun-28			
492	HPE	ProLiant DL560 Gen11	SGHD2TG2L7	20-Jun-28			
493	HPE	ProLiant DL560 Gen11	SGHD2TG2LW	20-Jun-28			
494	HPE	ProLiant DL560 Gen11	SGHD2TG2LK	20-Jun-28			
495	HPE	ProLiant DL560 Gen11	SGHD2TG2M1	20-Jun-28			
496	HPE	ProLiant DL560 Gen11	SGHD2TG2L2	20-Jun-28			
497	HPE	ProLiant DL560 Gen11	SGHD2TG2LD	20-Jun-28			
498	HPE	ProLiant DL560 Gen11	SGHD2TG2LQ	20-Jun-28			
499	HPE	ProLiant DL560 Gen11	SGHD2SMC73	20-Jun-28			
500	HPE	ProLiant DL560 Gen11	SGHD2SMC7L	20-Jun-28			
501	HPE	ProLiant DL560 Gen11	SGHD2SMC8Q	20-Jun-28			
502	HPE	ProLiant DL560 Gen11	SGHD2SMC7X	20-Jun-28			
503	HPE	ProLiant DL560 Gen11	SGHD2SMC6G	20-Jun-28			
504	HPE	ProLiant DL560 Gen11	SGHD2SMC6S	20-Jun-28			

505	HPE	ProLiant DL560 Gen11	SGHD2SMC7F	20-Jun-28			
506	HPE	ProLiant DL560 Gen11	SGHD2SMC8D	20-Jun-28			
507	HPE	ProLiant DL560 Gen11	SGHD2SMC82	20-Jun-28			
508	HPE	ProLiant DL560 Gen11	SGHD2SMC6M	20-Jun-28			
509	HPE	ProLiant DL560 Gen11	SGHD2SMC6Y	20-Jun-28			
510	HPE	ProLiant DL560 Gen11	SGHD2SMC8K	20-Jun-28			
511	HPE	ProLiant DL560 Gen11	SGHD2SMC78	20-Jun-28			
512	HPE	ProLiant DL560 Gen11	SGHD2SMC87	20-Jun-28			
513	HPE	ProLiant DL560 Gen11	SGHD2SMC7R	20-Jun-28			
514	HPE	ProLiant DL560 Gen11	SGHD2SMC69	20-Jun-28			
515	HPE	ProLiant DL560 Gen11	SGHD2SMC91	20-Jun-28			
516	HPE	ProLiant DL560 Gen11	SGHD2SMC8W	20-Jun-28			
517	HPE	ProLiant DL360 Gen11	1I5D2R03NT	20-Jun-28			
518	HPE	ProLiant DL360 Gen11	1I5D2R03NS	20-Jun-28			

519	HPE	ProLiant DL360 Gen11	1I5D2R03NW	20-Jun-28			
520	HPE	ProLiant DL360 Gen11	1I5D2R03NV	20-Jun-28			
521	HPE	ProLiant DL360 Gen11	1I5D2R03NR	20-Jun-28			
522	HPE	ProLiant DL360 Gen11	1I5D2R03NQ	20-Jun-28			
TOTAL AMOUNT (IN FIGURES)							
TOTAL AMOUNT (IN WORDS)							

**PRICE SCHEDULE- D: FACILITY MANAGEMENT SERVICES for RSDC by Deploying
Desired Minimum Manpower**

Sr. No	ITEM DESCRIPTION	UNIT RATE OF COMPREHENSIVE FACILITY MANAGEMENT SERVICES FOR FIVE YEARS INCLUDING ALL TAXES & LEVIES BUT EXCLUDING GST (RS.)	GST AMOUNT (RS)	TOTAL (RS)
1	2	3	4	5
1.	Facility Management Services Charges for Rajasthan State Data Centre (RSDC) Phase-I, III, IV at Jaipur for five Years By Deploying Desired Minimum Manpower			
2.	Facility Management Services Charges for Disaster Recovery Site at Jodhpur for five Years By Deploying Desired Minimum Manpower			
3	Total in Figures(Rs)			
4	Total in Words(Rs)			

**PRICE SCHEDULE- E: FACILITY MANAGEMENT SERVICES for E-Sign by Deploying
Desired Minimum Manpower**

Sr. No	ITEM DESCRIPTION	UNIT RATE OF COMPREHENSIVE FACILITY MANAGEMENT SERVICES FOR FIVE YEARS INCLUDING ALL TAXES & LEVIES BUT EXCLUDING GST (RS.)	GST AMOUNT (RS)	TOTAL (RS)
1	2	3	4	5
1.	Facility Management Services Charges for DR Site of e- Sign at Jaipur for five Years By Deploying Desired Minimum Manpower			
2.	Facility Management Services Charges for e-Sign Data Centre at Jodhpur for five Years By Deploying Desired Minimum Manpower			
3	TOTAL AMOUNT (IN FIGURES)			
4	TOTAL AMOUNT (IN WORDS)			

ANNEXURE-10: BANK GUARANTEE FORMAT

{To be submitted by the bidder's bank}

BANK GUARANTEE FORMAT – BID SECURITY

(To be stamped in accordance with Stamp Act and to be issued by a Nationalised/ Scheduled bank having its branch at Jaipur and payable at par at Jaipur, Rajasthan)

To,
The Chairman cum Managing Director (CMD),
RajCOMP Info Services Limited (RISL),
First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur-302005 (Raj).

Sir,

1. In accordance with your Notice Inviting Bid for <please specify the project title> vide NIB reference no. <please specify> M/s.(Name & full address of the firm) (Hereinafter called the “Bidder”) hereby submits the Bank Guarantee to participate in the said procurement/ bidding process as mentioned in the bidding document.

It is a condition in the bidding documents that the Bidder has to deposit Bid Security amounting to <Rs. _____ (Rupees <in words>)> in respect to the NIB Ref. No. _____ dated _____ issued by RISL, First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur, Rajasthan (hereinafter referred to as “RISL”) by a Bank Guarantee from a Nationalised Bank/ Scheduled Commercial Bank having its branch at Jaipur irrevocable and operative till the bid validity date (i.e. <please specify> days from the date of submission of bid). It may be extended if required in concurrence with the bid validity.

And whereas the Bidder desires to furnish a Bank Guarantee for a sum of <Rs. _____ (Rupees <in words>)> to the RISL as earnest money deposit.

2. Now, therefore, we the (Bank), a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertaking) Act. 1969 (delete, if not applicable) and branch Office at..... (Hereinafter referred to as the Guarantor) do hereby undertake and agree to pay forthwith on demand in writing by the RISL of the said guaranteed amount without any demur, reservation or recourse.
3. We, the aforesaid bank, further agree that the RISL shall be the sole judge of and as to whether the Bidder has committed any breach or breaches of any of the terms costs, charges and expenses caused to or suffered by or that may be caused to or suffered by the RISL on account thereof to the extent of the Earnest Money required to be deposited by the Bidder in respect of the said bidding document and the decision of the RISL that the Bidder has committed such breach or breaches and as to the amount or amounts of loss, damage, costs, charges and expenses caused to or suffered by or that may be caused to or suffered by the RISL shall be final and binding on us.
4. We, the said Bank further agree that the Guarantee herein contained shall remain in full force and effect until it is released by the RISL and it is further declared that it shall not be necessary for the RISL to proceed against the Bidder before proceeding against the Bank and the Guarantee herein contained shall be invoked against the Bank, notwithstanding any security which the RISL

may have obtained or shall be obtained from the Bidder at any time when proceedings are taken against the Bank for whatever amount that may be outstanding or unrealized under the Guarantee.

5. Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been given to us after the expiry of 48 hours when the same has been posted.
6. If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent under intimation to you.
7. The right of the RISL to recover the said amount of <Rs. _____ (Rupees <in words>)> from us in manner aforesaid will not be precluded/ affected, even if, disputes have been raised by the said M/s.(Bidder) and/ or dispute or disputes are pending before any court, authority, officer, tribunal etc.
8. Notwithstanding anything stated above, our liability under this guarantee shall be restricted to <Rs. _____ (Rupees <in words>)> and our guarantee shall remain in force till bid validity period i.e. <please specify> days from the last date of bid submission and unless a demand or claim under the guarantee is made on us in writing within three months after the Bid validity date, all your rights under the guarantee shall be forfeited and we shall be relieved and discharged from all liability thereunder.
9. This guarantee shall be governed by and construed in accordance with the Indian Laws and we hereby submit to the exclusive jurisdiction of courts of Justice in India for the purpose of any suit or action or other proceedings arising out of this guarantee or the subject matter hereof brought by you may not be enforced in or by such court.
10. We hereby confirm that we have the power/s to issue this Guarantee in your favor under the Memorandum and Articles of Association/ Constitution of our bank and the undersigned is/are the recipient of authority by express delegation of power/s and has/have full power/s to execute this guarantee under the Power of Attorney issued by the bank in your favour.

Date (Signature)

Place (Printed Name)

(Designation)

(Bank's common seal)

In presence of:

WTTNESS (with full name, designation, address & official seal, if any)

(1)

.....

(2)

.....

Bank Details

Name & address of Bank:

Name of contact person of Bank:

Contact telephone number:

GUIDELINES FOR SUBMISSION OF BANK GUARANTEE

The Bank Guarantee shall fulfil the following conditions in the absence of which they cannot be considered valid: -

1. Bank Guarantee shall be executed on non-judicial stamp paper of applicable value purchased in the name of the bank.
2. Two persons should sign as witnesses mentioning their full name, designation, address and office seal (if any).
3. The Executor (Bank Authorities) may mention the power of attorney No. and date of execution in his/ her favour authorizing him/ her to sign the document. The Power of Attorney to be witnessed by two persons mentioning their full name and address.
4. The Bank Guarantee should be executed by a Nationalised Bank/ Scheduled Commercial Bank only.
5. Non – Judicial stamp paper shall be used within 6 months from the date of Purchase of the same. Bank Guarantee executed on the non-judicial stamp paper after 6 (six) months of the purchase of such stamp paper shall be treated as non-valid.
6. The contents of Bank Guarantee shall be strictly as per format prescribed by RISL
7. Each page of Bank Guarantee shall bear signature and seal of the Bank and B.G. number.
8. All corrections, deletions etc. in the Bank Guarantee should be authenticated by signature of Bank Officials signing the Bank Guarantee.
9. Bank should separately send through registered post/courier a certified copy of Bank Guarantee, mentioning Bid reference, Bid title and bidder name, directly to the Purchaser at the following address:

BANK GUARANTEE FORMAT – PERFORMANCE SECURITY (PBG)

(To be stamped in accordance with Stamp Act and on a Stamp Paper purchased from Rajasthan State only and to be issued by a Nationalised/ Scheduled bank having its branch at Jaipur and payable at par at Jaipur, Rajasthan)

To,
The Chairman cum Managing Director (CMD),
RajCOMP Info Services Limited (RISL),
First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur-302005 (Raj).

1. In consideration of the RajCOMP Info Services Limited (hereinafter called "RISL") having agreed to exempt M/s(hereinafter called "the said Contractor(s)" from the demand, under the terms and conditions of an Agreement No.....datedmade between the RISL through and(Contractor) for the work(hereinafter called "the said Agreement") of Security Deposit for the due fulfilment by the said Contractor (s) of the terms and conditions contained in the said Agreement, on production of a Bank Guarantee for Rs.....(rupeesonly), we(indicate the name of the Bank), (hereinafter referred to as "the Bank") at the request ofContractor(s) do hereby undertake to pay to the RISL an amount not exceeding Rs.....(Rupees.....only) on demand.
2. We..... (Indicate the name of Bank), do hereby undertake to pay Rs..... (Rupees.....only), the amounts due and payable under this guarantee without any demur or delay, merely on a demand from the RISL. Any such demand made on the bank by the RISL shall be conclusive as regards the amount due and payable by the Bank under this guarantee. The Bank Guarantee shall be completely at the disposal of the RISL and We..... (Indicate the name of Bank), bound ourselves with all directions given by RISL regarding this Bank Guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs..... (Rupees.....only).
3. We.....(indicate the name of Bank), undertake to pay to the RISL any money so demanded notwithstanding any dispute or disputes raised by the contractor(s) in any suit or proceeding pending before any Court or Tribunal etc. relating thereto, our liability under these presents being absolute, unequivocal and unconditional.
4. We.....(indicate the name of Bank) further agree that the performance guarantee herein contained shall remain in full force and effective up to <DATE> and that it shall continue to be enforceable for above specified period till all the dues of RISL under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till the RISL certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said Contractor(s) and accordingly discharges this guarantee.
5. We(indicate the name of Bank) further agree with the RISL that the RISL shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said Contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the RISL against the said Contractor(s) and to forbear

or enforce any of the terms and conditions relating to the said Agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Contractor(s) or for any forbearance, act or omission on the part of the RISL or any indulgence by the RISL to the said Contractor(s) or by any such matter or thing whatsoever which would but for this provision, have effect of so relieving us.

6. The liability of us (indicate the name of Bank), under this guarantee will not be discharged due to the change in the constitution of the Bank or the contractor(s).
7. We (indicate the name of Bank), lastly undertake not to revoke this guarantee except with the previous consent of the RISL in writing.
8. This performance Guarantee shall remain valid and in full effect, until it is decided to be discharged by the RISL. Notwithstanding anything mentioned above, our liability against this guarantee is restricted to Rs..... (Rupees.....only).
9. It shall not be necessary for the RISL to proceed against the contractor before proceeding against the Bank and the guarantee herein contained shall be enforceable against the Bank notwithstanding any security which the RISL may have obtained or obtain from the contractor.
10. We (indicate the name of Bank) verify that we have a branch at Jaipur. We undertake that this Bank Guarantee shall be payable at any of its branch at Jaipur. If the last day of expiry of Bank Guarantee happens to be a holiday of the Bank, the Bank Guarantee shall expire on the close of the next working day.
11. We hereby confirm that we have the power(s) to issue this guarantee in your favour under the memorandum and articles of Association/constitution of our bank and the undersigned is/are the recipient of authority by express delegation of power(s) and has/have full power(s) to execute this guarantee for the power of attorney issued by the bank.

Dated.....day of.....For and on behalf of the <Bank> (indicate the Bank)

Signature

(Name & Designation)

Bank's Seal

The above performance Guarantee is accepted by the RISL
For and on behalf of the RISL

Signature

(Name & Designation)

ANNEXURE-11: DRAFT AGREEMENT FORMAT

{To be mutually signed by selected bidder and procuring entity}

This Contract is made and entered into on this _____ day of _____, 2020 by and between RajCOMP Info Services Limited (RISL), having its head office at First Floor, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur-302005, Rajasthan (herein after referred to as Purchaser/ RISL) which term or expression, unless excluded by or repugnant to the subject or context, shall include his successors in office and assignees on ONE PART

And

M/s _____, a company registered under the Indian Companies Act, 1956 with its registered office at _____ (herein after referred as the “Successful Bidder/ Supplier”) which term or expression, unless excluded by or repugnant to the subject or context, shall include his successors in office and assignees on the OTHER PART.

Whereas,

Purchaser is desirous of appointing an agency for <project title> as per the Scope of Work and Terms and Conditions as set forth in the RFP document dated _____ of <NIB No _____>.

And whereas

M/s _____ represents that it has the necessary experience for carrying out the overall work as referred to herein and has submitted a bid and subsequent clarifications for providing the required services against said NIB and RFP document issued in this regard, in accordance with the terms and conditions set forth herein and any other reasonable requirements of the Purchaser from time to time.

And whereas

Purchaser has accepted the bid of supplier and has placed the Work Order / Letter of Intent vide Letter No. _____ dated _____, on which supplier has given their acceptance vide their Letter No. _____ dated _____.

And whereas

The supplier has deposited a sum of Rs. _____/- (Rupees _____) in the form of _____ ref no. _____ dated _____ of _____ Bank and valid up to _____ as security deposit for the due performance of the contract.

Now it is hereby agreed to by and between both the parties as under: -

1. The NIB Ref. No. _____ dated _____ and RFP document dated _____ issued by RISL along with its enclosures/ annexures, wherever applicable, are deemed to be taken as part of this contract and are binding on both the parties executing this contract.

2. In consideration of the payment to be made by RISL to supplier at the rates set forth in the work order no. _____ dated _____ will duly supply the said articles set forth in “Annexure-9 Bill of Quantity” thereof and provide related services in the manner set forth in the RFP, along with its enclosures/ annexures and Technical Bid along with subsequent clarifications submitted by supplier.
3. The RISL do hereby agree that if supplier shall duly supply the said articles and provide related services in the manner aforesaid observe and keep the said terms and conditions of the RFP and Contract, the RISL will pay or cause to be paid to supplier, at the time and the manner set forth in the said conditions of the RFP, the amount payable for each and every project milestone & deliverable. The mode of Payment will be as specified in the RFP document.
4. The timelines for the prescribed Scope of Work, requirement of services and deployment of technical resources shall be effected from the date of work order i.e. _____ and completed by supplier within the period as specified in the RFP document.
5. In case of extension in the delivery period is granted with full liquidated damages, the recovery shall be made on the basis of following percentages of value of unsupplied services :-

S. No.	Condition	LD %*
a.	Delay up to one fourth period of the prescribed period of delivery of the services after placing Work Order/repeat Work Order	2.5 %
b.	Delay exceeding one fourth but not exceeding half of the prescribed period of delivery of the services after placing Work Order/repeat Work Order	5.0 %
c.	Delay exceeding half but not exceeding three fourth of the prescribed period of delivery of the services after placing Work Order/repeat Work Order	7.5 %
d.	Delay exceeding three fourth of the prescribed period of delivery of the services after placing Work Order/repeat Work Order	10.0 %

Note:

- i. Fraction of a day in reckoning period of delay in supplies/ maintenance services shall be eliminated if it is less than half a day.
- ii. The maximum amount of agreed liquidated damages shall be 10% of the contract value.
- iii. If supplier requires an extension of time in completion of contractual supply on account of occurrence of any hindrances, he shall apply in writing to the authority which had placed the work order, for the same immediately on occurrence of the hindrance but not after the stipulated date of completion of supply.
- iv. Delivery period may be extended with or without liquidated damages if the delay in the supply of goods in on account of hindrances beyond the control of supplier.
- v. *The percentage refers to the payment due for the associated works/ goods/ service/ Manpower.

6. The Penalties shall be implemented and deducted as per the SLAs defined in the RFP.
7. All disputes arising out of this agreement and all questions relating to the interpretation of this agreement shall be decided as per the procedure mentioned in the RFP document.
8. In case of agreement with Supplier/service provider:
 “This agreement is being executed on behalf of M/s (Concerned Department), to procure defined goods and services, RISL is acting merely as a Pure Agent who neither intends to hold or holds any title to the goods and services being procured or provided. So all the goods and services are required to be delivered in the name of M/s (Concerned Department) along with invoices of supplied items, although payment will be made by RISL on behalf of said department/company.”
9. In case of MOU with Department/PSU
 “This MOU is being executed to procure defined goods and services, RISL is acting merely as a Pure Agent who neither intends to hold or holds any title to the goods and services being procured or provided. So all the goods and services (except management consultancy) will be delivered in the name of M/s (Concerned Department) along with invoices of supplied items, although payment will be made by RISL on behalf of M/s (Concerned Department)”

In witness whereof the parties have caused this contract to be executed by their Authorized Signatories on this ____ day of _____, 2020.

Signed By:	Signed By:
() Designation: Company:	Chairman cum Managing Director (CMD), RISL
<i>In the presence of:</i>	<i>In the presence of:</i>
() Designation: Company:	() Designation: Rajcomp Info Services Limited, Jaipur
() Designation: Company:	() Designation: Rajcomp Info Services Limited, Jaipur

ANNEXURE-12: INDICATIVE CONFIDENTIALITY AND NON DISCLOSURE AGREEMENT

This confidentiality and non-disclosure agreement (“Agreement”) is made on this _____ day of _____, 2026

BETWEEN

RajCOMP Info Services Limited (RISL), having its head office at First Floor, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur-302005, Rajasthan (herein after referred to as Purchaser/ DoIT&C, which expression shall, unless repugnant to the context hereof or excluded specifically, mean and include its successors, assigns and administrators) of the FIRST PART,

AND

Company Name, India (hereinafter referred to as ‘Successful Bidder/ Successful bidder/System Integrator’, which expression shall, unless repugnant to the context hereof or excluded specifically, mean and include its successors, assigns and administrators) of the SECOND PART.

WHEREAS

- a. The RISL wishes to appoint an agency for IT FMS Team for Rajasthan State Data Centre (RSDC) Phase-I, III, IV at Jaipur and Disaster Recovery Site at Jodhpur. For the purpose there will be a requirement to exchange certain information related to or hosted in Rajasthan State Data Centre (RSDC) Phase-I, III, IV at Jaipur and Disaster Recovery Site at Jodhpur Site which is proprietary and confidential information.
- b. The RISL is willing to disclose such information to DCO only on the terms and conditions contained in this Agreement. The DCO agrees to hold the Covered Data and Information in strict confidence. DCO shall not use or disclose Covered Data and Information received from or on behalf of Government of Rajasthan/DoIT&C/RISL except as permitted or required by the Agreement, or as otherwise authorized in writing by RISL.

NOW, THEREFORE, THE PARTIES HERETO AGREE AS FOLLOWS:

1. Definition: In this agreement unless the context otherwise requires:**1.1. "Confidential Information" shall mean**

- a) any and all information concerning Data Centre (DC), Disaster Recovery (DR) Site or any other successor,
- b) any and all trade secrets or other confidential or proprietary information related and data /information hosted in Data Centre (DC) and Disaster Recovery (DR) Site
- c) Passwords of IT/Non IT equipment of DC, user identifications, or other information that may be used to access information systems, networking diagrams, technical specifications of IT/Non IT equipment, policies of firewall/IDS/IPS /routers /switches and information hosted on IT equipment in Data Centre (DC) and Disaster Recovery (DR) Site.

1.2. Proprietary Information shall mean as technical data and other information (including but not limited to digital data, products, substances, organisms, technology, research results or plans, system processes, workflows, know-how, reports, descriptions, drawings, design,

compositions, strategies, trade secrets, business and financial information, and computer software) in whatever form, which is related or hosted with Data Centre (DC)& Disaster Recovery (DR) Site and is disclosed or delivered by the First Party to the Second Party, whether by means of written or oral disclosure or otherwise.

2. **Limitations on Use and Disclosure of Confidential and Proprietary Information**

- 2.1. Confidential and Proprietary Information disclosed by the RISL and/or other departments/PSU whose data are hosted in DC shall be used by the DCO solely for the purpose of fulfilment of the obligation and work assigned to it as per order no. _____ and shall not otherwise be used for his benefit or otherwise. All information encountered in the performance of duties shall be treated as confidential unless and until advised otherwise by RISL or its representative. DCO shall not share, record, transmit, alter, or delete information residing/hosted in the information systems except as required in performance of the job duties.
- 2.2. Confidential and Proprietary Information shall not be copied or reproduced by the DCO without the express written permission of the RISL, except for such copies as may be reasonably required for accomplishment of the purpose stated in the tender no. _____.
- 2.3. Confidential and Proprietary Information shall be disclosed only to the Director or employees of the DCO who have a 'need to know' in connection with the purpose stated above, and who additionally agree to the nondisclosure requirements of this Agreement. Any further disclosure of confidential and Proprietary Information by the DCO shall be treated as a breach of this Agreement by the DCO.
- 2.4. Confidential and Proprietary Information shall not be disclosed by the DCO to any third party without the prior written consent of the First Party.
- 2.5. This Agreement shall not restrict disclosure or use of Confidential and Proprietary Information which:
 - a. was in the public domain at the time of disclosure or thereafter enters the public domain through no breach of this Agreement by the DCO; or
 - b. was, at the time of receipt, otherwise known to the DCO without restriction as to use or disclosure; or
 - c. becomes known to the DCO from a source other than the RISL and/or other departments/PSU without a breach of this Agreement by the DCO; or
 - d. is developed independently by the DCO without the use of Proprietary Information disclosed to it hereunder; or
 - e. Is otherwise required to be disclosed by law.

3. **Business Obligation:**

- 3.1. During the complete contract period and even after 3 years of the expiry of the agreement, the DCO shall not
 - a. Disclose Confidential Information in any manner or form to any person other than its own employees for the limited purpose stated herein, or

- b. Use Confidential Information for its own benefit or for the benefit of any person or entity other than the RISL, without the prior written consent of the RISL.
- 3.2. Whereas, the RISL as a matter of policy and with a view to operate and maintain DC & DR Site has given order to the SI Work Order No..... for IT FMS for Rajasthan State Data Centre (RSDC) Phase-I, III, IV at Jaipur and Disaster Recovery Site at Jodhpur. As specified in the service level agreement (SLA).
- 3.3. Whereas, the RISL under the circumstances referred, herein before, wants to protect itself from any misuse of the confidential and proprietary information by the third party i.e. person or persons (employees of DCO), had entered into an agreement with the DCO that the second party shall not divulge such information either during the course of the life of this agreement or even after the expiry of the agreement.
- 3.4. Whereas, the DCO has agreed to fully abide by the terms of this non-disclosure agreement and it has also been agreed by the parties that if there will be any breach or violation of the terms of agreement vis-à-vis non-disclosure clause, the DCO shall not only be liable for consequential costs and damages but in addition to that will also be liable for criminal prosecution in accordance with the prevailing laws.
- 3.5. Whereas, the DCO having in his possession or control any secret official code or password or digital data or any sketch, plan, model, article, note, document or information which falls within the purview of confidential or proprietary information, the DCO shall not part with any part of such information to anyone under any circumstances, whatsoever, without the prior approval of the RISL and if this is violated, the RISL shall have the legal right to initiate civil and criminal proceeding against it under the provisions of the relevant law.
- 3.6. Whereas, the RISL shall have the entire control over the functioning of the DCO and the DCO shall work according to the instruction of the RISL and in case if this is violated by the DCO in any mode or manner, the RISL shall have the legal right to initiate civil and criminal proceeding against it under the provisions of the relevant law.
- 3.7. Whereas, if the DCO permits any person or persons without permission of the RISL to have —
- a. Access or secures access to such computer, computer system or computer network which has the connectivity with the confidential and proprietary information or;
 - b. Downloads, copies or extracts any data, computer data base or information from such Database Server, Web Server, Computer System, networking equipment or Computer Network including information or data held or stored in any removable storage medium which has the connectivity with the confidential and proprietary information or;
 - c. Damages any Database Server or causes to damage any Database Server, Web Server, computer system, computer network, data, data base or any other programmes residing in such Server, computer system or computer network;
 - d. Denies or causes the denial of access to any authorized person of the RISL to have access to any computer system or computer network by any means;
- Shall be liable to pay damages by way of compensation and would also be liable for criminal prosecution in accordance with the prevailing laws.

3.8 DCO shall report to RISL any use or disclosure of confidential and/or proprietary information/data not authorized by this Agreement in writing by RISL. DCO shall make the report to RISL within not less than one (1) business day after DCO learns of such use or disclosure. DCO report shall identify:

- a) The nature of the unauthorized use or disclosure,
- b) The confidential and/or proprietary information/data used or disclosed,
- c) Who made the unauthorized use or received the unauthorized disclosure,
- d) What DCO has done or shall do to mitigate any deleterious effect of the unauthorized use or disclosure, and
- e) What corrective action DCO has taken or shall take to prevent future similar unauthorized use or disclosure.

DCO shall provide such other information, including a written report, as reasonably requested by DoIT&C.

3.9 The DCO hereby agrees and consents that temporary or permanent injunctive relief and/or an order of specific performance may be granted in lieu of, or in addition to other available relief in any proceeding brought by RISL to enforce this Agreement, without the necessity of proof of actual damages and without posting bond for such relief.

4. **Dispute Resolution:**

4.1. Whereas, both the parties have agreed that in the event of any dispute or differences arising in between the parties, the courts at Jaipur shall only have jurisdiction to adjudicate the disputes/differences.

IN WITNESS WHERE OF the Parties here to have hereunto set their hands and seal the day and year first above written.

Signed By:	Signed By:
() Designation: Company:	() Chairman cum Managing Director (CMD) Rajcomp Info Services Limited, Jaipur
<i>In the presence of:</i>	<i>In the presence of:</i>
() Designation: Company:	() Designation: Rajcomp Info Services Limited, Jaipur
()	



Designation: Company:	() Designation: Rajcomp Info Services Limited, Jaipur
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ANNEXURE-13: MEMORANDUM OF APPEAL UNDER THE RTTP ACT, 2012

Appeal Noof

Before the (First/ Second Appellate Authority)

First Appellate Authority is Principal Secretary, IT&C, GoR, Jaipur

Second Appellate Authority is Secretary (Budget), Finance Department, GoR, Jaipur

1. Particulars of appellant:
 - a. Name of the appellant: <please specify>
 - b. Official address, if any: <please specify>
 - c. Residential address: <please specify>
2. Name and address of the respondent(s):
 - a. <please specify>
 - b. <please specify>
 - c. <please specify>
3. Number and date of the order appealed against and name and designation of the officer/ authority who passed the order (enclose copy), or a statement of a decision, action or omission of the procuring entity in contravention to the provisions of the Act by which the appellant is aggrieved: <please specify>
4. If the Appellant proposes to be represented by a representative, the name and postal address of the representative: <please specify>
5. Number of affidavits and documents enclosed with the appeal: <please specify>
6. Grounds of appeal (supported by an affidavit): <please specify>
7. Prayer: <please specify>

Place

Date

ANNEXURE-14: FORMAT FOR SUBMISSION OF PROJECT REFERENCES FOR PRE-QUALIFICATION AND TECHNICAL EXPERIENCE

Eligibility Criteria:

- The Bidder should have experience in providing IT Facility Management Services (FMS) in Data Centre from 01.04.2020 to the last date of bid submission.
- The Bidder should have experience in successfully executing IT/ITeS project in Data Centre from 01.04.2020 to the last date of bid submission.

Sr. No.	Client Name	Work Order/ Contract no.	DC Name	Project Cost (in Crores)	Year/ duration of work	Contact Person Details
1						Name: Contact no.: Email:
2						Name: Contact no.: Email:
3						Name: Contact no.: Email:
4						Name: Contact no.: Email:
5						Name: Contact no.: Email:

Note:

1. Copies of work orders/contracts and completion/ongoing certificates shall be attached for each entry.
2. This Annexure shall be certified by a Chartered Accountant (CA).

ANNEXURE-15: HR CERTIFICATE FOR MANPOWER PROFESSIONALS

{To be submitted by the bidder only on his Letter Head duly signed by Auth. Sign.}

To,

The Managing Director (MD),
RajCOMP Info Services Limited (RISL),
First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur-302005 (Raj).

In response to the NIB Ref. No. _____ dated _____

Subject: Self-Declaration on Technically Qualified Professionals by HR

We, <Bidder Name> hereby declare that we have on our payroll<No. of technical professionals> technically professional with respect to providing the Data Centre Facility Management Services only as on date of bid submission.

The details of staff as required is attached hereby

S. No.	Domain	Level	No. of Resource Count

Thanking you,

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization: -

Date: _____

Place: _____

ANNEXURE-16: TENTATIVE FORMAT OF FINANCIAL TURNOVER OF THE BIDDER
{To be submitted by the bidder only on CA Certificate with CA's Registration Number/ Seal.}

To,

The Managing Director (MD),
RajCOMP Info Services Limited (RISL),
First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur-302005 (Raj).

CERTIFICATE

Ref: Request for Proposal (RFP) Notification dated..... No.....

Sub: Financial Turnover: from IT/ ITeS and Net worth

We have examined the books of accounts and other relevant records of <<Bidder Name >> along with << registered address>>. On the basis of such examination and according to the information and explanation given to us, and to the best of our knowledge & belief, we hereby certify that the Financial Annual Turnover from IT/ ITeS for the five (5) years i.e. from FY 2020-21 to FY 2024-25 as per details given below:

Financial Information (in INR crores)	2020-21	2021-22	2022-23	2023-24	2024-25
Financial Turnover from IT/ ITeS					
Financial Net Worth					

(Signature of the Chartered Accountant)

Name:

Designation:

Membership Number:

Date:

Company Seal:

Business Address:

ANNEXURE-17: TENTATIVE FORMAT OF CURRICULUM VITAE (CV) OF TEAM MEMBERS DURING PROJECT

{To be submitted by the bidder only at the time of deployment of Manpower in the project on his Letter Head duly signed by Auth. Sign. & HR Head}

S. No	Type of Information Required	Details Submitted			
1.	Name of the Person				
2.	Proposed Role in the Project				
3.	Academic Qualifications* (* Details to be provided for all the relevant degrees)	Degree	Year of Passing From - To	Institution/ University	Specialization (If Any)
4.	Professional Certifications with ID (if any)				
5.	Total Experience (Years)				
6.	Total Relevant Experience as per Scope of RFP (Years)				
7.	Number of Years with the Current Employer				
8.	Summary of the Professional Experience (Not More than 5 Lines with 100 Words)				
9.	Employment record (Details to be provided for all the employers till date)	From - To	Employer	Position Held & Work Done in Brief (Not more than 5 lines)	
10.	Certification	I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes my qualifications and experience. Name: Signature:			

ANNEXURE-18: PRE-BID QUERIES FORMAT

{To be submitted by the bidder only on his Letter Head duly signed by Auth. Sign.}

Name of the Company/Firm: _____

Bidding Document Fee Receipt No. _____ Dated _____ for Rs. _____ /-

Name of Person(s) Representing the Company/ Firm:

Name of Person	Designation	Email-ID(s)	Tel. Nos. & Fax Nos.

Company/Firm Contacts:

Contact Person(s)	Address for Correspondence	Email-ID(s)	Tel. Nos. & Fax Nos.

Query / Clarification Sought (MS Excel Sheet Format):

S.No.	RFP Page No.	RFP Chapter No.	RFP Clause No.	Clause Details as per RFP	Query/ Suggestion/ Clarification

***Note:** - Queries must be strictly submitted in the prescribed format of both Excel (.XLS/ .XLSX/ .ODF) and PDF only with duly seal and sign on each page. Also submit in hard copies with seal and sign. Queries not submitted in the prescribed format will not be considered/ responded at all by the procuring entity. Also, kindly attach the coloured scanned copy of the receipt towards the submission of the bidding/ tender document fee Also, the bidders having purchased the tender/ RFP document will only be responded to i.e. their pre-bid queries will be entertained and responded. Also, the softcopy of the queries (only in MS-Excel Sheet format) should also be submitted through e-mail.*

ANNEXURE-19: Indicative List of Software's being used at Data centres

S No.	Name of Software
1.	Microsoft Windows Server OS 2012, 2016, 2019
2.	Red Hat Enterprise LinuxOS 6.x, 7.x, 8.x
3.	Microsoft SQL Server Database 2012,2014, 2016, 2017, 2019
4.	Oracle Database 10g, 11g, 12c
5.	Oracle ADG
6.	Oracle Weblogic
7.	IBM Websphere Application Server 8.5.5.17
8.	My SQL Database
9.	PostgreSQL Database
10.	Symantec Antivirus 14.x
11.	Sophos Endpoint protection Advanced 10.8
12.	Micorfocus NMS, EMS & ServiceDesk tools for Network, Server monitoring and helpdesk operations
13.	Veritas Netbackup 8.x
14.	VMware vSphere with vCenter 6.x, 7.x
15.	VMware Site Recovery Manager 8 Enterprise
16.	VMware vRealize Suite Enterprise
17.	Cisco ACI (SDN Solution)
18.	OP Manager -Linux, 3.10.0-1062.el7.x86_64
19.	EventLogAnalyzer
20.	ServiceDesk Plus
21.	IBM DB2 10.5.1
22.	IBM FileNet Content Manager 5.2.1
23.	IBM Content Navigator 2.0.3.4
24.	IBM Tivoli Directory Service 6.3.0.1
25.	Safenet India Pvt. Ltd.(Gemalto), Endpoint Protection Advanced (HSM), Luna Remote backup
26.	Commvault Data Protection advanced, 11 SP 15 HPK16
27.	RedHat Open Shift

Note – Items in the list will update as per various projects requirements.

ANNEXURE-20: Indicative List of Devices Installed at RSDC

Asset Type	RSDC-DR	RSDC-P1	RSDC-P3	RSDC-P4	E-Sign DC/DR	Grand Total
Blade Enclosure	4	9	11	9	0	33
Blade Server	73	83	143	109	0	79
Firewall	4	0	4	4	10	22
Router	2	0	0	6	3	11
Switch	73	40	59	169	16	357
Rack Server	29	46	28	134	42	279
Storage	3	2	9	8	8	30
Grand Total	188	180	254	439	79	1140

Note – Number of devices may change based on project requirements and RSDC expansion plan.