

# **CORRIGENDUM DOCUMENT**



**GOVERNMENT OF MADHYA PRADESH**

**THE EXCISE COMMISSIONER,  
MP STATE EXCISE DEPARTMENT  
MOTI MAHAL,  
GWALIOR  
MADHYA PRADESH**

**BID NO: MPED – EC-1/2008**

## **PRE BID CLARIFICATION**

**The clarifications sought by all the purchaser of bid document on August 5<sup>th</sup> 2008 and the modification which have been accepted are given in this document.**

## 4. SECTION IV: Hardware Specifications

### **Hardware and Networking Components Specifications**

Please Read Hardware Specifications

#### **4.1) Data Base Server**

- System Performance : The populated Server should offer estimated 300000 TPMC upgradeable to 500000 or more ratings and should be verifiable. Accordingly the No. of CPUs to be configured.  
TPMCs claimed by each vendor must be derived from published benchmark for the system offered, or OEM should certify its estimated TPMC m than the offered server.
- Cache: L3 cache - at least 18 MB or more.
- Servers offered should have support for: Dynamic deallocation of PCI slots - DELETED.

The rest of specifications remain unchanged.

Please Read Hardware Specifications

#### **4.2) Application Server (Rack mountable 4 U)**

- PCI Slots: 1 PCI 32bit/PCI Express , 2 PCI-X 64bit & 2 PCI-e x4 Slots
- RAID : Controller with Min 256 MB cache

The rest of specifications remain unchanged.

Please Read Hardware Specifications

#### **4.3) Web Server ((Rack mountable)**

- CPU : 2 x Intel Quad core Xeon E5405 series
- Disk Controller: SAS Controller for the SAS HDD. Dual Channel/8-Port
- Ethernet Interface : Integrated dual Gigabit ethernet controllers with IOAT/TOE support on Linux & Windows environment
- PCI Slots : Additional 4 PCI Express ( other than 2 on Mother board)
- Power Supply: Hot plug Redundant Power Supply.

The rest of specifications remain unchanged.

Please Read Hardware Specifications

#### **4.4) Specification for Mail Server (Rack mountable)**

Mother Board : Server Class Mother Board with Server Class Chipset 5000 series having a minimum of 2 PCI slots / PCI-express slots and supporting 667,1066 and 1333 MHz FSB

Disk Drives : 2 x 146 GB SAS 15K RPM HDDs

Ethernet Interface: Integrated dual Gigabit ethernet controllers with IOAT/TOE support on Linux & Windows environment.

**The rest of specifications remain unchanged.**

Please Read Hardware Specifications

**4.5 a) DNS/ DHCP Server (Rack mountable)**

- Disk Controller: SAS Controller for the SAS HDD. Dual Channel/8-Port
- Ethernet Interface: Integrated dual Gigabit ethernet controllers with IOAT/TOE support on Linux & Windows environment
- PCI Slots : 1 PCI 32bit/PCI Express, 2 PCI-X 64bit & 2 PCI-e x4 Slots
- Power Supply: Hot plug Redundant Power Supply.

The rest of specifications remain unchanged.

Please Read Hardware Specifications

**4.5b) FTP Server (Rack mountable)**

- Disk Controller: SAS Controller for the SAS HDD. Dual Channel/8-Port.
- Ethernet Interface: Integrated dual Gigabit ethernet controllers with IOAT/TOE support on Linux & Windows environment
- PCI Slots : 1 PCI 32bit/PCI Express, 2 PCI-X 64bit & 2 PCI-e x4 Slots
- Power Supply: Hot plug Redundant Power Supply.

The rest of specifications remain unchanged.

Please Read Hardware Specifications

**4.5 c) Antivirus Server ((Rack mountable)**

- Disk Controller: SAS Controller for the SAS HDD. Dual Channel/8-Port.
- Ethernet Interface: Integrated dual Gigabit ethernet controllers with IOAT/TOE support on Linux & Windows environment
- PCI Slots : 1 PCI 32bit/PCI Express, 2 PCI-X 64bit & 2 PCI-e x4 Slots
- Power Supply: Hot plug Redundant Power Supply.

The rest of specifications remain unchanged.

Please Read Hardware Specifications

**4.5 d) Proxy Server ((Rack mountable)**

- Disk Controller: SAS Controller for the SAS HDD. Dual Channel/8-Port.
- Ethernet Interface: Integrated dual Gigabit ethernet controllers with IOAT/TOE support on Linux & Windows environment
- PCI Slots : 1 PCI 32bit/PCI Express, 2 PCI-X 64bit & 2 PCI-e x4 Slots
- Power Supply: Hot plug Redundant Power Supply.

The rest of specifications remain unchanged.

Please Read Hardware Specifications

**4.5e) Domain Controller Server ((Rack mountable)**

- Disk Controller: SAS Controller for the SAS HDD. Dual Channel/8-Port.
- Ethernet Interface: Integrated dual Gigabit ethernet controllers with IOAT/TOE support on Linux & Windows environment

- PCI Slots : 1 PCI 32bit/PCI Express, 2 PCI-X 64bit & 2 PCI-e x4 Slots
- Power Supply: Hot plug Redundant Power Supply.

The rest of specifications remain unchanged.

Please Read Hardware Specifications

#### **4.5 f) Management Server ((Rack mountable)**

- Disk Controller: SAS Controller for the SAS HDD. Dual Channel/8-Port.
- Ethernet Interface: Integrated dual Gigabit ethernet controllers with IOAT/TOE support on Linux & Windows environment
- PCI Slots : 1 PCI 32bit/PCI Express, 2 PCI-X 64bit & 2 PCI-e x4 Slots
- Power Supply: Hot plug Redundant Power Supply.

The rest of specifications remain unchanged.

Please Read Hardware Specifications

#### **4.5 g) Staging Server (Rack mountable)**

- Disk Controller: SAS Controller for the SAS HDD. Dual Channel/8-Port.
- Ethernet Interface: Integrated dual Gigabit ethernet controllers with IOAT/TOE support on Linux & Windows environment
- PCI Slots : 1 PCI 32bit/PCI Express, 2 PCI-X 64bit & 2 PCI-e x4 Slots
- Power Supply: Hot plug Redundant Power Supply.

The rest of specifications remain unchanged.

Please Read Hardware Specifications

#### **4.5 h) Backup Server (Rack mountable)**

- Disk Controller: SAS Controller for the SAS HDD. Dual Channel/8-Port.
- Ethernet Interface: Integrated dual Gigabit ethernet controllers with IOAT/TOE support on Linux & Windows environment
- PCI Slots : 1 PCI 32bit/PCI Express, 2 PCI-X 64bit & 2 PCI-e x4 Slots
- Power Supply: Hot plug Redundant Power Supply.

The rest of specifications remain unchanged.

Please Read Hardware Specifications

### **4.7) Specification for Fiber Channel SAN Solution**

#### **Specifications for Minimum 5 TB Usable FC SAN Solution**

- Point no 3 Front & Back End FC Connectivity  
This is to confirm that the no of backend ports are 2, i.e. one port per controller .The system shall be configured so that failure of one port does not become a single point of failure.
- Point no 5 Cache: The cache is revised to 4GB across dual controller, i.e. 2GB cache per controller. The rest of specifications remain unchanged.
- Point no 6 Disk Support: Scalability of 30 TB is the minimum requirement.

- Point no.7 Required Disk Space: The specification is amended as follows. Please delete the line "5TB usable capacity ...on RAID 5 (4+1).Hence provide with 30 nos of 300GB DUAL PORTED 15K rpm, 4Gbps drives.
- Point no.8 RAID : Specification for Fiber Channel SAN Solution RAID 6 is required for protection against dual disk failure.Hence it is required for high availability.There is no change except removing RAID 3..
- Point no.12 Cache Data Backup: Both Cache destaging as well as 72 Hours battery backup is acceptable as alternative option.
- Point no.13 SAN security: Specification as The Proposed SAN Array should provide mapping of host to LUN, LUN Masking, and Audit Logging.
- Point no. 22 SAN Switch: 16 ports of 4 Gbps FC with scalability of 32 ports per switch. Rest remains the same.

The rest of specifications remain unchanged.

Please Read Hardware Specifications

#### **4.8 ) SAN Switches**

- SAN Switches: deleted.

Please Read Hardware Specifications

#### **4.12) Desktop PC**

- Optical Drive : CD ROM 52X Drive
- Operating System: Windows Vista Business in lieu of XP Professional down gradable to windows XP Professional SP2. Pre loaded anti virus with free upgrades for one year and with media and manual
- **Note:** If at the time of supply the next version of desktops is available in the market then the vendor may supply next version at the same cost.

The rest of specifications remain unchanged.

Please Read Hardware Specifications

#### **4.13 a) Laser Printer Black and white (Type 1)**

- Standard printer languages:  
PCL6, PCL5e, Postscript Level 3 emulation, direct PDF printing (with atleast 128 MB of printer memory).
- Printer must be supplied with Toner.

The rest of specifications remain unchanged.

Please Read Hardware Specifications

#### **4.13b) Laser Printer Black and white (Type 2)**

- Standard printer languages:  
PCL6, PCL5e, Postscript Level 3 emulation with automatic language switching.
- Printer must be supplied with Toner.

The rest of specifications remain unchanged.

Please Read Hardware Specifications

#### **4.14) Dot Matrix Printer**

- Tractors: Paper Feed with Continuous stationary printing. Built in Single Rear feed tractor

The rest of specifications remain unchanged.

Please Read Hardware Specifications

#### **4.15) UPS Online 30 KVA (2X30 KVA, redundant mode, for Data Center and 1X30 KVA for users at DC)**

- Battery Backup:

Total backup of data Center Both UPS full load will be 60 Minute .That is 30 Minute on each UPS.

Backup for single UPS for users will be 120 Miniute.

The rest of specifications remain unchanged.

Please Read Hardware Specifications

#### **4.16.a.1) UPS 1 KVA offline**

Section 4.16.a.1 deleted and has been removed.

Please Read Hardware Specifications

#### **4.16.a.2) UPS 1 KVA online**

- Battery Ratings: 1KVA:VAH2520.

The rest of specifications remain unchanged.

Please Read Hardware Specifications

#### **4.16.b) UPS 2 KVA offline**

Section 4.16.b) deleted and has been removed.

Please Read Hardware Specifications

#### **4.17) DG Set 60 KVA**

Supply of 60 KVA DG set comprising of Cummins Engine model coupled to 415V 60 KVA Stamford make alternator both mounted on common Base frame with other standard accessories i.e. Control Panel, AMF Panel, Fuel tank, Batteries with leads.OEM should comply with following certifications and should enclosed in technical bid ISO 9001:2000, ISO 14001, CPCB Norms

The rest of specifications remain unchanged.

Please Read Hardware Specifications

#### 4.18 a) Enterprise Management System

Polls devices using snmp and icmp protocols which inturn make use of tcp\ip stack.Using icmp and snmp discovers and get meaningful information for that device i.e vendor, type, and version and visualizes network topology in a graphical layout.
Supports mapping and modeling of the infrastructure grouped by network connectivity, physical location of equipment and user groups or departments. Supports manual adjustments to allow administrators to customize the structure, the layout and relationship between modeled elements.
can discover & provide information of the routing protocols in use, such as OSPF areas, RIP etc.
Supports importing of pre-formatted files to support automated modeling as an alternative to network discovery.
Can give detailed graphical views of switches & VLAN with their relationships
Provides Capacity planning reports to identify network traffic patterns and areas of high resource utilization, enabling to make informed decisions about where to upgrade capacity and where to downgrade or eliminate capacity. It also provided reporting based on error statistics for WAN links.
Has the ability to display port labels on the connected devices on the network map, as configured in the routers in ifAlias labels.
Discover redundant backup links & ISDN lines with proper color status propogation for complete network visualization
Discovery can update router configuration changes like re-indexing of ports, addition/deletion of ports on Network Map with each polling cycle without rediscovery of complete network/individual device.
Provides changing of polling intervals on a need basis through GUI tool hence supports discriminated polling of devices.
Supports scheduled discovery to ensure that the relationship between elements are maintained and up-to-date. It should provide user-configurable discovery control to manage the frequency and scope network discovery, configured using a graphical user interface.
Distributed Architecture we can split SpectroServers across WAN to different location in order to reduce polling traffic across the WAN. It can be use remote pollers to provide for localized polling
Can restrict operator access to different areas of information based on user security rights assigned by the administrator.
Supports concurrent multi-user access to the management system, enabling multiple read-write access to different areas of the management domain.
Enables administrator full access to the management system information remotely using ISDN / ADSL or IP dial-up.
Provides vendor-specific device support for the managed network devices in the network using information gathered from MIB2 and vendor-specific extensions.
SNMP V3 Module supports migration to SNMP v3 whenever it is decided to implement in full SNMPv3 as the default management protocol
Discovers Devices on network and stores inventory information of network assets and provides inventory reports as well.
Web Browser access is very user friendly, easy to use in one click console. Help for options can be accessed within web based one click console.
Can create multiple management domains based on geography or responsibility.
Generates average & peak traffic utilization reports based on working hours on a per-node basis.
can integrated with Ciscoworks to provide all features of Cisco Routers such as queuing, IPSEC, compression, firewall, VPN etc.



Generates alarm in the event of failure of any managed device/ resource.
is able to accept events from all types of elements in the IT infrastructure including network devices; Server's hardware, software, operating system, database, application, storage, security devices etc.
uses advanced root-cause analysis techniques and Model-based and Policy-based condition correlation technology for comprehensive analysis of network faults.Spectrum provides out of the box root cause analysis with multiple root cause algorithms inbuilt for root cause analysis.Spectrum provides an intuitive User Interface for defining conditional correlation of the events.Spectrum has a strong event correlation engine which can correlate the events on the basis of event pairing.
can accept events related to discrete state changes as well as threshold breaches indicating that the element is no longer operating within "normal/ default/ pre-defined" parameters.
Will be able to improve the event-to-incident/problem resolution process and achieve alignment between IT component events and business-oriented, end-to-end IT services.
Can process events using consolidation, filtering, normalization, enrichment, correlation, and analysis techniques.
Can be configured not to generate multiple alarms of the same type for the same device but only show the number of repeated occurrences.
Provides State-based correlation at the element level.
Spectrum uses Inductive Modelling Technology, which uses intelligent algorithms to suppress events from those devices that are actually available but not reachable due to a known problem.
Supports custom-built correlation rules.
Can diagnose and correlate the failure events information and pinpoint the root cause of the problem using Inductive Modelling Technology, condition based event correlation and policy based event correlation
Triggers automated actions based on incoming events / traps which can also be configured individually for different devices.
Present event data to the IT operations staff in console screen using color and sound (visual and audible alarms), through spectrum one click console, by e-mail, by logical groupings based on business processes, IT services, departments, geographic regions or any other user-defined groupings.
Can integrate with email /SMS to notify events to concerned people with auto escalation as per pre-defined policy.
Integrates with Service Desk Out of the Box to generate service desk tickets & provide outgoing notification integration to service desk
Has the intelligence and ability to understand impact of devices under maintenance and do not generate alarms for outages introduced by the maintenance work.
Provides a user-configurable event to alarm mapping system that sets a differentiation that events do not necessarily need an alarm to be generated.
provides a user-configurable event processing policy that helps to reduce volume of information at the console by classifying events as alarms only if it meets a set of user-specified criteria such as event occurrence frequency, event sequence and duration of event in active state
is capable of correlating events across the entire spectrum of heterogeneous infrastructure components like Routers, Switches etc.
can diagnose root cause out of the box using Inductive Modelling Technology and by defining custom condition based event correlation and policy based event correlation
Has out-of-the-box correlator to enhance root-cause analysis and to significantly reduce the number of events operator receives.

Service Manager can provide an auto-calculated impact analysis of individual element failure to provide the operator and administrator understanding of the impact of the failure onto other elements in the network.
Supports correlation of layer-2 switched information in connector-down circuit, including trunks and meshes.
identifies the impact of infrastructure failures (Identification of root cause of the problem) and manage the application services from business perspective using Spectrum Service Manager
will be able to detect & highlight VLAN faults, spanning tree congestion of LAN etc.
can be configured not to generate multiple alarms of the same type for the same device but only show the number of repeated occurrences. Spectrum alarm roll-up feature can reduce the number of alarms that needs to be managed at the operations centre.
Can 'filter-out' symptom alarms and deduce the root cause of failure in the network automatically.
Can generate per link and per location availability for any selectable period taking into account alternate paths available for the location.
Service Manager can manage IT resources in terms of the business services they support, specify and monitor service obligations, and associate users/ Departments/ Organizations with the services they rely on and related Service/ Operational Level Agreements.
Service Manager provides a service definition facility that includes business transaction processes supported by IT resources and allow rules-based monitoring policies that infers the health of the Service based on the collective values of resource attributes.
Service Manager provides a User definition facility wherein you can define person(s) or organization(s) that uses the business Services and enable the association of Users with Services and SLAs.
Service Manager supports Service Level Agreements (SLAs) definition facility that enables defining a set of one or more service Guarantees that specify the Service obligations stipulated in an SLA contract for a particular time period
Provides Root cause analysis of infrastructure alarms to the managed Business Services in determining service outages.
Service Manager enables SLA violation alarms to notify whenever an agreement is violated or is in danger of being violated.
Service Manager provides the capability to designate planned maintenance periods for services and take into consideration maintenance periods defined at the IT resources level.
Service Manager provides the capability of Advanced Correlation for determining Service health, performing root cause analysis, and fault isolation.
Spectrum Service Manager dashboard provides a real time business services Dashboard that will allow the viewing of the current health of required services inclusive of real-time graphical reports.
Report Manager provides a historical reporting facility that will allow for the generation of on-demand and scheduled reports of Business Service related metrics with capabilities for customization of the report presentation.
Can control users' access to information in both the real-time dashboard and historical reporting facilities.
Generate reports for overall availability on work centre wise basis based on predefined weight-ages for group of assets.
Service Availability as well as Service Performance provides availability, service levels, response time and throughout of various Internet/web Services e.g. DNS, HTTP, SMTP etc.
AR Agents can monitor SAP transactions between users and Server

Provides Capacity planning reports to identify network traffic patterns and areas of high resource utilization, enabling to make informed decisions about where to upgrade capacity and where to downgrade or eliminate capacity. Provides 'What if' analysis and reporting to enable understanding the effect of growth on available network resources.
is able to bring out the exact resource crunch in terms of CPU,Memory, bandwidth, Network Issues
Provides Status reports on 'when and for how long' a user exceeds network bandwidth utilization of a predefined or threshold limits.
Live Health provides Real time network monitoring and Measurement offend-to-end Network/system performance & availability to define service levels and further improve upon them.
Provides detailed analysis of performance metrics and response time for the network.
Provides information about how device resources are affecting network performance, document current network performance for internal use and service level agreements (SLA).
Reporting provides intelligent insight into QOS and provides inputs for required QOS settings.
Provides an Executive Summary report that gives an over all view of a group of elements, showing volume and other important metrics for the technology being viewed.
Provides various Capacity Planning reports which provides a view of under-and over-utilized elements.It also provides Report that focuses on resources that are projected to become over-utilized in 90 days
Provides Hot Spot, quick view, and top ten reports that identify elements of possible concern by exceptions, degree of change, and other criteria
Provides various Service Level reports that shows the elements with the worst availability and worst response time-the two leading metrics used to monitor SLAs.
reports allows you to put logo on reports and arrange or change tables and graphs to meet requirements
Provides full-fledged Service Level monitoring and reporting capability. Administrator can define metrics to be measured, measure on such metrics and do comprehensive monitoring and web-based reporting based on availability/downtime/response etc
Provides a Web-based user interface and provide service level reporting using a console. Supports distributed remote collectors across locations, which will be able to gather and measure statistics from the IT infrastructure.
Provides a status view of all data collections and systems involved, group data collections into report groups and assign them individual service goals and business hours.
Service Availability enables you to measure and collect data from, and set service level reporting on ICMP echo (ping), SNMP MIB variable, services like HTTP etc. and resolve Network latency between remote network devices.
Service Availability enables you to measure and collect data from, and set service level reporting on ICMP echo (ping), SNMP MIB variable, services like HTTP etc. and resolve Network latency between remote network devices.
Helps to define service incidents, identifying periods in which data is invalid for specific data collections. Also provides the ability to ignore collected data which is not to be included in the report production.
Provides static network reports with multiple time frames e.g. 15 minute, 30 minute, 1 hour, 24 hour and User definable time frame along with E-mail notification of network reports.
Has built-in Trend Reports
Has built-in At-a-Glance Summary Reports
Hasa built-in Top N Utilization reports
Provides COGNOS based reports to create custom reports
has built-in What-if capacity prediction reports

Live Health enables E-mail notification on a network hardware failure or an out-of-service condition.
Live Health enables E-mail notification when pre-defined thresholds are violated.
Live Health enables Script files execution when alarm or network thresholds condition occurs like Packet drop rates, Throughput, Availability, Reachability etc.
Live Health can auto-calculate resource utilization baselines for the entire managed systems and networks and allow user to set corresponding upper and lower threshold limits.
Provides bandwidth reporting using graphical information to depict traffic volumes between network nodes.
Traffic Accountant provides bandwidth reporting using graphical information to depict traffic volumes between network nodes highlighting different color
Provides Historical graphs on the network performance and past trends, and automated process restarts when required.
Provides Latency (both one way and round trip times) report for critical devices and links.
Can determine whether a site's URL's are responding. It can display & log, on a continuous basis from multiple locations.
Live Health provides reports on the basis of resource utilization time over a defined threshold, deviation from normal operating baselines and monitored parameters too wrong for too long etc.
Provides in-depth web server performance management, web traffic analysis and online transaction monitoring.
Has Predefined thresholds functionality, corrective actions and automatic alerts to control web application performance.
Monitors all critical web server resources and provide multi levels of thresholds, along with automation of corrective actions.
Provides out-of-the-box performance and alerts as well as web analytics custom reports that are accessible on-demand via any browser.
Provides performance metrics and response time data as collected and summarized hourly, daily, weekly and monthly to help identify performance issues and bottlenecks that may require additional resources or configuration changes.
Integrates with other EMS tools and shall provide all management information at central console.
Provides visualization of real time performance monitoring of applications built on Web server platform.
Provides browser-based console to monitor different web servers from single location.
Will able to monitor 15 second requests, Wait time, Execution time, Memory utilization etc, and be able to analyze server load, visitor profiles, HTTP traffic, broken links, Hourly utilization etc.
Provides alerts when threshold breaches occur & sent via SMS or e-mail and accordingly specific resolution measures shall be taken.
Provides a bi-weekly health report showing details of the overall response times and availability vis-a-vis the last fortnight and data on city wise
Provides a bi weekly report on broad level trends in website performance with recommendations on corrective actions to be taken.
Diagnoses and rectifies the cause of specific, often complex, performance problems experienced by end users.
Checks the availability of baseline performance by suggesting improvements
Provides end user experience monitoring by performing simulated transactions, thereby enabling operators to monitor services in real time.
Integration provides comprise of software modules, which can be distributed to points of presence on the network for a complete view of service availability.

Provides customizable SLA definition.
Provides service tests and historical performance reports viewable via a web server.
Provides Service State change monitoring and shall be able to send events to the central management console only when there is a change in status, allowing operators to prioritize activities and ignore redundant information.
Provides the capability to manage both Microsoft .NET and J2EE applications from the same platform.
Provides monitoring for Web Services, HTTP Web pages, HTTPS Secure Web pages, etc.
Monitors Mission Critical Applications: ODBC Database Connection
Monitors supported CUSTOM probes

Please Read Hardware Specifications

#### 4.22 c) Remote Location LAN Switch

- VLAN features: Minimum 20 VLANs

The rest of specifications remain unchanged.

Please Read

#### 4.25) 225 No. of Point to Point Links having min. Bandwidth of 256 Kbps

Connectivity is not the part of this RFP.

Section 4.25 deleted and has been removed from the Scope of Work of this RFP.

The rest of specifications remain unchanged.

Please Read

#### 4.32) MS Office as:

Microsoft Office XP Standard Edition with 5 Media and 100 Paper Licenses.

The rest of specifications remain unchanged.

Please Read

#### 4.33) Data Center

- **Physical Security Equipments** : CCTV system comprising 3 no. of Fixed type colour cameras & 4 Channel 200 GB HDD, PC Based Digital recorder
- **Air conditioners** : Air conditioner along with power requirement, power distribution capacity at 21 degree including floor insulation, floor grills as required for 800 sq. ft area for 30 KVA heat dissipation and 10 to 15 PCs alongwith 15 to 20 Human Resources
- **Fire & Security Equipments** Fire & security Equipments with fully secured Convention panel
- Electrical works & power distribution for powering the above in dual redundant power supply **till the racks** .
- Each bidders has to submit a system layout of data centre.

The rest of specifications remain unchanged.

Please read as :

#### 4.34) FM Services for Warranty Period

The details of manpower as below is added in the 4.34) **FM Services for Warranty Period**

Helpdesk services to be provided 24x7 for the HO covering Monitoring staff for environmental conditions in 3 shifts and for the data center Operation.

Prime Shift coverage on-site and after prime shift on-call for Server Management/ Network Management/Database management/Desktop management.Refer the amendment for FM services.

#### Section 4.34 - FM Service Annexure for Resource requirement

Description	Service Window	No. of resources must be available	Qualification
Server Management	Prime shift and on call after prime shift	1	B E / B Tech / MCA having 2-3 yrs of experience in Server Management, REDHAT certified.
Database Management	Prime shift and on call after prime shift	1	B E / B Tech / MCA having 2-3 yrs of experience in Database Management,
Network Management	Prime shift and on call after prime shift	1	B E / B Tech / MCA having 2-3 yrs of experience in N/W operations mgmt and on any Enterprise Management suite. CCNA certified
Desktop Management (Remote & at HO)	Prime shift and on call after prime shift	1	IT Diploma or Higher with 1-2 years experience in operation & maintenance of relevant equipments being used at the customer location.
Helpdesk Services	24x7	4	Graduate / Diploma with at least 1 year of experience in IT Infrastructure operation & maintenance using Helpdesk services

The rest of specifications remain unchanged.

Please Read

#### 7.7.2 Checklist for Establishing Bidder's Eligibility and Qualifications

##### ➤ 7.7.2 Point no. 5

Authorized by all the OEM(s) whose equipments are being quoted in this bid by the bidder. Bidder should submit an undertaking from the OEM(s) that bidder would deliver the scope of services as mentioned in this document for the required duration **i.e. 7 years**. Attach original undertaking from all OEM's. The Bidder must also attach undertaking from all OEM's for prime and direct partnership for selling, support, upgrade and services for the offered products

The rest of specifications remain unchanged.

➤ **7.8 BID SECURITIES AND ITS AMOUNT**

No Change, the requirement shall remain same as per RFP

**Please Read :**

Annexure 12 : Bill of Material

- Sr.No 16.a.1) Deleted
- Sr.No 16.b) Deleted
- Sr.No 26) 42U Racks: Quantity is changed to 5.
- Sr.No 16.a.2) UPS Online 1 KVA: Quantity is changed to 131.
- Sr.No 16.c) UPS Online 2 KVA: Quantity is changed to 31.
- Sr.No 25) Deleted

The rest of specifications remain unchanged.

**Please Read :**

Annexure 14 : Item Wise Price Schedule

- Sr.No 16.a.1) Deleted
- Sr.No 16.b) Deleted
- Sr.No 26) 42U Racks: Quantity is changed to 5.
- Sr.No 16.a.2) UPS Online 1 KVA: Quantity is changed to 131.
- Sr.No 16.c) UPS Online 2 KVA: Quantity is changed to 31.
- Sr.No 25) Deleted

The rest of specifications remain unchanged.

**Amendment**

Delivery of the equipment at Final destination: - Six week(s) from the Date of Purchase Order

LD Clause:

In case the delivery as mentioned is strictly not adhered to, MPED will impose a penalty as below:

- a) 1 % per week for first 5 week(s) on undelivered equipments.
- b) 2 % per week after first 5 week(s), subject to maximum of 20 % of equipment cost.