

Request for Proposal

Document No: NESL/AO/RFP/2017-18/002 dated 20th August, 2017

National E-Governance Services Limited Invites Techno-Commercial proposals from the bidders shortlisted through the process of Expression of Interest (EOI), for providing Data Centre Services.

The bidders are advised to go through instructions given in this RFP document and submit duly filled bids as per the terms and conditions given in this document.

National E-Governance Services Limited

Administrative office: 5th Floor, Spencer Towers, 86, MG Road,
Bengaluru-560001

Ph: 080-2558 0360; e-mail - procurement@nesl.co.in,

www.nesl.co.in

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SCHEDULE

Tender No NESL/AO/RFP/2017-18/002

Name of the Institute	National E-Governance Services Ltd. Bengaluru
Date of Release of RFP	20 th August, 2017, Sunday
Last date and time of receiving pre-bid vendor clarifications in writing	23 rd August, 2017, 1500 Hrs. Wednesday
Last date and time of submission of bids	26 th August, 2017, 1500 Hrs. Saturday
Date and time of opening of Technical bids	26 th August, 2017, 1530 Hrs. Saturday
Place of opening of technical bids	National E-Governance Services Limited, 5th Floor, Spencer Tower, M.G. Road, Bengaluru – 560001
Date and time of opening of commercial bids	28 th August, 2017, 1300 Hrs. Monday at IIT- Mumbai.
Application Fee	Rs. 2000/- in the form of Demand Draft

Abbreviations

AD	Active Directory
AMC	Annual Maintenance Contract
APT	Advance Persistent Threat
BOQ	Bill of Quantities
CAPEX	Capital expenditure
CCTV	Closed-circuit television
DB	Database
DC	Data Centre
DMS	Document Management System
DR	Disaster Recovery
IDS	Intrusion Detection System
IP	Internet Protocol
IPS	Intrusion Prevention System
OPEX	Operational expenditure
OS	Operating System
RFP	Request for Proposal
RPO	Recovery Point Objective
RTO	Recovery Time Objective
SAN	Storage Area Network
SB	Selected Bidder
SLA	Service Level Agreement
SOW	Scope of Work
SR	Service Request
VMs	Virtual Machines
VPN	Virtual Private Network
vSAN	Virtual SAN
WAF	Web Application Firewall

Definitions:

- **Responsive Bids**

The bid that conforms to all the terms and conditions, eligibility criteria, scope of supply and services stipulated in the RFP document without major / material deviations.

- **Major / Material Deviation**

That deviation, which if allowed, to correct, modify or rectify, would unfairly affect or compromise the competitive position of other bidders submitting substantially responsive bids or that affects in substantial way the scope, specifications, performance of the goods / services stipulated in the RFP document or limits in any substantial way inconsistent with the bidding document the NeSL's rights or the bidder's obligations stipulated in the RFP.

SECTION – I: Instructions to Bidders

1. Purpose of this RFP

National E-Governance Services Limited would be offering the Information Utility (IU) Services under *Insolvency and Bankruptcy Code, 2016*. The functions of an Information Utility include – collecting, accepting, storing the information submitted to it and disseminating the financial information, subject to the provisions of *The Code*. In the process of accepting the financial information from Registered Submitters, National E-Governance Services Limited is also expected to get the data, financial information, documents verified and authenticated by all the parties connected to it.

National E-Governance Services Limited has invited the Expression of Interest (EoI) from the bidders desirous to offer the required Data Centre Services. Now this RFP is being issued to the shortlisted bidders who have qualified the EoI process. The terms and conditions and the undertakings submitted by the bidder vide said EoI are applicable and binding on the respective bidder. In case of the deviation/s, if any - on the part of bidder from these terms and conditions or undertaking, the bid shall be disqualified.

2. Contact address

All communications related to this RFP should be addressed to:

Executive Vice President (Technology)
National E-Governance Services Ltd.
5th Floor, Spencer Towers, 86, MG Road,
Bengaluru-560001
Ph: 080-2558 0360; e-mail - procurement@nesl.co.in,
www.nesl.co.in

3. Preparation and submission of Bid Documents:

- The Two-bid system will be followed. The Technical Bid and Commercial Bid must be submitted in two separate sealed envelopes in hard form.

The bid documents should be submitted, as given below.

- **Envelope - A**

The **Envelope - A** shall be super scribed as “Technical Bid against RFP No NESL/AO/RFP/2017-18/002” and shall contain the documents listed below.

- a) The covering letter duly signed by an authorised signatory (**Annexure – 1**).
- b) Authority Letter (**Annexure – 2**)
- c) The Demand Draft for Rs.2000/- drawn in favour National E-Governance Services Limited, payable at Bengaluru, towards application fee.
- d) Documents explaining Solution Architecture
- e) The details of the Data Centre from which the bidder has planned to offer the required services, covering the following (but not restricted to),

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- i. Location, Area, number of racks, capacity of DC
 - ii. Availability of electrical power, cooling infrastructure
 - iii. Back-up power arrangements
 - iv. Fire Protection System
 - v. Safety, data security, physical security and surveillance system
 - vi. Makes and models of servers, storage components, networking components etc used
 - vii. OS, libraries, back-up tools, etc. (if applicable)
 - viii. Details like data encryption, back-up, replicability, network isolation etc.
 - ix. Migration of data in case of end of contract/ change of platform/service quality issues
 - x. Assured uptime (%), scalability, network performance
 - xi. Pricing policy
- f) System Architecture of the data centre.
 - g) Catalogues, pamphlets etc.
 - i) Photos, images etc. of Data Centre
 - j) The details of manpower that will be deployed for offering the required services.

Note: The bidders should send the scanned copies of bid documents on procurement@nesl.co.in, after the last date and time of submission of bids.

- **Envelope – B**

The **Envelope - B** shall be super-scribed as “Commercial Bid against RFP No NESL/AO/RFP/2017-18/002” and shall contain the Commercial Bid, as per format given at Section – IV.

4. Last Date of Receipt of pre-bid queries

Last Date and Time for Pre-bid vendor clarifications in writing will be 23rd August, 2017 @ 1500 hrs. A google group has been setup to facilitate raising queries “neslaorfp201718002@nesl.co.in”

5. Period of validity of bids

Bids shall be valid for minimum 90 days from the date of submission. A bid valid for a shorter period shall stand rejected.

National E-Governance Services Limited may ask for the bidder’s consent to extend the period of validity. Such request and the response shall be made in writing only. The bidder is free not to accept such request. A bidder agreeing to the request for extension will not be permitted to modify his bid.

6. *Last Date of submission of bids*

The bidders must submit their bids to following address, latest by 26th August, 2017 1500 Hrs. Saturday.

Executive Vice President(Technology)
National E-Governance Services Ltd.
5th Floor, Spencer Towers, 86, MG Road,
Bengaluru-560001
Ph: 080-2558 0360

The bidders may please note that, National E-Governance Services Limited will not be responsible if the bids do not reach National E-Governance Services Limited before last date and time of submission of bids, due to delay by Department of Posts or courier service or any other mode.

7. *Withdrawal and Modification of Bids*

The bids submitted may be modified or withdrawn in writing, at any time prior to the last date and time of submission of bids. Modification and/or any other complementary information shall be submitted in writing to reach us before the Closing Time. However, the bidders are permitted to use this facility not more than two times.

Proposals cannot be modified or withdrawn after the Closing Time.

8. *Opening of the Technical bids*

Technical bids will be opened on 26th August, 2017 1530 Hrs. Saturday at:

National E-Governance Services Ltd.
5th Floor, Spencer Towers, 86, MG Road,
Bengaluru-560001
Ph: 080-2558 0360; e-mail - procurement@nesl.co.in,
www.nesl.co.in

Note: Please do not put "Commercial Bid" (prices quoted) in the technical bid envelope. If the price quoted is submitted / leaked with technical bid, the bid will be disqualified and summarily rejected.

9. *Opening of commercial Bids*

The technical bids will be evaluated by the duly constituted Technical Evaluation Committee (TEC) and qualified bidders will be shortlisted. Technically qualified bidders will be duly informed for commercial bid opening.

Commercial of the qualified bidders only will be opened, in the presence of the qualified bidders or their authorized representative, who choose to attend, at the time place and date to be informed later. The representative of the bidder is required to bring the authority in his / her name, for attending the opening of Commercial bids. The authorized representative of bidders, present at the time of opening of the bids shall be required to sign an attendance register as a proof of having attended the commercial bid opening.

The bidder's name, bid prices, discounts and other appropriate details will be announced at the time of the opening of the commercial bids.

10. Evaluation of Commercial Bid:

The "Price Schedule: - Section – IV stipulates the numbers and base configuration requirements of Virtual Machines, network bandwidth and storage capacity.

This is based on the initial requirement during first year of contract. Over the years, the requirement is expected to increase. However, the prices quoted will be computed and compared for numbers and configurations as given in Price Schedule. This price will be taken for evaluating the Lowest Quoted (L1) bidder.

National E-Governance Services Limited reserves the right to award the contract for appropriate numbers and configurations for DC and DR for any particular year, depending upon the requirement.

The bidders are required to quote the prices strictly as per Price Schedule given enabling National E-Governance Services Limited to arrive at appropriate price for required configurations and/or requirements.

The contract will be awarded to the bidder offering the lowest prices.

11. Award of Contract and Release of Payment:

The contract will be awarded and payments will be released by

National E-Governance Services Ltd.
5th Floor, Spencer Towers, 86, MG Road,
Bengaluru-560001
Ph: 080-2558 0360; e-mail - procurement@nesl.co.in,
www. nesl.co.in

12. Amendment and Cancellation of RFP

- a. At any time prior to the last date/time for submission of bids, National E-Governance Services Limited may, for any reason, whether on its own initiative or in response to the clarification/request by a prospective bidder during pre-bid meeting, modify the RFP document. National E-Governance Services Limited reserves the right to amend the Eligibility criteria, Commercial terms and conditions, Scope of Supply, Technical specifications etc. stipulated in this document.
- b. The amendments to the RFP documents, if any, will be notified by release of Corrigendum Notice. The amendments/ modifications will be binding on the bidders.
- c. National E-Governance Services Limited at its discretion may extend the deadline for the submission of bids if it is necessary to do so or if the bid document undergoes changes during the bidding period.

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- d. National E-Governance Services Limited reserves the right to cancel the entire RFP without assigning any reasons thereof.

13. Corrupt or Fraudulent Practices

- a) It is expected that the bidders who wish to bid for this project have highest standards of ethics.
- b) National E-Governance Services Limited will reject bid if it is observed that the bidder recommended for award has engaged in corrupt or fraudulent practices while competing for this contract;
- c) National E-Governance Services Limited may declare a vendor ineligible, either indefinitely or for a stated duration, to be awarded a contract if it at any time determines that the vendor has engaged in corrupt and fraudulent practices during the award / execution of contract.

14. Interpretation of the clauses in the RFP Document / Contract Document

In case even after clarification during pre-bid meeting and any amendment to RFP thereafter bidder finds any ambiguity/ dispute in the interpretation of any of the clauses in this RFP, the interpretation of the clauses by Managing Director & CEO of National E-Governance Services Limited shall be final and binding on all parties.

(End of Section – I)

SECTION – II: Conditions of Contract

1 Eligibility Requirements:

- a. The successful bidder must have either Uptime Institute Certification OR TIA 942 certification valid over the entire contract period, for both the primary DC and DR sites.
- b. The successful bidder must have ISO 27001 certification valid over the entire contract period, for both the primary DC and DR sites.
- c. The copies of certifications referred to at para 1(a) and 1(b) above, must be submitted to National E-Governance Services Limited, before award of contract.

2 Contract Period:

- a) The initial period of contract for providing the Data Centre Services (from both DC and DR sites) will be for Five years. The DC and DR sites must be up and running so as to commence the required services within 10 days from award of contract, failing which National E-Governance Services Limited reserves the right to levy penalty, as stipulated at para 7 below.
- b) The contract period can be further extended with mutual agreement, with no increase in prices and change in commercial terms and conditions.

3 Insurance

The Data Centre infrastructure to be offered will be covered under comprehensive insurance by the successful bidder against all risks of loss or damage, at his cost. However, taking out insurance policy shall not absolve supplier from his responsibility and liability of replacing same part/subsystem in the event of loss/damage/misplacement etc. if not covered by insurance.

4 Prices

- a) The prices for the services to be rendered must be quoted in INR only.
- b) Prices must be quoted as per the format given in Section IV, Price Bid.
- c) The prices quoted must include all the costs, charges, like manpower costs, fuel and energy charges, repairs and maintenance charges of the facility, communication charges, lease line charges, licence fees (if applicable), royalties, rent (if any), insurance, handling charges, and incidental charges.
- d) The rates and amounts of applicable taxes should be quoted separately.
- e) In case of change in Government statutory taxes/ duties, the taxes and / or duties applicable as on date of providing services will be paid.
- f) The UNIT prices quoted must remain firm till the entire contract period.

5 Security Deposit (SD)

The successful bidder will be required to furnish the non-interest bearing Security Deposit @ 5 % of the contract value, within 15 days from the date of award of contract.

The security deposit should be submitted in the form of Demand Drafts issued by a Scheduled Commercial Bank in the name of National E-Governance Services Limited, Bengaluru, payable at Bengaluru.

National E-Governance Services Limited shall have the right to treat the Security deposit as forfeited and appropriate the amount, if the bidder is unable to perform obligations under this RFP or SLA (to be signed separately). National E-Governance Services Limited will not pay any interest on the Security Deposit amount.

6 Payment Terms

The payments towards providing Data Centre services will be released on QUARTERLY basis at the end of quarter.

The invoices towards the services provided in preceding three months must be submitted within 5 days from the end of third month. The amount payable will be calculated and approved by National E-Governance Services Limited and payments shall be released within 15 days from submission of invoices.

The amount shall be remitted by NEFT/RTGS directly to the bank account of the contractor. Applicable TDS will be deducted.

Note: The payments will be released only against complete and valid Tax Invoice/s (mentioning GST registration number), along with all relevant documentation.

7. Penalty for delay/ non-performance / un-satisfactory Services:

a. National E-Governance Services Limited reserves the right to levy penalty in case the performance/ service parameters do not meet the stipulated conditions and/or timelines, as stipulated in table given below.

Sr. No	Particulars	Penalty
A	Penalty for Delayed Services	
1	Delay in commencement of the services beyond 10 days of award of contract	Rs. 10000/- Per day of delay
2	Delay in addition of the required VMs beyond 10 days of intimation from NeSL	Rs. 5000/- Per day of delay
3	Delay in enhancing the network bandwidth beyond 10 days of intimation from NeSL	Rs. 5000/- Per day of delay

4	Delay in enhancing the storage space beyond 10 days of intimation from NeSL	Rs. 5000/- Per day of delay
B	Network Availability	
1	Less than 99.982 but more than 99.9	5 % of Monthly Service Charges
2	Less than 99.89 % but more than 99.8 %	7.5 % of Monthly Service Charges
3	Less than 99.79 % but more than 99.7 %	10 % of Monthly Service Charges
4	Less than 99.69 % but more than 99.6 %	12 % of Monthly Service Charges
5	Less than 99.6 %	50 % of monthly Service Charges. NeSL reserves the right to cancel contract
C	Unavailability of Services - in hours per month	
1	between 3 to 6	5 % of Monthly Service Charges
2	between 6 to 9	7.5 % of Monthly Service Charges
3	between 9 to 12	10 % of Monthly Service Charges
4	between 12 to 18	12 % of Monthly Service Charges
5	beyond 18	50 % of Monthly Service Charges. NeSL reserves the right to cancel contract.

b. The penalty levied, if any shall be recovered from the invoice towards the services provided. If the penalty amount exceeds the invoice amount payable, National E-Governance Services Limited reserves the right to recover same from the Security Deposit of the bidder.

8. Completeness Responsibility

Offer from bidder has to be complete in all respects to comply with the specifications, whether some items are specifically mentioned or not, but required to comply with the quality, quantity and other features of the services.

Notwithstanding the scope of work, engineering, supply and services stated in the RFP document, any equipment, item, material, services, licences, technical data, engineering or technical services etc., which might not have been specifically mentioned under the scope of supply of this RFP and which are not expressly excluded from the RFP, but which are necessary for the performance of the quoted solution to comply with the specifications, will be treated to be included in the bid and will have to be provided (and /or performed) by bidder, at no extra cost to NeSL.

9. Force Majeure

National E-Governance Services Limited may consider relaxing the penalty and delivery requirements, as specified in this document, if and to the extent that, the delay, non-performance, short performance, in services or other failure to perform its obligations under the contract, is the result of a Force Majeure. Force Majeure is defined as an event or effect that cannot reasonably be anticipated such as acts of God (like earthquakes, floods, heavy rains, storms etc.), acts of states / state agencies, the direct and indirect consequences of wars (declared or undeclared), hostilities, national emergencies, civil commotion and strikes at successful Bidder's premises or any other act beyond control of the bidder.

10. Arbitration

In case any dispute arises between NeSL and successful bidder with respect to this RFP/ Contract, including its interpretation, implementation or alleged material breach of any of its provisions both the Parties hereto shall endeavour to settle such dispute amicably. If the Parties fail to bring about an amicable settlement within a period of 30 (thirty) days, dispute shall be referred to the sole arbitrator appointed by NeSL. Arbitration proceedings shall be conducted in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and Rules made there under, or any legislative amendment or modification made thereto. The venue of the arbitration shall be Bengaluru. The award given by the arbitrator shall be final and binding on the Parties. The language of arbitration shall be English. The common cost of the arbitration proceedings shall initially be borne equally by the Parties and finally by the Party against whom the award is passed. Any other costs or expenses incurred by a Party in relation to the arbitration proceedings shall ultimately be borne by the Party as the arbitrator may decide. Courts in Bengaluru only shall have the exclusive jurisdiction to try, entertain and decide the matters which are not covered under the Arbitration and conciliation Act.

11. Indemnity

The successful bidder shall indemnify, protect and save NeSL from/against all claims (financial, legal and other), losses, costs, damages, expenses, action suits and other proceeding, resulting from any damage / loss to infrastructure at DC and DR sites, infringement of any law pertaining to intellectual property, patent, trademarks, copyrights etc, any claims from third party, other statutory infringements in respect of the DC/DR sites and services provided by successful bidder.

12. Confidentiality

The bidder and/or their personnel shall not, either during the term or after expiration of contract under this RFP, disclose any proprietary or confidential information relating to the services, contract or business or operations of National E-Governance Services Limited, without the prior written consent of National E-Governance Services Limited.

The bidder and/or their personnel shall not, either during the term or after expiration of this contract, undertake any public communication, press/media releases relating to the services, contract, or the business or operations of National E-Governance Services Limited, without the written consent of National E-Governance Services Limited.

Information available on public domain is excluded from confidentiality clause.

The successful bidder is required to sign a Non-Disclosure Agreement (NDA) for this purpose, at the time of award of Contract.

13. IPR

Any Intellectual Property created by National E-Governance Services Limited under this RFP shall solely and exclusively be owned by National E-Governance Services Limited.

14. Termination

The contract will remain valid till all obligations of the contractor, as stipulated in the contract are fulfilled.

The successful bidder acknowledges and agrees that timely performance of all obligations is essence of contract. In case of any delay, under or non- performance is not cured by the successful bidder within time limit given in this RFP, National E-Governance Services Limited may terminate/cancel the contract by giving one month's notice, without assigning any reason. The successful bidder agrees and accepts that he shall be liable to pay damages claimed by National E-Governance Services Limited, in the event of termination/breach of terms of this RFP /contract etc. as detailed in penalty clause 7 of this section.

However, in case of termination /cancellation of Contract, the Contractor cannot absolve their responsibility towards the data and IPR stored in their DC and DR facility and has to comply with the requirement stipulated at para 1(q) of Section - III of this document. The successful bidder shall have no right of termination of Contract.

15. Non Waiver

The failure or neglect by either of the Parties to enforce any of the terms shall not be construed as a waiver of its rights preventing subsequent enforcement of such provision or recovery of damages for breach thereof.

16. Assignment

The successful bidder shall not assign, delegate or otherwise transfer any of its rights or obligation under this Contract without prior written permission of National E-Governance Services Limited.

17. Severability

If any provision of this RFP is determined to be invalid or unenforceable, it will be deemed to be modified to the minimum extent necessary to be valid and enforceable. If it cannot be so modified, it will be deleted and the deletion will not affect the validity or enforceability of any other provision of this RFP.

18. Jurisdiction

The disputes, legal matters, court matters, if any shall be subject to Bengaluru jurisdiction only.

(End of Section – II)

SECTION - III – Schedule of Requirements

1. *General Services:*

- a) Selected bidder shall provide all IT equipment required at DC and DR sites in OPEX Model (Private Cloud approach). The required hardware will be procured by the bidder for exclusive use of National E-Governance Services Limited. The selected bidder shall install and commission the infrastructure as per the architecture at proposed location.
- b) The selected bidder shall create a virtual environment for National E-Governance Services Limited setup (Private cloud approach) for both DC and DR sites. The selected bidder shall enable automatic scale-up and scale-down of services, automatic switch over/ failover between DC and DR, shall ease infrastructure management, should be acquainted with the underlying hardware, storage, network, operating system, and hypervisor and should support open platforms for virtual machines.
- c) The proposed private cloud setup is to have relevant back-end provisioning/integration to the Bidder's Public Cloud setup, other physical setup in bidder's environment as well so that Hybrid Cloud setup can be implemented in future if required.
- d) The selected bidder shall provide i) the details of the monitoring and management tools, ii) solution for Helpdesk, iii) the manpower deployment details at NOC and SOC, iv) escalation matrix to be adopted, v) the detailed BOQ for Network, Security, backup, storage, and compute elements, vi) the WAN transformation plan and, vii) other required details.
- e) The selected bidder shall provide security solution services as mentioned in this Section –III including all hardware, software and storages as part of the solution. Firewalls with UTM features at DC and DR Firewalls, log analysis solutions to be considered.
- f) The selected bidder shall propose the DR site with applications listed in this Section -III DR site should be in a different seismic zone from the DC site. The selected bidder shall propose the solution for DR Management, DR Drill Plans. DR Drill has to be conducted once every quarter.
- g) Procurement, Supply, Installation and Commissioning of all the components and sub components including all necessary hardware and software as per the proposed solution will be the selected bidder's responsibility. The selected bidder has to ensure that the solution shall work as desired and the bidder is also responsible to supply and install any other components that is inadvertently missed out but required for the overall solution to work, without adding any line item in the Bill of Materials.
- h) Selected bidder's overall responsibility shall be - to host, maintain, monitor and support applications as per Section -III and to operate hardware, network and security requirements for applications of National E-Governance Services Limited. The selected bidder is required to provide the detailed architectural diagram and other required diagrams i.e. network diagram etc.
- i) Selected bidder has to carryout hardening of OS (Operating System), patch management activity and other configuration on OS, private cloud and its related software, etc. Selected bidder has to undertake BIOS, OS, etc. upgrade wherever the requirement is felt by NeSL (during contract period).
- j) The selected bidder shall submit a detailed PERT (Project Evaluation and Review Technique) chart, location-wise, within 15 days from the date of receiving the PO. The selected bidder shall submit weekly reports on the progress of the project and also the status as on the scheduled date and actual date of each activity detailing any deviation from baseline PERT chart. The selected bidder shall take total responsibility for working out macro and micro level details of the project plan and the requirements while responding to this RFP.
- k) Selected bidder has to wipe out all data from existing hardware at the current DC and DR sites before commencement of contract.

- l) The selected bidder has to configure and setup the Video Conferencing equipment, for resolving the support issues, if any.
- m) In case of requirements of National E-Governance Services Limited towards scalability of services pertaining to number and configuration of VMs, storage space, network bandwidth, the Contractor shall arrange to comply with same within 10 days of intimation from National E-Governance Services Limited.
- n) The entire solution/ infrastructure covered by the Contract shall be for exclusive use of National E-Governance Services Limited. The Contractor shall arrange to secure and isolate the said infrastructure from the remaining infrastructure (wherever possible physical isolation) blocking the access to other users.
- o) The data /information stored in the infrastructure offered to National E-Governance Services Limited, shall have to be in encrypted form such that National E-Governance Services Limited will have exclusive right to access this data. The details of the modality required for this purpose will be covered in the SLA.
- p) During the implementation period of Contract, National E-Governance Services Limited shall have the exclusive right to access, edit or modify the data /information stored in DC and DR. The details of the modality required for this purpose will be covered in the SLA.
- q) On expiry/ termination/ cancellation of the Contract, the Contractor shall wilfully and unconditionally transfer/ handover the data/ information stored in DC and DR sites to National E-Governance Services Limited, in usable form. The details of the modality required for this purpose will be covered in the SLA.
- r) The Vendor should furnish to National E-Governance Services Limited periodical incident reports / alerts on both successful and unsuccessful attempts of intrusion / malware attacks with root cause analysis.

2. *Description of activities for DC and DR Services*

The expected minimum scope of work is given in the table below. The selected bidder shall add additional components as they feel are required to meet the requirements.

Sr. No.	Nature of Activity	Requirement
1	Installation and Commissioning of required hardware, OS, DB etc. as per application architecture at proposed hosted location.	The selected bidder shall install and configure the proposed infrastructure/software at identified locations, including directory structures, port configurations etc., that will be specified by NeSL
2	Software application licenses	The selected bidder shall provide and manage all System Software (OS), Database, hyper-converged solution, hypervisor Licenses under OPEX Model. Selected Bidder shall also provide such monitoring dashboard for NeSL.
		Management and monitoring software along with helpdesk will be provided by Selected Bidder.

3	Installation and configuration of equipment to suit the requirements.	The selected bidder shall conduct the Installation/ re-installation and Configuration/ re-configuration of all equipment as part of SOW. Thus the Selected Bidder may be required to unpack, assemble/upgrade, mount and boot the equipment and install the necessary service packs, patches, and fixes to the Operating System, set up and configure the equipment. Compatibility issues of sub-systems with OS, respective drivers, firmware, any other cards to be installed if required, are to be resolved by the selected bidder.
		The selected bidder should co-ordinate with NeSL's existing application support for inputs/configuration details for configuring the equipment/application along with related documents if required.
		Post installation of equipment/application by the selected bidder, NeSLs existing application support vendor and NeSL (and/or any third party appointed by NeSL for the purpose) will conduct the acceptance test and verify the completeness and compliances of the installation to the configuration and relevant settings.
4	DC and DR Managed Service	Equipment (Hardware/Software) deployment, configuration, patch management etc. at DC and DR as part of the RFP and required Facility Management for DC and DR.
		Software installation and configuration as and when needed
		Data Migration
		Data Retrieval/ Restoration services
		Offsite tape storage services
		Comprehensive Management Services as per ITIL framework.
		New Installation/ Commissioning – Coordination with third party Selected bidders for installation and configurations of equipment
		24 x7 Monitoring and Management of the below:
		Server Management
		Virtual Environment/ Cloud Management
		Database Management and administration
		Security Management
		Change Management
		DC and DR Network Management
		Backup/ Storage Management
		WAN Management

		OS Management and administration
		Web proxy Management
		Proactive Monitoring Services
		Hardware monitoring and Administration
		Pro-active Patch Management and monitoring
		Housekeeping tasks
		Comprehensive Technical Support
		Incident and Service Request Management
		Disaster Recovery services
		Configuration Management
		Log monitoring and Management
5	Security Managed Services for DC and DR	SOC Team
		Firewall Management
		WAF
		ATP, APT of the Servers
		SIEM services for entire network
		DDoS services, Perimeter Firewall deployment
		Intrusion Detection system
		Intrusion Prevention system
		Prevention Mechanism against Ransom ware/ Zero-Day-Attacks
		Anti-Virus Management
		Website Content Filtering Solution
		Bidder shall provide complete audit log for OS level access and this should be accessible online for 3 months and archive in tapes subsequently
6	Backup and DR	Data Protection of the DC and DR Environment
		Disaster recovery site in a different seismic zone
		Backup Report Notification Alert
7	Data Centre Transformation to a Cloud Model	Deploy existing software to a Private Cloud Model. The Selected Bidder has to install and configure the proposed infrastructure/software at their proposed DC and DR.
8	Software application licenses	The selected bidder has to provide all System Software (OS), Database, hypervisor Licenses under OPEX Model.
9	Provisioning and Data Copy/Migration	The selected bidder shall provide infrastructure at DC and DR as per accepted timelines.
		The selected bidder shall co-ordinate with application teams to bring up the systems at DC and DR.
10	Management Services	Managed Hosting portal to view performance statistics.

11	Storage services	Selected bidder shall provide storages (OPEX) for all servers as per SOW.
12	Backup and Restore Services	Selected bidder has to provide shared disk-based backup services and flexibility to accommodate variable data backup usage. The Selected bidder has to specify a detailed plan of backup of server data. This will include backup frequency, retention policy, media storage policy, off-site backup policy, etc.
		The selected bidder shall ensure that the solution supports de-duplication at backup server/ host level so that only changed blocks travel through network to backup device.
		The selected bidder shall make provision for scheduled file system check to ensure data integrity.
		The selected bidder shall perform restoration testing biannually with the permission of NeSL. The selected bidder must ensure integrity of the data returned during a restore by verifying the block data read with a check sum of the data.
		The selected bidder shall perform Tape Backup/Tape-out to be done for long-term retention of monthly full data backups only for Audit compliance. Monthly Tapes to be provided and handed-over to NeSL personnel. The selected bidder shall, at their own cost, provide and ship the tape media to NeSL on completion of such tape-based backups. The disk based backup appliance must have the feature to integrate with any Tape Library LTO4/5/6/7
		The selected bidder shall ensure that the backup solution supports 256 bit AES encryption for data at rest and data-in-flight during replication. The backup solution should also support retention lock feature which ensures that no data is deleted accidentally
		The selected bidder must use a simple file system structure that keeps track of the head of the log to avoid overwriting older data and thereby reduce the chances of data corruption.
		The selected bidder shall provide automated backup report on a weekly basis for all servers.
13	Disaster Recovery Services	Selected bidder shall set up the Disaster Recovery site with all required equipment, on OPEX, based on a Private Cloud approach.
		Selected bidder shall configure and ensure uninterrupted replication of Data between both the sites. Monitoring tools for the entire DR Setup has to be provided as well.

		The selected bidder would be solely responsible for implementation of all applications at DR site. All costs including licenses for application, OS, replication tools or databases if any shall be borne by the selected bidder.
		Design and document an efficient disaster recovery solution in lines with the requirements of NeSL and as per the RTO of 1 BUSINESS DAY and RPO of 15 Minutes.
		Automated switchover/ failover facilities (during DC failure and DR Drills) to be provided and ensured by selected bidder. The switchback mechanism shall also be automated. The selected bidder shall also provide a tool/ mechanism to trigger DR switchover.
		Selected bidder shall provide all IT equipment required at DR site in OPEX Model.
		Selected bidder shall provide support for the development and configuration of any additional scripts for successful working of DR.
		Selected bidder shall provide support for the development of detailed activity plans for recovery for all systems.
		Selected bidder shall provide support for the development of a detailed disaster recovery plan. This plan document will contain steps/procedures to switch over services to DR site in the event of invocation of disaster at DC site. Selected bidder shall also document steps for restoring services from DR site to DC site.
		Selected bidder shall provide support with the development of detailed operating manuals for the implemented replication solution from system administrator's perspective.
14	Provision, Installation and setup of IT Infrastructure at DR site	Provisioning of requisite hardware, setup and installation at DR site premises has to be done by selected bidder. The DR Solution shall be on Active (DC) – Standby (DR) mode. The selected bidder shall provide details of resources that will be deployed to implement the DR solution and justify how the resources will be sufficient to meet the requirements, including the RTO and RPO requirements.

		The selected bidder shall make provisioning of requisite software licenses, Business application licenses and other required monitoring software, tools for IT setup at DR site for day to day operations
		The selected bidder shall undertake installation, Migration and configuration of operating systems, databases, storage solution and replication Mechanism for all in-scope business application systems.
		The selected bidder shall undertake installation and configuration of any other specialized applications/ software solution/Hardware solution required for the Disaster Recovery Setup.
15	DR Managed Services	Provision for managed services for the entire DR facility will be required. Selected bidder shall provide continuous maintenance activities to support the disaster recovery site. This includes (but not restricted to):
		Conducting periodic DR drills (Twice per annum) to demonstrate IT business continuity through the DR site.
		Selected bidder should have proper escalation procedure and emergency response in case of failure/disaster at DC.
		Selected bidder shall ensure all server maintenance activities. This would include periodic health check, on-demand troubleshooting, repairs, part replacement etc. from certified vendors.
		Selected bidder shall partner with respective application/ product support vendor to support DR in event of disaster or for performing periodic maintenance and upgrade activities
16	Backup and Restore Services for DR Site	The backup and restore services shall be provided by the selected bidder at the DR site on need basis.
17	Disaster situation	Selected bidder shall provide Disaster Recovery services during the event of Disaster.
		Selected bidder shall provide a complete Managed Hosting solution as part of their technical bid. Any activities not mentioned here but required for the implementation, operation, and maintenance and monitoring of Data Center and DR site shall be carried out. The solution provided by the Bidder shall meet all the service level requirements.

		The Selected bidder shall configure all the components and sub-components for end-to-end user access to all applications/services.
		The Selected bidder will have to demonstrate the DR site to run on hundred percent capacity for proving successful implementation of the DR site.
		NeSL reserves the right, on its own or via a third party auditor, to conduct overall testing at any point of time of its own hosted Information Utility (IU) services and also the services delivered by the selected bidder.

3. Virtual Machines Configurations:

a. VMs for Primary DC

Sr. No	VMs	Open stack	No. of VMs	CPU / RAM (Per VM)	Storage Space (Per VM)	OS
1	Webserver	Nignix	4	2 core 16GB	400 GB	RHEL 7.3
2	LDAP	Open LDAP	2	4 core 48 GB	400 GB	RHEL 7.3
3	FTP srver	ftp server	2	4 core 48 GB	400 GB	RHEL 7.3
4	API layer	Jboss – RHEL Subscription	4	4 core 48 GB	400 GB	RHEL 7.3
5	Application server	Jboss – RHEL Subscription	4	4 core 48 GB	400 GB	RHEL 7.3
6	Report server	MySQL	3	32 core 512 GB	400GB	RHEL 7.3
7	batch scheduling	Yarn/Quartz	2	24 core 384 GB	400 GB	RHEL 7.3
8	Text search	Apache Solr(Lucene)	2	8 core 128 GB	400 GB	RHEL 7.3
9	Message Server	Kafka	5	4 core 48 GB	400 GB	RHEL 7.3
10	Load balancer for msg server & Text search	Apache Zookeeper	3	4 core 48 GB	400 GB	RHEL 7.3
11	RDBMS Database	MySQL + Workbench	3	32 core 512 GB	400 Gb	RHEL 7.3
12	NO SQL Database	Mongo DB	10	32 core 512 GB	2 TB on DAS	RHEL 7.3
13	Document management System	Customized module based on Distributed File System	2	24 core 384 GB	400GB	RHEL 7.3

b. VMs for DR DC

Same as in Primary DC (as above)

c. VMs for User Acceptance Test(UAT)

Sr. No	VMs	Open stack	No. of VMs	CPU / RAM (Per VM)	Storage Space (Per VM)	OS
1	Webserver	Nignix	1	2 core 8GB	400 GB	RHEL 7.3

2	LDAP	Open LDAP	1	2 core 24 GB	400 GB	RHEL 7.3
3	FTP srver	ftp server	1	2 core 24 GB	400 GB	RHEL 7.3
4	API layer	Jboss – RHEL Subscription	1	2 core 24 GB	400 GB	RHEL 7.3
5	Application server	Jboss – RHEL Subscription	1	2 core 24 GB	400 GB	RHEL 7.3
6	Report DB	MySQL	1	16 core 256 GB	400GB	RHEL 7.3
7	batch scheduling	Yarn/Quartz	1	4 core 64 GB	400 GB	RHEL 7.3
8	Text search	Apache Solr(Lucene)	1	4 core 64 GB	400 GB	RHEL 7.3
9	Message Server	KafKa	1	1 core 12 GB	400 GB	RHEL 7.3
10	Load balancer for msg server & Text search	Apache Zookeeper	1	1 core 12 GB	400 GB	RHEL 7.3
11	RDBMS Database	MySQL	1	16 core 256 GB	400 Gb	RHEL 7.3
12	NO SQL Database	Mongo DB	4	16 core 256 GB	2 TB on DAS	RHEL 7.3
13	Document management System	Customized module based on Distributed File System	1	16 core 256 GB	400GB	RHEL 7.3

d. VMs for Pre-Production (Pre-Prod)

Sr. No	VMs	Open stack	No. of VMs	CPU / RAM (Per VM)	Storage Space (Per VM)	OS
1	Webserver	Nignix	2	2 core 8GB	400 GB	RHEL 7.3
2	LDAP	Open LDAP	1	2 core 24 GB	400 GB	RHEL 7.3
3	FTP srver	ftp server	1	2 core 24 GB	400 GB	RHEL 7.3
4	API layer	Jboss – RHEL Subscription	2	2 core 24 GB	400 GB	RHEL 7.3
5	Application server	Jboss – RHEL Subscription	2	2 core 24 GB	400 GB	RHEL 7.3
6	Report DB	MySQL	2	16 core 256 GB	400GB	RHEL 7.3
7	batch scheduling	Yarn/Quartz	1	12 core 192 GB	400 GB	RHEL 7.3
8	Text search	Apache Solr(Lucene)	1	4 core 64 GB	400 GB	RHEL 7.3
9	Message Server	KafKa	2	1 core 12 GB	400 GB	RHEL 7.3
10	Load balancer for msg server & Text search	Apache Zookeeper	2	1 core 12 GB	400 GB	RHEL 7.3
11	RDBMS Database	MySQL	2	16 core 256 GB	400 Gb	RHEL 7.3
12	NO SQL Database	Mongo DB	7	16 core 256 GB	2 TB on DAS	RHEL 7.3
13	Document management System	Customized module based on Distributed File System	1	16 core 256 GB	400GB	RHEL 7.3

4. Requirements for Solution:

1. For No Sql DB server 2TB is required in DAS per node (with RAID 0)
2. For Other VMs storage space from local disk (RAID1) or all flash array (RAID6).
3. Solution should be scalable to meet the future growth.

4. Solution should be deployable on non-proprietary hardware.
5. Minimum Sizing for each VM: RAM: 12 GB (Minimum DDR4@2133Mhz LRDIMM) 2VCPU (Minimum1VCPU=300 MHz).
6. Latest Intel Xeon E5 Processor with higher clock speed or equivalent
7. Minimum IOPS :100 IOPS/VM
8. APPLICATION VIRTUALIZATION: Solution should support minimum 250,000 concurrent users.
9. Minimum 16G redundant FC per server.
10. Minimum 10G Redundant Card per server with UTP port 1G/10G and 10G Fibre port.
11. Backup solution should be an Integral part of the solution.
12. Physical to Virtual Consolidation ratio 1:8(pCPU to vCPU) with hyper threading ratio should be 1:4 for application and 1:2 for database.
13. IOPS should be minimum 1000 IOPS for application 10000 IOPS for DB.
14. The solution should be ready with the drivers and latest service packs of these devices.
15. The solution shall provide the ability to publish updates and patches to any number of virtual desktops/applications without affecting user settings, data or preferences.
16. The solution should have the ability to provide separate management interface for separate set of users (Role Based Access).
17. The Solution should have the capability to host multiple versions of software within a single desktop (e.g. multiple versions of Internet Explorer).
18. The solution should avoid IO surge on the storage during boot phase of the setup.
19. The solution should be capable to host WINDOWS as well as Linux.
20. Solution should provide a single window for managing the application and server virtualization.
21. The solution should be linearly scalable. By adding more compute and storage capacity we should be able to roll out the platform to more users without changes in architecture.
22. Administrators should be able to centrally control the access to mass storage devices. The Solution should have compatibility with the SSL/IPSEC VPN.
23. Virtualization must have SSL VPN capability inbuilt.
24. The solution should include tools to analyse and troubleshoot the deployment.
25. End to End stack of the solution should support the proposed Virtualization Layer.
26. Dedicated Firewall to protect all the VMs (including DMZ) should be provisioned. Also segregation of physical server/VM mapping between internet facing (webserver/ftp) and rest of the application tier (app/api/ldap/db/document system, etc.)

5. Anticipated Storage Requirement each for DC and DR (Production)

Data type	Yr-1	Yr-2	Yr-3	Yr-4	Yr-5
Data storage in TB	9	35	83	156	282
Document (scanned) storage in TB	95	233	335	447	669
Total- (in TB)	104	267	417	603	951

6. Anticipated Storage Requirement for UAT and Pre-Pod

Data type	Yr-1	Yr-2	Yr-3	Yr-4	Yr-5
Data storage in TB	10	38	91	172	310
Document (scanned) storage in TB	95	233	335	447	669
Total- (in TB)	105	271	425	619	979

7. Requirements for Storage:

1. All flash storage.

2. Recommended RAID – RAID1 (for OS disk), RAID6 (for Databases and File system).
3. Storage Backend Interface 12 Gbps.
4. Storage should support Snapshot / Point in time copy / Clone
5. Minimum 200000 IOPS with 70:30 Read/Write ratio for 8Kb Block size with response time of <1ms.
6. No Single Point of Failure within the Storage
7. Disk Fault Tolerance
 - a. Support for Single disk failure
 - b. Dual disk failure
8. Ensure zero data loss in case of power failure.
9. Storage should support Integration with Virtualization for offloading storage functions to array intelligently.
10. Storage should support Thin Provisioning.
11. Storage should support automatic space reclaim.
12. Storage should support Layer-3 Functionality for both IPV4 and IPV6.

8. Other Requirements

1. All licenses and support for to be provided by data centre provider
2. End to End Security to be taken care by data centre provider

9. Anticipated requirement for Network bandwidth

1	50 Mbps network bandwidth for Primary to internet cloud, with traffic priority given to non-document data
2	10 Mbps Primary to DR bandwidth
3	10 Mbps DR to Internet cloud bandwidth
4	VPN site-to-site and host-to-site licences

10. Data Centre Features:

Sr. No	Description	Requirement
1	Air Conditioning , environment	Precision Air Cooling with N+1 redundancy, with humidity control. Temp - 20 C
2	Physical Security	Access control, CCTV with video recording, 24X7 guards,
3	Fire Protection System	Smoke detectors with auto alarm/ indication, Fire suppression system
4	Raw Power	Feed from two different sub-stations
5	Back-up power	DG set with N+1 redundancy

		UPS with min 30 min back-up and N+1 redundancy
6	Building Monitoring System	BMS for 24X7 monitoring HVAC, UPS, DG set, Fire System, Electrical installations, Access control etc.
7	Up-time	99.982 % on yearly basis
8	Other Features	PA system, Rodent repellent system, Water leakage control,

(End of Section – III)

SECTION – IV: Price Schedule

The prices quoted shall cover the requirements given in Section – III and the items/ services listed below.

A: Monthly Charges for Virtual Machines:

Sr. No	Qty.	CPU / RAM (Per VM)	Storage Space (Per VM)	OS	Unit Price Rs.	Monthly Charges Rs.
1	6	1 core 12GB	400 GB	RHEL 7.3		
2	3	2 core 8GB	400 GB	RHEL 7.3		
3	10	2 core 24GB	400 GB	RHEL 7.3		
4	8	2 core 16GB	400 GB	RHEL 7.3		
5	40	4 core 48GB	400 GB	RHEL 7.3		
6	3	4 core 64GB	400 GB	RHEL 7.3		
7	4	8 core 128GB	400 GB	RHEL 7.3		
8	1	12 core 192GB	400 GB	RHEL 7.3		
9	8	16 core 256GB	400 GB	RHEL 7.3		
10	11	16 core 256GB	2 TB on DAS	RHEL 7.3		
11	8	24 core 384GB	400 GB	RHEL 7.3		
12	12	32 core 512GB	400 GB	RHEL 7.3		
13	20	32 core 512GB	2 TB on DAS	RHEL 7.3		
14	4	32 core 512GB	400 GB	RHEL 7.3		
Sub- Total (A) – Rs.						

B: Monthly Recurring Charges for Network Bandwidth

Sr. No	Component Description	Quantity	Monthly Charges. Rs.
1	Network Bandwidth for Primary to internet cloud, with traffic priority given to non-document data	50 Mbps	
2	Primary to DR bandwidth	10 Mbps	
3	DR to internet cloud bandwidth	10 Mbps	
4	VPN site to site Licence	10 Nos	
5	VPN host to site Licences	10 Nos	
Sub Total (B) – Rs.			

C: Monthly charges for Storage

Sr. No	Component Description	Qty	Monthly Charges Rs.
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1	Storage for primary DC site	100 TB	
2	Storage for DR site	100 TB	
3	Sub-Total – (C) – Rs.		

For comparing the prices, the monthly charges for VMs (138 Nos), Network Bandwidth as given in Table B and storage space of **500 TB** for both DC and DR will be considered.

$$\text{Total Price} = \text{Sub-Total (A)} + \text{Sub-Total (B)} + 5 * \text{Sub-Total(C)}$$

The Lowest Bidder will be decided on this Total Price. However, National E-Governance Services Limited is not bound to award contract for these quantities or configurations. National E-Governance Services Limited will select the appropriate number and configuration for a particular period, depending upon the requirement. In this case the unit prices quoted for various components/ services shall apply. The selected number and/or configuration will hold for a minimum period of one month.

(End of Section – IV)

Annexure 1: Covering Letter

Date:

To:

Executive Director
National E-Governance Services Ltd,
5th Floor, Spencer Towers, 86, MG Road,
Bengaluru-560001

Subject: Submission of Expression of Interest for Data Centre Services

Dear Sir,

We, the undersigned, are interested in providing the Data Centre Services to National E-Governance Services Limited, Bengaluru, in response to your RFP No **NESL/AO/RFP/2017-18/002 Dated: 23rd August, 2017**. We are hereby submitting our Techno-Commercial proposal for same, comprising of Envelope A and Envelope B.

We hereby declare that all the information and statements made in this document are true and we accept that any misinterpretation contained in it, may lead to our disqualification.

We agree to abide by all the terms and conditions of the RFP document.

We understand you are not bound to accept any Proposal you receive.

In we are selected for award of Contract, we undertake to sign with you, the necessary Service Level Agreement and Non-Disclosure Agreement, with appropriate and reasonable terms and conditions.

Yours sincerely,

Authorized Signatory:
Name and Title of Signatory:
e-mail:
Mobile No:

Annexure - 2 - Authority Letter

(To be submitted in Original on Letterhead)

Date:

To:

Executive Director
National E-Governance Services Limited
Administrative office: 5th Floor, Spencer Towers, 86, MG Road,
Bengaluru-560001

Subject: Authority Letter

Reference: RFP document no. **NESL/AO/RFP/2017-18/002 dated 23rd August, 2017**

Dear Sir,

We, M/s _____ (Name of the bidder) having registered office at _____
(address of the bidder) herewith submit our bid against the said RFP document.

Mr./ Ms. _____ (Name and designation of the signatory), whose signature is appended below,
is authorized to sign and submit the bid documents on our behalf against said RFP

Specimen Signature:

The undersigned is authorised to issue such authorisation on behalf of us.

For M/s _____ (Name of the bidder)

Signature and company seal

Name

Designation

Email

Mobile No.

(End of Document)