



सत्यमेव जयते

GOVERNMENT OF INDIA  
INCOME TAX DEPARTMENT  
OFFICE OF THE DIRECTOR GENERAL OF INCOME TAX (INVESTIGATION)  
Aayakar Sadan, 7<sup>th</sup> Floor, Bodhi Tower, 548/2B, Salisbury Park, Pune-37.

## TENDER DOCUMENT

For Supply, Installation, Commissioning  
and Maintenance of Hardware and Software  
Items to the  
Income Tax Department,  
Pune.



OFFICE OF THE  
DIRECTOR GENERAL OF INCOME TAX  
(INVESTIGATION), PUNE

Aayakar Sadan, 7<sup>th</sup> Floor, Bodhi Tower, 548/2B, Salisbury Park, Pune-37.

Tel./Fax: 020-24269722/24264717/24269718

Email id: [pune.dgit.inv@incometax.gov.in](mailto:pune.dgit.inv@incometax.gov.in)

NO. PN/DGIT(Inv.)/ Infra/T-1/2017-18/

Date: 16/12/2017

TENDER NOTICE INVITING BIDS

1. The office of the Director General of Income Tax (Investigation), Pune intends to procure hardware, software & associated support services for Income Tax Office Buildings located in Pune & Nagpur.
2. Sealed Bids, duly super scribed "*Bid for Supply, Installation, Commissioning & Maintenance of hardware and software items for Income Tax Department, Pune & Nagpur*" and addressed to "**The Director General of Income Tax (Investigation), Pune**" are invited so as to reach the Tender Box kept in Room No. 718, Aayakar Sadan, 7<sup>th</sup> Floor, Bodhi Tower, 548/2B, Salisbury Park, Pune-37 not later than 13.00 hours on 08/01/2018. Bids received after stipulated date/time shall not be entertained. The bids will be opened on the same day at 15.00 hours in the presence of the Bidders or their representatives who may like to be present.
3. Detailed information/terms and conditions for the purpose can either be downloaded from [www.incometaxindia.gov.in/](http://www.incometaxindia.gov.in/) (path- <http://www.incometaxindia.gov.in/pages/tenders.aspx>) or <https://eprocure.gov.in> or <https://gem.gov.in/CPP Tenders> or Tender Documents can also be obtained from the ITO(Inv.)(HQ), Room no. 718, Aayakar Sadan, 7<sup>th</sup> Floor, Bodhi Tower, 548/2B, Salisbury Park, Pune-37 during the regular office hours i.e. 9:30 A.M. to 6:00 P.M. on payment of non-refundable tender fee of Rs.1,000/- by Cash or Demand Draft drawn in favour of ZAO, CBDT, Pune payable at Pune. In case the **tender document is downloaded from the Department's website or <https://eprocure.gov.in> or <https://gem.gov.in/CPP Tenders>** a non-refundable tender fee of Rs.1,000/- has to be paid by way of Demand Draft drawn in favour of ZAO, CBDT, Pune payable at Pune at the time of submission of the duly filled tender application.

Sd/-

(S. K. Jadhav)

Jt. Director of Income Tax (Inv.)(HQ)  
For Director General of Income Tax (Inv.), Pune



## DIRECTOR GENERAL OF INCOME TAX

Aayakar Sadan, 7<sup>th</sup> Floor, Bodhi Tower, 548/2B, Salisbury Park, Pune-37.

Tel./Fax: 020-24269722/24264717/24269718

Email id: [pune.dgit.inv@incometax.gov.in](mailto:pune.dgit.inv@incometax.gov.in)

### TENDER DOCUMENT FOR SUPPLY, INSTALLATION, COMMISSIONING & MAINTENANCE OF HARDWARE AND SOFTWARE ITEMS AT THE PREMISES OF INCOME-TAX DEPARTMENT, PUNE AT PUNE & NAGPUR OFFICES

Open Tender No: Tender No.PN/DGIT(Inv.)/Infra/T-1/2017-18/

Dated: 16/12/2017

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DIRECTOR GENERAL OF INCOME TAX (INV), PUNE

Aayakar Sadan, 7<sup>th</sup> Floor, Bodhi Tower, 548/2B, Salisbury Park, Pune-37.

SECTION – I

DOMESTIC COMPETITIVE BIDDING

(Through call of open Tenders)

<u>Open Tender No:</u> Tender No.PN/DGIT(Inv.)/Infra/T-1/2017-18/ <u>Dated-</u> 16/12/2017	
Last Date & Time for receipt of Bid	Date: 08/01/2018, <b>Time: 13.00 Hrs</b>
Time and Date of Opening of Technical Bid	Date: 08/01/2018, <b>Time: 15.00 Hrs</b>
Place of Opening of Technical Bid	Room No. 717, Aayakar Sadan, 7 <sup>th</sup> Floor, Bodhi Tower, 548/2B, Salisbury Park, Pune-37.
The tender documents can be obtained from	download from <a href="http://www.incometaxindia.gov.in">www.incometaxindia.gov.in</a> or <a href="https://eprocure.gov.in">https://eprocure.gov.in</a> or <a href="https://gem.gov.in/ CPP Tenders">https://gem.gov.in/ CPP Tenders</a> or can also be obtained from the ITO(Inv.)(HQ), Room No. Room no. 718, Aayakar Sadan, 7 <sup>th</sup> Floor, Bodhi Tower, 548/2B, Salisbury Park, Pune-37
Tender documents can be dropped in the tender box at	Room no. 718, Aayakar Sadan, 7 <sup>th</sup> Floor, Bodhi Tower, 548/2B, Salisbury Park, Pune-37
Tenders addressed to:	The Director General of Income Tax (Inv.), Pune

## SECTION-II

### ELIGIBILITY CRITERIA

1. This Invitation for Bids is open to the parties fulfilling the eligibility criteria as below:

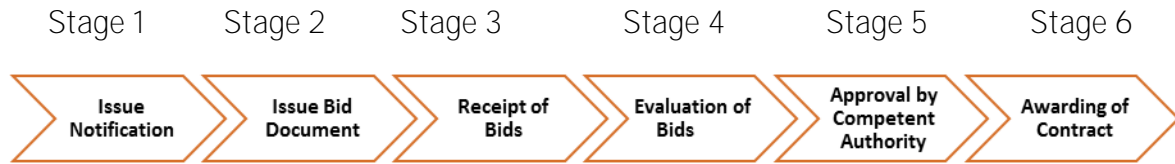
#	Qualification Criteria	Documentary Evidence
1	<i>The Bidder must be</i> <ul style="list-style-type: none"><li>• <i>A public sector undertaking or</i></li><li>• <i>A company in India, registered under the Companies Act 1956 or</i></li><li>• <i>A registered partnership firm, or</i></li><li>• <i>A limited liability partnership,</i></li></ul>	Copy (ies) of Certificate of Registration
2	Bidder should have minimum turnover of at least <u>Rs. 1 Crores</u> from IT Infrastructure business in each of the last 3 financial years (2016-17, 2015-2016, 2014-2015)	Copy of the Audited Profit & Loss Statement /balance sheet.
3	Bidder should have positive profit in last 3 financial years (2016-17, 2015-2016, 2014-2015)	
4	Bidder should have at least one support centre / service centre at Pune which was operational in last two FY years ((2016-17, 2015-2016) and continues to be operational on the date of bidding	Licence of Service centre with List of such support centres / service centres with contact numbers and addresses should be submitted along with the proof.
5	Bidder should not have been blacklisted for bidding purpose by Central Government, State Governments or Government Corporations of India.	Undertaking / self-declaration to that effect should be submitted along with the Technical bid

6	Bidder should have valid documentary proof of GST registration number	Provide Copy of GST registration number
7	Bidder should have furnished Sales Tax/VAT returns for the last three financial years (2016-17, 2015-2016, 2014-2015)	Provide documentary proof of Sales Tax returns or copy of certificate from a Chartered Accountant regarding sales tax returns for the last three financial years.
8	Bidder should have filed Income-tax returns for last three financial years (2016-17, 2015-2016, 2014-2015)	Provide copy of income-tax returns for three financial years.
9	Bidder should have Permanent Account Number	Provide copy of PAN card
10	Bidder should have minimum three <b>years'</b> experience of supplying, installation, commissioning and maintenance of Hardware and software items in last three financial years (2016-17, 2015-2016, 2014-2015).	Certified copies of at least one work-order pertaining to each of the last three years
11	The servers, desktops, racks, routers and other required items should be of branded company.	

## SECTION - III

### PROCESS OF BIDDING

Selection of a successful vendor will involve a five (6) stage approach before issuance of Work Order/letter of appointment.



2. The bidder is required to fill up the Profile of his Organization and other details in the format given as per Annexure of the Bid Document.
3. The bids are to be submitted in two parts in separate sealed envelopes, i.e., Technical Bid and Financial Bid.
4. Technical Bid (Section-V)

The Technical bid submitted by the bidder shall include the following:

- a) All documents as mentioned in the Eligibility Criteria as in Section-II.
  - b) Full particulars of Govt. or other organizations / customers, where the agency has carried out supply of hardware and software material in last three years. (Self-attested copies of the relevant work orders are to be enclosed).
  - c) Information regarding any litigation, current or during the last three years in which the bidder was/is involved, the opposite party(s) and the disputed amount. If, these information is nil, a certificate is to be furnished.
  - d) Details regarding any work order that was abandoned at any stage, prematurely terminated or resulted in inordinate delay along with reasons for the same (copies of relevant documents to be enclosed).
5. Financial Bid (Section-VI)
    - a) The financial Bid shall comprise the price component for all the items indicated in the Section-VII of the tender document. The party has to **quote the prices of the items to be provided in the financial bid's columns** only. The Financial bid should mention unit price of each item and total price for the number of items required & should not quote group/lot/lump sum price.
    - b) Price quoted shall include Supply, Installation and Warranty. The

successful bidder shall be responsible for maintenance of items supplied during the period of warranty including replacement of any part.

- c) The price quoted by the bidders shall include all applicable taxes / cess / duties etc. Office of the Director General of Income Tax(Investigation), Pune would not bear any additional liability on this account.
- d) Office of the Director General of Income Tax(Investigation), Pune shall however, deduct such tax at source as may be applicable as per the rules and issue necessary certificates to the Bidder.
- e) Prices shall be quoted in Indian rupees only.
- f) The rates offered by the bidder should be valid for 6 months from opening of financial bid. The office of the Director General of Income Tax(Investigation), Pune may place orders for additional upto 50% of quantity of items specified in the tender, which the vendor should supply at the same rate as offered in the bid finalized till validity of the bid.

6. Sealing and Marking of Bids:

- a) The Technical Bid along with requisite documents (listed in Para 4 above) shall be placed in one sealed envelope super scribed '**Technical Bid**'. The Financial Bid shall be kept in a separate sealed envelope super-scribed '**Financial Bid**'. Both the envelopes shall then be placed in one single, sealed envelope super-scribed '*Bid for Supply, Installation, Commissioning & Maintenance of hardware and software items for Income Tax Department, Pune & Nagpur*' and shall be addressed to the Director General **of Income (Inv.), Pune. The bidder's** name, telephone number and complete mailing address shall be indicated on the cover of the outer envelope.
- b) Both the inner envelopes super-scribed *Technical Bid* and *Financial Bid* shall have the name and address of the bidder so that if required, they may be returned to the bidder without opening them.
- c) If the outer and inner envelopes are not sealed and marked as required, such bids shall be treated as invalid and are liable to be rejected.
- d) If for any reason, it is found that the Technical Bid reveals the Financial Bid related details in any manner whatsoever, or, the Financial Bid is placed in the envelope super-scribed, '**Technical Bid**', the Bid document shall be summarily rejected in the first instance itself.
- e) All the Bid documents submitted shall be serially page numbered and contain the table of contents with page numbers.
- f) The applicants should submit/drop their bids in separate sealed envelopes, which in turn should be placed into a sealed larger envelope



**(Maximum Width of 10 Inch), in the 'Tender Box'** kept in Room no. 718, Aayakar Sadan, 7<sup>th</sup> Floor, Bodhi Tower, 548/2B, Salisbury Park, Pune-37 by 13.00 hrs on **08.01.2018**.

7. Deadline for Submission of Bids:

- a) Bids must be received by office of the Director General of Income-tax (Investigation), Pune at the address specified not later than the time and date specified in the Invitation for Bids.
- b) In the event of the specified date for the submission of Bids being declared a holiday for the Income-tax department, the Bids will be received up to the given time on the next working day.
- c) The office of the Director General of Income-tax (Investigation), Pune may, at its discretion, extend the deadline for submission of bids which will be binding on all the bidders.
- d) Any bid received by office of the Director General of Income-tax (Investigation), Pune after the deadline for submission of bids prescribed by the Income-tax department in the bid, document will be rejected and will not be opened.

8. Opening and Evaluation of Technical Bids:

- a) The Tender Evaluation Committee appointed by the Director General of Income-tax (Inv.), Pune shall open all Technical Bids in the first instance on the appointed date, time and venue.
- b) **At the time of opening of bids, the bidder or its'** duly authorized (in writing) representative may remain present before the Tender Evaluation Committee.
- c) During evaluation of the bids, the Tender Evaluation Committee may, at its discretion, ask the Bidder for clarification of its bid. The request for clarification and response shall be in writing.
- d) No bidder shall contact the office of the Director General of Income-tax (Inv.), Pune or any other office of Income-tax Department on any matter relating to his bid from the time of the bid opening to the time the issue of work order. All bidders are strongly advised to furnish all material information in the bid itself.
- e) Any effort by a Bidder to influence office of the Director General of Income Tax(Investigation), Pune in its decisions on bid evaluation, bid comparison or work order decision will result in rejection of the bid.

f) The technical bids wherein all conditions are fulfilled will be declared as technically qualified.

9. Opening and evaluation of Financial Bids:

a) The financial bids of only those bidders shall be opened who are declared technically qualified.

b) Price quoted elsewhere in the bid document except in financial bid shall make the entire bid liable for rejection.

c) **If a bidder quotes “NIL” charges/consideration, the bid shall be treated as unresponsive and will not be considered.**

d) The results of the bid evaluation shall be communicated in writing to the successful bidder.

e) In a normal situation, the contract shall be awarded to the lowest responsive bidder, whose prices quoted in the financial bid are the lowest taken together for all items.

f) Without affecting the sanctity of the above criterion, Income-tax department, Pune reserves rights to relax any condition of eligibility criteria qualifying the bid(s) based on merit of each case and if the situation so warrants in the interest of the department.

g) The decision of the Tender Evaluation Committee shall be final in respect of the correction of typographical and arithmetical errors. The contract shall be awarded only after approval of Competent Authority.

10. Payment terms

Payment in pursuance to the contract will be made by the Director General of Income Tax (Investigation), Pune after successful supply, installation and commissioning of all items at the specified premises of the department.

Read and accepted.

Signature and stamp of

Bidder or Authorized Signatory

## SECTION-IV

### OTHER TERMS & CONDITIONS OF TENDER

1. It is a composite contract for supply of all items. It cannot be broken for supply of a few or individual items.
2. No alteration shall be made in any of the terms and conditions of the bid document by scoring out. In the submitted bid, no variation in the conditions shall be admissible.
3. The successful bidder will submit a Performance Guaranty Deposit (PGD) by means of Bank Draft drawn in favour of Zonal Accounts Officer, CBDT, payable Pune, within 15 days after the receipt of Letter of Intent (LoI) @ 5% of the tendered value of contract. The Performance Guarantee will be refunded to the bidder after three years from the date of allotment of contract without interest after deducting liabilities if any.
4. No bid will be considered unless all pages in the documents comprising the Bid are properly signed and stamped by the persons authorized to do so. The name of the person signing and representing bidding entity should be clearly specified.
5. In the event of bid being accepted and contract awarded, the bid will be converted into a contract, which will be governed by the terms and conditions given in the bid document.
6. No modification or substitution of the bid document shall be allowed.
7. One entity is not allowed to make more than one bid.
8. A bidder may withdraw its bid after submission, provided a written notice of the withdrawal is received by the Income-tax department before the due date for submission of Tender bids. A bidder can resubmit bid only after due notice for withdrawal of earlier bid.
9. Bids shall remain valid for 6 months after the date of bid opening prescribed by the Income-tax department. Any bid with a condition of validity for a shorter period shall be rejected by office of the Director General of Income Tax (Investigation), Pune as non-responsive.
10. The Director General of Income Tax (Investigation), Pune, without assigning any reasons, reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time, without thereby incurring any liability to the affected Bidder or Bidders or any obligations to inform the affected Bidder or bidders of the grounds for the action Income-tax department.
11. The Bidder shall sign his bid with the exact name of the concern to which the contract is to be awarded.
12. The Bid document filed by the bidder shall be typed or written in indelible

ink. No over writing or cuttings shall be permitted.

13. Prior to the submission of Bid, the Bidder/authorized representative shall personally inspect the Income-tax department offices and facilities, where installation is to be done, specified in the Tender at his own cost and under prior intimation to the Income Tax Officer (Inv.) (HQ), Pune. This is necessary to enable the bidder to gather all the information, so as to prepare the Bid accurately after taking into consideration all the relevant factors. Submission of the bid will, therefore, be considered as meeting the requirements of bidder having fully read and understood the tender document and the scope of work prescribed therein.
14. Making misleading or false representation in the bid document will lead to disqualification of the Bidder at any stage.
15. Where the bid has been signed by the Authorized Representative on behalf of the concern, the bidder shall submit, along with technical bid documents, a certificate of authority and any other document consisting of adequate proof of the ability of the signatory to bind the bidder to the contract. (Income-tax department may out rightly reject any bid, which was not **supported by adequate proof of the signatory's authority**).

Arbitration:

16. The Income-tax Department and the selected Bidder shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.
17. If, after thirty (30) days from the commencement of such informal negotiations, the Department and the selected Bidder have been unable to amicably resolve dispute, either party may require that the dispute be referred for resolution to the formal mechanisms, which may include, but are not restricted to, conciliation mediated by a third party acceptable to both, or in accordance with the Arbitration and Conciliation Act, 1996.
18. All Arbitration proceedings shall be held at Pune and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.
19. In case the issues are not resolved in the arbitration proceedings then any further legal action by the parties shall be restricted to the jurisdiction of the competent Court at Pune.

Read and accepted.

Date Signature and stamp of the Bidder

Or Authorized signatory, Place

## SECTION-V TECHNICAL BID

(On the letter head of the concern submitting the bid)

To  
The Director General of Income-tax, (Investigation)  
Aayakar Sadan, 7<sup>th</sup> Floor, Bodhi Tower, 548/2B, Salisbury Park, Pune-37.

Ref: Tender No. \_\_\_\_\_ Dated \_\_\_\_\_

Sir,

I/We hereby undertake to provide the Hardware(s) & Software and its maintenance at various premises of Income tax department, Pune and Nagpur, as specified in the tender document and agree to hold this offer for a period of 6 months from the date of opening of the bid. I/we shall be bound by a communication of acceptance issued by you.

I/we have understood all the Terms and Conditions of the tender as enclosed with the invitation to the tender and have thoroughly examined the specifications of items to be rendered and my/our offer is to supply the items strictly in accordance with the requirements.

Certified that I/we have the experience of more than three years in providing Hardware, Software and related maintenance works. Certified copies of at least one work-order pertaining to each of the last three years are enclosed with this bid.

A detailed profile of organization as filled in as prescribed in the Annexure of the bid document is enclosed with this bid. Other details required to be submitted with this bid as per the bid document are also enclosed as follows:

- a. All documents as mentioned in the Eligibility Criteria.
- b. Full particulars of Govt. or other organizations or customers, where the agency has carried out supply of hardware and software material in last three years. (Self-attested copies of the relevant work orders are to be enclosed).
- c. Information regarding any litigation, current or during the last three years in which the bidder was/is involved, the opposite party(s) and the disputed amount.
- d. Details regarding any work order that was abandoned at any stage, prematurely terminated or resulted in inordinate delay along with reasons for the same (copies of relevant documents to be enclosed).

We do hereby undertake that, until a formal award of contract, this bid, shall constitute only a binding offer between us.

Yours faithfully, Signature and  
stamp of the Bidder or Authorized  
signatory

Dated this \_\_\_\_\_ day of \_\_\_\_\_ of .....

Telephone: \_\_\_\_\_ FAX \_\_\_\_\_

Address \_\_\_\_\_

E-mail \_\_\_\_\_

Company Seal.

Signature of the bidder.

## SECTION-VI FINANCIAL BID

Having examined the tender documents and having submitted the technical bid for the same, we, the undersigned, hereby submit the Financial Bid for providing hardware and software at Pune & Nagpur of Income-tax department in conformity with the said tender document at the prices and rates mentioned in the below / offer enclosed.

The Price quoted by us for the scope of work detailed in Section VII of the tender document is as below:

1. Name, address and telephone  
No. of the Bidder/Applicant  
Contractor
2. Total Bid Price (Including all taxes) :
3. Price Rate of each hardware and software item :-  
(Including all Taxes)

Table: Hardware and Software Cost

<b>S No</b>	<b>Item Name</b>	<u>Item Total</u> (A)	<u>Per Unit Price</u> (B)	<u>Quote Price</u> (A X B)
1.	Server (AS + DB +IMS proxy server)	3		
2.	PCs for alarms with RHEL 6	1		
3.	Router, Firewall etc,	1		
4.	Branch Router	1		
5.	OS: RHEL server version 6.6 software	3		
6.	DB: My SQL Enterprise server software perpetual license	1		
7.	RJ-45 Cat 6E cables, 3 Mtrs	15		
8.	19" rack with KVM, rack optimized mouse, keyboard & Monitor	1		
	<b>Total &gt;&gt;</b>			

Date:  
Place:  
Stamp/Seal of the Bidder  
Name and Signature of the

Authorised Signatory

Tender will be opened on **08/01/2018** at 15.00 PM in Room No. 717, Aayakar Sadan, 7<sup>th</sup> Floor, Bodhi Tower, 548/2B, Salisbury Park, Pune-37 in front of bidders or their authorized representatives.

## SECTION- VII

### ITEMS OF HARDWARE AND SOFTWARE FOR SUPPLY, INSTALLATION, COMMISSIONING AND MAINTENANCE

Successful Bidder is supposed to provide below hardware and software at the Pune & Nagpur offices of Income Tax Department.

S No	<b>Item Name (detailed specifications from page 19 to 25)</b>	<u>Pune Office at</u> Aayakar Sadan, 7 <sup>th</sup> Floor, Bodhi Tower, 548/2B, Salisbury Park, Pune-37	<u>Nagpur Office</u> O/o the PDIT(Inv.), 2 <sup>nd</sup> floor, Saraf Chamber, Mount Road, Sadar, Nagpur
1	Server (AS + DB +IMS proxy server)	3	0
2	PCs for alarms with RHEL 6	1	0
3	Router, Firewall etc	1	0
4	Branch Router	0	1
5	OS: RHEL server version 6.6 software	3	0
6	DB: My SQL Enterprise server software perpetual license	1	0
7	RJ-45 Cat 6E cables, 3 Mtrs	15	0
8	19" rack with KVM, rack optimized mouse, keyboard & Monitor	1	0

1. Bidder is expected to provide maintenance & support services as per the **manufacturer's warranty and guarantee period as per respective products** to Income Tax Department at their respective offices.
2. Bidder shall not be provided any transport, porter, lodging or other expenses during supply, installation, commissioning, service & maintenance phase which he has to arrange at his own cost.
3. All the hardware and software shall be purchased in the name of The Director General of Income Tax (Investigation), Pune.
4. All the hardware items supplied should be covered under AMC for



three years from the commissioning of project at no cost and treated as onsite warranty.

5. Warranty :

- a. The successful bidder shall provide comprehensive onsite warranty for a period **as per the manufacturer's warranty and guarantee period as per** respective products from the date of installation and commissioning of hardware item and software supplied.
- b. Any defect observed within 6 months of the supply, the successful bidder shall be obliged to change the hardware item with new piece of hardware item without any charge. The Director General of Income Tax (Investigation), Pune will take appropriate action against the successful bidder, in any such case.
- c. The warranty shall cover the following
  - i. The hardware items should be repaired and made operational within 48 hours, failing which a replacement should be given till the hardware item is repaired. In case of software, it shall be replaced.
  - ii. The warranty period will get extended by one week for each failure which had been resolved within the resolution period indicated below. In case where failures have not been resolved within the resolution period, the warranty would get extended by 3 months for each of such failures.

Note:

The latest patches and updates for all the software supplied should be installed on the hardware items at the time of shipment. Further, it is also being informed that the offices are in remote locations and internet connectivity may not be available at these locations. Hence at the time of installation the vendor should carry the latest updates and patches in portable media and install in all hardware items.

1. Replacement due to Repeated Failure

If, during the warranty period, any hardware item has any failure on two or more occasions, it shall be replaced by equivalent new hardware item / software by the successful bidder at no cost to The Director General of Income Tax (Investigation), Pune.

2. SLA/Penalty for Downtime

The Director General of Income Tax (Investigation), Pune or its offices where hardware has been supplied, may make a complaint about the hardware item/ service through letter, fax, e-mail, phone, SMS or any other means as they think fit or convenient to the Service centre reported by the successful bidder. Written complaint of the issue will also be made by The Director General of Income Tax (Investigation), Pune or its offices where hardware has been supplied, in due course of time, in case issue has been informed through phone or SMS considering the urgency of the situation.

- a) On receiving complaint about hardware item/ service, the successful bidder will respond and repair/replace or provide required services as per the schedule given below:

Sr. No.	Location of complaint	Response Period (Visiting site)	Complaint / Issue Type	Resolution Period (After response period)
1	Pune, Nagpur	Next Business day	Simple	24 hrs
2	Pune, Nagpur	Next Business day	Medium	48 Hrs
3	Pune, Nagpur	Next Business day	Complex	1 Week

- b) Complaint types to be defined by the IT Dept. & successful bidder after awarding the contract with mutual understanding.
- c) Public Holidays as declared by Government of Maharashtra will be excluded for the above downtime calculation.
- d) In case successful bidder fails to meet the above standards for resolution, there will be per day penalty of Rs. 100, 200, 500 for simple, medium & complex issues/complaints respectively will be deducted from the Performance Guaranty Deposit.
- e) Department shall also have the right to conduct, either itself or through any other agency as it may deem fit, an audit / revision of the SLA parameters. The SLAs defined, shall be reviewed by Department on a half yearly basis after consulting the successful bidder, Consultants (if any) and other experts from department. All the changes would be made by Dept. after consultation with the vendor and might include some corrections to reduce undue relaxation in Service levels or some corrections to avoid unrealistic imposition of penalty, which are noticed after project has gone live.
- f) In case the hardware item is not repaired/replaced within two weeks, the penalty will be charged at 5 (Five) times of the penalty shown above and will be deducted from the Performance Guaranty Deposit.
- g) If the original hardware item is replaced by temporary substitute hardware item within resolution period, the penalty will not be charged for two weeks from the date of substitution/replacement. If the same is not repaired/ replaced within two weeks, penalty as per the table mentioned above in the table will be charged and will be deducted from the Performance Guaranty Deposit.

## 1. Specification for Server

S. No.	Parameter	Specifications
1.	Processor	Intel® Xeon® processor E5-2690 v3 or higher
2.	No of Processors	2
3.	Memory	128 GB using 8x16GB 16GB RDIMM, DDR4-2133MT/s, Dual Rank, x4 Data Width (LRDIMMs also acceptable)
4.	PCI Slots	Minimum 1 nos. of PCI-Express Gen3 Slot shall be available for future expansion (After taking into account all the mandatory and optional hardware mentioned in this document)
5.	Interface Ports	a) Serial port - 1; b) Mouse - 1; c) Keyboard - 1; d) VGA Graphics - 1; e) USB 3.0 or above - 4; f) RJ45 Network ports - 4 +1(for Remote Management) (In case Mouse and Keyboard are USB based then additional USB ports to be given. Similarly, for serial port converted from USB, additional USB port shall be provided along with USB to Serial converter.)
6.	Hard Disk Drive	To be supplied with 6 x 900GB (or higher capacity) 12G SAS Enterprise HDD in RAID6.
7.	Bays	Should support minimum 8 nos. of SAS Drives
8.	RAID Controller	12 Gbps or higher throughput HW RAID Controller supporting RAID 0/1/1+0/5/6 with minimum <b>1 GB</b> of Flash-backed write cache.
9.	FC HBA	2 x Single Port Qlogic 8Gbps FC Host Bus Adapter
10.	Optical Drive (internal)	DVD-RW Drive (or DVD/CD Compatible Blu-Ray Disc Drive)
11.	Graphics Controller	Integrated on-board graphics with support for 16 Million color: resolution of 1280 x 1024
12.	Gigabit Ethernet ports	4 nos of Gigabit Ethernet ports full duplex. The network ports should also provide the following functionalities for all supported OS: <ul style="list-style-type: none"> <li>• Ethernet Bonding, Failover and load balancing,</li> <li>• Wake on LAN,</li> <li>• Pre-Boot Execution Environment (PXE),</li> <li>• Multiple VLAN tagging,</li> <li>• Auto-negotiation for 10/100/1000 Mbps</li> </ul>
13.	Redundant Power	Redundant Hot Plug Power Supplies (230 VAC). The power supplies shall be either 80 Plus platinum certified

	Supplies	or better
14.	Redundant cooling Fans	Redundant Hot Plug fans
15.	Form Factor	Rack mountable with rack mount kit and rails (preferably 2U or less)
16.	OS Support	The quoted server should support the following Operating Systems: a) RHEL 6 and above; b) VMware vSphere™ 5.0 and above
17.	Backup drive	LTO-6 tape drive (preferably internal) with six media and one cleaning cartridge  <i>*in case external tape drive is quoted additional controller and rack mounting accessories shall be provided</i>
18.	Remote Manageability	a) It shall be possible to manage the server hardware and software components remotely. b) The server hardware shall be manageable even when it is shutdown or crashed. c) It shall be possible to power on/off and boot the system remotely; d) It shall have the following features: <ul style="list-style-type: none"> <li>• real time power reading;</li> <li>• POST and failure sequence replay;</li> <li>• Event log;</li> <li>• Browser and CLI support;</li> <li>• Secure Socket Layer;</li> <li>• Secure Shell.</li> </ul>
19.	Server Management	OEM software for management of Servers must be included as standard. It should integrate with any SNMP based industry standard Network Management Software. (The SNMP MIBs for all the hardware and software components shall be provided in a DVD media). Should provide Fault management and automatic event handling through e-mail, SMS. Should provide Role based secured remote management using Secure Sockets Layer (SSL) and Secure Shell (SSH) to encrypt management communications. Should provide Pre-failure warning for- CPU, Memory, and HDD. Should have local LED/LCD based diagnostic panel for easy fault identification.
20.	Warranty	The entire hardware and software shall carry a comprehensive onsite warranty of 3 years from the date of commissioning

## 2. Specification for Desktop

S. No.	Parameter	Details
1	CPU/Speed	Intel 6th Gen. Core i7 6700 or higher
2	RAM	8GB (2 x 4 GB) 1600 Mhz DDR3/DDR4 NON ECC SDRAM upgradable to 16 GB or more. Minimum 4 memory slots
3	Storage	<ul style="list-style-type: none"> <li>• 2 x 1 TB 7200 rpm SATA III HDD or higher</li> <li>• DVD-RW Drive</li> </ul>
4	Video Controller	Integrated
5	Monitor	21.5" TFT Flat Panel Display LED backlit (Full HD)
6	Keyboard	Multimedia/Internet Keyboard and Optical Mouse from desktop manufacturer
7	Audio	Integrated, External Stereo Speakers and noise cancellation type headsets
8	Network Interface	2 x 10/100/1000 Mbps Ethernet Network Card, Auto sensing.
9	Bus Slots	One x16 PCI Express slot
10	Ports	Minimum 6 USB 2.0/3.0 ports 1 RJ45 1 VGA 2 Line in (stereo/microphone) 2 Line out (headphone/speaker)
11	Mouse	Optical Scroll (3 button) Mouse with mouse pad
12	Power Supply	220-240 VAC, 50 Hz With Indian Power cables
13	Drivers/Accessories	Required drivers and cables to be provided
14	O.S	(a) Genuine Microsoft 64 bit Windows 8.1 Professional or higher with License and Media. (Restore CD's not acceptable. Required Driver CD's to be provided). (b) Antivirus with three years' subscription
15	Warranty	(a) 3 years' Comprehensive onsite warranty support for Hardware and OS from the date of Installation/Acceptance (b) Vendor should provide OEM warranty card mandatorily (c) The equipment shall be supported for at least 5 years from the date of acceptance
16	Post Sales Support	Principal/Supplier should have a full-fledged service center at the city of installation

17	Installation	Installation/Creation of Partition, OS Installation and enabling Restore option onsite
18	Cables, Drivers connectors and accessories	All the necessary cables, drivers, connectors and accessories if any should be provided.

### 3. Specification for Secure Service Router

S.No.	Specifications
<b>A.</b>	<b>Performance Requirement</b>
1.	Wire-speed performance equivalent to 45Mbps or higher for concurrent services such as Routing and Firewall, IPS, VPN, Encryption/Decryption.
2.	Active/Active and Active/Standby support for all services and stateful failover of runtime sessions using integrated or dedicated Stateful Firewall. Incase if firewall is dedicated module or chassis it should support transparent mode to avoid the creation of additional L3 network in-between.
3.	<ul style="list-style-type: none"> <li>• 4x10/100/1000 Mbps and 2xGigabit SFP (SX &amp; LX one each) router Ports (At least 4 Ports should be usable in any combination)</li> <li>• 16x10/100/1000 Mbps L3 Switched Ports at wire speed,</li> </ul>
4.	Hardware based encryption and VPN Support for 3DES, and AES 256, VPN tunnels.
5.	Intrusion Prevention as well as other essential security features.
<b>B.</b>	<b>Routing &amp; Multicasting</b>
6.	IPv4 and IPv6 support, including IPv4-IPv6 tunnels
7.	Static routing, RIPv1/2, RIPv6, OSPFv2 and v3, BGP4/4+
8.	Policy-based routing
9.	Inter-VLAN routing
10.	High availability: VRRP, redundant router connections
11.	IGMPv1/2/3 for IPv4; MLDv1/2 for IPv6
12.	PIM-SM for IPv4/v6
<b>C.</b>	<b>LAN Features</b>
13.	10/100/1000 Base-TX
14.	IEEE 802.1x port authentication, MAC based authentication
15.	IEEE 802.1p
16.	IEEE 802.1Q
17.	IEEE 802.3ad LACP
18.	IEEE 802.1s MSTP
19.	VLAN Registration Protocols for dynamic VLANs
20.	Port mirroring
21.	Jumbo frames
<b>D.</b>	<b>WAN Features</b>
22.	Serial V.35
23.	Point-to-Point Protocol (PPP), including PPP over Ethernet (PPPoE)
24.	HDLC
25.	Multilink PPP (MLPPP)
<b>E.</b>	<b>Quality of Service/Traffic Management</b>

S.No.	Specifications
26.	WRED, DiffServ, bandwidth guarantee/sharing, flow monitoring, traffic policing
27.	8 level Priority Class Based Queuing – Per IP address/subnets, ports, DSCP and ToS bits, VLAN ID, (802.1Q), VLAN Priority (802.1p)
28.	VLAN Classification (port and MAC based)
<b>F.</b>	<b>Firewall</b>
29.	Stateful Packet Inspection and failover Firewall
30.	Routed or transparent mode of operation
31.	Multiple zone support (including Corporate, Internet, DMZ)
32.	Access Control Lists (ACL)
33.	NAT, including policy-based NAT/PAT
34.	Multiple Distributed Denial of Service (DDoS) Attack Preventions
35.	IPSec, L2TP, PPTP
36.	<b>IPS:</b> Integrated Inline DPI based detection and mitigation of all network threats and viruses. Signature updation/distribution should be possible through centrally placed in-house management server.
<b>G.</b>	<b>VPN</b>
37.	Integrated hardware for encryption and VPN acceleration
38.	IPSec VPN with Stateful failover, <b>Group VPN Based on RFC 6407, GDOI</b>
39.	3DES, AES, SHA1, SHA-256
40.	VPN Client support
<b>H.</b>	<b>Management &amp; Service provisioning</b>
41.	Management: Telnet, SSHv2, SFTP, PAP, CHAP, SNMPv2, SNMP v3, DHCP, DNS Proxy, RADIUS, TACACS+, PKI functions and management of keys and X.509 digital certificates.
42.	Monitoring: Syslog, statistics, RMON, alarm
43.	Diagnostics: BERT, loopback testing, trace route, packet capture
<b>I.</b>	<b>Reliability &amp; Availability</b>
44.	Redundant power supply (Internal) and variable-speed cooling fans.
45.	Hot swappable Modules
<b>J.</b>	<b>International Power Safety &amp; Energy efficiency certifications</b>
46.	UL/CSA/IEC/EN 60950-1
47.	Common Criteria EAL3 certification (ISO/IEC 15408) for the product or family

#### 4. Specification of Branch Router

S.No.	Specifications
<b>A.</b>	<b>Performance Requirement</b>
1.	1U Rack Mountable Router with Wire-speed performance equivalent to 10 to 15 Mbps or higher for concurrent services such as Routing and security.
2.	<b>Minimum Port Requirement</b> <ul style="list-style-type: none"> <li>• 2x10/100 Mbps Ethernet RJ45 WAN Ports</li> <li>• 2xV.35 Serial Port (2Mbps) with cables</li> <li>• 4x10/100 Mbps LAN ports</li> </ul>
3.	<b>Routing &amp; Multicasting</b>

<b>B.</b>	<b>IPv4 and IPv6 support, including IPv4-IPv6 tunnels</b>
4.	Static routing, RIPv1/2, OSPFv2 and v3, BGP4/4+
5.	Policy-based routing
6.	High availability: VRRP
7.	IGMPv1/2/3 for IPv4; MLDv1/2 for IPv6
8.	PIM-SM, PIM-DM for IPV4/IPV6
9.	<b>LAN Features</b>
<b>C.</b>	<b>10/100 Base-TX</b>
10.	IEEE 802.1p
11.	IEEE 802.1Q
12.	IEEE 802.3ad LACP
13.	IEEE 802.1s MSTP
14.	VLAN Registration Protocols for dynamic VLANs
15.	Port mirroring
16.	Jumbo frames
17.	<b>WAN Features</b>
<b>D.</b>	<b>Serial (V.35)</b>
18.	Point-to-Point Protocol (PPP), including PPP over Ethernet (PPPoE)
19.	HDLC
20.	Multilink PPP (MLPPP)
21.	<b>Quality of Service/Traffic Management</b>
<b>E.</b>	<b>WRED, DiffServ, bandwidth guarantee/sharing, flow monitoring, traffic policing</b>
22.	8 level Priority Class Based Queuing – Per IP address/subnets, ports, DSCP and ToS bits, VLAN ID, (802.1Q), VLAN Priority (802.1p)
23.	Port based VLAN Classification
24.	<b>Firewall</b>
<b>F.</b>	<b>Stateful Packet Inspection</b>
25.	Access Control Lists (ACL)
26.	NAT, including policy-based NAT/PAT
27.	Denial of Service (DoS) Attack Preventions
28.	IPSec, L2TP, PPTP
29.	<b>IPS:</b> DPI based detection and mitigation of all network threats and viruses. Signature updation/distribution should be possible through centrally placed in-house management server.
30.	<b>VPN</b>
<b>G.</b>	<b>Integrated hardware for encryption and VPN acceleration</b>
31.	IPSec VPN
32.	DES / 3DES, AES, SHA1, MD5
33.	VPN Client support
34.	<b>Management &amp; Service provisioning</b>
<b>H.</b>	<b>Management: Telnet, SSHv2, SFTP, PAP, CHAP, SNMPv2, SNMP v3, DHCP, DNS Proxy, RADIUS, TACACS+</b>
35.	Monitoring: Syslog, statistics, RMON, alarm
36.	Diagnostics: BERT, loopback testing, trace route, packet capture
37.	<b>International Power Safety &amp; Energy efficiency certifications</b>
<b>I.</b>	<b>UL/CSA/IEC/EN 60950-1</b>
38.	Common Criteria EAL2 certification (ISO/IEC 15408) for the product or family



## 5. Specification of 19” Rack :

Sl.	Specifications
1.	DIMENSIONS: 42U 800mm (W) X 1200mm (D)
2.	Color: Powder coated Black
3.	<p>At least two (2) rear vertically mounted PDUs with a total of 24 nos. of 6A/16A, 230V, C13 sockets. The inputs to the PDUs shall be provided using NEMA connectors. Two sets of single phases 32A NEMA connectors (each set inclusive of both male and female parts) along with 2 nos. of 32A MCBs and mounting boxes` shall be provided. 15-meter-long FRLS power cables with each wire having 4 mm<sup>2</sup> cross sectional area shall be provided for input to each PDU. The electrical cabling from the UPS output point available at the site to the NEMA connector BOX near the rack shall have to be carried out by the bidder using 4 mm<sup>2</sup> FRLS cable and appropriate cap-on-casing or conduit depending on the site suitability. All cables, sockets and circuit breakers shall be ISI/UL certified.</p> <p><b>Note: Compatible Power Cords should be provided for all Equipment Supplies.</b></p>
4.	Top mounted Fan Tray with 4 fans (should not consume mounting slots (out of 42 U) or sockets in the PDU)
5.	1 Fixed tray
6.	1 sliding 2U drawer
7.	Wheels with locks
8.	1 U sliding rack optimized Keyboard, mouse, monitor with KVM to connect 6 servers and the networking equipment
9.	Grounding Kits
10.	<p>Perforated metal front door (single) and back doors (double) with door knobs at the outside of the doors and both should have unique lock and key arrangement.</p> <p>There shall be two LED lamps inside the rack, one at the front side and one at the back side which shall turn-on only when the front door and the back doors are opened. The purpose is to provide visibility to the front and back sides of the equipment inside the rack.</p>
11.	Rear vertical cable managers
12.	Metallic side panels
13.	Provision for air flow
14.	Mounting Hardware
15.	100 nos. of nuts and bolts
16.	A Packet consisting of 100 nos of reusable Velcro tie wraps
17.	RJ-45 Cat 6E patch cords, factory crimped with boot for protection, UL/ETL Certified, length, length: 3 Meters

Annexure  
PROFILE OF ORGANIZATION

Sr.No.	Name of the Work	Supply, Installation and Commissioning and Maintenance of Hardware and software Items
1	Name of the Firm / LLP/ company	
	Address with email, Phone, Fax, Mobile Nos:	
2	Name and address of the :	
	Partners/Directors and their PAN	
3	PAN/TIN No: (enclose copies)	
4	GST No.: (if any)	
5	Details of works executed during the last 2 years (add documentary proof of the same) with satisfactory completion certificates of the concerned organizations	
6	List of similar work undertaken/in hand at present (proof documents)	
7	Any other information in support of their past antecedent, present experience, approach & methodology of work, competency to execute contract, financial capacity etc.	

Note: Please attach extra sheet in support of your information, if space in the column is insufficient. It is requested to visit the site and ascertain the quantum of work before submitting the tender.

Signature & Seal of bidder.