By E-Mail

Corrigendum and Clarifications

Notice Inviting Tender

For

Implementation, Rollout and Operations & Maintenance of 'One IA&AD One System' (OIOS) Project

Tender No- 51-ISW/2019-One IAAD One System Project

Tender Id: 2019_CAG_496493_1

CORRIGENDUM NO. 15

No. 51-ISW/2019-One IAAD One System Project
Indian Audit and Accounts Department

New Delhi, 19th October 2019

To

All Prospective Bidders

Subject: Notice Inviting Tenders for Selection of System Integrator for Implementation, Rollout and Operations & Maintenance of 'One IA&AD One System' (OIOS) Project – Corrigendum & Clarifications.

Reference is invited to the Open Tender issued for Selection of System Integrator for Implementation, Rollout and Operations & Maintenance of 'One IA&AD One System' (OIOS) Project published in CPPP on 22nd August 2019. In this regard, the pre-bid meeting was held on 5th September, 2019.

Based on the queries / clarification / suggestions received from the prospective bidders through email in reference to the RFP and during pre-bid meeting, a corrigendum was issued on the CPP Portal on 13th September 2019.

Subsequent upon the publishing of corrigendum, the following corrigendum/clarifications are issued.

The final date for bid submission including submission of EMD shall be 31st October 2019 6:00 PM. No further extension shall be granted irrespective of any circumstances.

Enclosed:

a) Amendments made in the RFP as per Corrigendum 'Annexure – A'
b) Clarifications as per 'Annexure – B'
c) Revised Payment Schedule 'Annexure – C'
d) Revised Technical Formats 'Annexure – D'

Yours faithfully,

Sd/
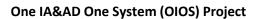
Sreeraj Ashok
Deputy Director (IS)

Corrigendum

1.	**Annexure – A: Corrigendum – Amendments to certain clauses/ terms of tender**

Sr. No.	RFP Document Reference (Section No.)	Page No & Vol	Original Clause	Revised Clause
1.	Appendix I. Pre-Qualification & Technical Bid Templates	RFP Vol II, Page 74	List of Formats: 1. Format 6, Page 84 2. Format 7A, Page 87 3. Format 7B, Page 88 4. Format 15, Page 96 5. Format 16, Page 99 6. Format 17, Page 101 7. Format 18, Page 103	List of Formats Updated in "Annexure D": 1. Format 6 2. Format 7A 3. Format 7B 4. Format 15 5. Format 16 6. Format 17 7. Format 18 8. Format 22 (New Addition) 9. Format 23 (New Addition) 10. Format 24 (New Addition)
2.	Appendix I. Pre-Qualification & Technical Bid Templates, Documents Required, Line Item 2	RFP Vol II, Page 81	Technical Proposal as per the Formats (Format 4 to 21) specified in Appendix I.	Technical Proposal as per the Formats (Format 4 to 24) specified in Appendix I.
3.	Appendix II. Financial Proposal Templates	RFP Vol II, Page 110	All commercial Formats starting from Format 2 to Format 8	Commercial Format 2 to Format 8 are updated and the BOQ is issued in a separate corrigendum. A new sheet for "**Instructions to fill financial format**" is added to the BoQ sheet which contains instructions to guide the Bidders to fill the commercial formats as per the requirements of RFP.

2. Annexure – B: Clarifications

S. No.	RFP document reference(s) RFP Vol, Section & Page number)	Clarification
1.	RFP Vol II, Section 9 Payment Schedules, TRACK 3: SETTING UP OF PDC, DRC AND BACKUP SITES AT 2 IA&AD OFFICES	Payment for leased lines will be done by IAAD directly to service provider.
2.	RFP Vol II, Section 9 Payment Schedules, TRACK 3: SETTING UP OF PDC, DRC AND BACKUP SITES AT 2 IA&AD OFFICES	Payment for Data download data upload at DC/DRC and DC Rental cost shall be paid quarterly.
3.	RFP Vol II, Section 9 Payment Schedules, TRACK 3: SETTING UP OF PDC, DRC AND BACKUP SITES AT 2 IA&AD OFFICES	Data download / Data Upload 1TB in Commercial Formats 5A and 5C is for rate discovery purposes only. However payment shall be made based on actual consumption as per the proposed rate card.
4.	RFP Vol II, Section 9 Payment Schedules, TRACK 3: SETTING UP OF PDC, DRC AND BACKUP SITES AT 2 IA&AD OFFICES	Payment shall be made on successful completion for the following activities: ▪ Security and Implementation Audit ▪ Vulnerability Assessment and Penetration Testing (VAPT)

3. Annexure – C: Revised Payment Schedules

TRACK COST HEADS	PAYMENT CONDITION	PAYMENT OF	ENGAGEMENT MODEL & Frequency of billing	TIMELINES (T is the date of signing of the contract)	FORMAT	PRINCIPLES
TRACK 1: SETTING UP OF DEVELOPMENT & TEST ENVIRONMENT						
Approval of IPMP, Product backlog & resource deployment:	a. Approval of Integrated Project Management Plan b. Finalization of initial version of Product Backlog c. After Deployment of resources (onsite/offsite)	**5% of Development cost of OIOS Application Phase 1 & Phase 2***	Fixed Cost; One Time Cost (Lumpsum)	T+ completion of a. Approval of Integrated Project Management Plan b. Finalization of initial version of Product Backlog c. After Deployment of resources (onsite/offsite)	RFP volume 2, Appendix II Format 4A	
Setting Up of Development & other Environment	On successful commissioning of Dev & other environment with relevant software	**For Subscription Model components – On actuals after 1st quarter; For Perpetual license based components - 100% after one**	For Subscription based – after 1st quarter For Perpetual based – 100% after one month of installation	T+ successful commissioning of Dev and other environments	Format 3A (Subscription) and 3B (Perpetual)	

TRACK COST HEADS	PAYMENT CONDITION	PAYMENT OF	ENGAGEMENT MODEL & Frequency of billing	TIMELINES (T is the date of signing of the contract)	FORMAT	PRINCIPLES
		month of installation				
OIOS Application Cloud to PDC Migration	On successful migration of OIOS application from Cloud to PDC	**100% after successful migration to PDC and signoff**	One Time Payment	T + 3 Months	RFP volume 2, Appendix II Format 4E	
TRACK 2: OIOS APPLICATION DEVELOPMENT, IMPLEMENTATION & ROLLOUT COST (PHASE-1)						
Stage 0 UAT	a. On completion of sprint demos as per prorated estimate of completed user stories as a proportion of estimated effort as per backlog b. Acceptance by Product Owner for functional part	**40%**	Fixed Cost; Every 2 Months invoice may be raised	Up to T + completion of phase 1 As per approved Estimate Backlog for Phase - 1 worked out by the SI in consultation with IA&AD	RFP volume 2, Appendix II Format 4A	Prorated estimate of completed user stories as a proportion of estimated effort as per Product backlog[1]
Stage 1 UAT (5 pilot offices)	On successful Stage 1 UAT in pilot offices	**20%**	Fixed Cost;	Up to	RFP volume 2, Appendix II Format 4A	As above

TRACK COST HEADS	PAYMENT CONDITION	PAYMENT OF	ENGAGEMENT MODEL & Frequency of billing	TIMELINES (T is the date of signing of the contract)	FORMAT	PRINCIPLES
			(Every two months invoice may be raised)	T + end of stage 1 implementation of phase 1		
Stage 2 UAT (nodal offices): Configurability for 26 nodal offices and HQ offices	On successful Stage 2 UAT in nodal offices	**20%**	Fixed Cost; (Every two months invoice may be raised)	Up to T + end of stage 2 implementation of phase 1	RFP volume 2, Appendix II Format 4A	As above
End of Phase – 1	At the end of Phase-1; On Integration Testing; all documentation and deliverables	**5%**	Fixed Cost; One time	At T + completion of phase 1	RFP volume 2, Appendix II Format 4A	On submission of final deliverables, documentation & integration testing
Post End of Quarter of Phase – 1 UAT	After one Quarter of M4	**10%**	Fixed Cost; One time	At T + one quarter after completion of phase 1	RFP volume 2, Appendix II Format 4A	As per Issue Register for Outstanding issues and Corrective action plan by SI
Phase-1 Procurement of System Software, hardware	On successful commissioning of System Software, hardware	**70% on delivery, 15% on installation, and 15% after OIOS Application**	Stage payments in 70:15:15	From Award of Contract + 3 Months	Format 4B (Perpetual)	The year-wise ATS payment shall be made in advance for the

TRACK COST HEADS	PAYMENT CONDITION	PAYMENT OF	ENGAGEMENT MODEL & Frequency of billing	TIMELINES (T is the date of signing of the contract)	FORMAT	PRINCIPLES
	components of Phase - I	**commissioning at 5 offices**				applicable components
TRACK 2: OIOS APPLICATION DEVELOPMENT, IMPLEMENTATION & ROLLOUT COST (PHASE-2)						
Stage 0 UAT	a. On completion of sprint demos as per prorated estimate of completed user stories as a proportion of estimated effort as per backlog b. Acceptance by Product Owner for functional part	**40%**	Fixed Cost; Every 2 Months	Up to T + up to completion of phase 2 As per approved Estimate Backlog for Phase - 2 worked out by the SI in consultation with IA&AD	RFP volume 2, Appendix II Format 4A	Prorated estimate of completed user stories as a proportion of estimated effort as per Product backlog[2]
Stage 1 UAT (5 pilot offices)	On successful Stage 1 UAT in pilot offices	**20%**	Fixed Cost; Every 2 Months	Up to T + upto completion of stage 1 of phase 2 implementation.	RFP volume 2, Appendix II Format 4A	As above
Stage 2 UAT (nodal offices): Configurability for 26 nodal	On successful Stage 2 UAT in nodal offices	**20%**	Fixed Cost; Every 2 Months	Up to T + up to completion of stage 2 of phase 2 implementation	RFP volume 2, Appendix II Format 4A	As above

TRACK COST HEADS	PAYMENT CONDITION	PAYMENT OF	ENGAGEMENT MODEL & Frequency of billing	TIMELINES (T is the date of signing of the contract)	FORMAT	PRINCIPLES
offices and HQ offices						
End of Phase – 2	At the end of Phase-2; On Integration Testing; all documentation and deliverables	**5%**	Fixed Cost;	At T + completion of phase 2	RFP volume 2, Appendix II Format 4A	On submission of final deliverables, documentation & integration testing
Post End of Quarter of Phase – 2 UAT	After One quarter of M4'	**10%**	Fixed Cost;	At T+ One quarter after completion of phase 2	RFP volume 2, Appendix II Format 4A	As per Issue Register for Outstanding issues and Corrective action plan by SI
TRACK 2: OIOS APPLICATION DEVELOPMENT, IMPLEMENTATION & ROLLOUT COST (PHASE-3)						
OIOS APPLICATION PHASE – 3	On fulfilment of work (as mutually agreed upon for the Resource, Time, work schedule before commencement of Phase-3 work)	**On Actuals**	Time and Material Every 2 Months	From T + completion of phase 2 to T + completion of phase 3	RFP volume 2, Appendix II, Format 4D	SI to raise an invoice every 2 months for Phase – 3 development basis the rate card in 3 bundles subject to mutual consultation
TRACK 3: SETTING UP OF PDC, DRC AND BACKUP SITES AT 2 IA&AD OFFICES						

TRACK COST HEADS	PAYMENT CONDITION	PAYMENT OF	ENGAGEMENT MODEL & Frequency of billing	TIMELINES (T is the date of signing of the contract)	FORMAT	PRINCIPLES
PDC for OIOS Phase 1	On successful commissioning of System Software, Hardware components of Phase - I	**70% on delivery, 15% on installation, and 15% after OIOS Application commissioning at 5 offices**	Stage payments in 70:15:15	Award of Contract + 3 Months	RFP volume 2, Appendix II Format 5A	▪ The payment on account of DC/DR rentals will be made, on actuals, on a quarterly basis in Equal Quarterly Instalments; ▪ The payment on account of Security Audit & VAPT will be made, on actuals, upon successful completion of the Security Audit
PDC for OIOS Phase 2	On successful commissioning of System Software, Hardware components of Phase - II	**70% on delivery, 15% on installation, and 15% after OIOS Application**	Stage payments in 70:15:15	Go-Live (phase-1) + 3 Months	RFP volume 2, Appendix II Format 5B	The payment on account of DC/DR rentals will be made, on actuals, on a quarterly basis in Equal

TRACK COST HEADS	PAYMENT CONDITION	PAYMENT OF	ENGAGEMENT MODEL & Frequency of billing	TIMELINES (T is the date of signing of the contract)	FORMAT	PRINCIPLES
		commissioning at 5 offices				Quarterly Instalments
Setup DRC for OIOS	On Provisioning, configuration, testing & Set Up of DRC for OIOS	**70% on delivery, 15% on installation, and 15% after OIOS Application commissioning at 5 offices**	Stage payments in 70:15:15	Go-Live (phase-2) + 3 Months	RFP volume 2, Appendix II Format 5C	The payment on account of DC/DR rentals will be made, on actuals, on a quarterly basis in Equal Quarterly Instalments
Storage Network Setup at 2 IA&AD offices	On Provisioning, configuration, testing & Set Up of Backup Site for OIOS at 2 IA&AD offices	**On actuals**	Fixed Cost; Quarterly	Award of Contract + 6 Months	RFP volume 2, Appendix II Format 5A, 5 C	The payment on account of DC/DR rentals will be made, on actuals, on a quarterly basis in Equal Quarterly Instalments
TRACK 4: CENTRALISED HELPDESK SETUP AND OPERATIONS						
Centralized Helpdesk Setup and Operations – All Activities	On Setup of: c. Centralised Helpdesk Software	**On actuals**	Time & Material for Resources; Quarterly	On Ongoing basis	RFP volume 2, Appendix II Format 6 A, 6B	SI to raise an invoice for actuals on setup of centralised helpdesk and deployment of

TRACK COST HEADS	PAYMENT CONDITION	PAYMENT OF	ENGAGEMENT MODEL & Frequency of billing	TIMELINES (T is the date of signing of the contract)	FORMAT	PRINCIPLES
	d. Deployment of Helpdesk Resources e. Operationalisation of Issue Resolution Framework for Development Team and End-user					helpdesk resources and operationalisation of Issue Resolution Framework
TRACK 5: TRAINING & CAPACITY BUILDING						
Training of Product Owner's Core Team	On completion of training batches for training on Agile Software Engineering Training	**On actuals**	For each Training conducted Quarterly	T to T + completion of delivery of all training requirements	RFP volume 2, Appendix II Format 7	SI to raise an invoice every quarter for actuals on completion of training batches, delivery of e-training support
Master Training OIOS Phase 1 & 2	On completion of training batches for Master training on OIOS Phase 1 & 2	**On actuals**	For each Training conducted Quarterly	T to T + completion of delivery of all training requirements	RFP volume 2, Appendix II Format 7	SI to raise an invoice every quarter for actuals on completion of training batches, delivery of e-training support

TRACK COST HEADS	PAYMENT CONDITION	PAYMENT OF	ENGAGEMENT MODEL & Frequency of billing	TIMELINES (T is the date of signing of the contract)	FORMAT	PRINCIPLES
UAT training Phase 1 and 2	On completion of training batches for UAT training	**On actuals**	For each Training conducted Quarterly	T to T + completion of delivery of all training requirements	RFP volume 2, Appendix II Format 7	SI to raise an invoice every quarter for actuals on completion of training batches, delivery of e-training support
TRACK 6: OPERATIONS AND MAINTENANCE						
OIOS Phase 1 and Phase 2	On successfully meeting the SLAs	**EQIs**	Fixed Cost Quarterly	From date of go live of Phase 2 UAT, for 7 years	RFP volume 2, Appendix II Format 8	SI to raise an invoice every quarter for O&M payments subject to meeting the Service Level Agreement (SLAs); **Format includes One Time Cost of O&M from Phase 1 Go-Live To Phase 2 Go-Live**

[1] For the purpose of payment, the pro-rate would be decided based on estimates in the initial sign off of product backlogs, notwithstanding any subsequent changes in the product back log

[2] For the purpose of payment the pro rata would be decided based on review of product back log after completion of phase 1, this is not withstanding any subsequent changes in product backlog.

4. Annexure – D: Revised Technical Formats

4.1. Format 6: Track 1 - Setting Up of Development & Test Environment

FORMAT 6			Track 1 - Cloud/Equivalent Model Resource	
Cloud Resource Service Period in months*			<<Name of Proposed CSP>>	
#	Item	Unit of Measurement	Quantity	OEM Make & Model
1	VM (loaded with latest Linux or Windows environment which the bidder selects for development)	Number	4	
1.1.	X86 total 64Core with 256GB RAM	Number	1	
1.2.	Hosting services changes for equivalent model proposed (Co-location: space rentals, power, caging etc.) Note: In case the bidder opts for alternative solution other than cloud. Please add applicable line items in BoQ	Lumpsum	1	
	Add row(s) here for additional line items, if required			
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2.	Storage			
2.1.	SSD 500 GB	Number	1	
2.2.	SAS / NLSAS 500 GB	Number	1	
	Add row(s) here for additional line items, if required			
Row Intentionally left Blank				
3.	Software development licenses for dev team			
3.1.	Application Server	License	As Applicable	
3.2.	Database Server	License	As Applicable	
3.3.	BPM	License	As Applicable	
3.4.	GIS	License	As Applicable	
	Add row(s) here for additional line items, if required			

4.2.   Format 7A: Track 2 - Phase 1 - Team composition

S No	Resource Type	Quantity	Number of Months
1.	**Development Team**		
1.1.	Project Manager		
1.2.	Scrum Master		
1.3.	Enterprise Solution Architect		
1.4.	Security Architect		
1.5.	QC Expert		
1.6.	Business Analyst		
1.7.	Developers / Sr Developers		
1.8.	UX/ UI Designer		
1.9.	Test Lead		
1.10.	Tester		
1.11.	Data Preparation / Migration Expert		
1.12.	Database Administrator		
1.13.	System Administrator		
	Add row(s) here for additional Roles		

4.3. Format 7B: Track 2 - Phase 2 - Team composition

S No	Resource Type	Quantity	Number of Months
1.	**Development Team**		
1.1.	Project Manager		
1.2.	Scrum Master		
1.3.	Enterprise Solution Architect		
1.4.	Security Architect		
1.5.	QC Expert		
1.6.	Business Analyst		
1.7.	Developers / Sr Developers		
1.8.	UX/ UI Designer		
1.9.	Test Lead		
1.10.	Tester		
1.11.	Data Preparation / Migration Expert		
1.12.	Database Administrator		
1.13.	System Administrator		
	Add row(s) here for additional Roles		

4.4. Format 15: Track 2 - Proposed BoM Matrix of the components for Middleware and Software requirements

FORMAT 15	Track 2: Phase 1 Middleware and Software				
S No	Item	Proprietary / Open Source	Unit	Qty	OEM, Make & Model
1.	**Supporting Platform**				

1.1.	Operating system – Open source		Support	As applicable	
1.2.	Operating system – COTS		License	As applicable	
1.3.	Virtualisation software		License/ CPU	As applicable	
1.4.	Virtualisation Manager Software		License/ Support	1	
	Add row(s) here for additional line items, if required			As applicable	
Row Intentionally left Blank					
2.	**Core System Software Components**				
2.1.	Web server		Core	4	
2.2.	Application Server		Core	4	
2.3.	BPM Software		Core	4	
2.4.	Document management system		Core	4	
2.5.	Database – OIOS		Core	4	
2.6.	Database security – OIOS		Core	4	
2.7.	KMS Platform, discussion forum & Implementation		License	1	
2.8.	Help desk Tool – OIOS		License	1	
2.9.	Web conferencing tool (Helpdesk - multiple offices)		Host	10	
2.10.	SIEM		License	As applicable	
2.11.	Identity access and management (for 29,000 users -25% delivery)		License / Core / Concurrent users	As applicable	
	Add row(s) here for additional line items, if required				
Row Intentionally left Blank					
3.	**EMS Software**				
3.1.	Monitoring: IT Infrastructure (device based - OS Instances: Server OS, Virtualisation, Firewall, IPS, Storage)		Number	As applicable	
3.2.	Monitoring: OIOS Application Performance (Real User Monitoring, Diagnostics)		License	As applicable	
3.3.	Dashboard & Reporting(Events co-relation, Centralized Reporting)		License	As applicable	

3.4.	Service Desk (SLA monitoring, Incident Mgmt.)		License	As applicable	
3.5.	OIOS, IT Infrastructure Operational Analytics (Log Correlation & Analysis)		License	As applicable	
	Add row(s) here for additional line items, if required			As applicable	

Notes:

1. **Sl no 1.1 – 1.3**: SI need to fill quantity as per proposed solution and delivery shall be limited to number of VMs planned for this Phase only

2. **Core System Software Components (Sl no 2.1-2.6):** The system software components specified here need to be provisioned as per estimated usage. For Phase-2, same components shall be provisioned as per details provided later in Phase-2 section.

4.5. Format 16: Track 3 - Phase 1 Component Specifications Card Matrix

FORMAT 16	Track 3: Phase 1 - Setting Up of PDC				
S No	Item	Proprietary / Open Source	Unit	Qty	OEM, Make & Model
1.	**Hardware components**				
1.1.	Blade server chassis		Number	1	
1.2.	Blade Servers with 2X16 cores (Total 96 Cores)		Number	3	
1.3.	KVM Switch		Number	2	
1.4.	SAN storage 40 TB Usable		License/ Support	1	
1.5.	SAN storage 1 TB SSD Usable for Rate discovery		License/ Support	1	
1.6.	SAN storage 1 TB SAS Usable for Rate discovery		License/ Support	1	
1.7.	Racks		Number	As applicable	
1.8.	SAN Switch 24 Port		Number	2	
1.9.	Access switch 10G		Number	4	
1.10.	Structured Cabling within DC (Cat 6 A)		Job	1	
	Add row(s) here for additional line items, if required			As applicable	
Row Intentionally left Blank					
2.	**Security**				
2.1.	Firewall Next Generation with SSL VPN (2 GBPS cumulative		Number	2	
2.2.	IPS		Number	2	
2.3.	Application Security		Subscription/Year	2	
2.4.	URL filtering		Subscription/Year	2	
2.5.	Anti-APT Solution with sandboxing		Subscription/Year	1	
2.6.	Web application firewall		Number	2	
2.7.	DLP (System administrators console)		License	As applicable	
2.8.	HIPS		License	As applicable	

FORMAT 16			Track 3: Phase 1 - Setting Up of PDC			
2.9.	PrivilegeManagement of System Administrator (VMs, Physical Servers, Storage)		LIC / VM		As applicable	
2.10.	Database Activity Monitoring		License		As applicable	
2.11.	HSM		Number		1	
2.12.	Anti-Virus–malware and Anti-Spam (for Server & System administration OS)		Subscription/Year		As applicable	
2.13	Honeypot		License		As applicable	
	Add row(s) here for additional line items, if required				As applicable	
Row Intentionally left Blank						
3.	**Security Audit & VAPT**					
3.1.	Security and Implementation Audit		Job		1	
3.2.	Vulnerability Assessment and Penetration Testing (VAPT)		Job		1	
	Add row(s) here for additional line items, if required				As applicable	
Row Intentionally left Blank						
4.	**Backup Site 1/NLDC**					
4.1.	SAN (SAS based, 10TB usable capacity, expandable to 20TB usable)		Number		1	
4.2.	UPS (To support above SAN, with 30 min power backup)		Number		1	
	Add row(s) here for additional line items, if required				As applicable	
Row Intentionally left Blank						
5.	**Lease line provisioning**					
5.1.	PDC to Backup Site 1/NLDC		Number		1	
5.2.	PDC to NICNET Gateway 1		Number		1	
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FORMAT 16	Track 3: Phase 1 - Setting Up of PDC				
6.	**Data download data upload (Internet connection) at DC**		**TB**	**1**	
	Add row(s) here for additional line items, if required			As applicable	

4.6. Format 17. Track 3 - Phase 2 Component Specifications Card Matrix

FORMAT 17		Track 3: Phase 2 - Setting Up of PDC			
S No	Item	Proprietary / Open Source	Unit	Qty	OEM, Make & Model
1.	**Hardware components**				
1.1.	Blade Servers with 2X16 cores		Number	7	
	Row Intentionally left Blank				
2.	**Supporting Platform**				
2.1.	Operating system – Open source		Support	As applicable	
2.2.	Operating system - COTS		License/	As applicable	
2.3.	Virtualisation software		License/ CPU	As applicable	
	Add row(s) here for additional line items, if required				
	Row Intentionally left Blank				
3.	**Core System Software Components**				
3.1.	Web server		Core	4	
3.2.	Application Server		Core	4	
3.3.	BPM Software		Core	4	
3.4.	Document management system		Core	4	
3.5.	Database – OIOS		Core	12	
3.6.	Database security - OIOS		Core	12	
3.7.	DatabaseAdministration Software Tool for DBA		User License	10	
3.8.	GIS Server		Core	8	
3.9.	Identity access and management (for 29,000 users -75% delivery)		License / Core / Concurrent users	As applicable	
	Add row(s) here for additional line items, if required				

4.7. Format 18. Track 3 - Requirements of the components for DRC

FORMAT 18	Track 3: Phase 2 - Setting Up of DRC				
S No	**Item**	**Proprietary / Open Source**	**Unit**	**Qty**	**OEM, Make & Model**
1.	**Hardware components**				
1.1.	Blade server chassis		Number	1	
1.2.	Blade Servers with 2X16 cores (Total 128 Cores)		Number	4	
1.3.	KVM Switch		Number	2	
1.4.	SAN storage 40 TB Usable		License/ Support	1	
1.5.	Racks		Number	As applicable	
1.6.	SAN Switch 24 Port		Number	2	
1.7.	Access switch 10G		Number	4	
1.8.	Structured Cabling within DC (Cat 6 A)		Job	1	
	Add row(s) here for additional line items, if required			As applicable	
Row Intentionally left Blank					
2.	**Security**				
2.1.	Firewall Next Generation with SSL VPN (2 GBPS cumulative		Number	2	
2.2.	IPS		Number	2	
2.3.	Application Security		Subscription/Year	2	
2.4.	URL filtering		Subscription/Year	2	
2.5.	Anti-APT Solution with sand-boxing		Subscription/Year	1	
2.6.	Web application firewall		Number	2	
2.7.	DLP (System administrators console)		License	As applicable	
2.8.	HIPS		License	As applicable	
2.9.	Privilege Management of System Administrator (VMs, Physical Servers, Storage)		LIC / VM	As applicable	
2.10	Database Activity Monitoring		License	As applicable	
2.11.	HSM		Number	1	

S No	Item	Proprietary / Open Source	Unit	Qty	OEM, Make & Model
FORMAT 18	**Track 3: Phase 2 - Setting Up of DRC**				
2.12.	Anti-Virus –malware and Anti-Spam (for Server & System administration OS)		Subscription/Year	As applicable	
	Add row(s) here for additional line items, if required				
	Row Intentionally left Blank				
3.	**Core System Software Components**				
3.1.	Site Recovery Software		License/DR	1	
3.2.	Web server		Core	As applicable	
3.3.	Application Server		Core	As applicable	
3.4.	BPM Software		Core	As applicable	
3.5.	Document management system		Core	As applicable	
3.6.	Database – OIOS		Core	As applicable	
3.7.	Database security - OIOS		Core	As applicable	
3.8.	Identity access and management		License	As applicable	
3.9.	GIS Server		Core	As applicable	
	Add row(s) here for additional line items, if required				
	Row Intentionally left Blank				
4.	**Backup Site 2/NLDC**				
4.1.	SAN (SAS based, 10TB usable capacity, expandable to 20TB usable)		Number	1	
4.2.	UPS (To support above SAN, with 30 min power backup)		Number	1	
	Add row(s) here for additional line items, if required				
	Row Intentionally left Blank				
5.	**Lease line provisioning**				

FORMAT 18	Track 3: Phase 2 - Setting Up of DRC				
S No	Item	Proprietary / Open Source	Unit	Qty	OEM, Make & Model
5.1.	Leased line between PDC, DRC of 50 Mbps		Number	1	
5.2.	DRC to Backup Site 2/NLDC		Number	1	
5.3.	DRC to NICNET Gateway 2		Number	1	
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6.	**Data download data upload (Internet connection) at DRC**		**TB**	**1**	
	Add row(s) here for additional line items, if required				

4.8. Format 22: Track 4 - Centralized Helpdesk Resource

S No	Resource Type	Indicative Person Months
1	Application Support Manager	
2	Manager - L1 and L2	
3	Analyst - L1	
4	Analyst - L2	
5	Analyst - L3	
	Add row(s) here for additional line items, if required	

4.9.   Format 23: Track 4 - Centralized Helpdesk Hardware & Software

FORMAT 23	Track 4: Centralized Helpdesk Hardware & Software				
S No	Item	Proprietary / Open Source	Unit	Qty	OEM, Make & Model
1	**Helpdesk Hardware**				
1.1	Desktops/ Laptops		Number	As applicable	
1.2.	Headset		Number	As applicable	
1.3.	L3 Device		Number	As applicable	
1.4	Softphone on laptop or desktop or Phone or IP Phone		Number	As applicable	
1.5	PRI Lines		Number	As applicable	
	Add row(s) here for additional line items, if required				
Row Intentionally left Blank					
2	**Helpdesk Software**				
2.1	Web based Application		License	As applicable	
2.2	Automatic Call Distribution (ACD) and Call Manager		License	As applicable	
2.3	Ticketing Solution		License	As applicable	
2.4	IVR		License	As applicable	
2.5	Computer Telephony Integration (CTI)		License	As applicable	
2.6	Reporting		License	As applicable	
	Add row(s) here for additional line items, if required				

4.10. Format 24: Track 6 - Operation & Maintenance Team

FORMAT 24		Track 6: Operation & Maintenance Team								
S. No.	Items	Phase 1 Go Live To Phase 2 Go Live		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7
		Qty	Months	Qty	Qty	Qty	Qty	Qty	Qty	Qty
1.	**Operation & Maintenance**									
1.1	Operations Manager	1								
1.2	Application Support Engineer	1								
1.3	Developer/Sr. Developer	2								
1.4	Tester	1								
1.5	Database administrator	2								
1.6	System Administrator	2								
1.7	Infrastructure Manager	1								
1.8	Analyst – BCP and DR	3								
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2.	**Security Administration**									
2.1	Security Manager	1								
2.2	Analyst (Application & Database Security)	3								