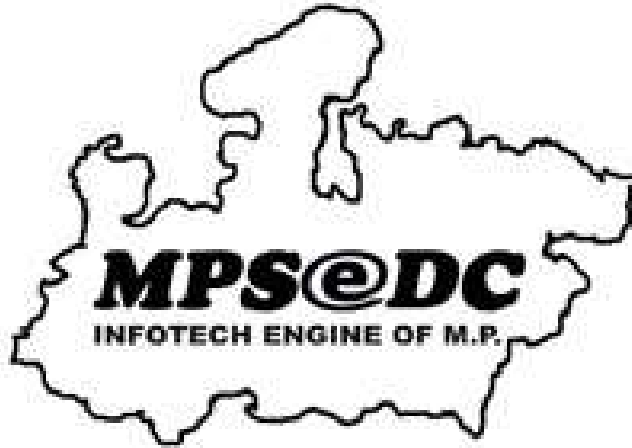


Tender Document: EMS Solution
Deployment
for
Madhya Pradesh State Wide Area Network
(MPSWAN)

Tender No: MPSEDC/MKT/SWAN/2023/525



**Madhya Pradesh State Electronics Development
Corporation Ltd.**

State IT Centre, 47-A, Arera Hills Bhopal-462011

Ph. 0755-2518602, 2518300

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NOTICE INVITING TENDER

MPSEDC invites Proposal from the bidders for EMS Solution Deployment for Madhya Pradesh State Wide Area Network (MPSWAN).

Interested Bidders, who qualify as per the criteria mentioned in the document, may submit their proposals through e-tendering latest by **05/10/2023 till 03:00 p.m.** on e-Procurement portal (www.mptenders.gov.in). Bidders required to submit the document fee of **Rs. 1,000/-** (Rupees One Thousand only) for RFP document, e-Procurement Processing fees and EMD amount through online payment at e-Procurement portal.

The detailed RFP document can be downloaded from the website www.mptenders.gov.in

(Chief General Manager)
MPSEDC

Glossary

| <u>Abbreviations</u> | |
|-----------------------------|---|
| GoMP/GOMP | Government of Madhya Pradesh |
| Bidder | Agency which is participating in the bid |
| IT | Information Technology |
| MPSDC | Madhya Pradesh State Data Centre |
| SIA | State Implementation Agency |
| SP | Service Provider (Same as IA) |
| MPSEDC | Madhya Pradesh State Electronics Development Corporation |
| NIT | Notice Inviting Tender |
| O & M | Operations and Maintenance |
| QoS | Quality of Service |
| RFP | Request for Proposal |
| SWAN | State Wide Area Network |
| State | Refers to State of Madhya Pradesh |
| SL | Service Levels |
| SLA | Service level agreement |
| UPS | Uninterrupted Power Supply |
| EMS | Enterprise Management System |
| NMS | Network Management System |
| MSA | Master Service Agreement |
| SP | Service Provider |
| MP | Madhya Pradesh |
| EMD | Earnest Money Deposit |
| LD | Liquidated Damages |
| BG/PBG | Bank Guarantee/Performance Bank Guarantee |
| NKN | National Knowledge Network |
| FMS | Facility Management Services provider or Network Operator |
| SHQ | State Head Quarters |
| CHQ | Commissionaire Head Quarters |
| DHQ | District Head Quarters |
| BHQ | Block Head Quarters |
| SDN/SDWAN | Software Defined Network/Software Defined Wide Area Network |
| ILL | Internet Lease Line |
| PBH/NPBH | Prime Business Hours /Non-Prime Business Hours |
| CMDB | Configuration Management Database |
| QGR | Quarterly Generated Revenue |
| Purchaser | It refers to the MPSEDC as buyer in this document |

1. Bid Data Sheet

| | |
|----|--|
| 1 | Name of the Client: Madhya Pradesh State Electronics Development Corporation |
| 2 | Name of the assignment: “EMS Solution Deployment for Madhya Pradesh State Wide Area Network (MPSWAN)”. |
| 3 | Method of Selection: L1 (Least Cost Based Selection) |
| 4 | RFP Reference: MPSEDC/MKT/SWAN/2023/525 |
| 5 | <p>Earnest Money Deposit (EMD):Rs. 7,20,000/- (Rupees Seven Lakhs Twenty Thousand) to be paid online through e-procurement portal https://www.mptenders.gov.in/.</p> <p>Non-Refundable Tender Cost: Rs. 1,000/- (Rupees One Thousand) + Processing Fees (non-refundable) to be paid online through the e-procurement portal https://www.mptenders.gov.in/.</p> |
| 6 | Validity Period of the Technical Proposals: Proposal must remain valid for One Hundred and Eighty (180) days from the date of submission. |
| 7 | Period of Services: The successful bidder would be hired for the period of five years. The payments would be based on the contract signed between the successful bidder and the MPSEDC. The contract may be extended further for the period of one + one year based on discretion of MPSEDC on same rates, terms and conditions. |
| 8 | <p>Date, Time and Venue for pre-bid meeting 21/09/2023 at 3:00 PM at State IT Centre, 47-A, Arera Hills, Bhopal – 462011.</p> <p>Queries or concerns submitted after pre-bid meeting will not be considered/responded.</p> <p>Representatives interested in attending the pre-bid meeting has to submit the authorization letter from OEM to attend the pre-bid meeting along with queries.</p> <p>Date for release of response to clarifications on www.mptenders.gov.in</p> |
| 9 | <p>Last Date for submission of Bids: 03:00 PM on 05/10/2023</p> <p>Proposals received after the stated time and date would not be considered.</p> |
| 10 | Opening of Prequalification Bids and Technical Evaluation: 06/10/2023 at 4:00 PM |

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| | |
|----|--|
| 11 | <p>Process for Evaluation and Selection : The selection of the Successful bidder would follow a two-stage process:</p> <p>i. Stage 1: Technical Evaluation. All the agencies responding to this tender would need to meet the pre-qualification/technical criteria as prescribed and successfully demonstrate the required features.</p> <p>ii. Stage 2: Financial Evaluation & Selection</p> |
| 12 | <p>Others:</p> <ul style="list-style-type: none"> i. The Bidders are advised that the selection of bidder shall be on the basis of the Process for selection specified in this RFP. ii. Deficiencies in providing the information requested may result in rejection of the proposal. MPSEDC's decision in this regard shall be final and binding. iii. The cost to be incurred by the prospective bidders to prepare the proposals and for negotiating the contract, including any visits to MPSEDC will not be reimbursed. iv. Bids from consortium are not acceptable. v. During pre-qualification /technical evaluation of the Proposals, MPSEDC may, at its discretion, ask the bidders for clarifications on their proposal in writing. The bidders are required to respond within the time frame prescribed by MPSEDC. vi. At any time prior to deadline for submission of proposal, MPSEDC may for any reason, modify the RFP. The prospective bidders having received the RFP shall be notified of the amendments through website www.mptenders.gov.in and such amendments shall be binding on them. vii. Right to reject any or all Proposals: Notwithstanding anything contained in this RFP, the MPSEDC reserves the right to accept or reject any Proposal, at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons thereof. <p>Without prejudice to the generality of Clause vii above, the MPSEDC reserves the right to reject any Proposal if: (a) at any time, a misrepresentation is made or discovered, or (b) the Bidder does not provide, within the time specified by the MPSEDC.</p> |

2. Introduction

Madhya Pradesh State Electronics Development Corporation (hereinafter referred to as “MPSEDC”) invites proposals for “EMS Solution Deployment for Madhya Pradesh State Wide Area Network (MPSWAN)”. The scope of work and requirement, of MPSEDC, for this project is specified in this RFP.

MPSEDC is the agency of the state working towards promotion & implementation of IT and e-Governance. It is the single-point of access to any IT business opportunity in Madhya Pradesh and encourages various players in the field of IT to come forward and invest in the state of Madhya Pradesh.

MPSEDC is committed to generate IT business for the public/private sector with a mandate from the Government to develop IT in the state. This includes opportunities for software development, supply of hardware & peripherals, networking and connectivity, web applications, e-commerce, IT training and an entire gamut of direct and indirect IT businesses.

To promote use of IT and ITES in various Departments, Corporations, Companies, Societies, Boards etc. of Government of Madhya Pradesh. The scope would include Consultancy, Software Development, Hardware/Software procurement, Training, Testing, Networking, Recruitment of IT professionals and development of specified areas as Hardware and Software Technology Parks. The Corporation shall also involve itself in emerging areas in the field of Information Technology.

3. Objectives

The objective is to enable EMS solution for the MPSWAN network for effective monitoring and management of MPSWAN POP's and horizontal clients. The solution should enable MPSEDC to monitor and manage POP's and horizontal clients which are connected over the SWAN network and it will provide the platform for logging the faults and its rectification cycle.

The core network of MPSWAN is in MP State Data Centre Bhopal and there are 400 POP across the state and above 9500 end points are connected over the MPSWAN

network (Type of devices is given in Appendix III), the detailed inventory list will be shared with the successful bidder.

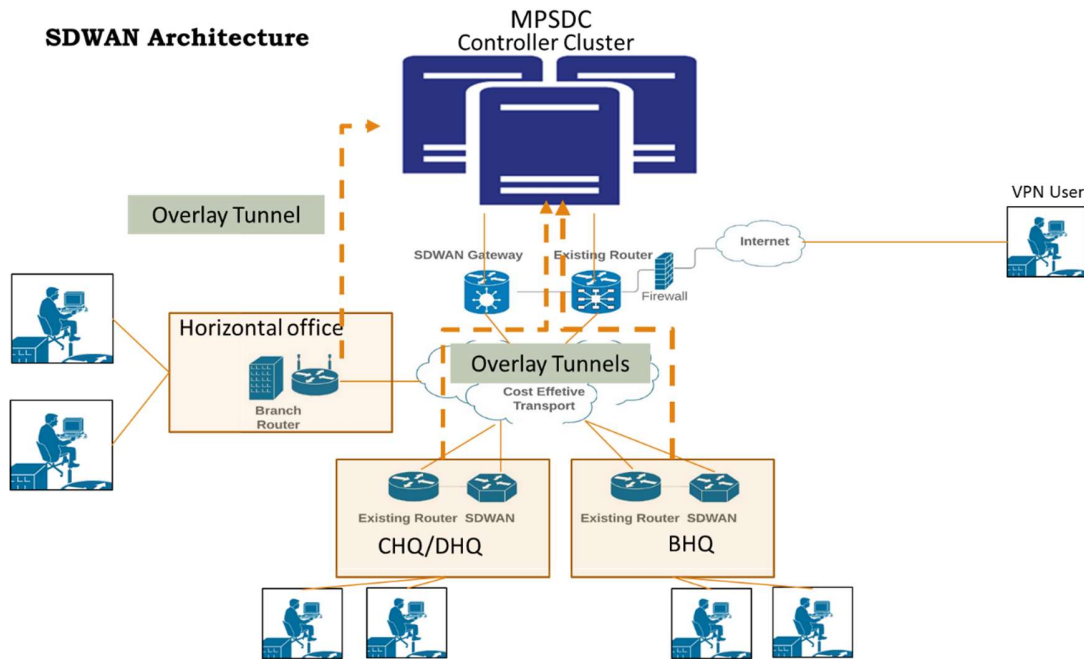
The solution should be capable to monitor the performance of the network, generate alerts, warnings, notifications related to performance of the devices and traffic flowing over the network and must be able to perform the SLA calculation based on the customized inputs provided.

Present Status of SWAN Network Architecture:

MPSWAN Architecture

The MPSWAN architecture is in hybrid model of SDWAN devices and legacy routers, switches and other network devices. The basic architecture of the new MP SWAN consisting of the following logical components:

1. **Controller** – This makes path optimization decisions and to be deployed at SHQ. The OEM of SDWAN solution is Cisco.
2. **Central SDWAN Manager** – This provides comprehensive solution to manage, visualize, provision, automate configuration and monitors the MP SDWAN infrastructure from a single graphical interface. It will configure application-based forwarding policy and security rules on this device at SHQ.
3. **WAN Edge Device**- This is the device where WAN interfaces terminates. There are two types of devices at POP one is SDWAN router and another is normal router of OEM Cisco.
4. **LAN Devices**: The managed L2 switches are installed at POP and core network is having L3 and SDWAN enable switches.
5. **Architecture** - MP SDWAN solution supports Flat / 2 tier architecture.
6. **Flat Architecture** - All POP's and the horizontal clients are connected to the State HQ, some horizontal clients are connected directly over MPLS and others are connected via POP vertical network.
7. **Connectivity** – MPLS L3 & L2 VPN at POP and MPLS, ILL, and RF connectivity at horizontal clients with some clients connected over the LAN network of POP.



4. Scope of Work

The selected bidder will provide the required software and licenses for the EMS solution and perform installation, configuration and acceptance testing, go-live and post go-live support. Minimum 13000 nodes licenses have to be provided of which all the nodes have to be discovered in NMS of MPSWAN network, and the scalability up to 20000 nodes.

The required servers and storage along with server OS licenses of Windows or Linux, and for DB MSSQL, Postgres shall be provided by MPSEDC or any other opensource can be used by the successful bidder. The servers provided has to be maintained by the successful bidder for the entire contract duration and has to be handed over to MPSEDC in the same state as provided at the beginning of the contract.

Apart from the above-mentioned OS and DB if the successful bidder is having any other specific requirement, then in that condition successful bidder has to arrange their own licensed version MPSEDC will not provide the same.

The bidder has to ensure complete exclusive support of OEM till the validity of the contract. The required licenses, configuration and customization of the tool based on MPSEDC's requirement which requires availability of OEM resources or the support of OEM has to be co-ordinated by the successful bidder.

The list of Devices is provided as Appendix-III, the complete details will be shared with successful bidder.

4.1 Key Solution Requirement

NMS Requirements:

- i. Device Monitoring parameters such as link status, CPU and Bandwidth utilization, Memory, throughput of interfaces etc.
- ii. Auto device discovery of devices.
- iii. Monitoring of SNMP enabled devices like UPS and other devices etc.
- iv. Multivendor support like Cisco, HP, Maksat etc.
- v. Topology view of network with drill down.
- vi. Device auto backup of configurations.
- vii. Alert and notification through SMS,E-Mail and WhatsApp for multiple levels of faults and integration of Bot for reports and requests.
- viii. Auto creation/ resolution of ticket in the tool.
- ix. Device management for troubleshooting.

Performance Monitoring:

- i. IP SLA report (Packet loss, Latency and Jitter)
- ii. Detailed reports available in different time zones format
- iii. System should support NetFlow, jflow, sFlow, IPFIX etc
- iv. Customization of reports based on MPSWAN SLA requirements of associated vendors
- v. Penalty calculation as per defined SLA and contract management
- vi. Availability of separate penalty dashboard of separate vendors.
- vii. KPI dashboard

Service Desk

- i. Auto creation of tickets and the provision to monitor and view the status over the internet with multiple users based on their privileges assigned.
- ii. Auto creation & closer with auto assigning of fault tickets
- iii. Single Dashboard for New, Open, Closed , In-progress and summary of tickets
- iv. Different timestamps at various stages in reports for multiple assignees.

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- v. Auto SLA computation in separately defined timeframe in same day i.e. within 24 hours.
- vi. Email/SMS Notifications for updates on Tickets with provision to define the escalation matrix and its associated time frame for sending alerts and notifications.
- vii. Provision to create the tickets over the internet by the users.
- viii. Availability of Service Desk business intelligence
- ix. Ticket creation through SMS and Email
- x. Customization of reports based on MPSWAN SLA requirements of associated vendors

Asset Management

- i. Database of Inventory management.
- ii. Reporting functionality for various types of reports such as devices nearing end of support, end of life, deployed, available for deployment etc.
- iii. Corresponding alerts and notifications for EoL/EoS devices with specified timeframe
- iv. Regular updation of asset inventory
- v. Location based tagging of assets

Capacity Management

- i. Auto alert and notifications for network link and devices utilization
- ii. Auto alerts and notifications reporting for pattern-based utilization
- iii. Trend analysis and forecasting

Other Conditions

- i. Online log retention for minimum 1 year and the archival of the legacy data.
- ii. Solution should support in High availability mode with failover option.
- iii. Any customization request during the tenure of the contract after the initial installation, commissioning and customization has to be completed within 7 working days from the date of assigning the request.

4.2 Scope of Various Modules:

4.2.1 Network Management System

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- i. The solution shall allow for Spiral discovery to be run on a continuous basis which tracks dynamic changes near real-time; in order to keep the topology always up to date.
- ii. This discovery shall run at a low overhead, incrementally discovering devices and interfaces.
- iii. The NMS must allow immediately determining the impact of a component failure and thus helping in prioritizing problem-solving efforts.
- iv. The topology of the entire Network shall be available in a single map along with a Network state poller with aggressive/customizable polling intervals. The NMS application shall provide a Unified Fault, Availability and Performance function from a single station only to reduce network and device loads with unified fault & performance polling.
- v. The NMS performance system must provide out-of-the-box and highly customizable reporting across the network domain.
- vi. The Network performance operator console shall provide operators with seamless transitions from fault data to performance reports and back. For example - select a node in NMS fault mgmt. system and cross launch it for historical and near real time data.
- vii. NMS shall have support for SNMPv2 & v3 & IPv6, including dual-stack IPv4 & IPv6 to provide flexibility in protocol strategy and implementation.
- viii. All reports should be in single sheet like Device uptime, link reachability, CPU-Memory, Bandwidth utilization and QoS etc.,
- ix. API integration between NMS & Service desk to pull out any desired reports.
- x. Auto SLA computation report required for all device in separately defined timeframe.
- xi. Availability of Domain /Access domain and its grouping feature Public IP Address discovery and its grouping.
- xii. Device change log management
- xiii. UPS monitoring through SNMP

- xiv. The polling interval can be set as low as per MPSEDC requirement with low overhead on target server infrastructure.

4.2.2 Network Performance Management:

- i. Shall establish the status of network devices and interfaces with unified status calculation and visualization of network fault & performance data
- ii. Data collection and thresholding of network device ports (any that support MIB2 including virtual interfaces): Bytes In, Bytes Out, Discards, Errors, Network Delay ,Latency, packet Loss etc as per the requirements of MPSEDC
- iii. Data collection and threshold setting of network devices: , CPU, Memory, Buffers, Component statistics.
- iv. Availability of performance reports in customized format and auto generation and sharing of reports on e-mail based on the defined schedules like daily, weekly monthly etc.
- v. Multi-Protocol traps can be captured

4.2.3 Service Management (Help Desk) and SLA Management

- i. The proposed Helpdesk tool should follow ITIL v4 processes.
- ii. Shall be able to control access rights to modules and information by user profiles.
- iii. The CMDB shall provide visualization (graphical view) as well as support federation (seamlessly federates information from other distributed data sources), reconciliation and synchronization.
- iv. Shall provide out-of-the-box categorization, as well as routing and escalation workflows that can be triggered based on criteria such as SLA, impact, urgency, CI, location or customer.
- v. Must be able to relate and link problems to specific incidents and multiple incidents be linked to a single problem
- vi. Provision to create the tickets over the internet by the users.
- vii. Monitor and view the status over the internet with multiple users based on their privileges assigned.
- viii. Email/SMS Notifications for updates on Tickets with provision to define the escalation matrix and its associated time frame for sending alerts and notifications.

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- ix. Auto creation & closer with auto assigning of fault tickets
- x. Single Dashboard for New , Open, Closed , In-progress and summary of tickets
- xi. Different timestamps at various stages in reports for multiple assignees.
- xii. Auto SLA computation in separately defined timeframe in same day i.e. within 24 hours.
- xiii. Ticking should be as per ITIL process, like Request, Incident & Changed management format.
- xiv. Knowledge book required.
- xv. Inventory management required.
- xvi. Auto ticket should be auto assigned to any specified person of any specific device.
- xvii. Availability of Service Desk business intelligence
- xviii. Ticket creation through SMS and Email
- xix. The successful bidder has to provide minimum **50** Licenses from day one for Helpdesk module users.

4.2.4 Change Management

- i. The Change Management module shall provide a rule-based workflow system for controlling changes throughout their lifecycle: from initial request to approval, to planning and implementation, and to monitoring and evaluation.
- ii. Shall support closed loop incident process to more quickly and accurately discover incidents and execute triage and remediation
- iii. The tool shall automatically alert the responsible persons when a maintenance task is due, or a scheduling conflict arises.
- iv. Must allow users to create sophisticated or detailed maintenance tasks.
- v. The product must monitor SLAs against Service, Problem, and Change Management
- vi. The solution shall show immediate (real-time) status of tickets for e.g.: Shall support KCS (Knowledge Centred Support) best practices.
- vii. Shall provide out-of-the-box change category to manage KCS workflow.

- viii. Provide out of box and customizable reporting and personalized dashboard.

4.2.5 Asset Lifecycle Management

Asset Manager enables IT organizations to manage the physical, and contractual aspects of all IT assets—from request and procurement to retirement and disposal— making it easy to optimize costs, mitigate security and compliance risks and drive business decisions.

It shall automatically discover and inventory enterprise IT assets which reduces compliance risks, enable software license optimization & chargeback & constantly to track changing asset configurations.

4.2.6 Auto-Discovery

- i. Proposed solution shall have the auto-discovery tool, which shall have tight Integration with the proposed ITAM (IT Asset Management) solution.
- ii. Shall be able to collect information from desktops, laptops, workstations, network, etc.
- iii. Shall have the ability to verify inventory data changes with current asset details before permanently updating the system of record.
- iv. Discovery shall be automatic and continuous to detect real time changes in the IT infrastructure
- v. Shall use Industry-standard protocols such as WMI, SNMP, JMX, SSH to perform discovery without requiring the installation of an agent
- vi. Discovery system shall have the ability to capture configuration files for the purposes of comparison and change tracking
- vii. Discovery system shall be capable of supporting role-based access to various aspects of CMDB administration

4.2.7 Robotic Process Automation:

Implementation should handle following workflow using Robotic Process Automation Tool: Network Alarm Monitoring and Resolution & Network Provisioning Management

Network Alarm Monitoring and Resolution

- i. Check if Alarm Received in Network Management System (NMS): RPA (Robotic Process Automation Tool) to Check N/w element running status

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- ii. Identify NMS issue when alarm not received in NMS
- iii. RPA to get N/w element details (state, process id property files)
- iv. Checking N/w element was running at particular timeslot
- v. Pull the raw files and search raw files for alarm summary
- vi. Notify users of NMS issue

Alarm received but not processed on NMS:

- i. RPA to check log files to check if alarm was processed or discarded
- ii. RPA Fetch reason for Alarm discard.

Alarm received on Network Management System:

- iii. Query Alarm Database for fetching alarm records
- iv. Match with policy rules
- v. Check policy mismatch that caused ticket generation prevention
- vi. Check for inventory enrichment

Ticket Investigation and Resolution:

- i. Run Diagnostics and 1st level Troubleshooting based on ticket
- ii. Qualify alarm basis alarm policies
- iii. Alert triaging and Notify users with summary of diagnostics
- iv. Attempt resolution for common tickets and share confirmation / failure with Users
- v. Create Incident tickets to vendors"

Monitoring and Highlighting Exceptions:

- i. Proactive Monitoring: HUB and High Capacity LSI
- ii. Monitoring of Power log for nodes in CI where RFO is captured as power fail
- iii. Monitoring: ODU & CEN MPLS Service Latency history
- iv. Port Mirroring
- v. Network Provisioning Management

4.3 Scope of Installation and Commissioning

- I. The scope of installation, commissioning and system integration shall mean to install, configure and integrate the following (but not limited to), adhering to essential security measures.
 - a) Preparing the setup and pre-requisites for installation.
 - b) Carry out installation of Server software

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- c) Configuring and fine-tuning of subsystems to achieve overall optimal network performance and highest security.
- d) All patches and updates shall be provided by the Successful Bidder free of cost during the tenure of the contract. These patches and updates should be provided free of cost for the entire duration of the contract.
- e) Discovery of all the SHQ devices including SDWAN controllers, Routers, Switches, Firewalls and servers, POP devices and horizontal client CPE devices.
- f) Migration of legacy existing NMS data.
- g) Defining the naming conventions and syntax provided by MPSEDC/Network operator.
- h) Carrying out all general tests to ensure correct implementation and connections, completeness of system documentation etc.
- i) The system shall be subjected to inspection at various stages. The Successful Bidder shall follow all Safety Regulations and practices.
- j) The generation and customization of SLA reports of various services providers.
- k) The Bidders shall spell out various tests that are being proposed to be carried out for demonstrating the functionality of the solution in line with but not limited to functional requirements mentioned in the tender document.
- l) Provide on-site training by OEM resource to officers nominated by MPSEDC and hand holding support of minimum two months including recording of all training sessions in HD video after the successful deployment and after every major version change.
- m) Provide industry valid certification to MPSEDC officers nominated by MPSEDC.
- n) Preparation of training documentation
- o) Issue based categorization (both under hardware and software) of created documents and videos
- p) Preparation of troubleshooting manuals leading to Root Cause Analysis with remedies.
- q) Linking troubleshooting manual to video clips created during training session and documents.
- r) The Successful bidder shall not cause any damage to the existing infrastructure of MPSEDC network including running configuration of devices and shall need to perform restoration if any damage occurs.

- s) All the precautionary measures have to be taken during the installation and maintenance while discovery and implementation of required features and modules.

4.4 Acceptance Testing

- i. The Acceptance Tests for the sites shall be carried out in accordance to the scope, requirement ,specifications mentioned in this document.
- ii. The above said Acceptance Test shall be conducted by MPSWAN team.
- iii. MPSWAN team will prepare detailed Acceptance Testing Plan (ATP) including test parameters, EMS features and SLA parameters etc. which shall be acceptable to the Successful Bidder for each of the site and central components. The test parameters, commitments etc. as decided and approved by the MPSWAN shall be final and binding on the Successful Bidder.
- iv. All the functionalities, features and configuration relevant to this project shall be documented and demonstrated by the Successful Bidder to MPSWAN team.

4.5 Successful Bidders Responsibility

Since the entire solution is proposed on 'Turn Key Basis', therefore' it must cover end to end operational cost such as but not limited to the following:

- i. The Selected Bidder is to setup, operate, maintain, integrate, migrate and implement the solution as directed by MPSEDC.
- ii. Five years software and customization support by the successful bidder including all services and support.
- iii. Discovery and Configuration of Complete network devices in accordance with MPSWAN Requirements.
- iv. Keep regular communication with the Nodal Officers of MPSWAN offices at all locations for smooth operations of the project.
- v. Design, define, integrate, revise and regularly update Web based Standard Operating Procedures in consultation with the MPSWAN as and when required.

4.6 General Exclusions:

Failure of equipment due to natural calamities such as earthquakes, floods, and strikes/riots, shall not be covered under regular maintenance activities.

4.7 Quality of Service:

The successful bidder should provide maintenance/support services on 24*7*365 basis during the entire contract period **along with the SPOC details to be reached for resolution of issues, support, maintenance and customization.**

Note: Offsite support may be provided. However, on need basis successful bidder shall also provide onsite support at MPSEDC office.

4.8 Service Levels & Penalties

Services will be performed using generally recognised commercial practices and standards. MPSEDC will issue / provide prompt notice of any such services concerns and vendor will re-perform any service that fails to meet this standard.

4.9 Service Level Agreement (SLA) Criteria

1. Maximum cap for the penalty would be 10% of the Total order value which is over and above the penalty imposed for delay in deployment. Once the maximum penalty is reached, the department may consider termination of the contract and/or revoking of the Performance Bank Guarantee according to the sub-clause 3 of this clause as given below.
2. Exceptions on enforcing the SLA and other penalty clauses will be made only in case of Force Majeure situations or in exceptional circumstances at the discretion of MPSEDC.
3. The successful Bidder shall be bound by various SLAs as specified below. The total penalties imposed due to non-adherence to SLA specified below shall not exceed 5% of the QGR. If the penalty in two consecutive quarter's equal's specified limit of 5 % of QGR respectively on account of any reasons, MPSEDC may be deem this event to be an event of "default" leading to possible termination of the contract.

4. The reports generated may be verified by the empanelled Network Service providers of MPSWAN at the time of deployment to ensure the SLA requirements.

Table 1: MPSWAN Vertical Network is divided into following groups/levels

| S. No | Group# | Severity level | Description |
|--------------|---------------|-----------------------|--|
| 1 | Group 1 | Severity level-1 | Devices in SHQ. |
| 2 | Group 2 | Severity level-2 | Devices at POP (District HQ and Block HQ). |
| 3 | Group 3 | Severity level-3 | CPE devices at Horizontal Clients. |

PENALTIES FOR RESOLUTION OF TICKETS

Penalties shall be imposed on time taken to respond/ resolve the incident:

| Severity Level | Resolution Time for Incident | Penalty beyond 24 Hrs |
|-----------------------|-------------------------------------|------------------------------|
| 1 | 24 Hrs | Rs. 3000 per day. |
| 2 | 24 Hrs | Rs.2000 per day. |
| 3 | 24 Hrs | Rs.500 per day. |

Note: If any ticket is raised because of reasons not attributable to the successful bidder, the Successful bidder shall apprise MPSEDC of all such events within three days from the day the event occurred specifying the root cause and stating the reason with supporting documents.

The successful bidder shall also submit these supporting documents along with the quarterly invoice for exemption in SLA.

5. Instructions to the Bidders

This section specifies the procedures to be followed by bidders in the preparation and submission of their bids. Information is also provided on the submission, opening, and evaluation of bids and on the award of contract. It is important that the bidder carefully reads and examines the Tender document.

a. Availability of TENDER Document

The Tender document is available and downloadable on following websites:

<https://www.mptenders.gov.in>

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Tender Fees (non-transferable & non-refundable) must be paid online at e-procurement portal (<http://www.mptenders.gov.in>).

- a) MPSEDC reserves the right to make any kind of amendments or in the terms and conditions of TENDER before the due date of submission of bid. Any change/clarification/corrigendum would be uploaded on the e-procurement portal. This will form a part of this Tender document.
- b) MPSEDC at its discretion may extend the due date for the submission of bids.

b. Completeness of Bids

Bidders are advised to study all instructions, forms, terms, requirements and other information in the TENDER document carefully. Submission of bid shall be deemed to have been done after careful study and examination of the TENDER document with full understanding of its implications. The response to this TENDER should be full and complete in all respects. Failure to furnish the information required by the TENDER documents or submission of a proposal not substantially responsive to the TENDER documents in every respect will be at the bidder's risk and may result in rejection of its proposal. The TENDER Document is not transferable to any other bidder.

c. Language

The bid as well as all correspondence and documents relating to the bid exchanged by the bidder and the purchaser, shall be in English language only.

d. Preparation and Submission of Bid

The bidder is responsible for registration on the e-procurement portal (www.mptenders.gov.in) at their own cost. The bidders are advised to go through the e-procurement guidelines and instructions, as provided on the e-procurement website, and in case of any difficulty related to e-procurement process, may contact the helpline number:

0120-4001 002; or 0120-4001 005 or 0120-6277 787.

The Bidder shall submit the proposals online as described below:

- a) Proposal that are incomplete or not in prescribed format may be rejected.
- b) The Technical and Financial proposal should be submitted only through the e- procurement Portal.

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- c) Technical Proposal – Scanned copy in PDF file format, signed on each page, with file name clearly mentioning: “Technical Proposal for MPSEDC Tender No MPSEDC/MKT/.... /....” The proposal should be as per the Technical Proposal format provided in Annexure I: Technical Proposal Formats
- d) Financial Proposal – Scanned copy in PDF file format, signed on each page, with file name clearly mentioning: “Financial Proposal for MPSEDC Tender No MPSEDC/MKT/.... /.....” The proposal should be as per the Financial Proposal format provided.
The financial Bid shall be inclusive of all, Operating Manuals, Forwarding, Freight, Installation charges at sites, 5 years Comprehensive onsite warranty for required software application and its associated licenses, network equipment etc and all other comprehensive charges.
- e) Conditional proposals shall not be accepted on any ground and shall be rejected straightway. If any clarification is required, the same should be obtained before submission of the bids.
- f) Any alteration, erasures or overwriting should be valid only if the person or persons signing the bid initial them.
- g) Bidders are advised to upload the proposals well before time to avoid last minute issues.
- h) The bid has to be submitted only through online through www.mptenders.gov.in website. No physical submission of bids would be acceptable.

e. Late Bids

Proposal after due date and time shall not be accepted.

f. Tender Validity

The TENDER offer must be valid for 180 days from the due date of submission of proposal as mentioned in this TENDER or the subsequent corrigendum (if any). However, MPSEDC in consultation with Concerned Dept. may extend this period, if the bidder accepts the same in writing.

g. Cost and Currency

The offer must be given in Indian Rupees only. The price will remain fixed for the period of the contract and no changes for any reason whatsoever will be allowed.

The bidder shall bear all the costs associated with the preparation and submission of its bid, and the purchaser will in no case be responsible or liable for these costs, regardless of conduct or outcome of bidding process.

h. Interpretation of the clauses in the Tender Document

In case of any ambiguity in the interpretation of any of the clauses in Tender Document, the MPSEDC interpretation of the clauses shall be final and binding on the bidder.

The decision taken by the MD, MPSEDC in the process of Tender evaluation will be full and final.

i. Amendment of Tender Document

At any time prior to the deadline for submission of bids, MPSEDC for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, may modify the bid documents by amendment. Any such communication shall be posted on website and bidders are requested to visit the e-procurement website for updates, modification and withdrawal of Offers.

j. Deviations

The bidder shall not be allowed to make any deviation whatsoever from the terms and condition and technical specifications specified in the TENDER.

k. Earnest Money Deposit (EMD) / Bid Security

- a) The Bidder shall furnish a bid security as per the amount mentioned in Bid Data Sheet online through e-procurement portal which to be remain valid
- b) No interest shall be payable on EMD under any circumstances.
- c) Unsuccessful Bidder's Bid security shall be discharged or returned within 30 (sixty) days of expiration of the period of proposal validity.
- d) In case of successful bidder, the EMD shall be discharged upon signing of agreement and submission of performance bank guarantee, as per Annexure III.
- e) The EMD shall be forfeited by MPSEDC, on account of one or more the following reasons-
 - I. If a bidder withdraws its bid during the period of bid validity
 - II. If the bidder fails to sign the agreement in accordance with terms and conditions (Only in case of a successful bidder).

- III. Fails to furnish performance bank guarantee as specified in annexure III
- IV. Information given in the proposal is found false/inaccurate/incomplete.

6. Qualification Criteria and Bid Evaluation

1. Evaluation Methodology

i. Tender Opening

- a) Bid Opening shall take place through the e-Procurement Portal. Online Proposals submitted along with the EMD/ Bid Security and Tender Fee (Payable Online through the portal) shall be considered for Bid opening as per the timelines mentioned in the Bid Data Sheet.
- b) In case of EMD/ Bid Security is not received as per the timeline mentioned in Bid Data Sheet, the bid submitted in e-Procurement Portal would be rejected.
- c) The EMD/ bid security will be opened at MPSEDC, in the presence of Bidders' representative who may choose to attend the session on the specified date, time and address.
- d) A maximum of two representatives from each Participating Organization would be allowed to attend the Tender Opening. The Bidder's representatives, who may choose to attend the session, can attend the Tender opening at the Date and time mentioned in the Bid Data Sheet or as per the Date and Time revised in the subsequent communication given by MPSEDC through www.mptenders.gov.in.
- e) During bid opening preliminary scrutiny of the bid documents will be made to determine whether they are complete, whether required bid security has been furnished and whether the bids are generally in order. Bids not conforming to such preliminary requirements will be prima facie rejected.
- f) To assist in the scrutiny, evaluation and comparison of offers, the MPSEDC may seek clarifications on ambiguity, if any within the ambit of submitted documents through email, facsimile. No change

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in the prices or substance of the bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by MPSEDC in the evaluation of the bids.

ii. Tender Evaluation

To evaluate the Tender the MPSEDC shall formulate a Tender Evaluation Committee (TEC) (also referred to as “Evaluation Committee”). The Evaluation Committee shall evaluate the Technical and Financial bids as per the following process:

- a) The MPSEDC will evaluate and compare the bids that have been determined to be substantially responsive.
- b) Tender Evaluation Committee shall review the Technical Proposal along with Eligibility Criteria. To assist in the examination, evaluation, and comparison of the bids, and qualification of the Bidders, Evaluation Committee may, at its discretion, ask any Bidder for a clarification of its bid.
- c) The Financial Proposals of only those Bidders who have been qualified in the Technical Proposal along with Eligibility Criteria will be opened in the presence of their representatives, who may choose to attend the session on the specified date, time and address mentioned in the Bid Data Sheet.

iii. Failure to Agree with the Terms and Conditions of the TENDER

Failure of the successful bidder to agree with the Terms & Conditions of the TENDER / Contract shall constitute sufficient grounds for the annulment of the proposal or the award, in such event MPSEDC would reject the proposal and forfeit the EMD as specified in the document.

m. Eligibility Criteria

| S. No. | Eligibility Criteria | Documents to be Provided |
|---------------|--|---|
| 1. | The Bidder shall be a legally registered entity in India and shall have been in operation for at least five years. | Certificates of incorporation or Registration Certificates. |

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| S. No. | Eligibility Criteria | Documents to be Provided |
|---------------|---|--|
| 2. | Should have a valid PAN & GST registration | PAN & GST Registration Copy |
| 3. | <p>Proposed EMS solution MUST have been deployed in Government Sector/ Public Sector/Scheduled Commercial Banks, for monitoring & managing in single project deployment of minimum 10,000 devices (including IT assets - Network devices, etc.; Non-IT Assets – UPS/KVM/PDU etc.), in each of such deployments in last 5 years i.e., from FY 2017-18</p> <p>Or</p> <p>Two project deployments of minimum 7,000 devices in each project (including IT assets - Network devices, etc.; Non-IT Assets – UPS/KVM/PDU, in each of such deployments in last 5 years i.e., after FY 2017-18</p> <p>Or</p> <p>Three project deployments of minimum 5,000 devices in each project (including IT assets - Network devices, etc.; Non-IT Assets – UPS/KVM/PDU, in each of such deployments in last 5 years i.e., after FY 2017-18</p> | <p>Work order and completion certificate along with OEM undertaking needs to be provided at the time of bidding.</p> <p>Note: If the project is large and having multiple components along with EMS then in that condition client certificate can be submitted in-place of completion certificate.</p> <p>In case of Ongoing projects only those projects will be considered which have been successfully implemented and within the support period, for such projects work order along with client satisfaction certificate has to be submitted.</p> |
| 4. | In case of the representative/ dealer, the representative/dealer must attach tender specific authorization letter (in | Tender specific authorisation letter from OEM. |

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| S. No. | Eligibility Criteria | Documents to be Provided |
|---------------|---|---|
| | <p>the enclosed format given at Appendix I) from respective OEM for EMS solution quoted by bidder.</p> <p>All EMS modules must be from single OEM</p> <p>A separate tender specific authorization letter (in the enclosed format given at Appendix I) from respective OEM for RPA license quoted by the bidder.</p> | |
| 5. | <p>The Bidder must have working office in the state of Madhya Pradesh, If the vendor does not have an office in M.P. he should establish the same within one month of receiving work order. The office and Service centre of its authorized partner shall be acceptable.</p> | <p>Attach Registration of M.P. office or declaration that vendor shall open an office in MP within one month of receiving the work order.</p> |
| 6. | <p>Firm should have unblemished past record and is not declared blacklisted or ineligible to participate for bidding by any State/Central Govt., Semi-government or PSU at the date of its bid submission, due to unsatisfactory performance, breach of general or specific instructions, corrupt/fraudulent or any other unethical business practices.</p> | <p>Self-declaration on company's letter head.</p> <p>(Affidavit on Rs 100/- non-judicial stamp paper)</p> |

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| S. No. | Eligibility Criteria | Documents to be Provided |
|---------------|--|--|
| 7. | The bidder must have an annual average turnover of Rs 5 crores in last 3 financial years. | CA certificate indicating turnover in last 3 years & audited Balance sheet |
| 8 | Proposed EMS solution must be an industry standard, enterprise grade solution and the EMS OEM should be leader in any of last 2 published reports of Gartner's MQ for "NPMD/ITSM/ Network Automation Report" Or Proposed EMS solution must be an industry standard, enterprise grade solution and the EMS OEM should be present in leader of any of last two published report of "Enterprise Service Management" from Forrester. | Copy of reports. |
| 9 | The Bidder/OEM should have CMMI Level 3 or higher certification with valid ID provided by Certifying Authority/CMMI institute. | Copy of certificate with ID |
| 10 | Technical Compliance of Table 1 & 2 | Compliance to be submitted on OEM letterhead with seal and signature. |

n. Inspection

MPSEDC reserves the right to inspect the manufacturer/supplier works prior to supply. The systems supplied shall be inspected by the purchaser.

o. Technical Evaluation

Interested bidders qualify the eligibility criteria will be invited for the demonstration of features. The feature demonstration is based on the capability, coverage and the configurability of the EMS solution proposed.

The features will be evaluated based on the success (Y) or failure(N) against below mentioned features:

Table: Feature Demonstration

| S. No | Technical Specifications | Y/N |
|----------------------------|--|-----|
| Mandatory Features | | |
| 1 | The proposed solution should support threshold-based monitoring in case of set threshold breach (like Bandwidth, CPU, Memory, Disk Space etc.). Critical alarm should be generated with severity RED colour demarcation and triggering the same via email, SMS etc. | |
| 2 | The solution should have flexibility to customize the dashboard and reports as per the customer requirement. | |
| 3 | Customization of SLA reports and customization of Penalty calculation as per defined SLA and contract management. The solution must have an integrated dashboard, view of Contract Parties & current SLA delivery levels and view of Services & current SLA performance | |
| 4 | The solution should have the mechanism to define and measure the FMS performance like TTO (Time to Own), TTR (Time to resolve) or equivalent parameters for the incidents and request in the Service Desk Portal Facility to support event policies such that predefined actions can be triggered, such as sending an email notification, messages when key events occur like link utilization above threshold, congestion etc. | |
| Additional features | | |
| S. No | Specifications | Y/N |
| NPM | | |
| 1 | Capacity planning and Management by Using AI/ML techniques | |
| | The proposed solution should be able to do performance monitoring of each connected device on various listed KPIs like: | |
| 2 | TCP Segments | |
| | UDP Segments | |
| 3 | Solution should also support Multitenancy | |
| 4 | Solution should cover all the aspects of FCAPS | |

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| | | |
|--------------------------------------|---|--|
| 5 | Solution should support cloud and Virtualisation from day one | |
| 6 | Solution should have predictive analysis from day one | |
| 7 | Solution should have business service monitoring capability | |
| ITSM Helpdesk | | |
| 1 | Attachment of the email should be stored in the helpdesk portal with the time stamp and reference email Id for audit purpose | |
| 2 | The proposed helpdesk system shall provide grouping access on different security knowledge articles for different group of users. | |
| 3 | The proposed helpdesk solution must have a built-in workflow engine to define escalations or tasks to be carried out after issues or change order are logged pertaining to the project. | |
| 4 | The proposed helpdesk system shall have an updateable knowledge base for technical analysis and further help end-users to search solutions for previously solved issues. | |
| 5 | The solution should have the proper interface to manage the RCA and Workaround separately | |
| SLA & Contract Management | | |
| 1 | The solution should support requirements of the auditors requiring technical audit of the whole system | |
| 2 | Solution should support effective root cause analysis, support capabilities for investigating the root causes of failed service levels and must make it possible to find the underlying events that cause the service level contract to fail. | |
| 3 | The solution should support dashboards of SLA status for multiple clients | |
| Asset Management | | |
| 3 | Ability to provide facility to recognize custom applications on servers / desktops | |
| 4 | Facility for the administrator to register a new application to the detectable application list using certain identification criteria. Should enable the new application to be detected automatically next time the inventory is scanned | |
| 5 | Should provide catalogue for user self-service to install registered software | |
| 6 | Ability to support configuration management functionality using which standardization of configuration can be achieved | |
| 7 | Software metering should be supported to audit and control software usage. Should support offline and online metering. | |
| 8 | Ability to offer remote control capabilities for various Windows environment and Linux environment | |

The bidders those successfully demonstrate the features will be qualified for financial evaluation.

The feature demonstration will be evaluated by the panel of 3 members external to MPSEDC.

p. Financial Bid Evaluation

The financial bids for technically qualified bidders as mentioned in Technical Evaluation Criteria clause will be opened. Financial bids, not substantially responsive or incomplete in any manner or conditional are liable to be disqualified. The bidder with lowest bid value may be declared as Lowest Bidder (L1).

q. Selection of the Bidder

- a) The technically qualified bidder with L1 rate shall be the successful bidder.
- b) In the event that any successful bidder (L1) withdraws or is not ready for engagement for any reason, MPSEDC may invite the vendor with next lowest rate (L2) for engagement provided L2 bidder is ready to accept the rate quoted by L1 bidder.
- c) Any attempt by a Bidder to influence MPSEDC in the evaluation of the bids or Contract award decisions may result in the rejection of its bid.
- d) If any Bidder wishes to contact the MPSEDC during/after opening of the Bid to award of contract. He may do so in writing.

7. Terms and Conditions Governing the Contract

a. Performance Bank Guarantee (PBG)/ Security Deposit

The Successful Bidder shall be required to submit PBG as follows:

Performance Security:

The project will carry a performance guarantee for **Five years plus six months**. All charges with respect to the PBG shall be borne by the bidder. The PBG shall be remaining valid for the Contract period plus six months. The Successful Bidder shall have to submit the PBG as per the format given on Annexure III. The PBG will be discharged / returned by MPSEDC upon being satisfied that there has been due

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performance of the obligations of the bidder under the contract. However, no interest shall be payable on the performance bank guarantee.

This guarantee may be invoked on violation of any of the condition (s) given below:

- If the Bidder fails to perform within the period(s) specified in the Contract, or within any extension thereof granted by the MPSEDC pursuant to conditions of Contract clause or if the Empanelled Bidder fails to perform any other obligation(s) under the Contract.
- If any of hardware or services, which shall be given by you, does not perform satisfactorily
- The observed output/deliverables of the project are not in accordance with the approved specification.
- The corporation suffers losses by way of some of the module generating illegal/ incorrect reports/output.
- If at point of time, any information found incorrect/misleading/false as submitted by the Bidder in its Financial/Technical Bid or any other document.
- If the Bidder is found involved in the Corrupt Practises/Fraudulent practises.

Performance security should be submitted within **15 days of receiving the Work Order**. The Performance Security can be in the form of Bank Guarantee in favour of MPSEDC Ltd., Bhopal. On submission of Performance Security, EMD amount submitted will be returned.

b. Taxes and Duties

Taxes and duties as per Financial Bid

c. Warranty

The provided solution should invariably have 5 years Comprehensive onsite warranty & support from the date of successful installation and commissioning.

d. Delivery Period

Delivery period should not exceed as detailed below from the date of order under any circumstances.

Project Implementation Time Lines for the following components are as follows.

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- (a) Supply of Licenses
- (b) Installation and Commissioning
- (c) Support for the period of 5 years from the date of successful commissioning and go-live.
- (d) T= Date of award of contract

Schedule -I

| Phases | Activities | Time Lines | Penalties on implementation | |
|--------|---|------------|-----------------------------|-------------|
| 1 | Sharing of Pre-requisites | T+5 days | No Penalty | |
| 2 | Existing Network Analysis and Migration Plan | T+20 days | From 21 days onwards | Rs 2000/day |
| 3 | Installation and Commissioning of EMS as per scope of RFP/signed contract | T+ 60 days | From 61 days onwards | Rs 5000/day |

Note: Overall Penalty is capped at 10% of contract value. Breaching the limit of penalty may automatically lead to termination of this contract.

e. Transfer / Sub-Contracting

The bidder has no right to give, bargain, sell, assign or sublet or otherwise dispose of the Contract or any part thereof, as well as to give or to let a third party take benefit or advantage of the present Contract or any part thereof. However, in case of circumstances beyond the control of bidder, transfer/ sub-contracting may be permissible with the written concurrence of MPSEDC.

f. Service support requirement as per the SLA's defined.

1. Successful bidder will ensure the proper monitoring and ensure the timely call attending.
2. MPSEDC's requirement which requires support of OEM has to be co-ordinated by the successful bidder. The bidder has to ensure complete exclusive support of OEM till the validity of the contract.

3. The SLA shall be monitored by Third Party Auditor (TPA) of MPSWAN and reports/status of deduction of penalty shall be provided to the MPSEDC.

g. Payment

Payment shall be done by MPSEDC as per the following terms:

| S. No | Payment Schedule | Amount |
|--------------|---|------------------------|
| 1 | On completion of successful installation and commissioning, discovery and customization of all modules with successful testing of MPSWAN key solution requirement features. | 70% of contract value. |
| 2 | At the end of each quarter post adjustment of all the applicable penalties | 1.5% of contract value |

The payment to the successful bidder shall be quarterly subject to satisfactory assessment done by MPSEDC for the successful bidder activities. A bill in triplicate (for the audit and independent monitoring) shall be submitted to MPSEDC. In case of non-satisfactory performance, a penalty of **5%** of the quarterly service charges as per contract shall be deducted.

All payments under this Agreement shall be made to the account of the successful bidder as may be notified to MPSEDC by the successful bidder. The bills for the purpose of payment shall be submitted to MPSEDC, Bhopal. No interest shall be payable on delayed payments.

h. Liquidated Damages and Penalties

Liquidate damages

In case the successful bidder encounters conditions that are likely to affect the timely delivery of the systems and performance of Services during the performance of the Contract, they shall promptly notify MPSEDC in writing of the fact of the delay, its likely duration and its cause(s) with justification. As soon as practicable after receipt of the successful bidder notice, MPSEDC shall evaluate the situation and may, at its discretion, extend the Successful bidder time for performance with or without liquidated damages.

Except as provided above, a delay by the successful bidder in the performance of its delivery obligations shall render the successful bidder liable to the imposition of liquidated damages pursuant to conditions of Contract. However, the total amount of Liquidated Damages deducted will be capped at 10% of the contract value. Once the maximum is reached, the MPSEDC may consider termination of the contract and other penal measure will be taken like forfeiture of BG etc.

Penalties and Service Level Agreement (SLA)

Subject to conditions of Contract if the successful bidder fails to deliver or perform the Services within the period(s) specified in Milestones indicated in Deliverables, MPSEDC shall, without prejudice to its other remedies under the Contract, deduct penalty as applicable.

i. Corrupt / Fraudulent Practices

The Purchaser requires that the Bidders under this Tender should observe the highest standards of ethics during the procurement and execution of such contracts. In pursuance of this policy, the Purchaser defines the terms set forth as follows:

- a) “Corrupt Practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of the public official in the award of the contract, procurement process or in contract execution;
- b) In the event of corrupt practice and fraudulence in addition to penal action as per the terms and conditions of the contract, legal action shall also be initiated against the concerned.
- c) “Fraudulent practice” means a misrepresentation of facts in order to influence award of contract or a procurement process or an execution of a contract to the detriment of the Purchaser, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Purchaser of the benefits of the free and open competition;
- d) The Purchaser will suspend the award of contract if prima-facie it is established that the vendor had engaged in corrupt or fraudulent practices in competing for the contract in question.

- e) The Purchaser will declare a Bidder ineligible after giving opportunity of being heard, either indefinitely or for a stated period of time, to be awarded a contract if at any time it is found that the Bidder has engaged in corrupt and fraudulent practices in competing for, or in executing, this contract.

j. Resolution of Disputes

- a) MPSEDC 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.
- b) Any dispute, difference or controversy of whatever nature howsoever arising under out, or in relation to the Contract (including its interpretation) between the Parties shall be referred to an Arbitral Tribunal consisting of one arbitrator. The Arbitral Tribunal shall pass a reasoned award after giving opportunity of hearing to both the Parties. The seat and venue of arbitration shall be Bhopal. The award pronounced by the Arbitral Tribunal shall be final and binding on both the Parties. All provisions of the Arbitration and Conciliation Act, 1996 as amended from time to time, shall apply to the arbitral proceedings.
- c) All legal disputes are subject to the jurisdiction of Courts at Bhopal only.

k. Indemnity

The successful bidders/Successful Bidder shall indemnify, protect and save MPSEDC and MPSEDC against all claims, losses, costs, damages, expenses, action suits and other proceeding, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components (like system software, software tools, hardware etc.) and the services rendered under this Tender.

l. Limitation of Liability

The liability of MPSEDC (whether in Contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to the Agreement, including the work, Deliverables or Products and Services covered by the RFP and the Agreement, shall be limited to the ten (10) % of the overall contract value

m. Publicity

Any publicity by the bidder in which the name of the Indenter/buyer is to be used should be done only with the explicit written permission of the MPSEDC

n. Force Majeure

The successful Bidder shall not be liable for forfeiture of its Performance bank guarantee, imposition of the Liquidated Damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

For purposes of this clause, “Force Majeure” means an event beyond the control of the Bidder and not involving the Bidder’s fault or negligence, and not foreseeable. Such events may include, but are not restricted to, acts of Government in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

If a Force Majeure situation arises, the Bidder shall promptly notify the authorized representative of MPSEDC in writing of such condition and the cause thereof. Unless otherwise directed by the authorized representative of MPSEDC in writing, the Bidder shall continue to perform its obligations under the Contract as far as it is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

o. Right to terminate the process

MPSEDC, reserves the right to accept or reject any Tender offer, and to annul the Tendering process and reject all Tenders at any time prior to award of control, without thereby incurring any liability to the affected vendor(s) or any obligation to inform the affected vendor(s) of the grounds for such action.

MPSEDC makes no commitments, explicit or implicit, that this process will result in a business transaction with anyone. Further, this TENDER does not constitute an offer by MPSEDC. The bidder’s participation in this process may result in MPSEDC selecting the bidder to engage in further discussions and negotiations.

p. Extension of Order

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MPSEDC reserves the right to place an extension order during entire contract duration for 50% of quoted equipment/software/licenses and manpower or part thereof on the same rates, terms and conditions.

The contract may be extended further for the period of one + one year based on discretion of MPSEDC on same rates, terms and conditions.

q. Risk Purchase

If the successful Bidder fails to perform its obligations (or any part thereof) under the Agreement or if the Agreement is terminated due to breach of any obligations and/or terms and conditions by the Bidder under the Agreement, MPSEDC reserves the right to procure the same or equivalent Services from alternative sources at the SP/Bidder's risk and responsibility. Any incremental cost borne by the MPSEDC in procuring such Services shall be borne by the SP/Bidder. Any such incremental cost incurred in the procurement of such Services from alternative source will be recovered from the undisputed pending due and payable Payments / Security Deposit / Performance Bank Guarantee provided by the selected bidder under the Agreement and if the value of the Services under risk purchase exceeds the amount of Security Deposit and / or Performance Bank Guarantee, the same may be recovered, if necessary, by due legal process.

8. FORMS AND ANNEXURES

Annexure -I

Form 1: Notice of Intent to submit proposal in response to RFP

(To be submitted on the Letterhead of the responding firm)

{Place}

{Date}

To,

Chief General Manager,

MPSEDC, State IT Centre,

Arera Hills, Bhopal

Ref: RFP Notification no <xxxx> dated <dd/mm/yy>

Subject: Submission of proposal in response to the RFP for “EMS Solution Deployment for Madhya Pradesh State Wide Area Network (MPSWAN)”

Dear Sir/Madam,

1. Having examined the RFP document, we, the undersigned, herewith submit our proposal in response to your RFP Notification no <xxxx> dated <dd/mm/yy> for “EMS Solution Deployment for Madhya Pradesh State Wide Area Network (MPSWAN)”, in full conformity with the said RFP document.
2. We have read the provisions of the RFP document and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.
3. We agree to abide by this proposal, consisting of this letter, the detailed response to the RFP and all attachments, for a period of **180 days** from the closing date fixed for submission of proposals as stipulated in the RFP document. **The EMD of Rs 7.2 lakhs** submitted by us online. A Power of Attorney in favour of the authorised signatory to sign and submit this Proposal and documents is attached herewith.
4. We would like to declare that we are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment and we are not under a declaration of ineligibility for corrupt or fraudulent practices.
5. We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation contained in it may lead to our disqualification.

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6. We understand you are not bound to shortlist / accept any proposal you receive.

Our correspondence details with regards to this proposal are:

| S. No | Information | Details |
|--------------|---|----------------|
| 1 | Name of responding firm: | |
| 2 | Address of responding firm: | |
| 3 | Name, Designation and Address of the contact person to whom all references shall be made regarding this RFP and authorize to participate: | |
| 4 | Telephone no. of contact person: | |
| 5 | Mobile no. of contact person: | |
| 6 | Fax no. of contact person: | |
| 7 | E-mail address of contact person: | |

We hereby declare that our proposal submitted in response to this RFP is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

Sincerely,

[FIRM'S NAME]

Name

Title

Signature

Date

Form-2: Details of the responding Firm

| | |
|----|---|
| 1 | Name of Company or Firm: |
| 2 | Legal status (e.g., incorporated private company, partnership etc.): |
| 3 | Country of incorporation: |
| 4 | Registered address: |
| 5 | Year of Incorporation: |
| 6 | Year of commencement of business: |
| 7 | Principal place of business: |
| 8 | Brief description of the Company including details of its main lines of business |
| 9 | Name, designation, address and phone numbers of authorised signatory of the Bidder: |
| 10 | Name: |
| 11 | Designation: |
| 12 | Company: |
| 13 | Address: |
| 14 | Phone No.: |
| 15 | Fax No.: |
| 16 | E-mail address: |

Form-3: Financial Capacity of the responding Firm

Aggregated turnover for above Financial Years

| S.No | Financial year | Turnover |
|------|----------------|----------|
| | | |
| | | |
| | | |
| | | |

Certificate from the Statutory Auditor

This is to certify that..... (Name of the Bidder) has received the payments shown

above against the respective years on account of professional fees.

Name of the audit firm:

Seal of the audit firm:

Date:

(Signature, name and designation of the authorised signatory)

Form-4: Details of Experience of responding firm

[Using the format below, the responding firm should provide information on the similar assignments as required for pre-qualification criteria/technical evaluation criteria]

| Sr. No | Item | Details |
|---|---|---------|
| General Information | | |
| 1 | Customer Name | |
| 2 | Name of the contact person and contact details for the client of the assignment | |
| Projects/Assignment Details | | |
| 3 | Project Title | |
| 4 | Start Date/End Date | |
| 5 | Current Status (work in progress, completed) | |
| 6 | Number of staff deployed on the assignment | |
| 7 | Skill set and experience of the staff deployed on the assignment | |
| Size of the project | | |
| 8 | Order Value of the project (in Rs. Lakhs) | |
| Narrative description of project: (Highlight the components / services involved in the project which are of similar nature to the project for which this RFP is floated. | | |

Description of actual services provided by your staff within the project and their relevance to the envisaged components / services involved in the project for which this RFP is floated.

Description of the key areas where significant contributions are made for the success of the project.

Note: The Bidder may attach separate sheets to provide brief particulars of other relevant experience of the Bidder

Form-5 -Self-Declaration for non-blacklisting of the company/ firm

(To be executed on official letter head of the company/firm)

I/We _____ (Name of
Person/s) _____ (Designation) of
_____ (Name of company/firm) with registered
office _____ at

hereby declare that our company/firm has not been blacklisted by any department of Government of India and/or any state government and/or any public sector undertakings.

The information furnished by me is true and in future, if it is found that the information given by me is false, Madhya Pradesh State Electronics Development Corporation (MPSEDC) is free to take any legal action including blacklisting, termination of contract, etc. against me and/or my company/firm.

Place: _____ **Signature:** _____

Date: _____ **Name:** _____

Designation: _____

(Authorized Signatory)

Name of Signatory:

Bidder Name:

Date

Place

Form-6: Format for Submission of written queries for clarifications

| S. No | Section | clause no. | Existing Text of the clause/provision in the RFP | Clarification/ modification sought |
|------------|---------|------------|--|------------------------------------|
| 1 | | | | |
| 2 | | | | |
| .. | | | | |
| ... | | | | |

Form-7: Format for Client Certificate

Date: _____

Client Satisfaction Certificate

In reference to Tender No: MPSEDC /MKT /SWAN /2023/...., M/s. is currently engaged with our organization and M/s. solution is deployed for the EMS services below are the details of the contract:

| | |
|---|--|
| Name of the project | |
| Location of project | |
| No of devices in project | |
| Start date of project | |
| No of months/years completed | |
| End date of project | |
| Technology/Module involved in deployment of the project | |

The above certificate has been issued exclusively for the MPSWAN Connectivity Services in Government Offices of MP; details given below.

Authorized signatory

Annexure II: Financial Proposal Formats

1. Covering Letter for Financial Proposal

To
Chief General Manager,
MPSEDC, State IT Centre,
47-A, Arera Hills,
Bhopal

Sub: Submission of Financial Proposal

Ref: Tender for EMS Solution Deployment for Madhya Pradesh State Wide Area Network (MPSWAN).

(Tender No: _____ Dated: __/__/____).

Dear Sir,

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in the RFP. We attach hereto our responses to financial proposals as required by the RFP.

We confirm that the information contained in these responses or any part thereof, including the exhibits, and other documents delivered or to be delivered to MPSEDC is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the selection process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so.

We agree for unconditional acceptance of all the terms and conditions set out in the Tender document and also agree to abide by this tender response for a period of 180 days from the date fixed for bid opening.

We agree that you are not bound to accept any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the tender response.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Thanking you,
Yours Faithfully

[Authorized Signatory]
[Designation]
[Place]

[Date and Time]
[Seal & Sign]
[Business Address]

2 Financial Bid:

Tender for EMS Solution Deployment for Madhya Pradesh State Wide Area Network (MPSWAN)

(Tender No. - MPSEDCXXXXXXXXXXXXXXXXXXXXXXX)

EMS Solution Deployment for Madhya Pradesh State Wide Area Network (MPSWAN)

Table 1: Schedule-I

| S.No. | Product/Item | Quantity Required (A) | Unit Base Price (B) | Total price C= A x B |
|------------------|---|--------------------------|------------------------|-------------------------|
| 1 | Supply, installation and successful deployment of EMS solution for MPSWAN | 13000 | | |
| 2 | Support, Maintenance and customization till the validity of the contract | 13000 | | |
| 3 | Robotic Process Automation License | 2 | | |
| Total in figures | | | | |
| Total in words | | | | |

***GST would be paid extra as per prevailing rates.**

Note:

- The bidder with lowest total bid price quote will be declared as L1 i.e., the successful bidder.
- Prices should be inclusive of freight & duties etc. except GST.
- Applicable GST will be paid as actuals at the time of billing.
- Warranty: 5 yrs. comprehensive onsite support from the date of Supply, Installation & Commissioning
- The quantity may be changed as per requirement.
- Payment shall be made as per actual quantity defined in work order.
- Payment shall be made as per the payment terms specified in the tender document.

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- viii. The bidder with lowest rate quoted in Financial Bid in the table above will be considered as be the successful bidder. In case of mismatch between rates in numeric and words the rates quoted in words will be considered as quoted rates.
- ix. Prices: To be quoted as per FOR destination.
- x. Quantity mentioned in financial bid table for nodes is indicative and actual number may vary at the time of giving the work order.
- xi. The conditional bids will be rejected.
- xii. Successful bidder should provide the contact details of a technical resource as single point of contact (SPOC) for issue resolution, monitoring, maintenance and customization as required by MPSWAN team.
- xiii. In-case of tie between multiple bidders for quoting the same L1 rates then bidder with the highest turnover as per eligibility criteria will be declared as the successful bidder.
- xiv. Solution/Product quoted by the successful bidder should not have the End of Support (EoS) for next 7 years from the date of installation.

Date:

Signature:

Place:

Name:

Designation:

Company:

Seal:

Annexure III: Format of Performance Bank Guarantee

(To be submitted on non-judicial stamp paper of appropriate value)

Strictly Private and Confidential

[Date]

To

Chief General Manager,
MPSEDC, State IT Centre,
47-A, Arera Hills,
Bhopal

Sub: Performance bank Guarantee for RFP for EMS Solution Deployment for Madhya Pradesh State Wide Area Network (MPSWAN).

Ref: RFP for EMS Solution Deployment for Madhya Pradesh State Wide Area Network (MPSWAN) (Tender No: XXXX Dated: XXXXXX)

Dear Sir,

WHEREAS

M/s. (name of bidder), a company registered under the Companies Act, 1956, having its registered office at (address of the bidder), (hereinafter referred to as “our constituent”, which expression, unless excluded or repugnant to the context or meaning thereof, includes its successors and assignees), agreed to enter into a contract dated (hereinafter, referred to as “Contract”) with you (Madhya Pradesh State Electronics Development Corporation (hereinafter referred to as “MPSEDC” which expression shall, unless precluded or repugnant to the context include its successors and / or assigns) for RFP for EMS Solution Deployment for Madhya Pradesh State Wide Area Network (MPSWAN).

We are aware of the fact that as per the terms of the contract, M/s. (name of bidder) is required to furnish an unconditional and irrevocable bank guarantee of amount 3% of the contract value (in favour of MPSEDC for an amount <<....>> and guarantee the due performance by our constituent as per the contract.

In consideration of the fact that our constituent is our valued customer and the fact that he has entered into the said Agreement with you, we, (name and address of the bank), have agreed to issue this Performance Bank Guarantee.

Therefore, we (name and address of the bank) hereby unconditionally and irrevocably guarantee you as under:

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1. In the event of our constituent committing any breach/default of any clause of the said Agreement, which breach/default has not been rectified within a period of days after receipt of written notice from you, we hereby agree to pay you forthwith on demand made by you such sum/s not exceeding the sum of Rs..... (in words and figures) without any demur.
2. Notwithstanding anything to the contrary, as contained in the said Agreement, we agree that your decision as to whether our constituent has made any such default/s / breach/es, as afore-said and the amount or amounts to which you are entitled by reasons thereof, subject to the terms and conditions of the said Agreement, will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Performance Bank Guarantee, but will pay the same forthwith on your demand without any protest or demur.
3. This Performance Bank Guarantee shall come into force ----- and continue and hold good till the completion of the contract periodi.e. (date), subject to the terms and conditions in the said Contract.
4. We bind ourselves to pay the above said amount at any point of time commencing from the date of the said Purchase Agreement until the completion of the contract period plus additional six (6) months.
5. We further agree that the termination of the said Contract, for reasons solely attributable to our constituent, virtually empowers you to demand for the payment of the above said amount under this guarantee and we have an obligation to honour the same without demur.
6. In order to give full effect to the guarantee contained herein, we (name and address of the bank), agree that you shall be entitled to act as if we were your principal debtors in respect of your claims against our constituent. We hereby expressly waive all our rights of suretyship and other rights, if any, which are in any way inconsistent with any of the provisions of this Performance Bank Guarantee.
7. We confirm that this Performance Bank Guarantee will cover your claim/s against our constituent made in accordance with this Guarantee from time to time, arising out of or in relation to the said Contract and in respect of which your claim is lodged with us on or before the date of expiry of this Performance Guarantee, irrespective of your entitlement to other claims, charges, rights and reliefs, as provided in the said Contract.
8. Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been given to us after the expiry of 48 hours when the same has been posted.

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9. If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent under intimation to you (MPSEDC).
10. This Performance Bank Guarantee shall not be affected by any change in the constitution of our constituent nor shall it be affected by any change in our constitution or by any amalgamation or absorption thereof or therewith or reconstruction or winding up, but will ensure to the benefit of you and be available to and be enforceable by you.
11. Notwithstanding anything contained hereinabove, our liability under this Performance Guarantee is restricted to Rs..... (in words and figures) and shall continue to exist, subject to the terms and conditions contained herein, unless a written claim is lodged on us on or before the afore-said date of expiry of this guarantee.
12. We hereby confirm that we have the power/s to issue this Guarantee in your favour under the Memorandum and Articles of Association/ Constitution of our bank and the undersigned is/are the recipient of authority by express delegation of power/s and has/have full power/s to execute this guarantee under the Power of Attorney issued by the bank in his/their favour.
13. We further agree that the exercise of any of your rights against our constituent to enforce or forbear to enforce or any other indulgence or facility, extended to our constituent to carry out the contractual obligations as per the said Agreement, would not release our liability under this guarantee and that your right against us shall remain in full force and effect, notwithstanding any arrangement that may be entered into between you and our constituent, during the entire currency of this guarantee.
14. Notwithstanding anything contained herein:
 - Our liability under this Performance Bank Guarantee shall not exceed Rs. (In words and figure);
 - This Performance Bank Guarantee shall be valid only up to; and
 - We are liable to pay the guaranteed amount or part thereof under this Performance Bank Guarantee only and only if we receive a written claim or demand on or before
 - This Performance Bank Guarantee must be returned to the bank upon its expiry. If the Performance Bank Guarantee is not received by the bank after its expiry, subject to the terms and conditions contained herein, it shall be deemed to be automatically cancelled.

This guarantee shall be governed by and construed in accordance with the Indian Laws and we hereby submit to the exclusive jurisdiction of courts of Justice in Bhopal (M.P.) for the purpose of any suit or action or other proceedings arising out of this guarantee or the subject matter hereof brought by you may not be enforced in or by such court.

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Dated this Day 2023.

Yours faithfully,

For and on behalf of the

Bank,

(Signature)

Designation

(Address of the Bank)

Note:

- This guarantee will attract stamp duty according to the Laws of Madhya Pradesh.
- A duly certified copy of the requisite authority conferred on the official/s to execute the guarantee on behalf of the bank should be annexed to this guarantee for verification and retention thereof as documentary evidence.

Appendix-I

Manufacturer Authorization Form (MAF)

Ref No:

Dated:.....

To,

Chief General Manager

M.P. State Electronics Dev. Corpn. Ltd.

State IT Centre, 47A, Arera hills, Bhopal

Ref: Tender of EMS Solution Deployment for Madhya Pradesh State Wide Area Network (MPSWAN), **(Tender No:** _____ **Dated:** __/__/____).

Dear Sir,

We _____ who are established and reputed Manufacturers of _____ having development centres at _____

_____ (Address of the Development centre) do hereby authorize M/s _____ (Name & Address of agent) to submit a bid, and subsequently negotiate and sign the contract with you against the above tender. The M/s _____ (Name & Address of agent) is responsible for the completed activities defined in this RFP including provisioning of licenses, Configuration and customization of the tool etc.

We hereby extend our full support and also in meeting any obligations by providing necessary spares in time for the goods & services offered by the above firm against this tender, as per standard as well as MPSEDC terms.

Yours faithfully

(Name)

(Name of the manufacturer)

Note: This letter of authority should be on the letter head of the manufacturer and should be signed by a person competent and having a power of attorney to bind the manufacturer. The bidder in its bid should include it.

Appendix-II**Technical Requirement specifications****(Note:** To be submitted on OEM Letter head with seal and signature on each page.)**Table 1: Mandatory Technical Specifications:**

| Enterprise Management System-EMS | | OEM Compliance | Ref page no of OEM datasheet |
|---|---|-----------------------|-------------------------------------|
| S. No | Specification | Yes/No | Pg no |
| NPM | | | |
| 1 | Fault & Performance Management | | |
| 2 | Auto-discovery of Nodes for the monitoring | | |
| 3 | Event Management | | |
| 4 | Server, Storage and other Infrastructure Management | | |
| 5 | SLA Management & Monitoring | | |
| 6 | The solution should have unified dashboard the single pane of glass of view | | |
| 7 | The proposed solution shall facilitate the analysis and display of status information from all the type of devices attached to the system by using various polling techniques like ICMP, SNMP (v1, v2, v3) etc. | | |
| 8 | The proposed solution should be secured with single sign-on (SSO) authentication/authorization through LDAP/ Directory services or similar solution. | | |
| 9 | The proposed solution shall provide the ability to view the network topology and its associated IP SNMP/ICMP enabled devices including switches and other IP devices connected over the network. | | |
| 10 | The proposed solution should be able to do performance monitoring of each connected device on various listed KPIs like: | | |
| | 1. CPU utilization | | |
| | 2. RAM utilization | | |
| | 3. Memory utilization | | |
| | 3. Bandwidth utilization | | |
| | 4. Disk Space utilization | | |
| | 5. Error packet loss | | |
| | 6. Packets IN/OUT | | |
| | 7. IN/OUT Traffic Utilization | | |

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| | | | |
|----|--|--|--|
| 11 | The proposed solution should support threshold-based monitoring in case of set threshold breach (like Bandwidth, CPU, Memory, Disk Space etc.) and critical alarm should be generated with severity RED colour demarcation and triggering the same via email, SMS etc. | | |
| 12 | The proposed solution should include all hardware and software required to configure, control and monitor the network connected SNMP/ICMP based devices | | |
| 13 | The proposed solution shall provide discovery & inventory of physical network devices and other IP devices | | |
| 14 | The proposed solution shall be able to monitor the utilization of physical as well as virtual server | | |
| 15 | Solution should support API integration with third party application | | |
| 16 | All the required module should be from same OEM | | |
| 17 | NMS shall support client-server-based architecture. Client being GUI/web browser-based access with secure interface to the server | | |
| 18 | The EMS should support provision of creation, addition, deletion, updation and viewing capability of the managed network | | |
| 19 | The proposed solution shall be capable of managing/monitoring any SNMP/ICMP device/ lease line from any vendor/providers. | | |
| 20 | Solution should have role & privileges-based access from day one | | |
| 21 | Solution should support LDAP/ Directory services integration from day one | | |
| 22 | The solution should support SSO from day one | | |
| 23 | The solution should have flexibility to customize the dashboard and reports as per the customer requirement. Detailed engineering will be done during the implementation phase. | | |
| 24 | Solution should support IPv4 and IPv6 | | |
| 25 | The proposed solution should be secured with single sign-on (SSO) and must have authentication through LDAP/ Directory services.OEM must ensure that all the integration should be done and required components should be in OEM scope. | | |
| 26 | Customization of reports based on MPSWAN SLA requirements of associated vendors | | |
| 27 | Penalty calculation as per defined SLA and contract management | | |

| | | | |
|----------------------|---|--|--|
| 28 | Availability of separate penalty dashboard of separate vendors. | | |
| ITSM Helpdesk | | | |
| 1 | The proposed helpdesk system shall provide flexibility of logging, viewing, updating and closing incident manually via web interface | | |
| 2 | The proposed IT Service Management solution should be built on ITIL framework and must be officially certified on the current ITIL v4 best practices on at least 10 processes. The ITILv4 processes that are relevant and needs to be assessed to meet the minimum functional criteria are Incident management, Problem Management, Change Enablement, Service Configuration management, Service Catalog Management, Release Management, Service Desk, Knowledge Management, IT Asset Management and Service Request Management. The certification copy to be submitted along with the formal technical response. | | |
| 3 | Each incident shall be able to associate multiple activity logs entries via manual update or automatic update from other enterprise management tools. | | |
| 4 | Solution should have GUI based configuration for the email to incident features | | |
| 5 | Any further communication on the email should be captured in the helpdesk portal as a public log for the complete end to end tracking of the incident. | | |
| 6 | The solution should have GUI based configuration for the notification of all the stakeholders as required | | |
| 7 | Each escalation policy shall allow easy definition on multiple escalation levels and notification to different personnel via window GUI/console with no or minimum programming | | |
| 8 | The proposed helpdesk system shall integrate tightly with the knowledge tools and CMDB and shall be accessible from the same login window. | | |
| 9 | The solution should have the mechanism to define and measure the FMS performance like TTO (Time to Own), TTR (Time to resolve) or equivalent parameters for the incidents and request in the Service Desk Portal | | |
| 10 | It shall allow IT team to create solution & make them available on the end – user login window for the most common requests. | | |

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| | | | |
|--------------------------------------|---|--|--|
| 11 | Solution should have Problem management | | |
| 12 | Solution should have change management | | |
| 13 | System should also automatically create tickets based on alarm type | | |
| 14 | Helpdesk should be able to integrate with ACD /CTI/IVRS, solution should be pre-integrated within same OEM of the EMS | | |
| 15 | Incidents shall be categorized and prioritized. While prioritizing incidents the impact and urgency of the incident shall be taken into consideration. | | |
| 16 | It shall be ensured that the incident database is integrated with Known Error Database (KeDB), Configuration Management Database (CMDB). These details shall be accessible to relevant personnel as and when needed. | | |
| 17 | When the incident has been resolved, it shall be ensured that the service desk records of the resolution steps are updated and confirm that the action taken has been agreed to by the end user. Also, unresolved incidents (known errors and workarounds) shall be recorded and reported to provide information for effective problem management. | | |
| SLA & Contract Management | | | |
| 1 | The SLA & Contract Management solution should enable the Authority to capture all the System based SLAs defined then calculate quarterly (or for any duration) penalty automatically. Measuring service performance requires incorporation of a wide variety of data sources of the project. The SLA solution should support the collection data from various sources in order to calculate Uptime / Performance / Security SLAs. | | |
| 2 | It must be a centralized monitoring solution for all IT assets (including servers, network equipment etc.) | | |
| 3 | The solution must have integrated dashboard providing view of non-performing components / issues with related to service on any active components | | |
| 4 | Application should be pre-configured so as to allow the users to generate timely reports on the SLAs on various parameters. | | |
| 5 | The solution must support Service Level Agreements & Lifecycle Management including Version Control, Status Control, Effectively and | | |

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| | | | |
|-------------------------|---|--|--|
| | audit Trail to ensure accountability for the project. | | |
| 6 | The solution must have the ability to define and calculate key performance indicators from an End-to-End Business Service delivery perspective. | | |
| 7 | The solution must have an integrated dashboard, view of Contract Parties & current SLA delivery levels and view of Services & current SLA performance | | |
| 8 | The solution should support SLA Alerts escalation and approval process. | | |
| 9 | SLA violation alarms shall be generated to notify whenever an agreement is violated or is in danger of being violated. These alarms shall be automatically shared with the authorized people | | |
| 10 | The reports supported shall include one that monitors service availability (including Mean Time to Repair (MTTR), Mean Time between Failure (MTBF), and Maximum Outage Time thresholds) and the other that monitors service transaction response time | | |
| Asset Management | | | |
| 1 | The solution must provide comprehensive software and asset lifecycle management solution including requisition, procurement, inventory, deployment, and contract management. | | |
| 2 | It should track and control all hardware assets installations, moves, additions and changes (IMAC). It should provide deep visibility into assets owned, where they are located, maintenance details, compliance etc. | | |
| 3 | Ability to provide inventory of hardware and software applications on Servers / desktops including information on processor, memory, OS, mouse, keyboard, etc. through SNMP discovery. The technology must be supporting inventory collection and Software deployment across DMZ and MZ zone. | | |
| 4 | Ability to have reporting capabilities; provide predefined reports and ability to create customized reports on data in the inventory database. Report results could be displayed as lists or graphs | | |
| 5 | Ability to provide the facility for use defined templates to collect custom information. | | |
| 6 | Ability to store detail asset information on hardware and software inventory | | |

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| | | | |
|----|---|--|--|
| 7 | Ability to provide unified Asset, Change and Configuration management, with automated updates of related assets and CI (Configuration Item) data. | | |
| 8 | a. Automatically link an asset to CI or vice versa | | |
| 9 | b. Easily create CI from an Asset or Asset from CI | | |
| 10 | c. Automatically update an asset when CI gets updated and vice versa | | |
| 11 | Ability to support dynamic grouping of enabling assets to be grouped dynamically based on some pre-defined criteria e.g., a group should be able to display how many and which computers has a specific application installed. As and when a new computer gets the new application installed it should dynamically add to the group | | |
| 12 | Facility to track changes by maintaining history of an asset | | |
| 13 | Ability to have web enabled console. | | |
| 14 | Facility to support event policies such that predefined actions can be triggered, such as sending an email notification, when key events occur such as software license violations, etc | | |
| 15 | Ability to send queries to an engine (to pump the inventory information to the console) to be executed at predefined days and time | | |
| 16 | Ability to support multiple connection protocols for remote control, including TCP/IP, HTTP, etc. | | |
| 17 | Ability to offer several levels of security for remote control ranging from defining users with specific rights and local confirmation | | |
| 18 | Allow administrators to centrally manage remote control users' and their access rights. | | |
| 19 | Solution does support maintaining the support contract and financial information | | |

Note: Any mismatch/non-availability of the feature in the declared compliance and data sheet will lead to rejection of the bid.

Table 2: Additional technical Specifications:

| Enterprise Management System-EMS | | OEM Compliance | Ref page no of OEM datasheet |
|----------------------------------|--|----------------|------------------------------|
| S. No | Specification | Yes/No | Pg no |
| NPM | | | |
| 1 | Capacity planning and Management by Using AI/ML techniques | | |

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| | | | |
|--------------------------------------|---|--|--|
| 2 | The proposed solution should be able to do performance monitoring of each connected device on various listed KPIs like: TCP Segments UDP Segments | | |
| 3 | Solution should also support Multitenancy | | |
| 4 | Solution should cover all the aspects of FCAPS | | |
| 5 | Solution should support cloud and Virtualisation from day one | | |
| 6 | Solution should have predictive analysis from day one | | |
| 7 | Solution should have business service monitoring capability | | |
| ITSM Helpdesk | | | |
| 1 | Attachment of the email should be stored in the helpdesk portal with the time stamp and reference email Id for audit purpose | | |
| 2 | The proposed helpdesk system shall provide grouping access on different security knowledge articles for different group of users. | | |
| 3 | The proposed helpdesk solution must have a built-in workflow engine to define escalations or tasks to be carried out after issues or change order are logged pertaining to the project. | | |
| 4 | The proposed helpdesk system shall have an updateable knowledge base for technical analysis and further help end-users to search solutions for previously solved issues. | | |
| 5 | The solution should have the proper interface to manage the RCA and Workaround separately | | |
| SLA & Contract Management | | | |
| 1 | The solution should support requirements of the auditors requiring technical audit of the whole system | | |
| 2 | Solution should support effective root cause analysis, support capabilities for investigating the root causes of failed service levels and must make it possible to find the underlying events that cause the service level contract to fail. | | |
| Asset Management | | | |
| 3 | Ability to provide facility to recognize custom applications on servers / desktops | | |
| 4 | Facility for the administrator to register a new application to the detectable application list using certain identification criteria. Should enable the new application to be detected automatically next time the inventory is scanned | | |
| 5 | Should provide catalogue for user self-service to install registered software | | |
| 6 | Ability to support configuration management functionality using which standardization of configuration can be achieved | | |

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| | | | |
|---|--|--|--|
| 7 | Software metering should be supported to audit and control software usage. Should support offline and online metering. | | |
| 8 | Ability to offer remote control capabilities for various Windows environment and Linux environment | | |

Appendix-III

MPSWAN Network Devices:

State Data Centre

- Multiple Cisco Routers of various models including SDWAN routers of following models
 - ASR-9010
 - C7609
 - ASR-1000
 - C2821
- Multiple Cisco Switches of in redundancy of following models
 - C6509
 - Nexus-9500
- Cisco SDWAN Controllers in redundancy
- Fortinet Firewall
 - Fortinet 1801F
- Cambium Wireless access points and controller
 - XV2-2 Wi-Fi 6
 - CAMBIUM CnMaestro X controller
- User Machines of various models
- UPS of Emerson
- RF Equipment-Maksat

POP Devices (400 Locations)

- Cisco Routers in redundancy including SDWAN routers of following models
 - ASR-1000
 - C4431
 - C4321
 - C7206Vxr
 - C1951
 - C2911
 - C2821
 - C1841
- Cisco Switches
 - WS-C2960G-48TC-L

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- Aruba Switches
 - Aruba-2530-48G
- D-Link Switches
 - D-Link DGS-1210-28
 - D-Link DES-1024D
- RF Equipment-Maksat
- UPS of following models:
 - APC
 - Emerson
 - ALFA ONLINE UPS
 - GE6000
 - UTL DI372-E(UPS)
 - MAXIPOWER
 - BPE
 - GREENLINE-GL-3000
 - ARROW 3KVA ONLINE
 - Prostarm
 - CH3KS
 - Vertiv GXTMT+CX 3KVA
 - MICROTEK MAX +

Appendix-IV

AGREEMENT FORMAT

THIS AGREEMENT is made onday of, at BHOPAL;
BY AND BETWEEN

Madhya Pradesh State Electronics Development Corporation Limited (A Govt. of M.P. Undertaking), a nodal agency operational under Department of Science & Technology, Government of Madhya Pradesh, having its office at State IT Centre, 47-A, Arera Hills, Bhopal – 462 011 (hereinafter referred to as the “MPSEDC” which expression unless repugnant to the context there to shall deem to include its heirs, successors and assigns) of **ONE PART**;

AND

M/s a company registered under The Companies Act 1956, having its registered office at(hereinafter referred to as the “M/s” of OTHER PART;

(Each party is individually referred to as "Party" and collectively referred to as “Parties”)

WHEREAS

- i. MPSEDC has empaneled M/s, being the successful L1 Bidder, under the Tender document No.for the period of w.e.f.....day ofmonth, of year 2023 as per details, service levels and deliverables defined in the Tender Document No.:
- ii. M/s is responsible for the project and undertake that they accept all terms & conditions of the tender document no and subsequent issued corrigenda/clarifications.
- iii. MPSEDC issued an LOI No. dated and M/s has accepted the offered rates vide letter dated with subject

Tender No. MPSEDC/MKT/SWAN/2023/525

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have same meanings as are respectively assigned to them in the Conditions of Tender referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:

| | |
|-----------------|---|
| Attachment 1 | Tender document for (Tender No.:). |
| Attachment 2 | Corrigenda and clarifications issued by MPSEDC on the Tender |
| Attachment 3 | Technical and financial proposal submitted by the M/s..... to the extent they along with subsequently issued clarifications/corrigenda furnished by the MPSEDC in response to the RFP, to the extent they are not inconsistent with any terms of the RFP. |
| Attachment 4 | Scope of work, Tender terms & conditions and SLA mentioned in the tender document. |
| Attachment 5 | MPSEDC offer letter no.:to M/s |
| Attachment 6 | Your acceptance letter reference no.: having subject..... |
| Attachment 7 | Letter of Intent/Work Order issued/ to be issued by MPSEDC. |
| Attachment 8 | LoI/WO acceptance letter submitted. |
| Attachment 9 | PBG No. issued |

3. MPSEDC hereby covenants to pay M/s in consideration of the provisions of the goods and services and the remedying of defects therein the Contract Price or such other sum as may become payable under the provisions of the work order at the times and in the manner prescribed in the Tender Document. In consideration of the payments to be made by MPSEDC, M/s hereby

Tender No. MPSEDC/MKT/SWAN/2023/525

covenants to provide the goods and services and to remedy defects therein in conformity in all respects as per the provisions of the original Tender Document, subsequent corrigenda and released work orders.

4. Each Work Order/LOI issued/to be issued under the present Tender shall be subject to all terms and conditions of this agreement, in addition to the specific details set forth in the work order.
5. M/s agree to furnish Performance Bank Guarantee offor the total contract period of years plus six months in prescribed format from the date of installing equipment's & services of Tender Document, However, no interest shall be payable on the submitted performance bank guarantee.
6. This contract will be effective for an initial period of(...) years w.e.f.and can be extended according to the terms of above-mentioned Tender document.
7. Any notice or other communication to be given by any Party to the other Party under or in connection with the matters contemplated by the Agreement shall be in writing and shall be given by hand delivery, recognized courier, registered post, email or facsimile transmission and delivered or transmitted to the Parties at their respective addresses set forth below:

For and on behalf of MPSEDC: ≤Name and communication address≥

For and on behalf of M/s

8. Entire Agreement
The present Contract constitutes the entire agreement between MPSEDC and the M/s with respect to the subject matter of the contract and supersedes all communication, negotiations and agreement (whether written or oral), except as specifically mentioned here, with respect thereto made prior to the date of this agreement.

Tender No. MPSEDC/MKT/SWAN/2023/525

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day, month and year first above written.

For and on behalf of

For and on behalf of

MPSEDC Ltd.

M/s

Signature & Seal

Signature & Seal

Name:

Name:

Designation:

Designation:-

.....

.....

In the presence of:

Witness 1.

Witness 1.

Witness 2.

Witness 2.