



RAILTEL CORPORATION OF INDIA LIMITED
(A Govt. of India Undertaking, Ministry of Railways)
2nd Floor, B-Block, Rail Nilayam, Secunderabad – 500 071.

TENDER DOCUMENT

Tender No: RCIL/SR/SC/DC/ST/2021-22/24 Dt: 25-10-2021

NAME OF THE WORK

**Single Tender
for
OPERATIONS AND MAINTENANCE OF DATA CENTER INFRASTRUCTURE ALONG WITH
MAN POWER SUPPORT, AT RAILTEL CORPORATION OF INDIA LIMITED,
RAILNILAYAM, SECUNDERABAD.**

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RailTel Corporation of India Limited

A Government of India (Ministry of Railways) Undertaking

Southern Region Head Quarters, Second Floor, B-Block, Rail Nilayam, Secunderabad-500071 (TS)

visit www.railtelindia.com, Tel: 040-27821134 Fax: 040-27820682,

Corporate Office: Plot No.143, Institutional Area, Sector-44, Gurgaon – 122003, NCR (India).

TENDER NOTICE

No. RCIL/SR/SC/DC/ST/2021-22/24

Dt.25-10-2021

RCIL has built a Data Centre designed on Tier III Data Centre architecture which includes the basic Infrastructure and Information & Communication Technologies (ICT) Infrastructure covering an area of approximately 13,500 sq ft of raised 3rd floor in B-Block located at Rail Nilayam, Secunderabad for providing hosting services, cloud computing and other added services to their customers. The main objective is to host client's infrastructure as well as to enable RailTel to offer hosting, storage and management services.

RailTel Corporation of India Ltd., Secunderabad invites sealed tenders for the work of "OPERATIONS AND MAINTENANCE OF DATA CENTER INFRASTRUCTURE ALONG WITH MAN POWER SUPPORT, AT RAILTEL CORPORATION OF INDIA LIMITED, RAILNILAYAM, SECUNDERABAD".

Name of work	OPERATIONS AND MAINTENANCE OF DATA CENTER INFRASTRUCTURE ALONG WITH MAN POWER SUPPORT, AT RAILTEL CORPORATION OF INDIA LIMITED, RAILNILAYAM, SECUNDERABAD
Earnest money deposit	Nil
Last Date for submission of Offer	05-11-2021 at 15.00 hrs.
Date of Tender Opening	05-11-2021 at 15.30 hrs.
Commencement Period	7 Days from date of Issue of PO/LOA

Sanjeeva Kumar
(Sanjeeva Kumar) 25/10/21
DGM/DC&TP

संजीव कुमार / SANJEEVA KUMAR
उप महा प्रबंधक / डीसी एवं टीपास
Deputy General Manager / DC & Tpaas
रेलटेल कॉर्पोरेशन ऑफ़ इण्डिया लिमिटेड
RailTel Corporation of India Ltd.
दक्षिण क्षेत्र / Southern Region
सिकंदराबाद / Secunderabad-500071

Signature of tendered with seal

OFFER LETTER

To,
The Executive Director,
Southern Region,
RailTel Corporation of India Limited,
2nd Floor, B-Block, Rail Nilayam,
Secunderabad – 500 071.

I/We _____ have read the various conditions detailed in tender documents attached here to and hereby agree to ABIDE BY THE SAID CONDITIONS. I/We also agree to keep this tender open for acceptance for a period of 20 days from the date fixed for opening the same and in default thereof, I/We will be liable for forfeiture of my/our Earnest Money. I/We offer to supply of Schedule of supply given in the Tender Document at the rates quoted in the attached schedule and hereby bind myself/ourselves to complete the supply within 7 days from the date of issue of Purchase Order. I/We also hereby agree to abide by the Various Conditions of Contract and to carry out the supplies according to the Specifications for materials and works laid down by the RailTel for the present contract.

2. A sum of Rs. _____ as an Account Payee Demand Draft No. _____ dt. _____ issued by _____ in favor of RailTel Corporation India Ltd. Secunderabad is herewith forwarded as "Earnest Money". The full value of Earnest Money shall stand forfeited without prejudice to any other rights or remedies if, I/We withdraw or modify the offer within validity period to that effect.

SIGNATURE OF SUPPLIER (S) with Seal

Date:

SIGNATURE OF WITNESS CONTRACTOR (S) ADDRESS

1.

2.

Chapter I**INSTRUCTIONS TO TENDERERS****1.1 TENDERING INSTRUCTIONS:**

The tender document in original along with the schedule filled in and duly signed and stamped on each page, complete in all respects shall be enclosed in an envelope. The Tenderer shall also enclose in his offer that they accept all the RailTel's terms and conditions and have not offered any counter clauses. This envelope shall then be sealed and following shall be super scribed on the envelope "TENDER No: RCIL/SR/SC/DC/ST/2021-22/24 Dt: 25.10.2021".

1.2 Tender cover should be addressed to The Executive Director, Southern Region, RailTel Corporation of India Limited, 2nd Floor, B-Block, Rail Nilayam, Secunderabad – 500 071 and should reach this office on or before 15:00 hours on 05.11.2021. The Tender will be opened on the same day at 15:30 hrs. If it is happens to be a holiday, tender will be opened on the next working day.

1.3 Tender sealed and superscripted as mentioned above can also be sent by Courier/Registered Post/ in person, to the above-mentioned Office. The Tenders which are received after the time and date specified above shall not be considered. For delays by Department of Posts/courier agency etc., RailTel will not be responsible.

2.0 EARNEST MONEY: Nil, Bid declaration need to submit by Firm as per annexure IV

3.0 SECURITY DEPOSIT (SD): NA

4.0 CONTRACT PERFORMANCE BANK GUARANTEE (PBG):

4.1 On receipt of the Letter of Acceptance of Tender from the RailTel, the successful Tenderer should give a Performance Guarantee in the form of irrevocable bank guarantee from any Nationalized Bank or Scheduled Bank in the Form given in Tender document amounting to **3 % of the contract value.**

4.2 The Performance Guarantee should be furnished by the successful contractor after letter of acceptance has been issued, but before signing of the agreement. The agreement should normally be signed within 30 (thirty) days after issue of LOA/PO and Performance Guarantee should also be submitted within this time limit. The Instruments for Performance Guarantee should be valid for three months beyond the completion period.

4.3 The successful tenderer shall have to submit a Performance Guarantee (PG) within 30 (thirty) days from the date of issue of Letter of Acceptance (LOA). Extension of time for submission of PG beyond 30 (thirty) days and up to 30 days from the date of issue of LOA may be given by the Authority who is competent to sign the contract agreement. However, a penal interest of 15% per annum shall be charged for the delay beyond 30 (thirty) days,

Signature of tendered with seal

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i.e. from 31st day after the date of issue of LOA, a notice shall be served to the contractor to deposit the PG immediately (however not exceeding 90 days from the date issue of LOA). In case the contractor fails to submit the requisite PG even after 90 days from the date of issue of LOA, the contract shall be terminated duly forfeiting EMD and other dues, if any payable against that contract. The failed contractor shall be debarred from participating in re-tender for that work.

Note: A separate advice of the BG will invariably be sent by the BG issuing bank to the RailTel's bank through SFMS and only after this the BG will become acceptable to RailTel. It is therefore in own interest of bidder to obtain RailTel's bank IFSC code, its branch and address and advise these particulars to the BG issuing bank and request them to send advice of BG through SFMS to the RailTel's Bank

- 4.3 Performance Guarantee shall be released after satisfactory completion of the work.
- 4.4 Wherever the contracts are rescinded, the security deposit shall be forfeited and the Performance Guarantee shall be en-cashed.
- 4.5 The balance work shall be got done independently without risk and cost of the original contractor.
- 4.6 The original contractor shall be debarred from participating in the tender for executing the balance work. If the failed contractor is a Joint Venture (JV) or a partnership firm, then every member/partner of such a firm would be debarred from participating in the tender for the balance work either in his/her individual capacity or as a partner of any other JV/partnership firm.
- 4.7 In case of extension of Contract for another year, revised BG needs to submit as per contract terms and condition.

5.0 GENERAL

- 5.1 All corrections and over-writing must be attested.
- 5.2 The Tenderer should read the conditions carefully and also see the schedule of requirement and technical specifications before submitting the offer. No counter conditions for the clauses laid down will be permitted. Such offers are liable for rejections without intimation. In all matters of dispute, the decision of the Regional General Manager, Southern Region, Secunderabad shall be final and binding.
- 5.3 Tenderer while quoting may specifically note the following: -
 - a) All prices shall be inclusive of all taxes / GST at present.
 - b) During the course of Supply, any statutory variation in taxes / duties shall be to RailTel account and shall be admissible on production of valid documentary evidence. Tenderer may submit the taxes / duties' structure considered by him while quoting the rates.

6 Clause Wise Compliance:

Clause wise compliance statement of the technical specifications and commercial terms & conditions shall be enclosed with the offer along with technical literature of the material and other documents in support of relevant clauses. The tender document issued by RailTel should be signed on each page along with stamp of the company/firm and should be submitted along with bid.

7 **Commencement Period:** AMC should be taken over from existing team within 1 week (7 days) from date of issue of Purchase Order/LOA.

8 **Proneness of the material / equipment supplied:** Not applicable

9 **WARRANTEE PERIOD:**

9.1 The materials supplied during AMC period should be warranted for **24 Months** from date of installation. The bidder shall warrant that store to be supplied shall be new and free from all defects and faults in material, workmanship and manufacture and shall be of the highest grade and consistent with the established and generally accepted standards of material of the type ordered and shall perform in full conformity with the specifications and drawings. The contractor shall be responsible for any defects that may develop under the conditions provided in tender and under proper use, arising from faulty materials design or workmanship such as corrosion, inadequate quantity of material to meet requirements, inadequate protection, deficiencies in circuit design and / or otherwise and shall remedy such defects at his own cost when called upon to do so by the Purchaser who shall state in writing in what respect the stores are faulty.

9.2 If it becomes necessary for the contractor to replace or renew any defective portion/portions of the material under this clause, the provisions of the clause shall apply to the portion/portions of the material so replaced or renewed or until the end of the above mentioned period of twenty four months, whichever may be later, if any defect is not remedied within a reasonable time, the Purchaser may proceed accordingly at the contractor's risk and expenses, but without prejudice to any other rights which the Purchaser may have against the contractor in respect of such defects.

9.3 Replacement under warranty clause shall be made by the contractor free of all charges at site including freight, insurance and other incidental charges.

10 **TERMS OF PAYMENT**

a) Payment will be done on Quarterly basis, after completion of quarter and adjustment of penalties against non-compliance of SLA's, accompanied with the following documents:

- Invoice
- Quarterly AMC Certificate jointly signed by RailTel and Vertiv for Claimed period.
- Warranty Certificate of OEM/Supplier (if any equipment replaced)

10.1 **Paying Authority:** Bill passing officer is Group General Manager/Projects/SR and bill paying officer is General Manager/Finance.

10.2 **PAN/GST:** Copies of PAN & GST should be provided (or) mentioned on bill in order to make payment.

10.3 **Taxes & Duties**

The price quoted should be firm, indicating the breakup and inclusive of all taxes/GST at present. The offer should be inclusive of packing, forwarding, freight & insurance charges.

Signature of tendered with seal

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सिकंदराबाद / Secunderabad-500071

- 11 Others:** The contractor is responsible making necessary Taxes/GST on materials supplied to RailTel. If not paid, a declaration may be furnished.
- 12 Transportation:** Not Applicable.
- 13 Statutory Deduction:** These will be made at source as per the rules prevalent in the area of work.
- 14 Liquidated Damages:**
The timely delivery is the essence of this project. Liquidated damages will be applicable at the rate of half percent per week or part thereof for undelivered portion subject to a maximum of **10% of the cost of supply**. RailTel will have the right to cancel the order, place order on alternative source at risk & cost of the supplier besides levying the LD.
- 15 Purchaser's Right to Vary Quantities**
The Purchaser reserves the right to increase the quantity to be ordered up to 50 percent of bid quantity at the time of placement of contract and during the currency of the contract at the following rates. Bidders are bound to accept the orders accordingly. The Rates shall remain same for variation of quantity up to 125% of quantity. The variation of quantity above 125% to 140% will be 2% rebate. The variation of quantity above 140% to 150% will be 4% rebate
- 16 Purchaser's Right to accept any Bid and to reject any or all Bids**
The Purchaser reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds for the Purchaser's action.
- 17 Annulment of Award**
Failure of the successful bidder to comply with the purchase order shall constitute sufficient ground for the annulment of the award and forfeiture of EMD in which event the Purchaser may make the award to any other bidder at the discretion of the Purchaser or call for new bids.
- 18 UNIT PRICES:** Not Applicable
- 19 Offer letter and Validity of Offer**
The offer should remain valid for a period of **20 days** from the date of opening.
- 20 Inspection:** Not Applicable
- 21 Consignee:** DGM/DC&TP, RailTel, Secunderabad.
- 22 FORCE MAJEURE CLAUSE:**
If at any time during continuance of this Contract, the performance, in whole or part, by either party, of any obligation under this contract shall be prevented or delayed by reason of any war, hostility, act of the public enemy, Civil Commotion, Sabotage, Fires, Floods, Earth quakes,

quakes, explosions, strikes, epidemics, quarantine, restrictions lockouts, any statute, statutory rules, regulations, order of requisitions issued by any Government Department or Competent Authority or acts of God (here-in-after referred to as event) then provided notice of the happening of any such, event is given by either party to the other within twenty one days from the date of occurrence thereof neither party shall by reason of such event be entitled to terminate this Contract nor shall either party have any claim for damage against the other in respect of such non-performance or delay in performance, and the obligations under the Contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist, PROVIDED FURTHER that if the performance in whole or part of any obligation under this contract is prevented or delayed by reason of any such event beyond a period as mutually agreed to by the RailTel and the Contractor after any event or 60 days in the absence of such an agreement whichever is more, either party may, at its option, terminate the Contract provided also that if the contract is so terminated under this clause the RailTel may, at the time of such termination, take over from the Contractor at prices as provided for in the contract, all works executed or works under execution.

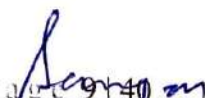
- 23 ARBITRATION:** Any dispute or difference whatsoever arising between the parties out of or relating to the construction, meaning, scope, operation or effect of this contract or the validity or the breach thereof shall be settled by a sole arbitrator in accordance with provisions contained in arbitration and Conciliation Act, 1996.
- 23.1 The sole arbitrator shall be appointed by the Managing Director of RailTel Corporation of India Limited. It is expressly understood between the parties that no objection shall be raised at any time after execution hereof to the appointment of the arbitrator by the Managing Director of RailTel Corporation of India Limited including that the person appointing the arbitrator is connected to and /or employed with the RailTel Corporation of India Limited.
- 23.2 The Venue of the arbitration shall be Secunderabad (India). The arbitration proceedings shall be conducted in English and cost of the arbitration shall be borne between the parties in equal proportion.
- 23.3 The Arbitrator shall give a reasoned award, which shall be binding on the parties.

24 TERMINATION OF CONTRACT:

RailTel reserves the right to interrupt and terminate the contract at any time, should in RailTel's opinion, the cessation of work become necessary, owing to paucity of funds of the Contractor, the Contractor's apparent inability to perform, non-procession of equipment's and tools required for the work or defective and mal-functioning equipment's, inability to provide men and material or for any other cause deemed reasonable. In such case, the value of approved materials utilized at site and of certified and accepted work done to date by the Contractor shall be paid for in full at the rates specified in the Contract subject to the clause of Liquidated damages contemplated herein. All such materials become the property of the RailTel. Notice in writing from the RailTel of such termination and reason thereof shall be conclusive evidence of taking over of works from the contractor. The security deposit will be forfeited in such case of termination.

25 GOVERNING LAWS:

Signature of tendered with seal


 Pooja Sanjiv Kumar
 Deputy General Manager / DC & Tpaas
 (सहायक निदेशक ऑफ़ डीपीएस)
 RailTel Corporation of India Ltd.
 दक्षिण क्षेत्र/Southern Region
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This contract shall be interpreted in accordance with the laws of India. The courts at New Delhi shall have exclusive jurisdiction to entertain and try all matters arising out of this contract.

26 TERMINATION FOR INSOLVENCY:

The purchaser may at any time terminate the order/contract by giving written notice to the supplier, without compensation to the supplier, if the supplier becomes bankrupt or otherwise insolvent as declared by the competent court provided that such termination will not prejudice or affect to the Purchaser.

27 FALL BACK CLAUSE:

The order / contract, if and when placed, will be subject to following fall back clause:

27.1 The price quoted by the supplier should not be higher than the maximum price, if any, for the materials and the same shall not be higher than the price usually charged by the supplier for materials of the same nature, class or description to any other purchaser.

27.2 The price charged for the materials supplied under the order/contract by the supplier shall in no event exceed the lowest price at which the supplier sells the materials of identical description to any other person during the period till performance of all supply orders placed during the currency of the contract is completed. If at any time during the period the supplier reduced the sale price of such materials or sells such materials to any other person including his dealers at a price lower than the price chargeable under the contract, he shall forthwith notify such reduction or sale to the purchase and the price payable under the contract for these materials supplied after the date of coming into force of such reduction or sale shall stand correspondingly reduced.

27.3 If it is discovered that the supplier has contravened the above conditions, then without prejudice to any other action which might be taken against him, it shall be lawful for the purchaser to terminate the order/contract and purchase the materials at the risk and cost of the supplier and in that event the provision of general conditions of tender shall, as far as possible, be applicable or recover the loss.

27.4 The contractor shall furnish the following certificate to the concerned account officer along with each bill for payment of suppliers made against the order/contract.

"I/We certify that there has been no reduction in sale price of the stores of description identical to the stores supplied to the Government under the contract herein and such stores have not been offered/sold by me/us to any person/organization including the purchaser or any Department of Central Government or any Railway Office or any Railway Undertaking as the case may be up to the date of bill/the date of completion of supplies against all supply orders placed during the currency of the order/contract at a price lower than the price charged to the RailTel, Southern Region, under the contract."

28 GST:

The imposition of any new tax and /or increase in the aforesaid taxes, duties levies (including fresh imposition of any other Tax like goods and Service Tax subsuming the indirect taxes like excise, VAT, Service Tax etc), after the last stipulated date for the receipt of tender including extensions if any and the bidder thereupon necessarily and properly pays such taxes/ levies / cess, the bidder shall be reimbursed the amount so paid, provided such payments, if any, is not, in the opinion of RailTel attributable to delay in execution of work within the control of

bidder. The bidder shall, within a period of 30 days of the imposition of any such tax or levy or cess, give a written notice thereof to RailTel that the same is given pursuant to this condition, together with all necessary information including details of input credit relating thereto. In the event of non-payment/ default in payment of any of the above taxes, RailTel reserves the right to with-hold the dues / payments of bidder and make payment to local/ state / Central Government authorities as may be applicable.

After imposition of GST as explained clause 1 above, bidder shall issue proper invoice to RailTel for availing input credit of CGST/SGST/IGST. GST will not be reimbursed in the absence of proper invoice for availing input tax credit.

The break-up of price of each item of SOR in terms of basic unit price, Excise duty, Sales Tax, Freight, Custom Duty, Forwarding, Packing, Insurance and nay other Levies/Charges already paid or payable by the bidder shall be quoted in the SOR. Bidder has to quote all-inclusive rates (with tax break-up). Even after the introduction of GST, all-inclusive unit rates payable will not exceed the all-inclusive rates offered by the bidder. However, if rates are reduced in the current tax structure the bidder has to pass on the benefit to RailTel.

"In case the successful tenderer is not liable to be registered under CGST/IGST/UTGST/SGST Act, The RailTel shall deduct the applicable GST from his/their bills under reverse charge mechanism (RCM) and deposit the same to the concerned tax authority."

29 Survey / Pre-visit at site:

"The contractor is required to visit the site before offering his BID/QUOTE in order to smooth closure of project". Also loading/un-loading charges to be borne by the contractor.

Signature of tendered with seal

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Chapter-II

Overview of Data center and details of Infra Installed in Data center, Secunderabad

RCIL has built a Data Centre designed on Tier III Data Centre architecture which includes the Basic Infrastructure and Information & Communication Technologies (ICT) Infrastructure covering an area of approximately 13,500 sq. ft of raised 3rd floor in B-Block located at Rail Nilayam, Secunderabad.

The item wise details of the Basic Infrastructure available at RCIL Data Centre, Rail Nilayam has been described in this section and documented with their make/ model, capacity and quantity in Annexure I for information. The existing physical areas (approx.) of RailTel Data Centre, Rail Nilayam includes-

- a. Server room – 3500 sq. ft.
- b. UPS room – 300 sq. ft.
- c. LT room- 2x450 sq. ft.
- d. NOC/Tech Support room – 350 sq. ft.
- e. Staging room- 300 sq. ft.
- f. Network room- 300 sq. ft.
- g. BMS room- 150 sq. ft.
- h. Telco Room- 150 sq. ft.
- i. Substation area- 7000 sq. ft.

1) Data Center Cooling Solution

HVAC Precision Cooling System

The data Centre is provided 24x7 cooling through a Precision Cooling Systems with 22.5 TR each capacity of 11 units installed in server farm area (Server Room 1 & 2) at 3rd Floor, B-Block, Rail Nilayam. There are three 5.5 TR precision Cooling Systems installed for Network room and Telco room. The precision Cooling Systems setup in (n+1) configuration for exclusive use of Data Centre at 3rd floor.

The agency needs to maintain the PAC systems and meet the following specifications

- a) To maintain the temperature at $20^{\circ}\text{C} \pm 2^{\circ}\text{C}$ for effective functioning of the Servers and to provide a sufficient temperature buffer in case of power failure.
- b) To maintain the humidity at $45\% \text{ RH} \pm 5\%$ to prevent condensation and static build up.
- c) To provide filtration 95 % down to 5 microns for high-level of dust removal.
- d) To have high sensible heat ratios of about 95% to 98% so as to match it with the heat load pattern of the data center
- e) To have High CFM to be delivered to the racks so as to quickly remove the high

heat generated by the servers.

- f) To give the Data Centre area a positive pressure so that the air leaks out and does not come in from cracks.
 - g) These PACs are integrated with BMS software for obtaining parameters of PAC units like alarms, temperature, humidity etc.
- 2) Ductable Air- Conditioner for Utility area/ Electrical Room/UPS Rooms & Battery Room**

UPS room to be kept at around $22^{\circ}\text{C} \pm 2^{\circ}\text{C}$ for optimum health of the Batteries. Three Ductable AC with capacity of 11 TR are provided for LT room 1&2 and UPS room 1&2, two ductable AC with capacity of 5.5 TR for staging room with N+1 redundancy. Two ductable AC with capacity of 3 TR for Battery room.

3) Comfort Air-Conditioner for NOC, Tech support room and BMS room

A normal office air-conditioning systems with capacity 1.5TR 10 Nos has been installed in the NOC, Tech Support room and BMS room in the Data Centre. The ambient temperature shall be maintained at $24^{\circ} \pm 2^{\circ}\text{Centigrade}$.

Regular maintenance works of PACs, Ductable ACs, Comfort ACs, condenser cleaning and coolant refilling, regular maintenance of indoor & outdoor Units etc. is required for cooling and environmental controls. The agency is responsible for if any repairs, damage to any part of PAC/Duct AC/Comfort AC units including indoor and outdoor units need to replace/repair with in the time limit by the agency.

4) UPS's

- a) There are 4 (four) 400 KVA UPS System with 120 batteries each with capacity of 12V 200 AH only for IT load. A set of Two UPSs serve each source in (n+1) configuration. This redundancy has been maintained at all levels from Source of Power to final delivery up to power distribution unit (PDU) adhering to the guidelines of a Tier 3 Data Centre.
- b) There are 2 (two)20 KVA ups 32 batteries each with 12V 42 AH capacity for emergency lightning and for usage of work stations at BMS, NOC and Tech support rooms
 - Uninterrupted Power Supplies (UPS) provides 3 phase/ Neutral AC to the desired load through a 4 wire power system.
 - The UPS are fully redundant with N+1 configuration. The back-up time is at least 15 minutes for full load operation during which alternative feed shall provide the input power.
 - The Power system does not have any Single Point of Failure (SPOF). Agency shall augment the UPS capacity if the load on the UPS increases at any time.
 - All outgoing of each PDUs are monitored.
 - The agency is responsible for if any repairs, damage to any part of UPS & its accessories need to replace/repair with in the time limit by the agency.
 - Battery comes under 'Consumables' category and is purchased and

Signature of tendered with seal

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replaced on time- to-time separately by RCIL.

5) DG sets

There are 4 (Four) Diesel Generator sets of 1250 KVA each, a set of two DGs serves each source with day tank capacity of 1000 liters for each DG and with two Ground Tank capacity of 20 KL each as backup power for the data Centre equipment, are providing emergency power supply during a prolonged power outage is made available for Data Centre for which four DG sets are provided at Power House with N+N redundancy.

- The Agency shall include DG sets for maintenance and regular Preventive Maintenance with all its parts and accessories.
- The agency is responsible for if any repairs, damage to any part of DG need to replace/repair with in the time limit by the agency.
- The DG sets are integrated in BMS software for its Parameters like running hours, Voltage, Current, Battery Voltage, fuel temperature etc.
- However major overhauling and alternator replacement are excluded.

6) Electrical & Cabling components and Electrical panels

- The Data Centre is powered with 11KV raw power and this raw power is converted and conditioned into usable power in the Data Centre. Two independent 11 KV feeders extended from 33 KV / 11 KV sub-stations of SC Railway viz., Tarnaka and Boiguda which in turn have 33 KV express feeders from TSSPDCL viz., Osmania University and Secunderabad respectively. This ensures power availability and redundancy.
- All equipment such as HT breaker, Transformer, Cables & its Routes, LT Breakers, DG Sets, etc.
- All HT & LT Electrical panels in Power house and data center, its Cables & routes, Connectivity cables from various panels to equipments like UPS, Battery Breakers, PAC, PPC .etc
- A substation building of RCC structure of about 7,000 sq.ft. carpet area to house the transformers, DG sets, HT Breakers, etc. is provided. The location of the substation is around 200 meters away from the Data Center building.
- The agency is responsible for if any repairs, damage to any part need to replace/repair with in the time limit by the agency.
- To achieve highest availability of Power with two independent power paths is provisioned.
- Replacement of Cables (Big cable patch works) are excluded.

7) Fire Detection, Prevention & Suppression

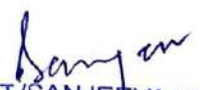
- In order to minimize damage to the equipment due to fire, the equipment and the furniture used inside data centre, as far as possible, are made of non-combustible material or at least have minimal fire propagation or smoke generating properties.
- The Data Centre is protected from Fire using State-of-the-art Automatic Smoke/ Heat Detection/ Notifier Alarms & Fire Control mechanism using Code of Practices approved by agencies such as Bureau of Indian Standards (BIS), British Standards Institute (BSI) or National Fire Protection Association (NFPA). The alarms are monitored on a 24 x 7 basis & logged for providing reports.
- The detector must provide different environmental algorithms that allow the detector to provide superior false alarm immunity without the need for additional alarm verification delays.
- The Fire system deploys High Sensitivity Smoke/ Heat Detectors (HSSD) and Very Early Smoke Detection Appliance (VESDA) to allow swift detection of heat and/or smoke. The System consists of a high sensitive smoke detector, aspirator, and filter. It has a display featuring LEDs and Reset/Isolate button. The system could be configured by a PC software or a hand held programmer.
- Fire suppression system uses NOVEC 1230 gas as fire suppression agent.
- Additionally, clean agent Portable Extinguishers are placed at strategic stations throughout the Data Centre and Power House.
- All the Fire detection, prevention and suppression equipment are centrally monitored with a Fire Management system.
- The agency is responsible for if any repairs, damage to any part need to replace/repair with in the time limit by the agency.
- The re-filling of the fire-extinguishers and Novac-1230 gas in the fire suppression system being consumables are excluded.

8) Data Centre Surveillance and Security

- The entire area of the Data Centre is covered using Closed Circuit Video Surveillance, Recording and Replay facilities. It also has installed Motion Sensors.
- CCTV cameras have also been installed at Power House area .
- The entry to the data centre is restricted to authorized personnel through Access Control System (Biometric/Proximity/key pad readers).
- All Data centre doors are equipped with access control System which is integrated in BMS.
- The agency is responsible for if any repairs, damage to any part need to replace/repair with in the time limit by the agency.

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9) Other Miscellaneous Equipment

- The entry of Rodents and other unwanted pets are controlled using non-chemical, non-toxic devices. Ultrasonic pest repellents are provided in the false ceiling to repel the pests without killing them. However, periodic pest control using Chemical spray must be done as a contingency measure to effectively fight the pest menace.

10) BMS Room Infrastructure:

- BMS Room is the hub of Basic Infrastructure of the Data Centre equipment which houses all the monitoring software/equipment. The current Infrastructure Management application is Desigo Insight developed by Siemens Ltd. This application is integrated with all infrastructure installed in the data center and power house to obtain its parameters like basic information about site layout, Energy Monitoring system (EMS) of Energy meters, PAC units monitoring system, room temperature and humidity details, UPS parameters, DG set parameters, Ground tank HSD oil availability readings, Energy management of PUE, PPC parameters, Racks consumption and CCTVs, VESDA, WLDS, Fire alarm system panels, Fire Suppression panels and Access control systems etc. BMS equipment is utilized for BMS and Data Centre operations. The agency is responsible for if any repairs, damage to any part need to replace/repair within the time limit by the agency.

Chapter-III

SCOPE OF WORK

RailTel Data Center, Rail Nilayam, Secunderabad is providing 24x7x365 Data Centre Services to various Central Government Ministries/ Departments/ State Governments/ PSUs for running their critical software applications and websites of National importance and has been successfully operating since 2013-14 from 3rd Floor, B-Block, Rail Nilayam, Secunderabad.

Maintenance and operations of the necessary basic Infrastructure (Transformers, HT Panels, LT Panels, Gensets, UPS and HVAC System, Fire Prevention, Detection and Suppression System, Lighting system, Power Cabling, VESDA, WLDS, BMS management system etc.).

- 1) Maintenance and operations of the multi-layer Physical Security infrastructure like bio-metric based access-control system, CCTV/ surveillance systems, etc.
- 2) One Year on-site comprehensive maintenance, extendable for another 2 years as per SLA, for all the equipment and their components utilized in existing Data Centre on mutual consent.

Onsite support for Data Centre Basic Infrastructure Operations and maintenance on 24*7*365 basis by qualified engineers/ personnel for a period of Two years, consent to ensure at least 99.982% uptime availability as per Tier-III data center requirement.

Note: The scope of work is indicative and may not be exhaustive in any manner. The bidder shall be assumed to have accounted for best practices, all services and equipment necessary for the establishment of a Data Centre.

The detail of the Basic Infrastructure equipment/assets available in Data Centre is mentioned in Annexure- I, II and III.

The overall Scope of Work (SoW) for the Agency includes the following.

A) Operations and Maintenance services shall include the following-

- 1) Preventive maintenance of all the equipment's installed in Data center, as per the following schedule,

S.No	Equipment Name	Make	Capacity	Quantity	PM schedule
1	Electrical-HT Panel and LT Panel of Power house	Trisquare	11KVA/800 Amps	Lot	Quarterly
2	Electrical LT Panel of DC	Trisquare	11KVA/800 Amps	Lot	Quarterly

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3	Transformer	Kirloskar	2000 kVA	2	Bi Monthly
4	Diesel Generator	Engine-Perkins Alternator-Leorysomer	1250 kVA	2	Bi Monthly
5		Engine-cummins Alternator-stamford	1250 kVA	2	Bi Monthly
6	UPS 400 KVA along with Batteries	Emerson	400 kVA	4	Quarterly
7	UPS- 20 KVA along with Batteries	APC	20 kVA	2	Quarterly
8	PAC	EMERSON NETWORK	22.5 Tr	11	Bi Monthly
9	PAC	EMERSON NETWORK	5.5 tr	3	Bi Monthly
10	VCB Breaker	ABB	11kv,630/800A	7	Quarterly
11	ACB Breakers	ABB	4000 A	10	Quarterly
12	ACB Breakers	Snyder Electric	2000 A	4	Quarterly
13	PPC	EMERSON NETWORK	225 KVA	6	Bi Monthly
14	Ductable AC	Blue Star	11TR	3	Quarterly
15	Ductable AC	Blue Star	5.5 TR	2	
16	Ductable AC	Blue Star	3 TR	2	
17	SPLIT AC	Blue Star	1.5 TR	10	
18	DAY TANK	SRI GANANADHA	1000 LTS	4	Quarterly
19	GROUND TANK	SRI GANANADHA	20000 LTS	2	Quarterly
20	NOVEC-1230 (Cylinders)	Siemens	NA	12	Quarterly
21	Fire Alarm Panel	Siemens	NA	1	
22	CCTV Cameras	Axis	NA	42 (PTZ-2, dome-33/bullet-7)	
23	Multi Lightning sensor detector	Phillips	NA	5	
24	Heat smoke detectors	siemens	NA	87	
25	Electromagnetic locks	Ebelco	NA	13	
26	Hooters	Bental	NA	9	
27	Rodent	Mazer	NA	3	
28	WLD panel	Star Electronic concept	NA	1	
29	Vesda Panel	Siemens	NA	2	
30	Emergency door release	Siemens	NA	4	

31	Foam Type Fire Extinguisher (AFFF)	synergy	50 lts	5	Quarterly
32	Dry chemical powder	synergy	25 kgs	3	
33	Dry chemical powder	synergy	2 kgs	2	
34	Fire Extinguishers (CO2)	Safex	3kgs	14	
35	NOVEC Panels	Ravel	NA	5	Quarterly
36	ACD panels	Siemens	NA	7	
37	card readers	HID	NA	22	
38	Biometrics	HID	NA	4	
39	MCP	Siemens	NA	5	
40	CO2 & RH sensors	Siemens	NA	7	
41	Elevator	tysunkrupp	8 passenger/544kg	1	Monthly
42	Earth Pits	N/A	Natural/Chemical	45	Quarterly
43	Earth Pits	N/A	Chemical	8	Quarterly
44	HSD Pumps	kirloskar electric co. ltd	1 HP	2	Quarterly
45	All other Misc like DBs, Sockets, Cables, Switches, MCB, TPN Breakers etc.,	ABB	800A, 400A, 250A, 315A, 100A, 63A, 32A	1 Lot	Quarterly

- 2) Creation of Operational Procedure for Data Center Maintenance, which includes –
 - a. Standard Operating Procedures for Maintenance of DC
 - b. Emergency Operating Procedures
 - c. Safety Analysis of Method of Procedure (MOP)
 - d. Change Management Procedure
- 3) Test / Maintenance (A -check, B Check, C -Check and D- Check) of Diesel Generators as per OEM recommendations.
- 4) Quarterly Health Check report of DC Infra
- 7) Site Operational KPI Management Daily / Weekly / Monthly / Quarterly / Annual reports.
- 8) Six monthly Energy Audit report of site which includes following –
 - a. Thermography of Electrical Panel Switchgear, Bus bars, Electrical Cable Terminations.
 - b. Electrical Board Power Quality
 - c. Generator Power Quality
 - d. Generator Energy Efficiency.
 - e. Environmental audit inside the DC
 - f. Energy meter calibration
- 9) Day to day operations of Data Centre
 - a. Services required for installing additional server such as checking availability of physical space, spare power and cooling capacity of rack.

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- b. Service required for removal of servers and other Active component.
- c. Check and Update of Physical inventory.
- d. Authorization of Access Control of personal working inside data center.
- e. Maintaining required fuel in day tank.
- f. Daily Log sheets.
- g. CCTV backup creation and storage.
- h. Removal and Re-fixing for false floor tile for any maintenance under floor.
- i. Daily incident review and reporting.
- j. Site Walk Through verification of system functionality.

- 10) Operational Training of staff deployed at site.
- 11) Mock-drill of operational procedures and Emergency Operations Plan (EOP).
- 12) Visitor Log Book maintenance and Reporting of any violation of site works / access permission.
- 13) The Onsite engineers /Supervisor shall be responsible to identify the fault and advice corrective measure by coordinating with respective OEM team and ensure that defective equipment's are replaced or repaired within the SLA period.
- 14) Agency should ensure and make available of all tools at site required for day-to-day maintenance of Data center.

B) Annual Maintenance Contract shall include the following-

- 1) Annual Maintenance Services of all the equipment, which includes –
 - a. Monthly/Bi monthly/Quarterly Preventive Maintenance.
 - b. Half yearly Air Quality Testing in Data Centre for clean room environment in DC area.
 - c. Annual Stack Monitoring (Pollution Check) of DG Sets as per CPCB guidelines.
 - d. Declaration/ calibration certificates of all necessary tools for measurement, monitoring, testing, minor repairing etc. on site.
 - e. Break-fix repairs/replacement within signed SLA.
- 2) Products covered under AMC:
 - f. PAC Cooling Solutions with all its indoor and outdoor units accessories and cooling gas and Comfort, Ductable ACs with all its indoor and outdoor units accessories and cooling gases whenever required.
 - g. UPS and all its accessories. Batteries shall be replaced by RCIL on need basis. However, the agency is responsible for batteries regular preventive maintenance activity for its proper function.
 - h. Diesel Generator, Diesel Day Tanks, Under Ground Tanks, circulating pumps etc. including all its part
 - i. Electricals power cables in HT and LT side in DC and Power house.
 - j. Fire Detection, Prevention & Suppression system.
 - k. Data Centre Surveillance and Security
 - l. BMS Room Infrastructure

m. Static Switches, AC-DC converters and Other Miscellaneous Equipment of Data center

3) Scope of Preventive Maintenance

a. UPS systems

- i. Checks: Parameters, Alarms, Fan Replacement
- ii. Any abnormality in functionality
- iii. Battery Test
- iv. Efficiency Check
- v. Input Current Harmonics and Power Factor Test
- vi. Loading Verification and trending for last 3 months.
- vii. Input Power Condition trending for last 3 months
- viii. Any other activity required for proper functioning of equipment's

b. PAC systems

- i. Checks: Parameters, Alarms, Fan Replacement, Filter Replacement
- ii. Any abnormality in functionality
- iii. Discharge and Suction Pressure reading verification
- iv. Compressor On/Off status.
- v. Humidifier Functionality Check.
- vi. Drain System Check
- vii. Fresh Water Line check
- viii. Cleaning of condenser
- ix. Insulation verification
- x. Supply and Return Air Temperature Sensor check
- xi. Rack Air Inlet Temperature sensor check
- xii. Any other activity required for proper functioning of equipment's

c. Diesel Generators

- i. Checks: Parameters, Alarms, belt replacement, battery replacement
- ii. Air Filter, Oil Filter check and replacement
- iii. Engine Lube Oil Replacement
- iv. Any other consumable replacement
- v. Startup Time verification.
- vi. Any other activity required for proper functioning of equipment's

d. Electrical Panels

- i. Energy Meter Data Verification and calibration if required.
- ii. ON/OFF Indication Check
- iii. History of any tripping in last quarter.
- iv. Thermography and tightening
- v. Calibration of Relays
- vi. Any other activity required for proper functioning of equipment's

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e. Comfort ACs and Ductable ACs

- i. Checks: Parameters, Fan Replacement, Filter Replacement
- ii. Stabilizer Check
- iii. Any abnormality in functionality
- iv. Compressor On/Off status.
- v. Drain System Check
- vi. Filter Cleaning
- vii. Condenser Cleaning
- viii. Insulation verification
- ix. Remote Control functionality check.
- x. Sequence Controller Functionality Check.
- xi. Any other activity required for proper functioning of equipment's

f. Fire Alarm System

- i. Checks: Parameters, Battery Backup, any alarm in last quarter.
- ii. Smoke Detector Functionality Check
- iii. Response Indicator Functionality Check
- iv. Abort / Release / Manual Call Point Functionality Check.
- v. Any other activity required for proper functioning of equipment's

g. Access Control System

- i. Checks: Parameters, Single Leaf and Double Leaf Door EML
- ii. Access Control System integration with IBMS & FAS and its functionality
- iii. Entry and Exit analysis of last quarter.
- iv. Check for any unauthorized card entry
- v. Any other activity required for proper functioning of equipment's

C) Reports under Operating and Maintenance (O&M) shall include the following-**1-Daily Report**

-Daily walkthrough Report: Walk through report summary for the equipment functionality, any abnormality identified during last 24 hrs, shift log book extract.

-Daily log sheet: A log book should contain the power log, cooling log, DG log, consumption of diesel, and summary extract report.

Incident Report: Report of any incident occurred in last 24 hrs along with its RCA and plan to avoid such incident in future.

2. -Weekly Report

-Weekly Review Report: Energy Consumption Report, Diesel Consumption Report, Access Report of any unauthorized report, CCTV Backup Record.

3. -Monthly Report

Monthly KPI Report, PUE Report of Data Center, Electrical Energy and Diesel Consumption Report, Inventory Verification Report, Change Management Report, Monthly Incident Report, Log book extract summary report, SLA compliance reports.

4. -Quarterly Report

Preventive Maintenance Planning and Actual Performance, Summary Report of Break- fix for last quarter, Quarterly KPI Report, Vendor Performance Report, Data Center Power and Cooling Performance Report, Summary of Inventory Change Records (server removal and additions), Uptime Report, Network Port Used and Spare Report.

5. -Annually Reports

Annual Report for Preventive Maintenance Planned and Actual, Summary of Break-fix for last one year along with it's RCA, plan of avoidance, reporting for repetition of similar incident, Vendor Performance Report, Uptime Report, System Performance Report for individual systems, Energy and Diesel Consumption Report, Annual PUE, next year improvement plan, energy optimization plan, annual consumable report, next year consumable budget, preventive maintenance plan for next year, replacement / upgrade plan for any phased out item.

D) General support shall include the following

General support for logging calls related to Infrastructure services and facilities for Data Centre such as Power, Air conditioning, related network communication, Cleanliness/ Upkeep, Fire protection, Access control etc., which falls under the purview of the Agency shall be provided on a 24x7x365 basis.

The offsite technical support required when the onsite support is not able to resolve / troubleshoot a problem should be stationed in Hyderabad, preferably near the Data Centre site.

E) Timelines

The selected Agency should take over the infrastructure equipment/assets from exiting agency within 7 days of award of contract.

1. Method Statement and Procedure for any of work should be prepared along with risk assessment covering Type of Risk, it's Impact and Mitigation Plan. Any work shall be commenced only after prior approval of method statement.
2. Any hot work inside data center should be done after prior approval/permission for hot work, deactivating fire alarm system and VESDA and all the systems should be again resumed back to normal on work completion.
3. Agency has to arrange for all the safety gears such as helmet, safety shoes,

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- fire extinguisher, etc while working on site.
4. Cold Aisle Containment shall be commenced while IT Rack Enclosures are installed with servers and live under products, vendors to take extra care while deployment of cold aisle containment to avoid any impact on server operations. In no condition servers can be shutdown.
 5. Pressure Test of Fire Suppression Pipes should be conducted before replacement / top up of Novec 1230 cylinders. Agency to carry out the activity with proper safety plan.

F) Periodic Facility Audits

RCIL would conduct half-yearly audits to check for the compliance of the Facility with all the technical specifications. Any non-compliance to the specifications would qualify the Agency for a penalty. For every instance of non-compliance (even if it is repetitive in nature) there would be a penalty. The penalty would be levied on an additive basis and the accumulated total would be deducted from the payment due to the Agency in the following month.

Though RCIL would conduct audits on a half-yearly basis, surprise checks can be conducted anytime and for any number of times.

- G) Man Power Deployment for DC AMC at BMS and Power House with 24X7 Support, educational and experience for manpower deployed as maintenance engineer and Supervisor are as follows,**

Designation	Qualifications	Quantity
Maintenance Engineer for BMS and Power house with 24X7 Support	B-Tech in Electrical/Electrical & Electronics Engineering with minimum 1 year experience for Shift In-charge	8
Supervisor (Site In charge)	B-Tech in Electrical/Electrical & Electronics /Electronics Engineering with minimum 3 years' experience for supervisor	1

H) Management Escalation Procedures & Contact Map

The purpose of this escalation process is to provide a quick and orderly method of notifying both parties that an issue is not being successfully resolved at the lowest possible management level. Implementing this procedure would mean that RCIL and Agency management are communicating at the appropriate levels. Agency should share the Contact map indicating level as per the Organization.

Chapter-IV

Information Security and Confidentiality

1) ADHERENCE TO SAFETY PROCEDURES, RULES, REGULATIONS AND RESTRICTION

Agency shall comply with the provision of all laws including labour laws, rules, regulations and notifications issued there under from time to time. All safety and labour laws enforced by statutory agencies and by Purchaser shall be applicable in the performance of this Contract and Agency shall abide by these laws.

Agency shall take all measures necessary or proper to protect the personnel, work and facilities and shall observe all reasonable safety rules and instructions. Purchaser's employee also shall comply with safety procedures/policy.

The Agency shall report as soon as possible any evidence, which may indicate or is likely to lead to an abnormal or dangerous situation and shall take all necessary emergency control steps to avoid such abnormal situations.

Agency shall also adhere to all security requirement/regulations of the Purchaser during the execution and Maintenance of the work.

Access to the Purchaser's Data Centre should be strictly restricted in the following manner:

- a) No access to any person except one explicitly authorized by the purchaser should be allowed entry. Even if granted, access should be restricted to the pertaining equipment of the purchaser only and access to any other equipment must be strictly precluded by necessary means, locks, video surveillance, etc.
- b) No access to any person should be allowed without being unaccompanied by a security staff at all times during his/her presence in the Data Centre area and subject to recorded video surveillance. Records of such surveillance shall be maintained by the Agency for review by the purchaser as and when required.
- c) No access to any employee of the Agency, except the essential staff who has genuine work- related need, should be given. All such access should be logged in a loss-free manner for permanent record with unique biometric identification of the employee to avoid misrepresentations or mistakes

2) INFORMATION SECURITY

The Agency shall not carry and/or transmit any material, information, layouts, diagrams, storage media or any other goods/material in physical or electronic form, which are proprietary to or owned by the Purchaser, out of Data Centre premises without prior written permission from the Purchaser.

The Agency shall develop a comprehensive Information Security Policy (ISP) covering all the assets within 10 days from the date of signing of the contract. The agency shall implement the ISP only after approval from RCIL. The ISP shall act as the basis for all security compliance and operations.

Agency acknowledges that Purchaser's business data and other Purchaser proprietary information or materials, whether developed by Purchaser or being used by Purchaser pursuant to a license agreement with a third party (the foregoing collectively referred to herein as "proprietary information") are confidential and proprietary to Purchaser; and Agency agrees to use reasonable care to safeguard the proprietary information and to prevent the unauthorized

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use or disclosure thereof, which care shall not be less than that used by Agency to protect its own proprietary information. Agency recognizes that the goodwill of Purchaser depends, among other things, upon Agency keeping such proprietary information confidential and that unauthorized disclosure of the same by Agency could damage Purchaser and that by reason of Agency's duties hereunder. Agency may come into possession of such proprietary information, even though Agency does not take any direct part in or furnish the services performed for the creation of said proprietary information and shall limit access thereto to employees with a need to such access to perform the services required by this agreement. Agency shall use such information only for the purpose of performing the said services. Agency shall, upon termination of this agreement for any reason, or upon demand by Purchaser, whichever is earliest, return any and all information provided to Agency by Purchaser, including any copies or reproductions, both hardcopy and electronic

3) CONFIDENTIALITY

The Agency shall not use Confidential Information (CCTV records, Biometric Records etc), the name or the logo of the Purchaser except for the purposes of providing the Service as specified under this contract;

The Agency shall do everything reasonably possible to preserve the confidentiality of the Confidential Information including execution of a confidentiality agreement with the members of the, subcontractors and other service provider's team members to the satisfaction of the Purchaser.

The Agency shall sign a Non-Disclosure Agreement (NDA) with the Purchaser. The Agency, its antecedents and the sub-contractors shall be bound by the NDA. The Agency will be held responsible for any breach of the NDA by its antecedents, delegates or sub-contractors.

The Agency shall notify the Purchaser promptly if it is aware of any disclosure of the Confidential Information otherwise than as permitted by this Contract or with the authority of the Purchaser.

The Agency shall be liable to fully recompense the Purchaser for any loss of revenue arising from breach of confidentiality. The Purchaser reserves the right to adopt legal proceedings, civil or criminal, against the Agency in relation to a dispute arising out of breach of obligation by the Agency under this clause.

4) MISCELLANEOUS

Any other terms & condition, mutually agreed to prior to finalization of the work order shall be binding on the agency.

RCIL reserves the right to modify and amend any of the stipulated condition/ criterion of the tender document depending upon project priorities vis-à-vis urgent commitments. RCIL also reserves the right to cancel this tender without assigning any reason thereof.

RCIL will not be responsible for any delay in obtaining the terms and conditions of the tender or submission of the tender document.

The selected agency shall not, without RCIL prior written consent, disclose the

Contract, or any provision thereof, or any specification, plan, sample of Information furnished by or on behalf of RCIL in connection therewith, to any person other than a person employed by the agency in the Performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only, so far as may be necessary for purposes of such performance.

The selected agency shall do the back-to-back AMC of equipment wherever it is applicable and share its copy to RCIL

If the selected agency is not able to fulfill its obligations under the contract, which includes non-completion of the work, the RCIL reserves the right to accomplish the work through another agency. Any costs, damages etc. resulting out of the same shall have to be borne by the selected agency, which can be recovered from his bills or sending a claim.

RCIL may by written notice sent to the selected Agency, terminate the work order and/or the Contract, in whole or in part at any time of its convenience. The notice of termination shall specify that termination is for RCIL's convenience, the extent to which performance of work under the work order and /or the Contract is terminated, and the date upon which such termination becomes effective. RCIL reserves the right to elect.

RCIL further reserves the right to accept or reject any or all Bids, at any time prior to award of order, without assigning any reasons whatsoever and without thereby incurring any liability to affected bidder or bidders due to such an action being taken by RCIL.

The decision of RCIL arrived at as above will be final and no representation of any kind will be entertained on the above. Any attempt by any agency to bring pressure of any kind shall disqualify the agency for the present tender and the agency may be liable to be debarred from bidding in RCIL tenders in future for a period of Three years.

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Chapter V
SCHEDULE OF REQUIREMENT

OPERATIONS AND MAINTENANCE OF DATA CENTER INFRASTRUCTURE ALONG WITH MAN POWER SUPPORT, AT RAILTEL CORPORATION OF INDIA LIMITED, RAILNILAYAM, SECUNDERABAD

Schedule of Requirement (SOR) for 2 Years			
Item Description	2 Years Costing (Basic)	GST @18%	Total All Inclusive price (Rs)
AMC of Data centre Infra installed in Phase-I and Phase-II of Secunderbad Data centre	1,16,00,000	20,88,000	1,36,88,000
Manpower support 24X7 for O&M of Power House and Data centre	95,79,600	17,24,328	1,13,03,928
Grand Total (All inclusive) per 2 Years			2,49,91,928
Contractor Percentage (Above /below /At Par)			
Contractor Percentage (In words)			

- 1) The Tenderer is required to quote the rates in figures and words. In case of discrepancy in the quoted figures & Words, the rates quoted in words or total amount written in words will be taken as final.
- 2) Cost Break-up for each item must be given by the tenderer.
- 3) Tender is called for 2 years AMC and Man power support.
- 4) The deployment of Manpower shall be as per Clause-G of Chapter-III.

Chapter VI**1. Service Level Agreements and Penalties****1. Service Level Agreement:**

- 1) The agency shall ensure that the data center infrastructure shall have an uptime of 99.982%. During the support period agency shall submit a monthly uptime report of the infrastructure. **For every additional minute of down time beyond SLA, a penalty at the rate of Rs. 10000/- per minute will be imposed and will be deducted from running invoice.**
- 2) Any failure of critical components which affect the IT services or reduce the Tier level of DC viz power distribution equipment's, PPC's, PAC's, UPS's etc shall be restored within 4 hrs from the time of failure. **For any delay beyond 4 hrs, a penalty of Rs.1000/- per minute will be imposed and will be deducted from running invoice.**
- 3) DG related issues shall be restored within 4 hours from the time of failure. **For any delay beyond 4 hrs, a penalty of Rs.1000/- per hour will be imposed and will be deducted from running invoice.**
- 4) For Compressor related issues in PAC, shall be restored within 8 hours from the time of failure. **For any delay beyond 8 hrs, a penalty of Rs.1000/- per minute will be imposed and will be deducted from running invoice.**
- 5) For all other critical components, restoration shall be done within 4 hours from the time of failure. **For any delay beyond 4 hrs, a penalty of Rs.1000/- per minute shall be imposed and will be deducted from running invoice.**
- 6) Any failure of non-critical components (non-IT service affecting) shall be restored within 48 hours from the time of failure. **For any delay beyond 48 hours, a penalty of Rs. 5000/- per hrs will be imposed and will be deducted from running invoice.**
- 7) Preventive maintenance should be conducted as per schedule prescribed in tender document. **For any delay beyond 7day, a penalty of Rs 1000/- per day will be imposed and will be deducted from running invoice.**
- 8) Manpower (Shift In-charge DC and BMS) needs to arrange for DC service as per tender condition, **Absence of any shift in-charge will impose penalty of 2000/- per day and will be deducted from running invoice.**
- 9) Manpower (Supervisor) needs to arrange for DC service as per tender condition. **Absence of Supervisor will Impose penalty of Rs 3000/- per day and will be deducted from running invoice**

However maximum penalty of 10% of quarterly invoice value as per Tender/PO value will be deducted from running Invoice.

This SLA document provides for minimum level of services required as per contractual obligations based on performance indicators and measurements thereof. The Agency shall ensure provisioning of all required services while monitoring the performance of the same to effectively comply with the performance levels.

Signature of tendered with seal

संजीव कुमार / SANJEEVA KUMAR
उप महा प्रबंधक / डीसी एवं टीपास
Deputy General Manager DC & Tpaas
रेलटेल कॉर्पोरेशन ऑफ़ इण्डिया लिमिटेड
RailTel Corporation of India Ltd.
दक्षिण क्षेत्र / Southern Region
सिकंदराबाद / Secunderabad-500071

Chapter VII**PROFORMA FOR STATEMENT OF DEVIATIONS**

- (1) The following are the particulars of deviations from the requirements of the tender specification.

Clause	Deviation	Remarks (Including justification)
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- (2) The following are the particulars of deviations from the requirements of the instructions to Tenderers, General and Special Conditions of contract-

Clause	Deviation	Remarks (Including justification)
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Signature and seal of the
Manufacturer/Tenderer.

Note: Where there is no deviation, the statement should be returned duly signed with an endorsement indicating "No Deviations".

Signature of tendered with seal

Chapter -VIII

- 1) Format for instruction to be provided by vendor/contractor for RTGS payment to be made to them by RailTel against tenders.

Date:

To
M/s. RailTel Corporation of India Ltd.
2nd Floor, B-Block, Rail Nilayam,
Secunderabad – 500071.

Dear Sir,

Re: Option for payment of our bills/dues relating to tenders floated by RailTel.

Kindly refer to tender no. _____ dated _____
Which was awarded to our company as per your award letter no. _____ dated _____.
Against the above PO/LOA participated/awarded to us, we authorize you make payment of
dues/bills to us in RTGS/EFT mode against the particulars mentioned below:

1. Name of the agency as given in Bank account
2. Name of the Bank
3. Bank Branch & address
4. Bank account no.
5. Bank account type (savings / current/Over Draft)
6. IFSC code
7. NEFT Code
8. Agency's Address
9. Agency's telephone & mobile no.

We also enclose herewith a copy of canceled cheque of the above-mentioned bank account for verification of particulars.

I hereby declare that the above particulars given above are correct and complete.

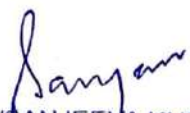
Encl: As above.

(Sign & Seal of the Vendor)

Certified that the particulars furnished at item no. 1 to 9 above are correct as per our records.

Signature of Authorized
Official from the bank.

Signature of tendered with seal


संजीव कुमार / SANJEEVA KUMAR
उप महा प्रबंधक / डीसी एवं टीपास
Deputy General Manager / DC & Tpaas
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सिकंदराबाद / Secunderabad-500071

2) GUARANTEE BOND PROFORMA FOR PBG/SD**PERFORMANCE BANK GUARANTEE BOND**

(On Stamp Paper of Rs. One Hundred)

(To be used by approved Scheduled Banks)

In consideration of the RailTel Corporation of India Limited: **IInd Floor, B-Block, Rail Nilayam, Secunderabad – 500071 (Herein after called RailTel)**

1. (Herein after called RailTel) having agreed to exempt (Hereinafter called "the said Contractor(s)") from the demand, under the terms and conditions of an Agreement No. dated made between and for (hereinafter called "the said Agreement") of security deposit for the due fulfillment by the said Contractor (s) of the terms and conditions contained in the said Agreement, or production of a Bank Guarantee for Rs. (Rs. only). We, (indicate the name of the Bank) hereinafter referred to as "the Bank") at the request of Contractor(s) do hereby undertake to pay the RailTel an amount not exceeding Rs. Against any loss or damage caused to or suffered or would be caused to or suffered by the RailTel by reason of any breach by the said Contractor(s) of any of the terms or conditions contained in the said Agreement.
2. We, Bank and our local branch at (indicate detail address of local Branch with code no.) do hereby undertake to pay the amounts due and payable under this Guarantee without any demur, merely on demand from the RailTel stating that the amount is claimed is due by way of loss or damage caused to or would be caused to or suffered by the RailTel by reason of breach by the said Contractor(s) of any of terms or conditions contained in the said Agreement or by reason of the Contractor(s) failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs.
3. We, bank undertake to pay to the RailTel any money so demanded notwithstanding any dispute or disputes raised by the Contractor(s) / Supplier(s) in any suit or proceedings pending before any court or Tribunal relating thereto our liability under this present being, absolute and unequivocal.

The payment so made by us under this Bond shall be a valid discharge of our liability for payment there under and the Contractor(s) / Supplier(s) shall have no claim against us for making such payment.

We, Bank further agree that the Guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of the RailTel under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till RailTel certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said Contractor(s) and accordingly discharges this Guarantee. Unless a demand or claim under the Guarantee is made on us in writing on or before the (1) We shall be discharged from all liability under this Guarantee thereafter.

We, We, (indicate the name of Bank) Further agree with the RailTel that the RailTel shall have the

fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the Agreement or to extend time of to postpone for any time or from time to time any of the powers exercisable by the RailTel against the said contractor(s) and to forbear or enforce any of the terms and conditions relating to the said Agreement and we shall not be relieved from our liability by reason of any such variation, or extension to the said Contractor(s) or for any forbearance, act or omission on the part of RailTel or any indulgence by the RailTel to the said Contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have affect of so relieving us.

This Guarantee will not be discharged due to the change in the Constitution of the Bank or the Contractor(s) Supplier(s).

We, the Bank further agree that this guarantee shall be invokable at our place of business at/..... (indicate detailed address of local with code no.). The branch at is being advised accordingly. (indicate the name of Bank) lastly undertaken not to revoke this Guarantee during its currency except with the previous consent of the RailTel in writing.

Dated the day of 2021
for
(Indicate the name of the Bank)

Witness

1. Signature
Name
2. Signature
Name

Signature of tendered with seal


संजीव कुमार / SANJEEVA KUMAR
उप महा प्रबंधक / डीजीएच/टीपास
Deputy General Manager / DC & Tpaas
रेलटेल कॉर्पोरेशन ऑफ़ इण्डिया लिमिटेड
RailTel Corporation of India Ltd.
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Annexure -I
Preventive Maintenance schedule for DC Infra

S.No	Equipment Name	Make	Capacity	Quantity	PM schedule
1	Electrical-HT Panel and LT Panel of Power house	Trisquare	11KVA/800 Amps	Lot	Quarterly
2	Electrical LT Panel of DC	Trisquare	11KVA/800 Amps	Lot	Quarterly
3	Transformer	Kirloskar	2000 kVA	2	Bi Monthly
4	Diesel Generator	Engine-Perkins Alternator-Leorysomer	1250 kVA	2	Bi Monthly
5		Engine-cummins Alternator-stamford	1250 kVA	2	Bi Monthly
6	UPS 400 KVA along with Batteries	Emerson	400 kVA	4	Quarterly
7	UPS- 20 KVA along with Batteries	APC	20 kVA	2	Quarterly
8	PAC	EMERSON NETWORK	22.5 Tr	11	Bi Monthly
9	PAC	EMERSON NETWORK	5.5 tr	3	Bi Monthly
10	VCB Breaker	ABB	11kv,630/800A	7	Quarterly
11	ACB Breakers	ABB	4000 A	10	Quarterly
12	ACB Breakers	Snyder Electric	2000 A	4	Quarterly
13	PPC	EMERSON NETWORK	225 KVA	6	Bi Monthly
14	Ductable AC	Blue Star	11TR	3	Quarterly
15	Ductable AC	Blue Star	5.5 TR	2	
16	Ductable AC	Blue Star	3 TR	2	
17	SPLIT AC	Blue Star	1.5 TR	10	
18	DAY TANK	SRI GANANADHA	1000 LTS	4	Quarterly
19	GROUND TANK	SRI GANANADHA	20000 LTS	2	Quarterly
20	NOVEC-1230 (Cylinders)	Siemens	NA	12	Quarterly
21	Fire Alarm Panel	Siemens	NA	1	

22	CCTV Cameras	Axis	NA	42 (PTZ- 2, dome- 33/bullet- 7)	
23	Multi Lightning sensor detector	Phillips	NA	5	
24	Heat smoke detectors	siemens	NA	87	
25	Electromagnetic locks	Ebelco	NA	13	
26	Hooters	Bental	NA	9	
27	Rodent	Mazer	NA	3	
28	WLD panel	Star Electronic concept	NA	1	
29	Vesda Panel	Siemens	NA	2	
30	Emergency door release	Siemens	NA	4	
31	Foam Type Fire Extinguisher(AFFF)	synergy	50 lts	5	Quarterly
32	Dry chemical powder	synergy	25 kgs	3	
33	Dry chemical powder	synergy	2 kgs	2	
34	Fire Extinguishers(CO2)	Safex	3kgs	14	
35	NOVEC Panels	Ravel	NA	5	Quarterly
36	ACD panels	Siemens	NA	7	
37	card readers	HID	NA	22	
38	Biometrics	HID	NA	4	
39	MCP	Siemens	NA	5	
40	CO2 & RH sensors	Siemens	NA	7	
41	Elevator	tysunkrupp	8 passenger/544kg	1	Monthly
42	Earth Pits	N/A	Natural/Chemical	45	Quarterly
43	Earth Pits	N/A	Chemical	8	Quarterly
44	HSD Pumps	kirloskar electric co. ltd	1 HP	2	Quarterly
45	All other Misc like DBs, Sockets, Cables, Switches, MCB, TPN Breakers and etc.,	ABB	800A, 400A, 250A, 315A, 100A, 63A, 32A	1 Lot	Quarterly

Signature of tendered with seal


 संजीव कुमार / SANJEEVA KUMAR
 उप महा प्रबंधक / डीसी एवं वीएस
 Deputy General Manager / DC & Tpaas
 रेलटेल कॉर्पोरेशन ऑफ़ इण्डिया लिमिटेड
 RailTel Corporation of India Ltd.
 दक्षिण क्षेत्र / Southern Region
 सिकंदराबाद / Secunderabad-500071

Annexure-II
Details of Critical Components in SECUNDERABAD data center.

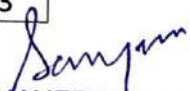
S.No	Equipment Name	Make	Capacity	Quantity
1	Transformer	Kirloskar	2000 kVA	2
2	Diesel Generator	Engine-Perkins Alternator- Leorysomer	1250 kVA	2
3	Diesel Generator	Engine-cummins Alternator- stamford	1250 kVA	2
4	UPS	Emerson	400 kVA	4
5	UPS	APC	20 kVA	2
6	PAC	EMERSON NETWORK	22.5 Tr	11
7	PAC	EMERSON NETWORK	5.5 tr	3
8	VCB Breaker	ABB	11kv,630/800A	7
9	ACB Breakers	ABB	4000 A	8
10	ACB Breakers	Snyder Electric	2000 A	4
11	ACB Breakers	ABB	4000 A	2
12	PPC	EMERSON NETWORK	225 KVA	6

Annexure -III

Detail of the Basic Infrastructure/assets at RailTel Corporation of India Ltd., Secunderabad

S.No	Equipment Name	Make	Capacity	Qty
1	Transformer	Kirloskar	2000 kVA	2
2	Diesel Generator	Engine-Perkins Alternator- Leorysomer	1250 kVA	2
3	Diesel Generator	Engine-cummins Alternator- stamford	1250 kVA	2
4	UPS	Emerson	400 kVA	4
5	UPS	APC	20 kVA	2
6	PAC	EMERSON NETWORK	22.5 Tr	11
7	PAC	EMERSON NETWORK	5.5 tr	3
8	VCB Breaker	ABB	11kv,630/800A	7
9	ACB Breakers	ABB	4000 A	8
10	ACB Breakers	Snyder Electric	2000 A	4
11	ACB Breakers	ABB	4000 A	2
12	PPC	EMERSON NETWORK	225 KVA	6
13	Ductable AC	Blue Star	11TR	3
14	Ductable AC	Blue Star	5.5 TR	2
15	Ductable AC	Blue Star	3 TR	2
16	SPLIT AC	Blue Star	1.5 TR	10
17	DAY TANK	SRI GANANADHA	1000 LTS	4
18	GROUND TANK	SRI GANANADHA	20000 LTS	2
19	NOVEC-1230 (Cylinders)	Siemens	NA	12
20	Fire Alarm Panel	Siemens	NA	1
21	CCTV Cameras	Axis	(PTZ- 2, dome- 33/bullet-7)	42
22	Multi Lightning sensor detector	Phillips	NA	5
23	Heat smoke detectors	siemens	NA	87
24	Electromagnetic locks	Ebelco	NA	13
25	Hooters	Bental	NA	9
26	Rodent	Mazer	NA	3
27	WLD panel	Star Electronic concept	NA	1
28	Vesda Panel	Siemens	NA	2
29	Emergency door release	Siemens	NA	4
30	Foam Type Fire Extinguisher (AFFF)	synergy	50 lts	5
31	Dry chemical	synergy	25 kgs	3

Signature of tendered with seal


 सजीव कुमार / SANJEEV KUMAR
 उप महा प्रबंधक / डीसी एवं टीपास
 Deputy General Manager / DC & Tpaas
 रेलटेल कॉर्पोरेशन ऑफ़ इण्डिया लिमिटेड
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	powder			
32	Dry chemical powder	synergy	2 kgs	2
33	Fire Extinguishers (CO2)	Safex	3kgs	14
34	NOVEC Panels	Ravel	NA	5
35	ACD panels	Siemens	NA	7
36	card readers	HID	NA	22
37	Biometrics	HID	NA	4
38	MCP	Siemens	NA	5
39	CO2 & RH sensors	Siemens	NA	7
40	Elevator	tysunkrupp	8 passenger/544kg	1
41	Earth Pits	N/A	Natural/Chemical	45
42	Earth Pits	N/A	Chemical	8
43	HSD Pumps	kirloskar electric co. ltd	1 HP	2
44	All other Misc like DBs, Sockets, Cables, Switches, MCB, TPN Breakers, etc.,	ABB	800A, 400A, 250A, 315A, 100A, 63A, 32A	1 Lot

Annexure-IV

Bid Security Declaration (On Non-judicial stamp paper of Rs. 100/-)

To
The Executive Director,
Railtel Corporation of India Ltd.,
1-10-39 to 44, 6A, 6th Floor,
Begumpet Airport Road, Opp. Shoppers Stop,
BEGUMPET, HYDERABAD- 500 016, Telangana

Ref: RailTel Tender No: Dated

I/We(Name of Agency) has submitted bid for (Name of Work and Bid No.....) and whereas Earnest Money Deposit is being exempted in the aforesaid tender to give relief to the bidders as per Govt. of India guidelines due to severe financial crunch on account of slowdown in the economy due to the pandemic,

I/We hereby submit the following "Bid Security Declaration" in lieu of exemption from submitting Earnest Money Deposit:-

1) If I/We withdraw or modify my/our bid during the bid validity period (including extended validity of tender) specified in the tender documents;

Or

2) If, after the award of work, I/We fail to accept LOA/LOI, or to sign the contract agreement or fail to submit performance guarantee or fail to commence the work within stipulated time period prescribed in tender documents;

Or

3) If I/We furnish any incorrect or false statement / information/ document;

Or

4) If I/We hide any relevant information or do not disclose any material fact in the tender;

Or

5) If I/We commit any breach of integrity Pact;

Signature of tendered with seal


संजीव कुमार / SANJEEVA KUMAR
उप महा प्रबंधक / डीसी एवं टीपास
Deputy General Manager 39080paas
रेलटेल कॉर्पोरेशन ऑफ़ इण्डिया लिमिटेड
RailTel Corporation of India Ltd.
दक्षिण क्षेत्र / Southern Region
सिकंदराबाद / Secunderabad-500071

I/We may be disqualified and banned for a period of three years and shall not be eligible to bid for future tenders in RailTel Corporation of India Ltd. for the period of three years from date of issue of such orders.

(Signed by the Authorized Representative of Firm)
Name of Authorized Representative Name of Firm;
signature of tenderer with seal

Date:

End of the Tender Document
