



**RailTel Corporation of India Ltd.  
2nd Floor, B-Block, Rail Nilayam  
Above Canara Bank, Secunderabad – 500025  
P:040-27788000**

**RailTel CORPORATION OF INDIA LIMITED  
(A Govt. of India Undertaking)**

**ELECTRONIC TENDER DOCUMENT**

**FOR**

**Operation and Maintenance of Data Center Infrastructures with Man Power Support  
at RailTel Corporation of India Ltd, Rail Nilayam, Secunderabad**

**Tender No: RailTel/e-Tender/OT/SR/DC/2023-24/01**

**Due date for opening: 28/07/2023**

**Two Packet System**

**Cost of Tender document: Rs 2500/- + 18% GST = Rs 2950/- (Including GST))**

**Tender Processing fee on e-nivida portal: As applicable at E-nivida portal**

**RAILTEL**  
A Government of India  
Undertaking  
**Sanjeeva Kumar  
DGM/DC&TP/SC  
RailTel Corporation of India Limited**

## DISCLAIMER

While the document has been prepared in good faith, no representation or warranty, express or implied, is or will be made, and no responsibility or liability will be accepted by RailTel Corporation of India Ltd. (RAILTEL) or any of its employees, in relation to the accuracy or completeness of this document and any liability thereof expressly disclaimed. The TENDER is not an offer by RAILTEL, but an invitation for bidders' responses. No contractual obligation on behalf of RAILTEL, whatsoever, shall arise from the offer process unless and until a formal contract is signed and executed by duly authorized officers of RAILTEL and the Bidder.



रेलटेल  
RAILTEL

A Government of India  
Undertaking



**RailTel Corporation of India Ltd.**  
**2nd Floor, B-Block, Rail Nilayam**  
**Above Canara Bank, Secunderabad – 500025**  
**P:040-27788000**

**E-Tender Notice No. RailTel/e-Tender/OT/SR/DC/2023-24/01 Dt.13/07/2023**

RailTel Corporation of India Ltd. (RailTel) invites e-Tenders for “**Operation and Maintenance of Data Center Infrastructures with Man Power Support at RailTel Corporation of India Ltd, Rail Nilayam, Secunderabad**” as per the technical/functional specification given in the TENDER. The other details are as under:

|    |                                                                                                                               |                                                                                                                                         |
|----|-------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|
| a) | Availability of Tender on <a href="https://railtel.enivida.com">https://railtel.enivida.com</a> Portal for bidding will start | From 13/07/2023                                                                                                                         |
| b) | Last date & Time for submission of queries for any clarification                                                              | <b>Up to 18:00 Hrs. 20/07/2023</b>                                                                                                      |
| c) | Last date & Time for Submission of bids                                                                                       | Up to 15:00 hrs. of 28/07/2023                                                                                                          |
| d) | Opening of bids                                                                                                               | 15:30 Hrs. of 28/07/2023                                                                                                                |
| e) | AMC Period                                                                                                                    | 3 (Three) years                                                                                                                         |
| f) | Estimated Cost                                                                                                                | Rs. 328 Lakhs only                                                                                                                      |
| g) | Earnest Money (EMD)#                                                                                                          | Rs 6,56,000/-                                                                                                                           |
| h) | Cost of Tender Document#                                                                                                      | Rs. 2500/- + 18% GST = Rs. 2950/- (including GST)                                                                                       |
| i) | e-Tendering portal for submission of bids                                                                                     | <a href="https://railtel.enivida.com">https://railtel.enivida.com</a>                                                                   |
| j) | Tender Processing fee on enivida                                                                                              | As applicable at e-nivida portal. To be submitted through <a href="https://railtel.enivida.com">https://railtel.enivida.com</a> portal. |

# For Small Scale Units / Micro Small Enterprises/ MSME registered with UDYAM under Ministry of MSME and participating in this tender, following exemptions shall be available (refer cl no.3.9. Chapter 3)

- I. They shall be exempted from submission of cost of tender documents (if applicable).
- II. They shall also be exempted from depositing Earnest money.

Note: Tender Notice and Tender Document are available on RailTel's website and can be downloaded from [www.railtelindia.com](http://www.railtelindia.com), or from the e-Tendering portal <https://railtel.enivida.com>. For online bid submission the tenderer will have to necessarily download an official online copy of the tender document from portal <https://railtel.enivida.com>. All future Information viz. corrigendum /addendum/ amendments etc. for this Tender shall be posted on the e-Tendering Portal only. Printed copy of Tender document will not be sold from RailTel office.

The bidder shall bear all costs associated with the preparation, submission/participation in the bid. RailTel in no way will be responsible or liable for these costs regardless of the conduct or outcome of the bidding process.

**Sanjeeva Kumar**  
**DGM/DC&TP/SC**  
**RailTel Corporation of India Limited**

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**CHAPTER-1**  
**SCHEDULE OF REQUIREMENT (PRICE SCHEDULE)**

(To be filled up completely, duly signed & stamped and uploaded on <https://railtel.enivida.com> )

Operation and Maintenance of Data Center Infrastructures along with Man Power Support, at RailTel Corporation of India Ltd, Secunderabad". The key requirement of the work given below:

| <b>Schedule of Requirement (SOR) for 3 Years</b> |                                                                                     |      |                                   |                               |
|--------------------------------------------------|-------------------------------------------------------------------------------------|------|-----------------------------------|-------------------------------|
| SN                                               | Item Description                                                                    | Qty. | Price Each Unit including GST@18% | Total Cost including GST @18% |
| 1                                                | CAMC of Data Center Infra installed in RailTel Secunderabad (1 <sup>st</sup> Year)  |      |                                   |                               |
| 2                                                | CAMC of Data Center Infra installed in RailTel Secunderabad (2 <sup>nd</sup> Year)  |      |                                   |                               |
| 3                                                | CAMC of Data Center Infra installed in RailTel Secunderabad (3 <sup>rd</sup> Year)  |      |                                   |                               |
| 4                                                | Manpower support 24X7 for O&M of Power House and Data Center (1 <sup>st</sup> Year) |      |                                   |                               |
| 5                                                | Manpower support 24X7 for O&M of Power House and Data Center (2 <sup>nd</sup> Year) |      |                                   |                               |
| 6                                                | Manpower support 24X7 for O&M of Power House and Data Center (3 <sup>rd</sup> Year) |      |                                   |                               |
|                                                  | <b>Grand Total (in figures)</b>                                                     |      |                                   |                               |
|                                                  | <b>Grand Total (In words)</b>                                                       |      |                                   |                               |

**Note : CAMC wherever used in this tender document means Comprehensive Annual Maintenance Contract.**

- 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) Tender is called for 3 years CAMC and Man power support as shown in SOR for the same.
- 3) PO/LOA will be issued for 3-year CAMC and Man Power support.
- 4) The deployment of Manpower shall be as per Clause-G & H of Chapter-4

| <b>Note:</b> |                                                                                                                                                                                                                                                                                                                                                                                                                       |
|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| I            | <p>a) Rates quoted against SOR above should be CIP destination inclusive of all duties, taxes, insurance and freight etc .The material as per SOR are required to be delivered to the site /transported to the location.</p> <p>b) It shall be the responsibility of the Tenderer to transport the equipment to the site for Installation &amp; Commissioning of the same as and when required in regard to CAMC.</p> |

|     |                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| II  | The tenderer will be fully responsible for the Supply of the Equipment and all related items required for proper functioning of the whole installation will include the following:<br>a) Integration of the replaced/repared item /module /electronic equipment with existing system already in function.<br>b) Additional Spares/Accessories required for maintenance during CAMC period shall be the sole responsibility of the Tenderer at his own cost. |
| III | Bidder has to quote for complete SOR i.e. from total 3 years period and evaluation will bedone on totality.                                                                                                                                                                                                                                                                                                                                                 |

**1. Information to Bidder for Compliance:**

- i. The above prices are inclusive of all taxes, duties including GST, Octroi, Local levies, freight, insurance etc.
- ii. The Supply material (as required) will be made available at RailTel Secunderabad and transportation to site of works is to be done by contractor.
- iii. Tenderer shall go through the items as mentioned in Chapter -9 with all other conditions of the Tender
- iv. Tenderer shall furnish the various credential details as per the documents for eligibility criteria as mentioned in tender document.
- v. All Government fees e. g. inspection charges will be paid by RailTel Corporation of India Limited directly to the same. The bidder is required to submit the details of all the fee/charges to be paid to Govt. Authorities / bodies regarding any certificate/inspection. However, all the Liaoning with Govt. Dept./ Authorities will be done by the bidder only.
- vi. All site conditions pertaining to clearance of site and execution of works will have to be managed by the successful bidder.

**2. Commercial Terms and Conditions**

- i. Prices quoted shall remain firm and binding (without any escalation whatsoever) from the date of signing of contract and till its completion.
- ii. In case of any downward revision in prices due to any reason, bidder shall Pass on the benefit to RAILTEL with immediate effect.

Note: If any taxes to be paid by the RAILTEL it should be mentioned explicitly. RAILTEL will not be making any other payment except those mentioned in the bid.

**Chapter-2**  
**BID DATA SHEET (BDS)**

The section consists of provisions that are specific to various Clauses of the tender document

| Reference                              | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Tender Notice</b>                   | <b>Operation and Maintenance of Data Center Infrastructures along with Man Power Support, at RailTel Corporation of India Ltd, Rail Nilayam, Secunderabad</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Clause 6.17, Chapter-6</b>          | <b>Validity of offer</b><br>The offer should remain valid for a period of 90 days from the date of opening                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Clause 3.26 Chapter-3</b>           | <b>Warranty</b><br>One Year as mentioned in clause                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Clause 3.1 &amp; 3.2, Chapter-3</b> | <b>Delivery Period</b><br>CAMC should be taken over with immediate effect/as per mentioned time line in the Purchase Order/LOA as per the terms and conditions mentioned in the Tender for the period of three years.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Clause 3.3, Chapter-3</b>           | <p><b>Eligibility Criteria:</b><br/>The bidder/tenderer should have the following Technical &amp; Financial capabilities</p> <p><b>Technical Capability:</b><br/>The tenderer must have successfully completed any of the following during last 07 (seven) years, ending last day of month previous to the one in which tender is invited:</p> <ol style="list-style-type: none"> <li>1. Three similar works each costing not less than the amount equal to 30% of advertised value of the tender i.e. Rs 98.40 Lakhs only or</li> <li>2. Two similar works each costing not less than the amount equal to 40% of advertised value of the tender i.e. Rs 131.20 Lakhs only, or</li> <li>3. One similar work costing not less than the amount equal to 60% of advertised value of the tender i.e. Rs 196.80 Lakhs only.</li> </ol> <p><b>Similar Nature of Work: The bidder should have Built*/operated** or built* and operated** Tier III or higher Certified Data Centres projects of minimum 100 Racks of the power capacity of 500 KW or equivalent or higher for Central/State Governments, PSUs, PSEs, Banking &amp; Financial Institutions, Telecom and IT Companies in India.</b></p> <p><b>*Built means complete SITC work of Data Center including non-IT infra like DG Sets, Transformers, Electrical Panels, IBMS, UPS etc., including/excluding Civil Engineering works.</b></p> <p><b>**Operated means operation of Data Center including non-IT infra like DG Sets, Transformers, Electrical Panels, IBMS, UPS etc., including/excluding Civil Engineering works.</b></p> <p><b>Tenderer should have:</b></p> <p>a) All the Major Critical Components should be backlogged back-to-back with the respective OEMs/Authorized Vendors* of the OEMs. Major Critical components are UPS, PPC , PAC, DG's and IBMS (As per Chapter 9 Annexure B PointA).</p> |

| Reference                               | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                         | <p>*Authorized Vendors stands for the OEM's Authorized Vendor who can give authorization to the bidder for this very work</p> <p>b) The Bidder must have on its roll at least 100 technically qualified professionals in the Non-IT / IT who have prior experience in providing the Data Centre Infrastructure maintenance services as on bid submission date. Bidder Must have at least following technical manpower on its role.</p> <p>i) 30 resources should be B.E/B. Tech/MCA</p> <p>ii) 10 resources should be B.E/B. Tech (Electrical &amp; Mechanical)</p> <p>iii) At least (5) Five Project management professional with PMP or Prince-2 certified.</p> <p>iv) At least (3) Three CDCS/ CDCE/CDCP certified.</p> <p>e) The Bidder must have following Certificates at the time of bidding,</p> <p>a. ISO 9001:</p> <p>b. ISO/IEC 20000:</p> <p>c. ISO/IEC 27001:</p> <p><b>Financial Capability:</b></p> <p>The tenderer must have received contractual payments in the previous three financial years and the current financial year up to the date of inviting the tender, at least 150% of the advertised value of tender i.e., Rs. 492 Lakhs. The tenderer shall submit certificates to this effect which may be an attested certificate from the concerned department/client or Audited balance sheet duly certified by the Chartered Accountant with UDIN / Certificate from Chartered Accountant with UDIN duly supported by Audited Balance sheet.</p> <p><b>General:</b></p> <p>i) The Bidder should be an established Company registered under the – Indian Companies Act, 1956/2013, or partnership firm register under LLP Act, 2008 since last 10 years as on 31st March 2020.</p> <p>NB: - In case any bidder has undergone restructuring (merger, demerger, hive off, slump sale etc.), bid submitted by such bidder who has acquired a Company/Division of a company shall also be considered for evaluation if the eligibility and technical evaluation criteria is met jointly between the bidder and the Company/Division acquired.</p> <p>The tenderer should produce:</p> <p>(i) The bidder should submit the audited financial statement for the FY 2020-21, 2021-22 &amp; 2022-23 duly certified by Chartered Accountant(CA) with UDIN</p> <p>(ii) The contractor should submit copy of GST registration certificate for the states wherever applicable</p> |
| <p><b>Clause 7.2,<br/>Chapter-7</b></p> | <p><b>Purchaser's Right to Vary Quantities</b><br/>Up to a maximum extent of +/- 25% of contract value.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

| Reference                                                                   | Description                                                                                                                                                |
|-----------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Clause 6.9, Chapter-6</b>                                                | <b>Earnest Money Deposit (EMD):</b> Rs 6,56,000/- ( Rs Six Lakhs Fifty Six Thousand only)                                                                  |
| <b>Tender Notice</b>                                                        | <b>Last Date of Submission of Offer</b><br>Date: 28/07/2023<br>Time: 15:00 hours                                                                           |
| <b>Last date &amp; Time for submission of queries for any clarification</b> | Up to 18:00 Hrs. 20/07/2023                                                                                                                                |
| <b>Date of Opening of Tender</b>                                            | Date: 28/07/2023<br>Time: 15:30 hours<br>Venue: RailTel Corporation of India Ltd.<br>2 <sup>nd</sup> Floor, B-Block, Rail Nilayam,<br>Secunderabad -500025 |



## CHAPTER – 2 A

### E-tendering Instructions to Bidders

#### 2.0 General

These Special Instructions (for e-Tendering) supplement 'Instruction to Bidders', as enclosed in Chapter- 6 of the Tender Document. Submission of bids only through online process is mandatory for this tender.

E-Tendering is a new methodology for conducting Public Procurement in a transparent and secured manner. Now the Government of India has made e-Tendering mandatory. Suppliers/Vendors will be the biggest beneficiaries of this new system of procurement. For conducting electronic tendering RailTel has decided to use the portal <https://railtel.enivida.com>. It is the complete process of e-Tendering from publishing of tenders online, inviting online bids, evaluation and award of contract using the system. You may keep a watch of the tenders floated under <https://railtel.enivida.com>. The link of e-procurement portal is also given on our official RailTel portal i.e [www.railtelindia.com](http://www.railtelindia.com) under TENDER TAB.

These will invite for online Bids. Bidder Enrolment can be done using "Online Bidder Enrolment".

The instructions given below are meant to assist the bidders in registering on the e-tender Portal, and submitting their bid online on the e-tendering portal as per uploaded bid.

More information useful for submitting online bids on the e Nivida Portal may be obtained at: <https://railtel.enivida.com>

#### 2.1 GUIDELINES FOR REGISTRATION:

1. Bidders are required to enroll on the e-Procurement Portal (<https://railtel.enivida.com/bidderRegistration/new Registration>) or click on the link "Bidder Enrolment" available on the home page of e-tender Portal by paying the Registration fee of Rs.2000/-+Applicable GST.
2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication with the bidders.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (**Only Class III Certificates with signing + encryption key usage**) issued by any Certifying Authority recognized by CCA India (e.g., Sify / TCS / nCode / eMudhra etc.), with their profile.
5. Only valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.

6. Bidder then logs in to the site through the secured log-in by entering their user ID /password and the password of the DSC / e-Token.
7. **The scanned copies of all original documents should be uploaded in pdf format on e-tender portal.**
8. After completion of registration payment, bidders need to send their acknowledgement copy on our help desk mail id [eprocurement@railtelindia.com](mailto:eprocurement@railtelindia.com) for activation of account.

## 2.2 SEARCHING FOR TENDER DOCUMENTS

1. There are various search options built in the e-tender Portal, to facilitate bidders to search active tenders by several parameters.
2. Once the bidders have selected the tenders they are interested in, you can pay the Tender fee and processing fee (NOT REFUNDABLE) by net-banking / Debit / Credit card then you may download the required documents / tender schedules, Bid documents etc. Once you pay both fee tenders will be moved to the respective 'requested' Tab. This would enable the e- tender Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

## 2.3 PREPARATION OF BIDS

1. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
2. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
3. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF formats. Bid Original documents may be scanned with 100 dpi with Color option which helps in reducing size of the scanned document.
4. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g., PAN card copy, GST, Annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Documents" available to them to upload such documents.
5. These documents may be directly submitted from the "My Documents" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process. Already uploaded documents in this section will be displayed. Click "New" to upload new documents.

## 2.4. SUBMISSION OF BIDS

1. Bidder should log into the website well in advance for the submission of the bid so that it gets uploaded well in time i.e., on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document as a token of acceptance of the terms and conditions laid down by RailTel.

3. Bidder has to select the payment option as “e-payment” to pay the tender fee / EMD as applicable and to enter details of the instrument.
4. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the Grey Colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
5. The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
6. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
7. Upon the successful and timely submission of bid click “Complete” (i.e. after Clicking “Submit” in the portal), the portal will give a successful Tender submission acknowledgement & a bid summary will be displayed with the unique id and date & time of submission of the bid with all other relevant details.
8. The tender summary has to be printed and kept as an acknowledgement of the submission of the tender. This acknowledgement may be used as an entry pass for any bid opening meetings.

**Note: Bidder has to submit all the required documents online only. Original copy is needed to be submitted by the successful bidder before issuance of LOA/PO.**

#### **2.5 For any clarification in using e Nivida Portal:**

1. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
2. Any queries relating to the process of online bid submission or queries relating to e-tender Portal in general may be directed to the Helpdesk Support.

Please feel free to contact eNivida Helpdesk (as given below) for any query related to e-tendering.

Phone No. 011-49606060/8448288988/80

Mail id: - [eprocurement@railtelindia.com](mailto:eprocurement@railtelindia.com)  
[enividahelpdesk@gmail.com](mailto:enividahelpdesk@gmail.com)

## 2.6 Tender Bidding Methodology:

Sealed Bid System - 'Single Stage - Two Envelope': In this, bidder has to submit each the bid (Part I –Credential/ Techno commercial Bid and Part II - Price Bid) in separate envelope "ONLINE".

## 2.7 RailTel Contact (for general Information and any clarifications write mail to the following to (a) & (b) with a copy to (c).

- a) **Sanjeeva Kumar**  
**DGM/DC&TP/SC**  
RailTel Corporation of India Ltd,  
2<sup>nd</sup> Floor B-Block, Rail Nilayam, Secunderabad- 500025  
Mob No. +91 99490 36346  
Email: [sanjeeva@railtelindia.com](mailto:sanjeeva@railtelindia.com)
- b) **A.S Rayudu, Sr Manager (DC)**  
RailTel Corporation of India Ltd,  
2<sup>nd</sup> Floor B-Block, Rail Nilayam, Secunderabad- 500025  
Mob No. +91 94942 08999  
Email: [asrayudu@railtelindia.com](mailto:asrayudu@railtelindia.com)
- c) **B. Vinod Babu, AE (DC)**  
RailTel Corporation of India Ltd,  
2<sup>nd</sup> Floor B-Block, Rail Nilayam, Secunderabad- 500025  
Mob No. +91 9974151394  
Email: [vinod.babu1990@railtelindia.com](mailto:vinod.babu1990@railtelindia.com)

## 2.8 Bid related Information for this Tender

The entire bid-submission would be online on <https://railtel.enivida.com>

Broad outline of submissions are as follows:

- a. Submission of Earnest Money Deposit (EMD)
- b. Submission of digitally signed copy of Tender Documents/Addenda
- c. Two Packet (Part I –Credential/ Techno commercial Bid and Part II - Price Bid)
- d. Online response to Terms & Conditions of Tender.
- e. (Optional) Online Submission of modification, substitution bids for technical or financial parts, or withdrawal bid.

## 2.9 Submission of Eligibility Criteria related documents:

Eligibility criteria related documents as applicable shall also be scanned and submitted ONLINE.

**NOTE: In case of internet related problem at a bidder's end, especially during 'critical events' such as - a short period before bid-submission deadline, during online public tender opening event, during e-auction, it is the bidder's responsibility to have backup internet connections.**

In case there is a problem at the e-procurement/ e-auction service provider's end (in the server, leased line, etc.) due to which all the bidders face a problem during critical events, and this is brought to the notice of RailTel by the bidders in time, then RailTel will promptly re-schedule the affected event(s).

## **2.10 Award of Contracts, & Financial Evaluation**

After the evaluation of technical proposals, the financial bids (initial price offer) of those firms whose technical bids meet eligibility criteria shall be categorized as qualified. These financial bids shall be opened on the scheduled date and time (as per procedure explained in the e Nivida User Manual for vendors). L-1 (Eligible Lowest) would be decided on the initial price offer quoted by the bidder on e Nivida.



### **CHAPTER-3**

#### **SPECIAL TENDER CONDITIONS**

### **3.1 Introduction**

The Tenderer shall quote Total all Inclusive Rate of Supply & Services clearly indicating the breakup of rates, with applicable duties and taxes, etc. as detailed in the offer form only.

- (i) All material needed for completion and commissioning of work will be supplied by contractor against the work of CAMC.
- (ii) The tenderer should quote rates in SOR only in the price bid as per Chapter-1 and no other manually filled rates anywhere will be considered.***
- (iii) The rates in SOR, Chapter-1 should be quoted in figures as well as in words. If there is variation between the rates quoted in figures and in words, the rate quoted in “words” shall be taken as correct. If more than one improper rate is tendered for the same item, the tender is liable to be rejected.

### **3.2 Commencement Period / ( Handing Over Taking Over )**

- I. CAMC should be taken over with in the maximum period of 30 days from the existing agency that it should not affect the 24X7X365 working of Data Center maintaining the continuity of ongoing services as well. Required planning and scheduling to be done by the successful bidder well in advance. Successful bidder will complete the process of Taking Over from the existing agency with utmost care keeping in view the standards of UPTIME TIER III data centers. However, RailTel will facilitate the successful vendor in the due process of Handing Over Taking Over.
- II. The successful bidder will be required to submit unconditional acceptance of the order within the period of 7 days from the date of placing of order.
- III. CAMC of the work and performance of the completed work shall be made by the Vendor in accordance with the time schedule, technical specification, scope of the work and other terms & conditions as specified in the TENDER. Any delay in performing the obligation /defect in performance by the supplier may result in imposition of penalty, invocation of Performance Bank Guarantee and/or termination of contract.

#### **3.2.1. Validity of the Contract:**

The validity of the contract shall be 3 (Three) Years from the date of taking up the contract after issue of LOA. In case of premature withdrawal (before the completion period) of the Team by the contractor for any reason whatsoever, the contract shall be terminated, Earnest Money Deposit (EMD), Performance Guarantee (PG), and Security Deposit (SD) of contract will be forfeited and agency barred for doing business with entire RailTel for 3 (Three) years.

**3.3 Eligibility Criteria:**

The eligibility criteria in table form for the bidder is as under:

| S.No | Eligibility Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Supporting Documents to be submitted by bidder                                                                                                                                                                                                                                                            |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | Code Of Integrity: As on date of submission of the proposal, the Bidder shall not be under any declaration of ineligibility for unsatisfactory past performance, corrupt/fraudulent/Anticompetitive/Coercive/Obstructive practices, conflict of interest, any other unethical business practices or debarred either by Central / State Government, PSU, Local or Urban body - Municipalities, Ministry/ Department of Government of India/ State Governments during last three years.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Certificate from the Company Secretary/Statutory auditor/Independent Chartered Accountant with UDIN to the effect that the Bidder is not blacklisted by any of the Central / State Government, PSU, Local or Urban body - Municipalities, Ministry/ Department of Government of India/ State Governments. |
| 2    | Bidder/OEM should not have been blacklisted at any time by RailTel/Railways or any other Ministry/Department of Government of India/Public Sector Enterprise.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Undertaking on the stamp paper, to this effect to be Submitted.                                                                                                                                                                                                                                           |
| 3    | <p><b>Technical Capability:</b></p> <p>The tenderer must have successfully completed any of the following during last 07 (seven) years, ending last day of month previous to the one in which tender is invited:</p> <ol style="list-style-type: none"> <li>1. Three similar works each costing not less than the amount equal to 30% of advertised value of the tender i.e. Rs.98.40 Lakhs only or</li> <li>2. Two similar works each costing not less than the amount equal to 40% of advertised value of the tender i.e. Rs.131.20 Lakhs only, or</li> <li>3. One similar work costing not less than the amount equal to 60% of advertised value of the tender i.e. Rs.196.80 Lakhs only.</li> </ol> <p><b>Similar Nature of Work: The bidder should have Built*/operated** or built* and operated** Tier III or higher Certified Data Centres projects of minimum 100 Racks of the power capacity of 500 KW or equivalent or higher for Central/State Governments, PSUs, PSEs, Banking &amp; Financial Institutions, Telecom and IT Companies in India.</b></p> | Work Order / LOA and Client letter for satisfactory completion or FAC (Final acceptance certificate). (PO from parent company to subsidiary company will not be considered, PO from third party to Parent company will be considered).                                                                    |

|   |                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                      |
|---|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|   | <p><b>*Built means complete SITC work of Data Center including non-IT infra like DG Sets, Transformers, Electrical Panels, IBMS, UPS etc., including/excluding Civil Engineering works.</b></p> <p><b>**Operated means operation of Data Center including non-IT infra like DG Sets, Transformers, Electrical Panels, IBMS, UPS etc., including/excluding Civil Engineering works.</b></p> |                                                                                                                                                                                                                                                                                                                      |
| 4 | <p><b>Financial Capability:</b></p> <p>The tenderer must have received contractual payments in the previous three financial years and the current financial year up to the date of inviting the tender, at least 150% of the advertised value of tender i.e. Rs. 492 Lakhs.</p>                                                                                                            | The tenderer shall submit certificates to this effect which may be an attested certificate from the concerned department/client or Audited balance sheet duly certified the Chartered Accountant with UDIN / Certificate from Chartered Accountant with UDIN duly supported by Audited Balance sheet.                |
| 5 | The bidder should have valid GST registration number and PAN number or TIN number or its equivalent registered number relevant in their country where the company is registered.                                                                                                                                                                                                           | Copy of certificate.                                                                                                                                                                                                                                                                                                 |
| 6 | <p>All the major Critical Components should be backligned back-to-back with the respective OEMs//Authorized Vendors* of the OEMs. Major Critical components are UPS, PAC, PPC ,DG and IBMS system as per Chapter-9 Annexure BPoint A.</p> <p>*Authorized Vendors stands for the OEM's Authorized Vendor who can give authorization to the bidder for this very work</p>                    | <p>Authorization from such respective OEMs/Authorized Vendors* of the OEMs (As mentioned in Tender document in Point A Annexure B of Chapter 9) to be submitted along with the bid</p> <p>*Authorized Vendors stands for the OEM's Authorized Vendor who can give authorization to the bidder for this very work</p> |
| 7 | <p>The Bidder must have following Certificates at the time of bidding,</p> <p>a. ISO 9001:</p> <p>b. ISO/IEC 20000:</p> <p>c. ISO/IEC 27001:</p>                                                                                                                                                                                                                                           | Copy of Valid Certificate during the bid validity period                                                                                                                                                                                                                                                             |

| 8    | <p>The Bidder must have on its roll at least 100 technically qualified professionals in the Non-IT / IT who have prior experience in providing the Data Centre Infrastructure maintenance services as on bid submission date. Bidder Must have at least following technical manpower on its role.</p> <p>i) 30 resources should be B.E/B. Tech/MCA</p> <p>ii) 10 resources should be B.E/B. Tech (Electrical &amp; Mechanical)</p> <p>iii) At least (5) Five Project management professional with PMP or Prince-2 certified.</p> <p>iv) At least (3) Three CDCS/ CDCE/CDCP certified.</p>                                                                                                                               | <p>Certificate from bidder's Authorized Signatory for the 100 number of Technically Qualified professionals employed by the company in the following format.</p> <table><tr><th>S.No</th><th>Emp Name</th><th>Qualification</th><th>Certi.</th></tr><tr><td></td><td></td><td></td><td></td></tr></table> <p>HR certificate on company's letter head stating the points with employee Name, Qualification, Certification to be submitted along with copy of the relevant valid certificate. The scanned copy of certificates of all staff should be attached with the Bid.</p> | S.No   | Emp Name | Qualification | Certi. |  |  |  |  |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|----------|---------------|--------|--|--|--|--|
| S.No | Emp Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Qualification                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Certi. |          |               |        |  |  |  |  |
|      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |        |          |               |        |  |  |  |  |
| 9    | <p>The bidder should have Built*/operated** or built* and operated** Tier III or higher Certified Data Centres projects of minimum 100 Racks of the power capacity of 500 KW or equivalent or higher for Central/State Governments, PSUs, PSEs, Banking &amp; Financial Institutions, Telecom and IT Companies in India.</p> <p><b>*Built means complete SITC work of Data Center including non-IT infra like DG Sets, Transformers, Electrical Panels, IBMS, UPS etc., including/excluding Civil Engineering works.</b></p> <p><b>**Operated means operation of Data Center including non-IT infra like DG Sets, Transformers, Electrical Panels, IBMS, UPS etc., including/excluding Civil Engineering works.</b></p> | <p>Documents: "Copy of work order(s) / Purchase Order/ Completion Certificate/ contract agreement. Supported with relevant documentary evidences</p>                                                                                                                                                                                                                                                                                                                                                                                                                           |        |          |               |        |  |  |  |  |

### 3.3.1 Eligibility Criteria Compliance

| S.No | Eligibility Criteria                                                                                                                                                                                                                                      | Supporting Documents to be submitted by bidder                                                                                                                                     | Compliance (Yes /No) | Details of Proof Attached at Page no. |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|---------------------------------------|
| 1    | Code Of Integrity: As on date of submission of the proposal, the Bidder shall not be under any declaration of ineligibility for unsatisfactory past performance, corrupt/fraudulent/Anticompetitive/Coercive/Obstructive practices, conflict of interest, | Certificate from the Company Secretary/Statutory auditor/Independent Chartered Accountant with UDIN to the effect that the Bidder is not blacklisted by any of the Central / State |                      |                                       |

|   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                        |  |  |
|---|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
|   | any other unethical business practices or debarred either by Central / State Government, PSU, Local or Urban body - Municipalities, Ministry/ Department of Government of India/ State Governments during last three years.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Government, PSU, Local or Urban body - Municipalities, Ministry/ Department of Government of India/ State Governments.                                                                                                                 |  |  |
| 2 | Bidder/OEM should not have been blacklisted at any time by RailTel/Railways or any other Ministry/Department of Government of India/Public Sector Enterprise.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Undertaking on the stamp paper, to this effect to be Submitted.                                                                                                                                                                        |  |  |
| 3 | <p><b>Technical Capability:</b></p> <p>The tenderer must have successfully completed any of the following during last 07 (seven) years, ending last day of month previous to the one in which tender is invited:</p> <ol style="list-style-type: none"> <li>1. Three similar works each costing not less than the amount equal to 30% of advertised value of the tender i.e. Rs 98.40 Lakhs only or</li> <li>2. Two similar works each costing not less than the amount equal to 40% of advertised value of the tender i.e. Rs 131.20 Lakhs only, or</li> <li>3. One similar work costing not less than the amount equal to 60% of advertised value of the tender i.e. Rs 196.80 Lakhs only.</li> </ol> <p><b>Similar Nature of Work:</b> The bidder should have Built*/operated** or built* and operated** Tier III or higher Certified Data Centres projects of minimum 100 Racks of the power capacity of 500 KW or equivalent or higher for Central/State Governments, PSUs, PSEs, Banking &amp; Financial Institutions, Telecom and IT Companies in India.</p> <p><b>*Built means complete SITC work of Data Center including non-IT infra like DG Sets, Transformers, Electrical Panels, IBMS, UPS etc., including/excluding Civil Engineering works.</b></p> <p><b>**Operated means operation of Data Center including non-IT infra like DG</b></p> | Work Order / LOA and Client letter for satisfactory completion or FAC (Final acceptance certificate). (PO from parent company to subsidiary company will not be considered, PO from third party to Parent company will be considered). |  |  |

|   |                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                           |  |  |
|---|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
|   | <b>Sets, Transformers, Electrical Panels, IBMS, UPS etc., including/excluding Civil Engineering works.</b>                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                           |  |  |
| 4 | <b>Financial Capability:</b><br>The tenderer must have received contractual payments in the previous three financial years and the current financial year up to the date of inviting the tender, at least 150% of the advertised value of tender i.e. Rs. 492 Lakhs.                                                                               | The tenderer shall submit certificates to this effect which may be an attested certificate from the concerned department/client or Audited balance sheet duly certified the Chartered Accountant with UDIN / Certificate from Chartered Accountant with UDIN duly supported by Audited Balance sheet.     |  |  |
| 5 | The bidder should have valid GST registration number and PAN number or TIN number or its equivalent registered number relevant in their country where the company is registered.                                                                                                                                                                   | Copy of certificate.                                                                                                                                                                                                                                                                                      |  |  |
| 6 | All the Major Critical Components should be backligned back-to-back with the respective OEMs/Authorised Vendors* of the OEMs. Major Critical components are UPS, PAC, DG and IBMS (As per Chapter 9 Annexure B Point A).<br>*Authorized Vendors stands for the OEM's Authorized Vendor who can give authorization to the bidder for this very work | Authorization from such respective OEMs/Authorised Vendors* of the OEMs (As mentioned in Tender document in Point A Annexure B of Chapter 9) to be submitted along with the bid<br>*Authorized Vendors stands for the OEM's Authorised Vendor who can give authorization to the bidder for this very work |  |  |
| 7 | The Bidder must have following Certificates at the time of bidding,<br>a. ISO 9001:<br>b. ISO/IEC 20000:<br>c. ISO/IEC 27001:                                                                                                                                                                                                                      | Copy of Valid Certificate during the bid validity period                                                                                                                                                                                                                                                  |  |  |
| 8 | The Bidder must have on its roll at least 100 technically qualified professionals in the Non-IT / IT who have prior experience in providing the Data Centre Infrastructure maintenance services as on bid submission date. Bidder Must have at least following technical manpower on its role.<br>i) 30 resources should be B.E/B. Tech/MCA        | Certificate from bidder's Authorized Signatory for the 100 number of Technically Qualified professionals employed by the company in the following format.                                                                                                                                                 |  |  |

|      | <p>ii) 10 resources should be B.E/B. Tech (Electrical &amp; Mechanical)</p> <p>iii) At least (5) Five Project management professional with PMP or Prince-2 certified.</p> <p>iv) At least (3) Three CDCS/ CDCE/CDCP certified.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <table><tr><th>S. N</th><th>Emp Name</th><th>Qualification</th><th>Cert</th></tr><tr><td></td><td></td><td></td><td></td></tr></table> <p>HR certificate on company's letter head stating the points with employee Name, Qualification, Certification to be submitted along with copy of the relevant valid certificate.The scanned copy of certificates of all staff should be attached with the Bid.</p> | S. N | Emp Name | Qualification | Cert |  |  |  |  |  |  |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|----------|---------------|------|--|--|--|--|--|--|
| S. N | Emp Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Qualification                                                                                                                                                                                                                                                                                                                                                                                              | Cert |          |               |      |  |  |  |  |  |  |
|      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                            |      |          |               |      |  |  |  |  |  |  |
| 9    | <p>The bidder should have Built*/operated** or built* and operated** Tier III or higher Certified Data Centres projects of minimum 100 Racks of the power capacity of 500 KW or equivalent or higher for Central/State Governments, PSUs, PSEs, Banking &amp; Financial Institutions, Telecom and IT Companies in India.</p> <p><b>*Built means complete SITC work of Data Center including non-IT infra like DG Sets, Transformers, Electrical Panels, IBMS, UPS etc., including/excluding Civil Engineering works.</b></p> <p><b>**Operated means operation of Data Center including non-IT infra like DG Sets, Transformers, Electrical Panels, IBMS, UPS etc., including/excluding Civil Engineering works..</b></p> | <p>Documents: "Copy of work order(s) / Purchase Order/ Completion Certificate/ contract agreement. Supported with relevant documentary evidences</p>                                                                                                                                                                                                                                                       |      |          |               |      |  |  |  |  |  |  |

### 3.3.2 System of Verification of Tenderer's Credentials:

The Tenderer shall submit all the documents online along with the tender document, in support of his/ their claim to fulfill the eligibility criteria as mentioned in the tender document. The copy of documents/ certificates in support of credentials, submitted by the tenderer, shall be digitally signed by the Tenderer or authorized representative of the Tendering firm. Only those documents which are declared explicitly by the Tenderer as "Documents supporting the claim of qualifying the laid down eligibility criteria", will be considered for evaluating his/ their tender.

**3..3.3** The Tenderer shall submit a notarized affidavit on a non-judicial stamp paper stating that they are not liable to be disqualified and all their statements/ documents submitted along with the bid are true and factual. Standard format of the affidavit to be submitted by the bidders enclosed as Chapter – 11, **Annexure-IV**. Non-submission of an affidavit by the bidder shall result in rejection of his/ their bid. And it shall be mandatory incumbent upon the

Tenderer to identify, state and submit the supporting documents duly self-attested by which they/ he is qualifying the qualifying criteria mentioned in the Tender Document. It will not be obligatory on the part of the RailTel to scrutinize beyond the submitted document of the Tenderer as far as his qualification for the tender is concerned.

**3.3.4** The RailTel reserve the right to verify all the statements, information and documents submitted by the bidder in his tender offer, and the bidder shall, when so required by the RailTel, make available all such information, evidence and documents as may be necessary for such verification. Any such verification or lack of such verification, by the RailTel shall not relieve the bidder of its obligations or liabilities here under nor will it affect any right of the RailTel the retender.

**3.3.5** In case of any wrong information submitted by the tenderer, the contract shall be terminated, Earnest Money Deposit (EMD), Performance Guarantee (PG), and Security Deposit (SD) of contract forfeited and agency barred for doing business with entire RailTel for 5 (five) years.

### **3.3.6 Submission of Certificates**

**3.3.6.1** To meet the eligibility criteria of clause 3.3 the certificates to be submitted along with the Bid may be in the name of the bidder either partner as applicable based on their role and items in the schedule.

**3.3.6.2** The PBG as required in the relevant clauses of tender document will be submitted by Bidder.

### **3.4 Evaluation Criteria:**

- i) The bidder shall quote the equipment prices as per the price format given in the **Chapter 1**.
- ii) Bidder should quote for all the items. The offers will be evaluated on total cost as quoted.
- iii) The offers for respective Item will be determined on Total Unit Rate on CIP destination basis which will include basic rate, GST, freight, insurance and any other charge or cost quoted by the tenderer.
- iv) Offers from the tenderers not meeting the eligibility criteria will not be considered.

**Note: Bidder has to quote for SOR from (A) to (D) and evaluation will be done on totality as given in Part (D) of SOR above.**

### **3.5 Issue of Purchase Order:**

After finalization of the tender PO will be issued to successful bidder for the period of Three years.

### **3.6 Bill Passing & Paying Authority:**

Accounting unit/bill passing unit for the work under SOR is GM/O&M and Rly. Projects/SC. After passing the bills will be sent to Associate Finance.



### 3.10 Updation of Labour data on Railway's shramik kalyan Portal

- A. Contractor is to abide by the provisions of Payment of Wages Act & Minimum Wages Act in terms of clause 54 and 55 of Indian Railways General Condition of Contract. In order to ensure the same, an application has been developed and hosted on website 'www.shramikkalyan.indianrailways.gov.in'. Contractor shall register his firm/company etc. and upload requisite details of labour and their payment in this portal. These details shall be available in public domain. The Registration/updation of Portal shall be done as under:
- Contractor shall apply for one-time registration of his company/firm etc. in the Shramik kalyan portal with requisite details subsequent to issue of Letter of Acceptance.  
Engineer shall approve the contractor's registration on the portal within 7 days of receipt of such request.
  - Contractor once approved by any Engineer, can create password with login ID (PAN No.) for subsequent use of portal for all LOAs issued in his favour.
  - The contractor once registered on the portal, shall provide details of his Letter of Acceptance (LoA)/Contract Agreements on shramik kalyan portal within 15 days of issue of any LoA for approval of concerned engineer. Engineer shall update (if required) and approve the details of LoA filled by contractor within 7 days of receipt of such request.
  - After approval of LOA by Engineer, contractor shall fill the salient details of contract labours engaged in the contract and ensure updating of each wage payment to them on shramik kalyan portal on monthly basis.
  - It shall be mandatory upon the contractor to ensure correct and prompt uploading of all salient details of engaged contractual labour & payments made thereof after each wage period.
- B. While processing payment of any 'On Account bill' or 'Final bill' or release of 'Advances' or 'Performance Guarantee / Security deposit', contractor shall submit a certificate to the Engineer or Engineer's representatives that "I have uploaded the correct details of contract labours engaged in connection with this contract and payments made to them during the wage period in Railway's Shramik kalyan portal at 'www.shramikkalyan.indianrailways.gov.in' till \_\_\_\_\_Month, \_\_\_\_\_Year."

### 3.11 Clarification Requests:

It is solicited that the written queries/ clarifications may be sent to RailTel's office latest by the date as indicated in the Bid Data sheet (BDS) through e-mail as mentioned, with attachment (in word format) & hard copy of the same by post.

### 3.12 Payment Terms:

The payment will be released in accordance with Clause 3.16 i.e., of Inspection & Checking of this Chapter. 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:

- 1) Tax Invoice
- 2) Quarterly CAMC Certificate jointly signed by RailTel and Firm for Claimed period.

- 3) Warranty Certificate of one year from OEM/Supplier (as applicable in case if any equipment /module etc replaced).
- 4) Attendance Sheet duly verified
- 5) PM & Services report for invoiced quarter
- 6) ESIC & PF Details employees towards this AMC.
- 7) Minimum wage Certificate
- 8) Labour laws compliance certificate

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

**3.13 Limitation of Liability:** Provided the following does not exclude or limit any liabilities of either party in ways not permitted by applicable law:

- (a) The Supplier shall not be liable to the Purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Supplier to pay liquidated damages to the Purchaser; and
- (b) the aggregate liability of the Supplier to the Purchaser, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price, provided that this limitation shall not apply to any obligation of the Supplier to indemnify the Purchaser with respect to intellectual property rights infringement

**3.14 Tax variation:**

Any changes in the statutory taxes & duties during the contract period shall be on RailTel account with in the original DOC. Beyond DOC, any increase in statutory taxes & duties shall be on RailTel's account only when the delay is on account of RailTel. However, benefit of any reduction in Taxes/Duties will be passed on to RailTel.

**3.15 Care in Submission of Tender:**

**3.15.1** Tenderers will examine the various provisions of The Central Goods and Service Tax Act, 2017 (CGST)/ Integrated Goods and Service Tax Act, 2017(IGST)/ Union Territory Goods and Service Tax Act, 2017 (UTGST)/ respective state's State Goods and Service Tax Act (SGST) also, as notified by Central/State Gov. & as amended from time to time and applicable taxes before bidding. Tenderer will ensure that full benefit of Input Tax Credit (ITC) likely to be availed by them is duly considered while quoting rates.

**3.15.2** The successful tenderer who is liable to be registered under CGST/IGST/UTGST/SGST Act shall submit GSTIN along with other details required under CGST/IGST/UTGST/SGST Act to RailTel immediately after the award of contract, without which no payment shall be released to the contractor. The contractor shall be responsible for deposition of applicable GST to the concerned authority.

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

### 3.16 Inspection and Checking

Inspection and Checking will be done on regular basis by the representative /Engineer of RailTel. Nominated RailTel Engineer will issue inspection certificate of successful completion of the claimed period.

Note: Following log books / document of record to be maintained by the successful bidder at Railtel's premises.

- i) Daily health report card of equipment will be maintained as per the check list provided to the successful bidder.
- ii) MIS report of the Power System will also be prepared on monthly basis.
- iii) Load data of Racks will be maintained by the successful bidder on daily basis.
- iv) PAC, UPS and MLTP log book will be maintained by the successful bidder on daily basis.

### 3.17 Insurance

Deleted

### 3.18 Electricity

Deleted

### 3.19 Tools & Plant- The contractor shall arrange at his own cost all tools, Plants etc. necessary for the work awarded to him to ensure compliance with the specifications.

- a) Contractor's drawings etc.
- b) Any calculations, designs, drawings, schedules, information data, progress charts etc. required by the Purchaser's Engineer in connection with the contract, shall be furnished by the Contractor at his own expenses.
- c) Contractor's Responsibility for discrepancy
- d) Safety of Man and material to ensure by Contractor.

### 3.20 Training of Purchaser's Staff – Deleted

### 3.21 Work by other Agencies-

- a) Any other works undertaken at the same time by the Purchaser or the RailTel direct or through some other agency at the same time or section where the contractor is carrying out his work will not entitle the contractor to prefer any claim regarding any delays or hindrances, he may have to face on this account but the Purchaser shall grant a reasonable extension of time to the contractor. The contractor shall comply with any instruction which may be given to him by the Purchaser in order to permit simultaneous execution of his own works and these undertaken by other contractors or the RailTel without being entitled on this account on any extra charge.
- b) The contractor shall not be entitled to any extra payment due to hindrance resulting from normal RailTel operations and working, such as delay on account of adequate number of and duration of shut-down etc. not being granted.

### 3.22 Infringement of patents-

- a) The Contractor is forbidden to use any patents or registered drawings, process or pattern in fulfilling his contract without the previous consent in writing of the owner of such patent, drawing, pattern or trade mark, except where these are specified by the Purchaser himself. Royalties where payable for the use of such patented processes, registered drawings or patterns shall be borne exclusively by the Contractor. The contractor shall advise the Purchaser of any proprietary right that may exist on such processed drawings or patterns which he may use of his own accord.

- b) In the case of patent taken out by the Contractor of the drawings or patterns registered by him, or of those patents, drawings, or patents for which he holds a license, the signing of the Contract automatically gives the Purchaser the right to repair by himself the purchased articles covered by the patent or by any person or body chosen by him and to obtain from any sources he desires the component parts required by him in carrying out the repair work. In the event of infringement of any patent rights due to above action of the Purchaser, he shall be entitled to claim damages from the contractor on the grounds of any loss of any nature which he may suffer e.g. in the case of attachment because of counterfeiting.

**c) Indemnification by the Contractor**

The Contract shall indemnify and save harmless the RailTel from and against all actions, suit proceedings, losses, costs, damages, charges, claims, and demands of every nature and description brought or recovered against the RailTel by reason of any act or omission of the Contractor, his agents or employees, in the execution of the works or in his guarding of the same. All sums payable by way of compensation under any of these conditions shall be considered as reasonable compensation to be applied to the actual loss or damage sustained, and whether or not any damage shall have been sustained.

**3.23 Local Conditions**

It will be imperative on each Bidder to fully inform himself of all local conditions and factors, which may have any effect on the execution of the Contract covered under these documents and specifications. The RailTel shall not entertain any request for clarifications from the Bidders, regarding such local conditions.

- 3.24** It must be understood and agreed that such factors have properly been investigated and considered while submitting the proposals. No claim for financial adjustment to the Contract awarded under these specifications and documents will be entertained by the RailTel Corporation of India Limited. Neither any change in the time schedule of the Contract nor any financial adjustments arising thereof shall be permitted by the RailTel Corporation of India Limited, which are based on the lack of such clear information or its effect on the cost of the Works, to the Bidder.

**3.25 Provisional Acceptance: - Deleted**

- 3.26 Warranty: -** Warranty of the materials used during the execution of the work will be the responsibility of the contractor till the final completion of the work. However, warranty of replaced equipment/module etc. during the contract period will be applicable for one year from the date of such installation/replacement etc.

- 3.27** Availability of breakdown/maintenance staff during the execution period will be as per the scheme given in the contract.

**3.28 Failure to attend the defects**

All defects and deficiencies advised to the contractor shall be attended by him promptly

**3.29 Maintenance Manuals – Deleted**

- 3.30 Final Acceptance:** The final acceptance of the work shall be as per the time line mentioned under the contractual conditions and after contractor's obligation has been fully met as per the contract and thereafter Performance Bank Guarantee will be released subject to submitting a No Claim Certificate by the vendor.

### 3.31 Preliminary Examination

- a) The Purchaser will examine the bids to determine whether they are complete; whether any computational errors have been made; whether required information has been provided as underlined in the bid document; whether the documents have been properly signed, and whether bids are generally in order. Bids from agents without proper authorization from the manufacturer as per the authorization form, shall be treated as non-responsive and will be out-rightly rejected. Arithmetic errors will be rectified on the following basis. If there is a discrepancy between unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and total price shall be corrected. If there is discrepancy between words and figures, the amount in the words will prevail. The bid determined as not substantially responsive will be rejected by the purchaser.

### 3.32 Signing of Contract

The successful bidder(s) shall be required to enter into a contract with the RAILTEL, within 30 days of the award of the tender or within such extended period as may be specified by RAILTEL (on the basis of the Tender Document). The letter of acceptance and such other terms and conditions as may be determined by RAILTEL to be necessary for the due performance of the work in accordance with the Bid and the acceptance thereof. RAILTEL reserves the right to extend/curtail the validity of contract for the period as per mentioned variation clause in the tender document.

The RAILTEL reserves the right to stipulate, at the time of finalization of the contract, any other document (s) to be enclosed as part of the final contract.

### 3.33 Performance Bank Guarantee

The Successful bidder shall submit a Performance Bank Guarantee to RAILTEL for an amount equal to 5% of order value within 30 days of award of contract. If BG is not submitted within 30 days of award of contract, a penalty interest @15% PA will be charged for the delay period beyond 30(thirty) days and up to 60 days from date of issue of PO/LOA. In case the contractor fails to submit the requisite PG even after 60 days from the date of issue of PO/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 of the same work. 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.

**Any performance security up to a value of Rs. 5 Lakhs is to be submitted through onlinetransfer only.**

**No Interest on Earnest Money and Performance Security:**

No interest shall be paid on the amount of earnest money and Performance Security held by the RailTel, at any stage.

The Performance Bank Guarantee may be invoked by RAILTEL if the successful bidder fails to comply with the terms and conditions as specified in the Tender.

The Performance Bank Guarantee may be discharged/released by RAILTEL upon being satisfied that there has been due performance of the obligations of the successful bidder

under the contract including warranty period, duly adjusting any dues recoverable from the successful tenderer.

Failure of the successful bidder to comply with the requirement as per the tender terms and conditions shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in such event RAILTEL may make the award to the next lowest evaluated bidder or call for new bids.

### **3.34 Patent Rights**

The bidder shall indemnify RAILTEL against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods/services, or any part thereof in India.

- a) The bidder shall, at their own expense, defend and indemnify RAILTEL against all third-party claims or infringement of intellectual Property Right, including Patent, trademark, copyright, trade secret or industrial design rights arising from use of the products/services or any part thereof in India or abroad.
- b) The bidder shall expeditiously extinguish any such claims and shall have full rights to defend itself there from. If RAILTEL is required to pay compensation to a third party resulting from such infringement, the vendor shall be fully responsible therefore, including all expenses and court and legal fees.
- c) RAILTEL will give notice to the vendor of any such claim without delay, provide reasonable assistance to the Supplier in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim.

### **3.35 Liquidated Damages – Deleted**

### **3.36 Earnest Money Deposit (EMD) – As mentioned in BDS, Chapter-2**

EMD can be submitted in the form of BG also as per format given at Chapter 11, Annexure-I (PBG) with validity 90 days. Same will be released subject to submission of original PBG for execution value quoted by the vendor.

#### **Forfeiture of Earnest Money:**

When the tenderers withdraw or revised their offer within the validity period, RailTel has the right to forfeit the Earnest Money Deposit.

### **3.37 Assignment**

The supplier shall not assign, in whole or in part, its obligations to perform under this contract to any third party, except with the Purchaser's prior written consent.

### **3.38 Variation in Quantities**

The purchaser shall be at liberty to enhance or reduce the quantity mentioned in the LOA as indicated in Bid Data Sheet (BDS) Chapter 2, without assigning any reasons up to a maximum extent of +/- 25 % of scheduled quantities. The bidder shall comply with such modifications unconditionally provided these are made before completion of the deliveries under the LOA. Any such change in quantity shall have no impact on the rates mentioned in the LOA for any such item

### **3.39 Period of Contract**

The validity of the contract shall be 3 (Three) Years from the date of taking up the contract after issue of LOA.

### **3.40 Default**

Without prejudice to any other remedy for breach of contract, by written notice of default sent to the vendor, the contract may be terminated in whole or in part:

- i. If the vendor fails to deliver any or all of those services within the time

- period(s) specified in the contract, or any extension thereof granted; and
- ii. If the vendor fails to perform any other obligation under the contract within the period specified in the contract or any extension thereof granted.
  - iii. If the contract is terminated in whole or in part, recourse may be taken to any one or more of the following actions:
    - a) Forfeiture of the performance security;
    - b) However, the vendor shall continue to fulfill the contract to the extent not terminated

## **CHAPTER-4**

### **SCOPE OF WORK**

RailTel Data Center, RailTel Building 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 from 2<sup>nd</sup> Floor, Rail Nilayam, Secunderabad.

- 1) 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.).
- 2) Maintenance and operations of the multi-layer Physical Security infrastructure like biometric based access-control system, CCTV/ surveillance systems, etc.

Onsite support for Data Centre Basic Infrastructure Operations and maintenance on 24x7x365 basis by qualified engineers/personnel for a period of Three years ensuring 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 overall Scope of Work (SOW) for the Agency includes the following:**

**A) Operations and Maintenance services shall include the following-**

**The detail of the Infrastructure equipment/assets available in Data Centre is mentioned below and Preventive maintenance of all the equipment installed in Data center, as per the following schedule**

**A. HVAC System**

| S.N | Equipment Description      | Make/ Model                                          | Capacity | Quantity | PM Schedule |
|-----|----------------------------|------------------------------------------------------|----------|----------|-------------|
| 1   | Precision Air conditioners | EMERSON NETWORK/PEX380EC digital with Icom, (R410A)  | 22.5 TR  | 4        | BI-Monthly  |
| 2   | Precision Air conditioners | EMERSON NETWORK / PDX,PX074D, Down Flow up, Digital. | 22.5 TR  | 7        |             |
| 3   | Precision Air conditioners | EMERSON NETWORK/PEX120 EC/DS, with I-com             | 5.5 TR   | 3        |             |
| 4   | Ductable AC                | Blue Star                                            | 11.0 TR  | 3        | Quarterly   |
| 5   | Ductable AC                | Blue Star                                            | 5.5 TR   | 2        |             |
| 6   | Ductable AC                | Blue Star                                            | 3.0 TR   | 2        |             |
| 7   | Split AC                   | Blue Star                                            | 1.5 TR   | 10       |             |

### B. UPS System & PPC

|   |                         |                             |            |     |           |
|---|-------------------------|-----------------------------|------------|-----|-----------|
| 1 | 400 KVA UPS             | Emersion/80NET-XL           | 400 KVA    | 2   | Quarterly |
| 2 | 400 KVA UPS             | Emersion/80-eXL             | 400 KVA    | 2   |           |
| 3 | 20 KVA UPS              | Emersion/ Adapt ITA         | 20 KVA     | 2   |           |
| 4 | UPS Batteries (400 KVA) | Amara Raja/ Quanta 12AL200N | 12V, 200AH | 480 |           |
| 5 | UPS Batteries (20 KVA)  | Amara Raja/ Quanta 12AL042  | 12V, 42AH  | 68  |           |
| 6 | 225 KVA PPC             | Emersion/ PPC PM4           | 225 KVA    | 6   |           |

### C. Diesel Generators & Transformers

|   |                               |                                             |          |   |            |
|---|-------------------------------|---------------------------------------------|----------|---|------------|
| 1 | DG set with other accessories | Perkins/4012-46TAGOA Leorysomer / LSA50.2M6 | 1250 KVA | 2 | Bi-Monthly |
| 2 | DG set with other accessories | Cummins/KTA-50-G3 Stamford / PI734B1        | 1250 KVA | 2 |            |
| 3 | Transformer                   | Kirloskar                                   | 2000 KVA | 2 |            |

### D. Electrical-HT & LT Panel, Breakers

|   |                                             |                                                  |                |       |           |
|---|---------------------------------------------|--------------------------------------------------|----------------|-------|-----------|
| 1 | Electrical -HT and LT Panels of Power House | Tri Square switchgear private ltd.               | 630/800 A      | 1 Lot | Quarterly |
| 2 | Electrical LT Panels of DC                  | LS Power Control, Mahalasa Acoustic Private Ltd. | 4000 A, 2000A  | 1 Lot | Quarterly |
| 3 | VCB Breaker                                 | ABB/V max 12.08.20 VCB                           | 11KV, 630/800A | 7     | Quarterly |
| 4 | ACB Breakers                                | ABB/SACE PR122/P-LSIG                            | 4000 A         | 8     |           |
| 5 | ACB-DG Breakers                             | Snyder Electric/MVS_2000A_3P_CB_D_6G_E           | 2000A          | 4     |           |
| 6 | ACB-DG Breakers                             | Snyder Electric/MVS_4000A_3P_CB_D_6G_E           | 4000A          | 2     |           |
| 7 | Earthing pits and strips                    | Natural/Chemical                                 | NA             | 53    |           |

### E. Fire Detection, Prevention & Suppression System

|   |                         |         |    |    |           |
|---|-------------------------|---------|----|----|-----------|
| 1 | Fire Alarm System       | Siemens | NA | 1  | Quarterly |
| 2 | Fire Suppression System | Ravel   | NA | 1  |           |
| 3 | Vesda System            | Siemens | NA | 2  |           |
| 4 | NOVEC Cylinders         | Siemens | NA | 12 |           |

### F. BMS, Access Control, Data Center Surveillance & Security

|   |                                                                               |                          |    |       |           |
|---|-------------------------------------------------------------------------------|--------------------------|----|-------|-----------|
| 1 | Integrated Infrastructure Building Management Software along with accessories | Desigo Insight / Siemens | NA | 1 Set | Quarterly |
| 2 | CCTV Surveillance System (Cameras, Application, storage, etc)                 | NA                       | NA | 1 Set | Quarterly |

|   |                                                                     |                         |    |        |  |
|---|---------------------------------------------------------------------|-------------------------|----|--------|--|
| 3 | Access Control System ( ACD Panels, HID, Readers, Application, etc) | siemens                 | NA | 1 Set  |  |
| 4 | Rodent Repellent System                                             | Maser                   | NA | 3 Sets |  |
| 5 | Water Leak Detection (WLD) Panel                                    | Star Electronic concept | NA | 2 Set  |  |

**G. Elevator**

|   |          |                               |                        |   |         |
|---|----------|-------------------------------|------------------------|---|---------|
| 1 | Elevator | Tysunkrupp/<br>8457/13PA00438 | 8 passenger /<br>544kg | 1 | Monthly |
|---|----------|-------------------------------|------------------------|---|---------|

- 1) Creation of Operational Procedures for Data Center Maintenance, which includes–
  - a. Standard Operating Procedures for Maintenance of DC.
  - b. Emergency Operating Procedures.
  - c. Framing Method of Procedure (MOP) for Safety Systems e.g Complete Fire Systems and Panel Switchgear operation
  - d. Chain Management Procedure
- 2) Test / Maintenance (A -check, B Check, C -Check) of Diesel Generators as per OEM recommendations.
- 3) Quarterly Health Check report of DC Infra.
- 4) Site Operational Key Performance Indicator (KPI) or MIS Management Daily / Weekly / Monthly / Quarterly / Annual reports.
- 5) Yearly 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
- 6) Day to day operations of Data Centre
  - (a) Daily log shall be maintained for all activities for the Data Centre.
  - (b) Electrical System health condition.
  - (c) Check and Update of Physical inventory.
  - (d) Authorization of Access Control of personal working in side datacenter.
  - (e) Maintaining required fuel in day tank.
  - (g) CCTV backup creation and storage.
  - (h) Removal and Re-fixing for false floor tile in case of any maintenance to be done under the floor.
  - (i) Daily incident review and reporting.
  - (j) Site observation for verification of system functionality.
- 7) Operational Training of staff deployed at site.
- 8) Mock-drill of operational procedures and Emergency Operations Plan (EOP).