CORRIGENDUM

RFP ENQ. No. – RFP-ENQUIRY NO.-OCAC-SEGP-MNT-0001/2018(P2)/ENQ/21045

Request for Proposal for Comprehensive Maintenance with Facility Management Services of Networking and other infrastructure installed under Secretariat LAN Project at Odisha Secretariat Campus, Rajib Bhavan, Kharavela Bhavan, Heads of Deptt. Building and other Govt. Offices in Bhubaneswar

Important :- The corrigendum and revised RFP are to be read, duly signed on each page and submitted along with the original RFP document published on the websites http://www.ocac.in and www.odisha.gov.in vide RFP Enquiry No.: - OCAC-SEGP-MNT-0001-2018(P2)-21045

S. No.	Page No.	RFP Clause No.	Clause Details	Remarks of OCAC
1.	12	5. Chapter 2: ELIGIBILITY CRITERIA, Sl No.4 Technical Capability	The bidders must executed at least networking infrastructure project in any government / PSU/central government unit in last 5 years of amount not less than 2.5 crore: 1) Operation & Maintenance of LAN/WAN having 5000 Nodes. 2) Operation & Maintenance of Data Centre/ Server Firm (IT & Non-IT) Equipment. Having minimum one order value of Rs. 60.00 Lacs per annum. OR Two work order Rs. 30.00 Lacs per annum	**Amended as:** The bidders must have executed at least networking infrastructure project in any government / PSU/ Central government **/Any large Private Organisation** in last 5 years. 1) Operation & Maintenance of LAN/WAN having **1000 Nodes/ Switch Ports.** 2) Operation & Maintenance of Data Centre/ Server Firm (IT & Non-IT) Equipment. Having minimum one order value of Rs. 60 Lacs OR Two work order Rs. 30.00 Lacs per annum
2.	13	5. Chapter 2: ELIGIBILITY CRITERIA, Sl No.7 Manpower Strength	The bidder should have support office at Bhubaneswar. Minimum 50 qualified support engineers preferably BE/B.Tech Degree or Diploma with CCNA or Graduate with CCNA, CCNP, CCSA certificate should be on company payroll. The list of such employees along with their PF number and CV is to be enclosed in the prescribed format.	**Amended as:** The bidder should have support office at Bhubaneswar. **Minimum 20** qualified support engineers preferably BE/B.Tech Degree or **Diploma/ P.G Diploma** with CCNA or Graduate with CCNA, CCNP, CCSA **or equivalent professional qualification** certificate should be on company payroll. The list of such employees along with their PF number and CV is to be enclosed

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				in the prescribed format.
				Undertaking to be given for providing the required manpower as per RFP after award of P.O
3.	112	33. Annexure-23: Criteria of QCBS evaluation, Sl No.3	The Bidder should have experience in providing AMC & FMS Services to any Network Project for Govt. / Semi-Govt./ PSU / Scheduled Banks in India for a period of minimum 1 Years that meets the below mentioned criteria. • An Order Value not less than Rs. 2 Crore per Year	**Amended as:** The Bidder should have experience in providing AMC & FMS Services to any Network Project for Govt. / Semi-Govt./ PSU / Scheduled Banks in India for a period of minimum 1 Years that meets the below mentioned criteria. **• An Order Value not less than Rs. 1 Crore per Year**
4.	112	33. Annexure-23: Criteria of QCBS evaluation, Sl No.4	The bidder should have 30 Network Engineers in his payroll as on date of submission of bid. (Copy of the latest EPF deposit challan to be submitted)	**Ammended as:** The bidder should have **20** Network Engineers in his payroll as on date of submission of bid with minimum B.E/B-Tech./**MCA** (Copy of the latest EPF deposit challan to be submitted)
5.	112	33. Annexure-23: Criteria of QCBS evaluation, Sl No.7	The bidder should have Experience in providing Operation & Maintenance Services (O&M) to at least 400 Switches of a Network	**Amended as:** The bidder must have implemented Server/ Storage/ Switch**/ Router/ Managed Wireless** Access Points having minimum project value of 5Crore
6.	112	33. Annexure-23: Criteria of QCBS evaluation, Sl No.8	The bidder should have Experience in maintaining CheckPoint Firewall in any Network Project for Govt. / Semi- Govt. / PSU / Scheduled Banks in India. The Bidder should have OEM Certified Engineer in his in his payroll as on date of submission of bid.	**Amended as:** The bidder should have Experience in maintaining **Any Enterprise Firewall present in *Gartner's Magic Quadrant for Network Firewall,*** in any Network Project for Govt. / Semi-Govt. / PSU / Scheduled Banks in India. The Bidder should have OEM Certified Engineer in his payroll as on date of submission of bid.
7.	112	33. Annexure-23: Criteria of	The bidder should have Experience in Implementation & Maintenance of IP v6 in any Network Project for Govt. / Semi-Govt. / PSU / Scheduled Banks in India	**The Clause is Deleted**

S. No.	Page No.	RFP Clause No.	Clause Details	Remarks of OCAC
		QCBS evaluation, Sl No.9		
8.	112	33. Annexure-23: Criteria of QCBS evaluation, Sl No.10	The bidder should have Experience in maintaining ForcePoint Web Security in any Network Project for Govt. / Semi-Govt. / PSU / Scheduled Banks in India, The Bidder should have OEM Certified Engineer in his in his payroll as on date of submission of bid.	**Amended as:** The bidder should have Experience in maintaining **any Enterprise Web Security solution present in *Gartner's Magic Quadrant for Secure Web Gateways,*** in any Network Project for Govt. / Semi- Govt. / PSU / Scheduled Banks in India. The Bidder should have OEM Certified Engineer in his payroll as on date of submission of bid.
9.	13	5. Chapter 2: ELIGIBILITY CRITERIA, Sl No.4 Certification	The bidder must possess: i) a valid ISO 9001:2008 and 20000, 27000, 14000 Certification. ii) CMMI Level 3 Certificate for SVC	**Amended as:** The bidder must possess: **i) a valid ISO 9001:2015 and 20000, 27000/27001 Certification.** ii) CMMI Level 3 Certificate for SVC
10.	12	5. Chapter 2: ELIGIBILITY CRITERIA, Sl No.2 Turnover as on 31 st Mar 2020	Average Annual Turnover of the bidder in last three financial years, i.e. 2017-18, 2018-19, 2019-20 (as per the last published audited balance sheets), should be at least 50 (Fifty) Crore	**Amended as:** Average Annual Turnover of the bidder in last three financial years, i.e. 2017-18, 2018-19, 2019-20 (as per the last published audited balance sheets), should be at least **30 (Thirty)** Crore
11.	33	8. Chapter -5: TERMS AND CONDITIONS, SERVICE LEVEL STANDARD, PAYMENT TERMS	Xiii. Agreement & Security Deposit a) Successful bidder will have to execute an agreement as per Annexure -10 within a period of 21 days of issuing of order and deposit security equal to 10% of the value of the stores/services, for which bid is accepted, within 15 days from the date of dispatch on which the acceptance of the bid is communicated to him.	**Amended as:** Xiii. Agreement & Security Deposit a) Successful bidder will have to execute an agreement as per Annexure -10 within a period of 21 days of issuing of order and deposit security equal to **3%** of the value of the stores/services, for which bid is accepted, within 15 days from the date of dispatch on which the acceptance of the bid is communicated to him.
12.	46	7. SLA Manpower	Customer Support Engineers (Hardware and networking) at IT Centre: 14 (As per shift indicated)	Amended as:

S. No.	Page No.	RFP Clause No.	Clause Details	Remarks of OCAC
		Requirements	Shift-1: 06 A.M. to 02 P.M. : 7 Support Engineers Shift-2: 02 P.M. to 10 P.M. : 6 Support Engineers Shift-3: 10 P.M. to 06 A.M. : 1 Support Engineers	Customer Support Engineers (Hardware and networking) at IT Centre: 20 (As per shift indicated) Shift-1: 06 A.M. to 02 P.M. : 10 Support Engineers Shift-2: 02 P.M. to 10 P.M. : 9 Support Engineers Shift-3: 10 P.M. to 06 A.M. : 1 Support Engineers
13.	68	20. COMMERCIAL/ FINANCIAL BID	Price Schedule- A : AMC charges for three years	Amended as: Price Schedule as per Annexure-IV
14.	68	20. COMMERCIAL / FINANCIAL BID	Price Schedule C : Network Switch, Passive Materials and other accessories	Technical Specifications of Passive Components mentioned as per Annexure-I
15.	79	Annexure-15: Technical Specification of 48 Port Layer3 Managed Switch	New Clauses	Revised Technical Specifications of 48 Port Layer3 Managed Switch mentioned as per Annexure-II
16.	81	Annexure-17 Technical Specification of 24 Port Layer2 Managed PoE Switch	Switch should support min 16K MAC addresses and min 1000 active VLANs. Switch should support network segmentation that overcomes the limitation of VLANs using VXLAN and VRFs.	Amended as: Switch should support min 16K MAC addresses and min 500 active VLANs. Switch should support network segmentation that overcomes the limitation of VLANs using VXLAN and VRFs.
17.	86	Technical Specification of Service Desk Manager Software	New Caluse	Revise Technical Specifications of Service Desk Manager Software as per Annexure-III

Sd/-
General Manager(Admn), OCAC

Technical Specification of Passive Components

Sl. No	Specification	Complied (Yes/No)	Deviation (If Any)
A	**General Specifications**		
1	All copper & Fiber cabling components should be from one OEM		
2	The Cabling OEM should have 10 years presence. Documents should be attached.		
3	The OEM should be ISO 9001:2015 & ISO 14001: 2015 Certifications. Certificate copy should be attached.		
B	**Category 6 UTP Cable 305 Mtrs Reel**		
1	Category 6 Unshielded Twisted Pair 100 Ohm FR PVC Cable (305 Mtrs in Reel). Characterized up to 600Mhz. Should be highlighted in the product data sheet.		
2	Should be 4 pair, 23 AWG, CM Rated and Should have internal cross separator.		
3	Sheath Type: FR PVC , Nominal O.D: 6.2mm, NPV : 69%, Pulling Strength: 25 lbs Max, Bend Radius: 4 D; D = Outer Día, Operating Temperature: - 2 0 ° C t o 7 5°C		
4	Voltage: 150VAC, Insulation Resistance: 500 MΩ Min, Dielectric Strength: 1000 V RMS, Conductor D.C. Resistance: 66.5Ω/km, Propagation Delay: 535ns/100m @ 250MHz,		
5	Should be ETL verified & 4 Connector Chanel tested. (Documents to be submitted for both)		
6	Compliant to TIA / EIA 568-C.2, ETL Verified, UL Listed, RoHS Compliance.		
C	**CAT6 Information Outlet with SMB**		
1	Category 6, EIA/TIA 568-C.2, FCC Subpart F 68.5 Compliant, IEC-603-7 Compliant		
2	All information outlets should accept, 22-24 AWG copper		
3	Jack Should have integrated Spring-Loaded Shutter to protects from dust and contaminants and prevents incomplete mating.		
4	Should be UL Listed and ETL verified		
5	Face Plate should be VE10 ABS material with 86mm x 86mm dimension. SMB will be supplied accordingly.		
D	**24 port CAT6 Patch Panel**		
1	Should Be made of cold rolled steel and conform to TIA / EIA 568-C.2 Component Compliant		
2	Each Ports should be with individual spring loaded shuttered for dust protection. Each port (jack) and individual replaceable.		
3	Should confirm to EIA/TIA 568A wiring Pattern		
4	Should have integral rear cable management shelf.		
E	**CAT6 PATCH CORDS (1m, 3m)**		
1	Should be 4 Pairs 24 AWG copper cables with RJ45 Clear Polycarbonate Plug		
2	The Jacket should be Low Smoke Zero Halogen (LSZH)		

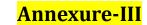| 3	Should minimum comply with proposed ANSI/TIA/EIA-568-C.2		
4	Fire Propagation Tests0: 0LS0H Sheath: CSA FT1, IEC 60332-1, IEC 61034		

Annexure-13: <mark>Revised</mark> Technical Specification of 48 Port Layer3 Managed Switch

Make:
Model:

Sl. No	Specification	Complied (Yes/No)	Deviation (If Any)
1.	Switch architecture should be fixed form factor / modular.		
2.	Switch should have 48 x 1/10G/25G SFP+ Ports and populated with following transceivers: 24x1G RJ45 Base-T SFPs, 18 x 10G SFP+ (SMF) SFP+ & 4 x 40G QSFP (SMF module supports minimum 2 KM using 2 core fiber) (All QSFP/SFP+/SFP Transceiver modules should be from same Switch OEM)		
3.	Each Switch should be scalable to support minimum of 6x 40/100G QSFP ports as and when needed. Total No. of 40/100G QSFP Ports should be 6 per switch.		
4.	Switch should have internal redundant power supplies and fans from day1.		
5.	Switch should have wire-speed for all the packet sizes		
6.	Switch should have non-blocking and distributed forwarding on all the ports		
7.	Should have switching backplane of 1.4 Tbps and 1Bpps.		
8.	Should have Static Routing and VRRP from day 1. Should be scalable to support OSPF & BGP.		
9.	Should support spanning tree protocols standards namely STP (IEEE 802.1d) & MSTP (IEEE 802.1s).Switch should support FCoE.		
10.	Should support Hot Standby Router Protocol (HSRP) or equivalent protocol to create redundant topologies.		
11.	Should support Unidirectional Link Detection Protocol (UDLD) or equivalent protocol to allow unidirectional links failure detection.Switch must have Switched Port Analyzer (SPAN) with minimum 4 active session and ERSPAN on physical, Port channel, VLAN interfaces		
12.	Should support VTP or equivalent protocol for dynamic VLAN registration.		

13.	Distribution switch should support minimum 50K MAC addresses and Min 3900 active VLANs.		
14.	Should have 4K Multicast Routes in IPv4 & IPv6 from day 1.		
15.	The distribution Switch should have Open Shortest Path First (OSPF) and Border Gateway Protocol (BGP) Dynamic Routing Protocols from day1.		
16.	Switch should have full Layer 2 features and support spanning tree protocols standards like STP (IEEE 802.1d), MSTP(IEEE 802.1s) RSTP (IEEE 802.1w) etc. LACP/IEEE802.3ad, DCBX/ IEEE 802.1AB, ACL, QoS and IGMPv1/v2/v3, MLDv1/v2, ICMPv6 from day one.		
17.	The switch should be configured to perform MLD snooping and IGMP snooping simultaneously from day1		
18.	Switch should have Static Routing for IPv4 & IPv6 from day1.		
19.	Should support 4K IGMP Groups and should support atleast 1000 VRFs		
20.	The Distribution Switch should support minimum of 3K ACLs (Access Control Lists). Switch platform should support MAC Sec (802.1AE) encryption in hardware		
21.	Should support 8 queues per port and security protocols like RADIUS, TACACS/TACACS+, AAA & SSH."Should support hardware telemetry from ASIC- • Flow path trace (ingress to egress switch) • Per Flow Hop by Hop packet drop with reason of drop • Per Flow latency (per switch and end to end) "		
22.	Support for In-Service Software Upgrade (ISSU) such that there is no disruption in the network when an upgrade is in progress.		
23.	Support management using CLI, GUI, using Web interface. Additionally, management can also be done using NMS.		
24.	The OEM must feature in the Leaders segment of the Gartner Magic Quadrant for Data Center Enterprise Networking published for last 3 consecutive years		
25.	Hardware of the switch should be common criteria EAL2 / EAL3 / NDPP certified.		
26.	Equipments should be minimum TEC certified or IPV6 Ready Logo Certified. IPV6 Routing & Management features should be active from Day-1.		
27.	Comprehensive Onsite OEM Warranty for 5 Years . Switch should be quoted with 5 years direct OEM TAC support and Next Business Day hardware shipment. Also OEM should ensure that the Quoted		

	model should not reach End of Life & End of Sale for atleast next 5 Years from its Installation or should have been introduced in the market 12 months prior to the submission of bid.		
28.	All the required licenses for making the Switches fully functional should be bundled		

Annexure-19: <mark>Revised</mark> Technical Specification of Service Desk Manager Software

Make:
Model:

Sl. No	Specification	Complied (Yes/No)	Deviation (If Any)
1	Self-service		
2	User experience		
3	Workflow and automation		
4	Built-in content and best practices		
5	Incident and problem management		
6	Service catalog and request management		
7	Service level management		
8	Change management		
9	Asset lifecycle management		
10	Software asset management		
11	Ad-hoc and pre-packaged, advanced analytics and dashboards		
12	Support automation		
13	Integration capabilities		
14	Collaboration and knowledge sharing		
15	Mobile accessibility and performance		
16	Deployment model (true SaaS, vendor hosted instance, or on premise)		
17	Multi-tenancy support		
18	IPv4, IPv6 Management		

19	Executives need automated compliance management and reporting, data collection and reconciliation capabilities.		
20	On an ongoing basis, leadership needs analytical capabilities that make it fast and efficient to discover potential compliance risks.		
21	Managers need to be able to model and track rights owned and monitor various contract events, such as automatic renewal dates		
22	Should provide network discovery, topology visualization, including IP, Ethernet services, and Multi-protocol label switching (MPLS) and IPv6.		
23	It shall automatically discover TCP/IP networks, display and build network topologies maps. Also shall correlate and manage events and SNMP traps, monitor network health and gather performance data.		
24	It shall be able to support all standard SNMP.v1, SNMP.v2.and SNMP.v3.		
25	It should include Web-based network topology visualization tool. The network visualization GUI should use the network topology and event information from the tool to generate graphical maps of the network topology.		
26	It should provide option to create filtered network views that are based on event criteria as well as on topology criteria.		
27	The tool should provide topology editing facility, which should enable to manually modify the discovered topology.		

Price Schedule E : Extension of Warranty (Network Switches) for 1(One) Year

Sl. No.	Item Description	Make/ Model	Unit	Qty	Unit Rate (INR)	Total (INR)	GST (INR)	Total Amount (INR)
	(1)	(2)	(3)	(4)	(5)	(6=(5*4)	(7)	(8=(6+7))
1	Core Switch	CISCO/ N9K-C9508	Nos.	2				
2	Distribution Switch	CISCO/ N9K-C92160YC-X	Nos.	9				
3	Access Switch	CISCO/ WS-C2960X-48LPD-L & CISCO/ WS-C2960X-24PD-L	Nos.	61				
4	Link Load Balancer	Radware/Alteon-NG 6024-30G	Nos.	2				
5	Load Balancer Manager	Radware, Absolute Vision	Nos.	1				
	Total in figure							
	Total in words							

N.B.: Last date of submission of Bid has been extended to 07-12-2021, 2:00 P.M.