				Corrigendum – Tender Reference No.: DGRPG/PSDC_DCO/2023/4	
SN	Tender / ATC Clause No.	Page No.	Tender / ATC Clause	Tender / ATC clause details / specification	Revised Clause
1	5.1.2.PQ3	10	Eligibility / pre-qualification criteria	The bidder should have positive net worth and average annual turnover of more than Rs. 200 crores for any three of last five financial years reported i.e. till **FY 2021-22**.	The bidder should have positive net worth and average annual turnover of more than Rs. 200 crores for any three of last five financial years reported i.e. till **FY 2022-23**.
2	5.1.2.PQ4	10	Eligibility/PreQualification Criteria	Qualification Criteria - Bidders should have successfully completed "similar work" in government (departments/ boards/ corporations/ PSUs/ Societies) / Large reputed Enterprise during the last ten years ending 31.03.2023. ● One similar work costing not less than the amount equal to Rs. 30 crore. OR ● Two similar works each costing not less than the amount equal to Rs. 25 crore each. OR ● Three similar works each costing not less than the amount equal to Rs. 15 crore each Documents/ Information to be provided - Work orders/ documents confirming year, cost, area of activity and other parameters sought in the qualification criteria. Any other relevant documents for costing of each similar work are also acceptable. Ongoing projects with Go Live or FAT Certificate by competent authority from customer/end client or with **minimum 2 years** of operations can also be considered. Proof of completion of work / satisfactory certificate / proof of payment from CA is to be submitted along with work orders.	Qualification Criteria - Bidders should have successfully completed "similar work" in government (departments/ boards/ corporations/ PSUs/ Societies) / Large reputed Enterprise during the last ten years ending 31.03.2023. ● One similar work costing not less than the amount equal to Rs. 30 crore. OR ● Two similar works each costing not less than the amount equal to Rs. 25 crore each. OR ● Three similar works each costing not less than the amount equal to Rs. 15 crore each Documents/ Information to be provided - Work orders/ documents confirming year, cost, area of activity and other parameters sought in the qualification criteria. Any other relevant documents for costing of each similar work are also acceptable. Ongoing projects with Go Live or FAT Certificate by competent authority from customer/end client or with **minimum 1 year** of operations can also be considered. Proof of completion of work / satisfactory certificate / proof of payment from CA is to be submitted along with work orders.

3	5.1.2.PQ6	11	Eligibility / pre-qualification criteria	Bidders are required to submit bid specific Manufacturing Authorization Form (MAF) for all IT assets, however, MAF is required for following non - IT assets only: - **1. Access Control System.** **2. CCTV Panel** **3. Fire Suppression System** **4. WLD** **5. CAC** **6. PA System** **7. Aspiratory System**	Bidders are required to submit bid specific Manufacturing Authorization Form (MAF) for all IT assets **(expect for AMC of HPe Routers & Switches)**, however, MAF is required for following non - IT assets only: - **1. PAC** **2. BMS/DCIM, as applicable** **3. Fire Suppression system** **4. LT Panel** **5. DG set** **6. UPS & batteries**
4	5.1.2.Note (4th bullet point)	12	Eligibility / pre-qualification criteria	**In case of in-house Data Centres, bidder may submit parent company's PO. In such case, parent company will also be made liable in the contract to be signed by the client with the subsidiary. Bidder to submit self-declaration for the same from its parent company during bid submission.**	**In case bidder is using parent/group companies credentials/experience, parent/group company will also be made liable in the contract to be signed between the parties. Bidder to submit self declaration for the same from it's parent/group company during bid submission.**
5	5.10.1.TQ2	17	Technical bids evaluation	Successful completion of **"similar work"** (minimum 10 racks) in government (departments/ boards/ corporations/ PSUs/ Societies) or Large reputed Enterprise in the last 10 years as on 31.03.2023. 7 marks for each project subject to a maximum of 20 marks.	Successful completion of **setting up / operation & management of data center** (minimum 10 racks) in government (departments/ boards/ corporations/ PSUs/ Societies) or Large reputed Enterprise in the last 10 years as on 31.03.2023. 7 marks for each project subject to a maximum of 20 marks.
6	5.10.1.TQ1	17	Technical bids evaluation	Average annual turnover of bidder in India for any three of last five financial years reported i.e. till **FY 2021-22** ▪ Above 400 Crores: 20 Marks ▪ >300 Crores & <=400 Crores: 15 Marks ▪ >=200 Crores & <=300 Crores: 10 Marks	Average annual turnover of bidder in India for any three of last five financial years reported i.e. till **FY 2022-23** ▪ Above 400 Crores: 20 Marks ▪ >300 Crores & <=400 Crores: 15 Marks ▪ >=200 Crores & <=300 Crores: 10 Marks

#	Clause	Page	Section	Original	Revised
7	5.10.1.Note (4th bullet point)	19	Technical bids evaluation	In case of in-house Data Centres, bidder may submit parent company's PO. In such case, parent company will also be made liable in the contract to be signed by the client with the subsidiary. Bidder to submit self-declaration for the same from its parent company during bid submission.	In case bidder is using parent/group companies credentials/experience, parent/group company will also be made liable in the contract to be signed between the parties. Bidder to submit self declaration for the same from it's parent/group company during bid submission.
8	6.11.1	31	Subcontracting by Data Centre Operator	The service provider may subcontract non-IT & IT work. **However, sub-contracting of IT manpower may be allowed only after approval of DGRPG.**	The service provider may subcontract non-IT & IT work **under intimation to DGRPG.**
9	7.3.3.5	44	Final Acceptance Testing	The Service Provider shall provide the **OEM's installation** as per the best practices/ solution.	The Service Provider shall provide the **DCO / OEM's installation** as per the best practices/ solution.
10	7.4.13.1.14	49	System Administration, Maintenance & Management Services	**Ensure Disaster Recovery services, regularly monitoring in coordination with the separate DR vendor. At present, a separate tender has been floated for the selection of Disaster Recovery Services for the Punjab State Data Centre.**	**DR services are being provided by separate vendor. DCO to ensure monitoring, coordination for successful DR operation during duration of contract. Required details will be shared with DCO by DGRPG.**
11	7.4.23.1.11	56	Application Monitoring	All others (Old/New) application(s), Portal(s), Website(s), API(s), Service(s), Web/Mobile Application(s) hosted within PSDC to the extent possible by the tools supplied by DCO **or available in PSDC.**	All others (Old/New) application(s), Portal(s), Website(s), API(s), Service(s), Web/Mobile Application(s) hosted within PSDC to the extent possible by the tools supplied by DCO **as per scope of the tender or available in PSDC.**
12	7.4.40.1.5	68	AMC of IT infrastructure in PSDC	DGRPG may remove any component from AMC with giving notice of 3 months. As and when a particular component is removed from PSDC, the Service Provider shall raise the quarterly O&M bill after deducting the AMC cost of the component as quoted in the financial bid.	DGRPG may remove any component from AMC **(except for the components in Annexure A1 which can be removed by mutual discussion) by** giving notice of 3 months. As and when a particular component is removed from PSDC, the Service Provider shall raise the quarterly O&M bill after deducting the AMC cost of the component as quoted in the financial bid.
13	7.6.8	74	Manpower & required Resources	Additional Point	**Resources such as System Admin, Network Admin, DBA, BMS 24X7 support and Helpdesk shall be available onsite.**

14	9.1.3	77	Project Implementation and Payment Schedule	Payable - 90% of cost of the delivered, installed & commissioned material on pro-rata basis.	Payable - 90% of cost of the delivered, installed & commissioned material on pro-rata basis. **OR** **Payable - 60% of physically verifiable delivered material on pro-rata basis.**
15	10.7.a.1	80	SLA for O&M of PSDC - IT Assets - System Availability	Liquidated Damages - For every 0.25% degradation in the uptime there will be a liquidated damage of **2% of quarterly maintenance amount**.	Liquidated Damages - For every 0.25% degradation in the uptime there will be a liquidated damage of **1% of quarterly maintenance amount**.
16	10.7.f	87	SLA for O&M of PSDC - Security and Incident Management SLA's	Incident per month - Non adherence of 4-Tier Secure Development Life Cycle Liquidated Damages - Rs. 2,00,000/-	**Clause stands deleted.**
17	10.7.h	89	Helpdesk services	Helpdesk services	**Helpdesk and Technical support** ***** **In case of resolution time, "unattended" shall mean "unresolved".**
18	11.4.Note.3	95	Financial Bid Form	Total capital expenditure (mentioned at sr. no. - 1) cannot be more than **40% of total cost**.	Total capital expenditure (mentioned at sr. no. - 1) cannot be more than **50% of total cost**.
19	11.4.Note.3	95	Financial Bid Form	_	**Commercial sheet updated.**
20	Annexure - A1 & A2	99 & 102	_	_	**Annexure - A1 & A2 updated.**
21	Annexure - B.A.1	143	Technical Specifications - IT Components	A) EMS/NMS Specifications **for 05 Years warranty and AMC support** 1. The proposed EMS solution should be an integrated, modular and scalable solution **from single OEM (i.e. all EMS components from single OEM)** to provide comprehensive fault management, performance management, traffic analysis and business service management, IT service desk\ helpdesk \trouble ticketing system & SLA monitoring functionality and to meet all requirements mentioned in tender.	A) EMS/NMS Specifications **(warranty and AMC support for duration of contract)**: 1. The proposed EMS solution should be an integrated, modular and scalable solution to provide comprehensive fault management, performance management, traffic analysis and business service management, IT service desk\helpdesk \trouble ticketing system & SLA monitoring functionality and to meet all requirements mentioned in tender.

22	Annexure - B.B.4	144	Technical Specifications - IT Components	The system must support multiple built in discovery mechanisms for e.g. **Active Directory, Windows Browser, DNS** with capability to discover and services discovery.	The system must support multiple built in discovery mechanisms for e.g. **Active Directory/WMI/SSH** with capability to discover.
23	Annexure - B.D.I.2	148	Technical Specifications IT Components - Helpdesk and IT Service Management - General Requirement of IT Service/ Helpdesk	Should able to integrate with third party IVR or CTI	**Clause stands deleted.**
24	Annexure - B.D.I.3	148	Helpdesk and IT Service Management	The proposed helpdesk tool must be **ITIL 4 certified** on Incident management, problem management, change enablement, release management, knowledge management, IT Asset management **and service desk**. The certification copy must be submitted.	The proposed helpdesk tool must be **ITIL v3/v4 certified** on 10 processes for Incident management, problem management, change enablement, release management, knowledge management, IT Asset management, **service portfolio management, service catalog management, availability management and service level management**. The certification copy must be submitted.
25	Annexure - B.F	152	Technical Specifications - IT Components - Antivirus Specifications	Antivirus Specifications (Endpoint Protection Manager Antivirus **including clients of 300 quantity) for 5 years warranty and AMC support**	Antivirus Specifications (Endpoint Protection Manager Antivirus **for 500 quantity)** - **warranty and AMC support during contract duration (Additional quantity can be sought on the rates discovered in the tender).**
26	Annexure - B.Non_IT Components.12	180	Building Management System (BMS) - Field Sensors and Devices	A training section should be conducted to Instruct Employer's Staff on operating and maintenance procedures.	**Clause stands deleted.**

27	Annexure - B.Non_IT Components.12	180	Building Management System (BMS) - Field Sensors and Devices	Should Provide critical spare parts list which shall be available till **10 years** from date of successful handover.	Should Provide critical spare parts list which shall be available till **7 years** from date of successful handover.
28	Annexure - B.Non_IT Components.12	295	Fire Detection and Alarm System - Warranty and Services	The contractor shall warranty the entire system for electrical and mechanical failures **for a period two year.**	The contractor shall warranty the entire system for electrical and mechanical failures **for duration of the contract**.

				Response to Queries (RTQ) – Tender Reference No.: DGRPG/PSDC_DCO/2023/4		
SN	Tender / ATC Clause No.	Page No.	Tender / ATC Clause	Tender / ATC clause details/specification	Amendment Sought / Suggestion	Justification	PSeGS response
1	5.1.2.PQ4	10	Eligibility/Pre Qualification Criteria	Qualification Criteria - Bidders should have successfully completed "similar work" in government (departments/ boards/ corporations/ PSUs/ Societies) / Large reputed Enterprise during the last ten years ending 31.03.2023. ● One similar work costing not less than the amount equal to Rs. 30 crore. OR ● Two similar works each costing not less than the amount equal to Rs. 25 crore each. OR ● Three similar works each costing not less than the amount equal to Rs. 15 crore each Documents/ Information to be provided - Work orders/ documents confirming year, cost, area of activity and other parameters sought in the qualification criteria. Any other relevant documents for costing of each similar work are also acceptable. Ongoing projects with Go live, FAT	1 & 4. Bidders who have built their own Internet Data Centre (IDC) for commercial use may also be considered, provided the IDC is Tier III Certified, and over 5 Nos of Government/ PSU/ Banking/ Large Enterprise customers are hosted/ using Colocation services in the Data Centre * One customer with 40 racks. OR * Two customers with 30 racks. OR * Three customers with 20 racks. 2. Bidders/Consortium Partner/ Sub-Contractor should have successfully completed "similar work" in government (departments/ boards/ corporations/ PSUs/ Societies) / Large reputed Enterprise during the last ten years ending 31.03.2023. ● One similar work costing not less than the amount equal to Rs. 30 crore. OR ● Two similar works each costing not less than the amount equal to Rs. 25 crore each. OR ● Three similar works each costing not less than the amount equal to Rs. 15	1 & 4. M/s ITI Ltd is a Central PSU who has been a front runner in Data Centre business. ITI's IDC in Bangalore is Tier III certified has been offering Data Centre services for over 10 years. Hence, ITI Ltd experince of building, operating and service offering out of its IDC is a compelling factor for being considered to be eligible to bid in the tender. 2. Consortium allows stakeholders to leverage their combined resources, and industry expertise, to reach a wider audience and achieve more significant results. Also consortium experience allows either partner to support each other in case of fianancial crisis of lead member and make sure all deliverables towards end customers are ensured. Hence, we request to please allow consortium or sub-contractor	Refer corrigendum

| 2 | 5.10.1 | 17 | Technical Qualification Criteria | Successful completion of "similar work" (minimum 10 racks) in government (departments/ boards/ corporations/ PSUs/ Societies) or Large reputed Enterprise in the last 10 years as on 31.03.2023.

7 marks for each project subject to a maximum of 20 marks. | 1 & 4. In case of bidders who have built IDC for commercial use, having hosting/ colocation DC services in past 10 years
One customer with 100 racks hosted for over 2 years- 20 marks
Or
Two costomer with cumulative 100 racks hosted for over 2 years - 20 marks
Or
Four customers with 20 racks hosted for over 2 years- 5 marks for each customer, (max 20 marks).
OR

4. Bidders who have built their own Internet Data Centre (IDC) for commercial use may also be considered, provided the IDC is Tier III Certified, and should be functional for over last 5 year having hosted/ using Colocation services rnment/ PSU/ Banking/ Large Enterprise customers in the Data Centre with 300 racks

2. Successful completion of "similar work" | 1 & 4. The bidder who has built an IDC for commercial use and have hosted Govt/Large Entreprise Customers have a compelling Technical experience to qualify for bidding in this tender.
Kindly note, ITI Ltd is a MeiTY empanelled Cloud Service provider (CSP) too. This further reinstate the Technology deployment, management and Process and Protocol compliance in terms of Data Centre parlance.

2. Consortium allows stakeholders to leverage their combined resources, and industry expertise, to reach a wider audience and achieve more significant results. Also consortium experience allows either partner to support each other in case of fiancial crisis of lead member and make sure all deliverables towards end customers are ensured. | Refer corrigendum |

| 3 | 5.10.1 | 18 | Technical Qualification Criteria | Largest 'Similar Work' executed by the bidder in terms of racks/value.

▪ 36 Racks and above: 20 Marks
▪ 24 to 35 Racks: 14 Marks
▪ 12 to 23 Racks: 7 Marks

OR

▪ >=50 cr.: 20 Marks
▪ >=40 cr. to <50 cr.: 14 Marks
▪ >=30 cr. to <40 cr.: 7 Marks | 2. Largest 'Similar Work' executed by the bidder/Consortium Partner/ Sub-Contractor in terms of racks/value.
▪ 36 Racks and above: 20 Marks
▪ 24 to 35 Racks: 14 Marks
▪ 12 to 23 Racks: 7 Marks
OR
▪ >=50 cr.: 20 Marks
▪ >=40 cr. to <50 cr.: 14 Marks
▪ >=30 cr. to <40 cr.: 7 Marks

5. Work orders/ documents confirming year, cost/racks and other parameters of similar work. Any other relevant documents for costing/racks of similar work are also acceptable. Ongoing projects with Go Live or FAT Certificate by competent authority from customer/end client as on the date of bid submission.
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Work orders/ documents confirming year, cost/racks and other parameters of similar work. Any other relevant documents for costing/racks of similar | 2. Consortium allows stakeholders to leverage their combined resources, and industry expertise, to reach a wider audience and achieve more significant results. Also consortium experience allows either partner to support each other in case of fianancial crisis of lead member and make sure all deliverables towards end customers are ensured.
Hence, we request to please allow consortium or sub-contractor experience experience like in other similar projects in Punjab as well other states in India as under"
1.Punjab State E-Governance RFP No. PSEGS/SEWA KENDRAS/2018/Z1 PUNJAB STATE e-GOVERNANCE SOCIETY
Department of Governance Reforms
2. State Data Center RFP No. CC/NT/W-CIVIL/DOM/A06/23/00358
Power Grid Corporation of India | As per RFP |

| 4 | - | - | - | No. of certified Data Centers managed by the bidder in last 10 years: -

4 Marks for each Uptime Tier-II or TIA-942 Rated 2 Data Centre
OR
10 Marks for each Uptime Tier-III or TIA-942 Rated 3 Data Centre
OR
20 Marks for each Uptime Tier-IV or TIA-942 Rated 4 Data Centre | 2. No. of certified Data Centers managed by the bidder/Consortium Partner/Sub-contractor in last 10 years: -

4 Marks for each Uptime Tier-II or TIA-942 Rated 2 Data Centre
OR
10 Marks for each Uptime Tier-III or TIA-942 Rated 3 Data Centre
OR
20 Marks for each Uptime Tier-IV or TIA-942 Rated 4 Data Centre | 2. Consortium allows stakeholders to leverage their combined resources, and industry expertise, to reach a wider audience and achieve more significant results. Also consortium experience allows either partner to support each other in case of fianancial crisis of lead member and make sure all deliverables towards end customers are ensured.
Hence, we request to please allow consortium or sub-contractor experience experience like in other similar projects in Punjab as well other states in India as under"
1.Punjab State E-Governance RFP No. PSEGS/SEWA KENDRAS/2018/Z1 PUNJAB STATE e-GOVERNANCE SOCIETY
Department of Governance Reforms
2. State Data Center RFP No. CC/NT/W-CIVIL/DOM/A06/23/00358
Power Grid Corporation of India | This Clause is not part of this tender. |

| 5 | Annexure B.D.3 | 148 | Helpdesk and IT Service Management | 3. The proposed helpdesk tool must be ITIL 4 certified on Incident management, problem management, change enablement, release management, knowledge management, IT Asset management and service desk. The certification copy must be submitted. | 3. The proposed helpdesk tool must be ITIL 4/ITIL V3 certified OR Compliant on any six processes i.e. Incident management, problem management, change management, release management, knowledge management, IT Asset management and service request, Service Asset and configuration management, Service level Management etc.

10. The proposed helpdesk tool must be ITIL 4 compliant. Incident management, problem management, change enablement, release and IT asset management. Reason - Initially knowledge management was part of the problem management and now as per ITIL V4 latest version shifted to incident management. Service desk is a service and not a process, thus cant be certified by any agency. We have applied for Pink verify certification for Incident management, problem management, change enablement, and request | _ | Refer corrigendum |
| 6 | Annexure B.E.15 | 152 | Security Incident Management Solution (SIEM) | 3. All necessary dedicated hardware (with min 12TB storage in raid 5/6) for Security Incident Management Solution should be provided. | 3. This clause is proprietary which is the restricting the wider OEM participation. Request to authority to kindly remove this clause. | _ | As per RFP |

| 7 | Annexure B.A.9 | 144 | EMS/NMS Specifications for 05 Years warranty and AMC support | 3. Proposed solution must have at least 3 deployments in Central Government/State Govt./PSU`s/Large Enterprise, out of which one should be in a DC environment, monitoring & managing 10,000+ network nodes/servers across these three deployments. | 3. Request to authority to tweak this clause as below: Proposed NMS solution must have at least 3 deployments in Central Government/ Public Sector/State Govt./PSU`s and Large Enterprise where monitoring & managing 10,000+ IP device across the deployment, and out of 10000 around 2500+ should be network nodes and server/vms Reason for Change: This clause is the proprietary clause to specific OEM, and in any datacenter porpostions of server and network nodes is not so much.

13. Request to authority to tweak this clause as below: Proposed NMS solution must have at least 3 deployments in Central Government/ Public Sector/State Govt./PSU`s and Large Enterprise where monitoring & managing 10,000+ IP device across the deployment, and out of 10000 around 2500+ should be | _ | As per RFP |

| 8 | 7.4.5 | 45 | Operations and Management of PSDC | 4. & 11. DCO shall maintain all the running System Software (OS, Database, Antivirus, etc.) including related inventory during the project period to ensure that the system is properly updated. | Detailed software inventory required inlcuding subscription of software required for OS, Database and other software which need to be updated and patched on regular basis. | Some of the OEM only allow updates, upgrades and patches when they software subscriptions are live. | No additional subscription apart from already required in the scope is sought. Other details will be provided in HOTO. |
| 9 | 7.3.2.5.5 | 41 | Upgradation of Rack Power of existing DC | Existing DC was planned with 42 Racks and 4 KVA load which is required to be augmented. Minimum new load to be considered is 7 KVA per rack with atleast 15 min. backup. | Current actuaL LOAD will required to calculate the 15 minutes backup on overall load including upgraded system. | _ | Backup is to be provisioned as per new load i.e. 7 KVA. Currently deployed DG & UPS specifications are as under:- 1. UPS 125 KVA X 4(For Data Center) (Battery 2V 300AH 216x4) 2. UPS 20KVA X 2 (Battery 32X2 12 V 42AH) (Emergency Power Supply) 3. DG 365 KVA X 3 |

10	7.4.14.1.4, 7.4.15.12	50	Network Management	Support and maintain the overall SDC network infrastructure including but not limited to LAN passive components, WAN Switches, Switches, Firewalls etc.	With reference to existing PSDC architecture diagram, CheckPoint Firewall is mentioned however it is not part of current annexures. Please clarify and help us to understadn the scope.	_	NGFW is being procured separately. Operations of PSDC NGFW will be the responsibility of DCO.
11	7.4.6	45	Operations and Management of PSDC	4. & 11. DGRPG will sign the end user license agreement for the software brought from any 3rd party for the purpose of this Project as per scope and specifications, in case of OEM(s) requiring license agreement signing from end user. However, the Data Centre Operator shall be solely responsible to make payment for the cost of software, patches, updates and support packs to such third party software vendors.	Most of the OEM only provide the patches and updates and upgrade when their software are under subscriptiuon support, hence requested to remove the scope from bidderes which are either not supplied by them or softwares which doesn't fall under subscription support.	_	Clause applicable only for the licenses purchased by the DCO to implement the project and that also in case concerned OEM requires EULA to be signed.

| 12 | 7.4.40.1.2 | 102 | AMC of IT infrastructure in PSDC | List of IT Infrastructure in existing PSDC for which OEM support is required may be seen at Annexure – A1 and IT Infrastructure wherein Service Provider can provide third party support in place of OEM support may be seen at Annexure - A2. There will be separate SLA's for the IT components listed in Annexure – A2.   Annexure A2 - under column AMC / Warranty up to | With regards to annexure A2, Please clarify whether metioned date, month and year is under OEM warranty / AMC or under third party AMC? Date of purchase required for better understanding on product life and support availability. | _ | Refer corrigendum |

| 13 | 10.7 | 80 | SLA for O&M of PSDC | System Availability Includes: -
a. Server
b. Storage and Backup
c. Virtualization Layer etc.
(including the OS and database, backup on time, backup reports, integration of database with the backup, backup retrieval)
 OR
Network equipment availability includes: -
a. Connectivity with Punjab Wide Area Network
b. LAN availability
c. Internet Bandwidth Availability
d. Network equipment's:
-Core Switch
-Access Switch
-Firewalls / IPS
-BMS
-EMS
-etc. | 4) It is recommended that the SLA's calculation and penalties, In case of SLA missed calculated as follows:

Severity 1: where the SLA breech impacts the operation of the entire data center or the significant part of it. 2% of the quarterly payout for every 0.25% breech in the SLA of that component.

Sev 2: Where SLA Breech impacts a major component of Data Center's sub system only that component operations are impacted while other components and data center continues to perform as per SLA. The penalty would be 0.5 % of the quarterly payout for every 0.25 breech in the SLA of that sub component
Sev 3: Where SLA breech impacts 1 or very few components of the data center environment with minimum impacts of the performance of the data center and its sub components
The penalty would be 0.25 % of the quarterly payout for every 0.25% breech | 12. Penalties are very high, please reduce. | Refer corrigendum. |
| 14 | Annexure B.12 | 295 | Fire Detection and Alarm System | The contractor shall warranty the entire system for electrical and mechanical failures for a period two year. | Warranty clause is little contradictory as total project timeline is 5 years however in some of the components are two years . Please clarify. | _ | Refer corrigendum |

15	7.5.1.7	69	Roles and Responsibility	Offsite data backup	Mode of backup and scope of DCO should be clarified,	_	DCO to provide backup on tapes at pre-defined intervals.
16	7.5.1.13	71	Roles and Responsibility	Application Migration	Detailed responsibility to be defined for DCO. Recommended to remove the SLA and penlties if any downtime occures during migration.	Migration of application is more specific scope of application owner/ vendor. DCO can only faciliate and provide the infrastructure related support during migration.	DCO to provide support to the concerned application team. No SLAs for scheduled / approved downtime. Further, clause - 10.7.h will be applicable.
17	10.5	79	SLA for Handover Takeover (HOTO) of PSDC and Team Mobilization	_	HOTO has major dependencies and impact on timeline on existing partner as well as PSDC person, hence requested to remove the SLA and LD from Bidderd/ DCO	_	Service provider need to inform the issues timely for resolution if such issues can cause the delay in HOTO.

| 18 | 5.1.2 | 10 | Eligibility/Pre Qualification Criteria | The Bidder should hold valid certificates for ISO 9001,ISO- 20000 & ISO-27001. | Bidder should hold valid certificates for ISO 9001, ISO- 20000, ISO-27001 and CMMI Level 5 | The Bidder should hold valid certificates for ISO 9001, ISO-20000, and ISO-27001. Furthermore, it is essential to include CMMI (Capability Maturity Model Integration) certification Level 5 as an additional tender qualification criterion. This decision is based on several justifications:== Enhanced Process Maturity: CMMI Level 5 certification signifies the highest level of process maturity within an organization. It demonstrates that the Bidder has established and maintained a mature and well-defined set of processes for software development and service delivery. This level of process maturity ensures consistency, predictability, and efficiency in project execution, resulting in higher-quality deliverables and customer satisfaction.== In conclusion, including CMMI Level 5 certification as a tender | As per RFP |

| 19 | 5.10.1 | 17 | Technical Qualification Criteria | Average annual turnover of bidder in India for any three of last five financial years reported i.e. till FY 2021-22
▪ Above 400 Crores: 20 Marks
▪ >300 Crores & <=400 Crores: 15 Marks
▪ >=200 Crores & <=300 Crores: 10 Marks | Average annual turnover of bidder in India for any three of last five financial years reported i.e. till FY 2022-23.
▪ Above 300 Crores: 20 Marks
▪ >250 Crores & <=300 Crores: 15 Marks
▪ >=200 Crores & <=250 Crores: 10 Marks | The tender qualification criteria currently state that the asked average annual turnover is higher side. By reducing the scoring criteria to encourage maximum participation from potential bidders. Enhancing Competition: By reducing the scoring criteria, more bidders will be able to meet the qualification requirements and participate in the tender process. This increase in competition benefits the organization as it promotes a broader pool of potential vendors, resulting in improved quality, competitive pricing, and innovative solutions. A larger participation base ensures a more comprehensive evaluation of available options, ultimately leading to better value for the organization. | Refer corrigendum |

| 20 | 5.1.2 | 11 | The eligibility criteria are given as below: - | Bidders are required to submit bid specific Manufacturing Authorization Form (MAF) for all IT assets, however, MAF is required for following non - IT assets only: - 1. Access Control System. 2. CCTV Panel 3. Fire Suppression System 4. WLD 5. CAC 6. PA System 7. Aspiratory System | We request you for amendment MAF for Non-IT some specific major Non-IT products only and MAF should not required for all Non-IT products otherwise small Non-IT vendor will manage the bid. | Otherwise smal Non-It products OEMs/vendor will manage the bid and due to this eligible bidders will restrict to bid.

We request as a corrigendum as :Bidders are required to submit bid specific Manufacturing Authorization Form (MAF) for all IT assets, however, MAF is required for following non - IT assets only: - 1. Access Control System. 2. CCTV Panel 3. Fire Suppression System 4. WLD 5. CAC 6. PA System 7. Aspiratory System If any OEMs of IT or Non-IT did not support to issuing MAF for manging the bid then bidder can submit third party vendor MAF and due to this eligible bidders will not restrict to bid. | Refer corrigendum |

21	7.4.40	67	AMC of IT infrastructure in PSDCC, 7.4.40.1.3	For IT infrastructure mentioned in Annexure – A1, Service Provider shall provide OEM support for all IT components till their End of Support Life (EOSL) declared by the OEM or duration of the contract, whichever is earlier. If a component is declared EOSL, respective IT component will move to A2 category (i.e. Annexure - A2) for which Service Provider can provide third party support.	Third party support option is available in RFP, so, we request for corrigendum as MAF for all Non-IT products not required. Please specified some specific products only.	Otherwise small Non - It products OEMs/vendor will manage the bid and due to this eligible bidders will restrict to bid.	
22	Annexure -B.Non_IT Compone nts.1	180	Building Management System (BMS) - Field sensor & devices	A training section should be conducted to Instruct Employer's Staff on operating and maintenance procedures.	_	Please clarify the number of persons, number of days and products included for training	Refer corrigendum
23	Annexure -B.Non_IT Compone nts.1	180	Building Management System (BMS) - Field sensor & devices	Should Provide critical spare parts list which shall be available till 10 years from date of successful handover.	We request for corrignedum as "Should Provide critical spare parts list which shall be available till 7 years from date of successful handover".	Most of the OEMs undertake for spares availability for 7 years only.	Refer corrigendum

24	7.4.28.1.2	59	Physical Infrastructure Management and Maintenance Services	The service provider shall have to stock and provide adequate onsite and offsite spare parts and spare components to ensure that the SLA is met for the entire contract period. To provide this service it is important for the service provider to have necessary back to back arrangement with the respective OEMs / vendors. The selected bidder would have to provide a copy of the service level agreement signed with the respective OEMs in case asked by the client.	We request you to mentioned the percentage of spares parts stock at sites.	Its impact the commercials.	DCO to decide so as to maintain SLA.
25	Annexure - A1	103	List of Existing IT Assets in PSDC	Additional query	Most of the equipment are not under warranty/AMC and if now we take extended warranty or support then OEM will give extended warranty/CAMC from the last date of support expired.	please confirm if customer will except the OEM terms of support.	Refer clause - 7.4.40.1.3
26	7.3.2.6	42	Operation and Management of PSDC	PSDC Website: In addition to above mentioned upgradation, the selected bidder shall develop a dedicated website for Punjab State Data Centre (PSDC) for providing digital e-services delivery platform. This PSDC website will have below minimum features	Request for clarification on develop a dedicated website. OR can be provide any OEM/thrid party tool	_	OEM / third party tools may be used to fulfill the scope.

27	5.1	17	PQ Eligibility / pre-qualification criteria.	3	The bidder should have positive net worth and average annual turnover of more than Rs. 200 crores for any three of last five financial years reported i.e. till FY 2021-22.	The bidder should have positive net worth and average annual turnover of more than Rs. 200 crores for any three of last five financial years reported i.e. till FY 2022-23.	Please consider the last five financial. Fy 2018-19 to 2022-23)	Refer corrigendum
28	9 Project Implementation and Payment Schedule. Point No. 3	77	9 Project Implementation and Payment Schedule. Point No. 3		SDC Upgradation, 3. Delivery, installation & commissioning of IT & non-IT equipment Descriptions - Delivery, installation & commissioning of IT & non-IT equipment required for SDC upgradation post successful verification Payable - 90% of cost of the delivered, installed & commissioned material on pro-rata basis.	5. We request for corrigendum as "80% of cost against delivery and @20% cost after intsalaltion & commissioned material. 10. 75% on the material Delivery. 25% on the installed, commissioned material. 11. We request to amend this clause as under: SDC Upgradation, 3. Delivery of IT & non-IT equipment Descriptions - Delivery of IT & non-IT equipment required for SDC upgradation post successful verification Payable - 90% of cost of the delivered material on pro-rata basis. 12. Request you to please ammed this clause as requested below : Within T+6 70% of quoted price of the delivered material on pro-rata basis. Within T+9 20% of quoted price of the delivered	5. We request for corrigendum as "80% of cost against delivery and @20% cost after intsalaltion & commissioned material. Due to this total bid cost will be less otherwise it will be very high. 10. Existing Payment milestone is restricting cashflow of material delivery at site till installation and commissioning within T9 period, and since the large qty of project items delivery will be in phase manner due to up running datacenter. We cant keep all Materia once in a time and installation is subject to approval from existing running datacenter team. it will hit the cash flow and GST Burdon. 11. we request to make a delivery milestone in payment and atleast 90% of CAPEX cost should be paid to bidder once material is delivered at	Refer corrigendum

29	10		SLA and Liquidated Damages	10.5 SLA for Handover Takeover (HOTO) of PSDC and Team Mobilization 10.6 SLA for Upgradation of PSDC 10.7 SLA for O&M of PSDC NON-IT Assets Liquidated damages applicable per month	_	We request for corrgendum and humbly request to reduce the penalty amount because these are very high as a general terms.	As per RFP
30	2	5	Document Control Sheet	Document Control Sheet	Request for sharing the total estimated value of the tender/work.	Railtel being PSU (Govt. Organization) needs to get the primary estimates vetted from its respective finance department. Absence of estimated value of work in this RFP is restricting Railtel Marketing department. to get the approvals from finance.	Bidder to evaluate on its own.
31	7.4.40	67	AMC of IT infrastructure in PSDC	AMC of IT infrastructure in PSDC	Request for bifurcation of the Tender so that 2 L1 can come. One for (IT-AMC of Hardware exclusively) and other for rest of the components. Which would lead to excellent competition.	Existing IT AMC component is of major value and hence there is single OEM for the AMC which becomes a Proprietary (PAC) Article which leads to exorbitant prices and leading to monopoly and favouritism .In the end it shall be the state Govt. Which would end up paying a lot higher of Both IT-AMC and other Components.	As per RFP

32	Annexure - A2	102	LOAD BALANCER Array (Model: Array APV 1600) - Qty 2	Warranty Up to - 26/09/2021	_	_	As per RFP
33	Annexure - A2	102	LOAD BALANCER Array (Model: APV 1600) - Qty 2	Warranty Up to - 26/09/2021	_	_	As per RFP
34	Annexure - B.A	143	EMS/NMS Specification s for 05 Years warranty and AMC support	The proposed EMS solution should be an integrated, modular and scalable solution from single OEM (i.e. all EMS components from single OEM)	Only single OEM will qualify. Please remove this clause, as same OEM so other OEM's can qualify.	_	Refer corrigendum
35	7.4.40.1.3	67	AMC of IT infrastructur e in PSDC	For IT infrastructure (Annexure - A2) for which Service Provider can provide third party support.	We can provide spare and support from third party but if any software update required it is not possible as the support is from third party not from OEM we will not get the update or upgrades from OEMS. (please clarify on software updates and upgrades)	_	DCO is not expected to purchase OEM subscription.

| 36 | 7.3.2.6.4 & 7.3.2.6.5 | 42 | PSDC Website | The concerned line departments shall initiate their online service request though PSDC website in an automated way without hard copy All the PSDC forms, approvals and service requests will be processed digitally on the PSDC website based on the ITIL & ITSM framework | 9. ➢ What specific details will be there for online requests for the data space in the data center of PSDC by the Departments of Govt?
➢ Could you provide insight into the types of forms that will be used and their specific approval hierarchies?
➢ What should happen if a request is rejected or requires modifications?

11. We understand that these requests shall be a service request or Incident or Change Initiative using the Service Catalogue. Please confirm | Kindly share complete SOW | Standard Data Center operation related requirements, forms, billing etc. would be required. There should be a workflow for request prcocedure. |

| 37 | 7.3.2.6.7 | 42 | PSDC Website | The PSDC portal must have a feature of generating invoices based on the ICT infrastructure consumed by end users at DCO level. The invoice shall be raised after approval through an online workflow to be defined by DGRPG | 9. ➢ Will the system handle modifications, or adjustments to invoices after they have been generated? ➢ Could you elaborate on the invoicing process? How frequently will invoices be generated, and what payment methods will be accepted (credit cards, bank

11. We understand PSDC has accounting system in place and the same accounting system shall generate the invoices as per applicable GST laws. The bidder's scope is not to build an accounting system. The scope is to provide Invoice generated by accounting system on PSDC website. Please confirm. | To understand the flow of information Kindly help us make a robust system. | Yes invoice modification is required to be handle. Invoice to be generated initially when department host website in PSDC and after that invoice to be generated annually. Payment process will be offline. |
| 38 | 7.3.2.6.6 | 42 | PSDC Website | The solution must have a feature of linking end user requirement / pre & post hosting usage with charges displayed automatically on selecting compute / ICT infrastructure. | 9. Could you provide details on the pricing models for the various services offered through the PSDC website? Are these services subscription-based,usage-based, or priced differently? Are there any additional charges, such as setup fees, maintenance fees, or other fees, that users should be aware of when using the services on the website?

11. We request to delete this clause | We need to know the various services to be provided for a better understanding of the scope. | PSDC hosting rates are available on DGRPG website. Further, detailed scope may be discussed with department post onboarding. |

| 39 | 7.3.2.6.3 | 42 | PSDC Website | Service Provider must provide access to CCTV footage through PSDC website but only on Intranet. | 9. Could you clarify the technical details of how the CCTV footage will be accessed and streamed through the PSDC website? And which CCTV 3rd party would you like to integrate

11. We request to delete this clause. Its not possible to bring the CCTV footage in Portal | To integrate, we need to know the CCTV third-party API details so we can provide you with compliance on this point. | As per RFP. Further, detailed scope may be discussed with department post onboarding. |
|----|-----------|----|--------------|---|---|--|---|
| 40 | **7.3.2.6.11** | 43 | | Service Provider shall provide a tool-based asset management system accessible through PSDC website. The Asset Management System should have the capabilities to get all desired reports without any delay | 9. Will there be options for different roles on the Government website? If yes, Could you please provide a breakdown of the specific roles and responsibilities?

11. This feature is of asset management system. We understand the asset management is already in place and can provide these features. The bidder's scope is to make the same accessible through website. Please confirm.

In case PSDC doesn't have asset management system, we request department to provide the minimum specifications for asset management system. | To understand more specific roles and responsibilities, | There can be 5-10 different roles. Further, detailed scope may be discussed with department post onboarding. |

| 41 | 7.3.2.6.1 & 7.3.2.6.2 | 42 | | An Admin panel for DGRPG Officials / authority and also a separate panel for concerned line departments of Government of Punjab Admin panel to include Live Dashboards wherein all reports i.e. availability of Racks Space, Cores, RAM, Storage, Network, Security, application uptime etc. will be displayed for monitoring purpose | ➢ In addition to live dashboards, what types of reports or data exports are expected from the system? Are there specific data formats or frequency requirements for these reports? | We need to understand data formats for any report generation. | There can be 5-6 reports. Further, detailed scope may be discussed with department post onboarding. |

| 42 | 7.3 | _ | Additional Points | Additional Points | ➢ Are there any existing IT systems or databases that need to be integrated with the website for data synchronization or retrieval? ➢ What are the expectations for data backup, restoration, and disaster recovery mechanisms for the website and its associated data? ➢ Should the PSDC website be optimized for mobile devices as well? Are there specific mobile features or considerations to be taken into account? ➢ Will there be a need for training sessions or documentation for DGRPG officials, line departments, or end users to use the website and its features ➢ Do you have any design preferences or branding guidelines that should be followed when designing the user interface and user experience of the website. ➢ Are there any existing APIs that need to be integrated into the website? If so, could you provide details about the APIs and their functionalities? | Need Clarity for better Understading | As per RFP. Further, detailed scope may be discussed with department post onboarding. |

43	5.6.1	15	Validity of bids	Bids shall remain valid till 90 days from the date of submission of bids. DGRPG reserves the right to reject a proposal valid for a shorter period as non-responsive.	We request that the clause be modified as follows: Bids shall remain valid till 60 (sixty) days from the date of submission of bids. DGRPG reserves the right to reject a proposal valid for a shorter period as non-responsive.	The prices quoted for the products and services are dynamic in nature which will keep changing in short periods of time. Due to this, 90 days' period is quite long and hence the request for reduction of the validity to 60 days.	As per RFP
44	5.14.1	22	Performance security	As soon as possible, but not more than 20 days after the issue of Letter of Intent (LoI), the successful bidder shall furnish performance security @10% of the contract capex value to DGRPG as performance security. In case of delay in FAT, PBG validity is to be extended accordingly.	10. We request that the clause be modified as follows: As soon as possible, but not more than 20 days after the issue of Letter of Intent (LoI), the successful bidder shall furnish performance security @3% of the contract capex value to DGRPG as performance security. Bidder request to reduce the PBG to 5% instead of 10% and claim period to 30days instead of 90 days as we will be giving another PBG for opex 12. As soon as possible, but not more than 20 days after the issue of Letter of Intent (LoI), the successful bidder shall furnish performance security @3% of the contract capex value to DGRPG which will be valid for a period of 90 days beyond the completion of FAT. In case of delay in FAT, PBG validity is to be extended accordingly.	The value of the PBG at 10% is quite high considering the nature of the tender. PBG of 3% is commensurate with the tender and hence we have requested for reduction of the PBG amount. We also suggest that the BG period be a fixed period and should not be dependent on when the FAT is completed.	As per RFP

| 45 | 5.14.2 and 15.14.3 | 22 | Performance security | After FAT, the Service Provider shall furnish performance security @5% of the contract opex value to DGRPG which shall remain valid for a period of 180 days beyond the expiry of the contract. The previous PBG submitted by the Service Provider as per clause 5.14.1 would be returned back.

In case of extension of contract, Service Provider will have to submit PBG @10% of extended contract value. | 10. We request that the clause be modified as follows:

After FAT, the Service Provider shall furnish performance security @5% of the contract opex value to DGRPG which shall remain valid till the expiry of the contract. The previous PBG submitted by the Service Provider as per clause 5.14.1 would be returned back.

In case of extension of contract, Service Provider will have to submit PBG @10% of extended contract value.

12. After FAT, the Service Provider shall furnish performance security @3% of the contract opex value to DGRPG which shall remain valid for a period of 180 days beyond the expiry of the contract. The previous PBG submitted by the Service Provider as per clause 5.14.1 would be returned back. | The PBG is obtained by the customer for ensuring performance of the contract by the bidder. Therefore, the PBG should expire at the time of expiry of the contract and not beyond such expiry. In case of extension as well, the value of PBG should be 3% of the extended contract value. | As per RFP |

| 46 | 6.11.2 | 31 | Subcontracting by Data Centre Operator | It is clarified that the service provider shall be the principal employer for all claims arising from the liabilities statutory or otherwise, concerning the subcontractors, and shall, notwithstanding such sub-contract (or any approval thereof by the Authority) continue to be liable for any work or services provided by any subcontractors. The service provider undertakes to indemnify the Authority from any claims on the grounds stated hereinabove. The service provider shall not allow a sub-contractor to assign or enter into further secondary subcontract for any of the work to be carried out by the sub- contractor. For avoidance of doubt, service provider shall not be allowed to sub-contract the entire Project/work/Services. | We request that the clause be modified as follows:

It is clarified that the service provider shall be the principal employer for all claims arising from the liabilities statutory or otherwise, concerning the subcontractors, and shall, notwithstanding such sub-contract (or any approval thereof by the Authority) continue to be liable for any work or services provided by any subcontractors. The service provider undertakes to defend and settle any claims on the grounds stated hereinabove with prompt notification and cooperation by the Authortiy with the bidder having sole contol of such defence. The service provider shall not allow a sub-contractor to assign or enter into further secondary subcontract for any of the work to be carried out by the sub-contractor. For avoidance of doubt, service provider shall not be allowed to sub-contract the entire Project/work/Services. | In the event that there is a claim from a sub-contractor or sub-contractor employees, then the bidder should be allowed to defend and settle such claims without having to indemnify the authority. Such defence shall be undertaken with prompt notification and cooperation by the authority. | As per RFP |

| 47 | 6.12.1 | 32 | Insurance | The bidder shall provide comprehensive insurance coverage for all scope assets against any and all types of incidents, including but not limited to fire, theft, riots, earthquake, accidental fire suppression system release, and cyber-attacks, for the entire duration of the project. The insurance coverage shall be in compliance with all relevant Indian laws and regulations and shall include coverage for any damages or losses incurred by the client or any third parties due to the bidder's actions or inactions. The bidder shall provide proof of insurance coverage and maintain it throughout the project duration. | We request that the clause be modified as follows:

The bidder shall provide comprehensive insurance coverage for all scope assets against any and all types of incidents, including but not limited to fire, theft, riots, earthquake, accidental fire suppression system release, and cyber-attacks, till the time of installation. The insurance coverage shall be in compliance with all relevant Indian laws and regulations and shall include coverage for any damages or losses incurred by the client or any third parties due to the bidder's actions or inactions. The bidder shall provide proof of insurance coverage and maintain it throughout the project duration. | The bidder's obligation to insure the products and services supplied should be upto the time of installation of the products and not beyond considering the ownership and risk would transfer to the DGPRG. Upon installation, DGPRG should be responsible for obtaining insurance.

Bidder request to change the insurance clause. Bidder will provide the insurance to customer until the delivery of the product. Post delivery, bidder request to arrange insurance by customer himself. | As per RFP |

48	10 - SLA and Liquidated Damages	90	SLA and Liquidated Damages	Maximum amount of liquidated damages for each quarter shall be 10% of quarterly opex cost and letter of warning which may be followed by termination of the contract in case of repeated occurrence.	We request that the following clause be added as a generic clause : Maximum amount of liquidated damages and penalties for each quarter shall be 3% of quarterly opex cost and letter of warning which may be followed by termination of the contract in case of repeated occurrence. Maximum amount of liquidated damages for each quarter shall be 5% of quarterly opex cost and letter of warning which may be followed by termination of the contract in case of repeated occurrence	Liquidated damages and penalties should be commensurate with the scope of work and type of work of the bidder. Hence, the maximum cap has to be reduced from 10% of quarterly OPEX cost to 3% of the delayed services as LDs and penalties are levied only if services are delayed and should accordingly be levied to the extent of delayed supply or services. Very heavy penalty to be reduced	As per RFP
49	11.1.10	92	Payment Terms	All payments to the Service provider shall be made within 45 days after auditing and calculations by the Third Party Auditor appointed by DGRPG.	We request that the clause be modified as follows: All payments to the Service provider shall be made within 30 days from the date of receipt of the electronic invoice by DGPRG.	We request that all the payments be made within 30 days from the date of receipt of the invoice so that the same helps the bidder with its cash flows.	As per RFP
50	11.1.8	92	Payment Terms	Payments shall be subject to deductions of any amount for which Service Provider is liable under the contract.	We request that the clause be replaced with the following clause: Any liquidated damages or penalties levied on the bidder shall be recovered from the bidder after completion of the contract.	Any deductions from the payments to the contractor shall lead to cash flow and revenue recognition issues and hence should be recovered after completion of the contract.	As per RFP

51	7.4.42.1	69	Electricity and Diesel Management	The Data Centre operator shall be responsible for Electricity and Diesel Management for the entire project period. The Data Centre Operator shall ensure that diesel shall be there in the DG sets all the time to maintain the SLA and ensure no downtime of SDC.	Bidder is of understanding that, Bidder/Data centre operator will inform the customer about the requirement of Diesel and customer will supply the Diesel per requirement	_	Yes, understanding is correct.
52	10	79	SLA and Liquidated Damages	_	SLA for HOTO and General clauses is not capped, hence bidder request to cap the LD for FAT at 5% of the delayed portion only	_	As per RFP
53	9	77	Project Implementation and Payment Schedule	50% of the price quoted for O&M before FAT in the Financial bid post T+6 & T+9 each. (In case of delay in FAT, the O&M cost will be paid on proportional basis for the delay period subject to SLA)	10. Bidder request to pay the payment monthly in arrears 12. These are running cost, we hereby request you to please provide payment on monthly basis starting from (T+3).	_	As per RFP

| 54 | 9.5 | 78 | Project Implementation and Payment Schedule | If any additional hardware (IT/Non-IT) is added / procured for PSDC by DGRPG through any other vendor or is purchased by other user departments for co-location, Service Provider shall provide Operation and Maintenance services for such infrastructure at no additional cost. Service Provider shall not be responsible for provision of AMC of such infrastructure but vendor management, if any required, shall be the responsibility of the Service Provider. SLAs shall also be applicable on the service provider as specified under sub-section 10. Service Providers may deploy extra manpower to carry out the responsibilities to meet this requirement at no additional cost to the DGRPG. | Bidder requet to remove the clause | _ | As per RFP |

55	9.2	77	Project Implementation and Payment Schedule	Payment will be made subject to verification and clearance from the Third Party Agency (TPA) as and when appointed	10. Payment must be linked to the 9.1, as and when material will enter the premises, same can be checked by customer team on delivery challan and can be claimed against delivery. Also it is contradictory to 9.3 where DGRPG is approval agency. 13. We assume that TPA will be appointed from the day 1 of project implementation (Supply of equipments), request department to kindly confirm	TPA and its acceptance criteria is missing in RFP. Simple and visible process need to define for project cashflow.	Clause - 9.3 is specific to FAT and TPA will be involved in all the activities. Further, TPA will be appointed in time.
56	10.5	79	SLA for Handover Takeover (HOTO) of PSDC and Team Mobilization	_	A minimum team requirement to be assessed instead of full team for HOTO with lowest amount of penalty without forfeit of PBG	Since the HOTO will start on LOI Award, full team on site will be challenge for any DCO, a minimum team assessment shall be adopted with bare minimum penalty without forfeit of PBG, since certificate agency is DGRPG itself and existing DCO will have no direct directions from new DCO.	As per RFP
57	10.6	80	SLA for Upgradation of PSDC	_	20 weeks mentioned in LD is not matching with completion period of delivery milestone of "Within T9" it must be 28 weeks post HOTO. Also the maximum amount in LD is too high	As mentioned in Delivery milestone for upgradation within T9, the first T2 is HOTO and till T9 it is 7 months = 28 weeks instead of 20. Hence LD is not seems viable till 28.	20 weeks mentioned here is post proposed completion date i.e. post T+9.
58	10.7 f	86 and 87	SLA for O&M of PSDC	_	Same LD for SLA is covered in the 10.7 a,b,c and d	The amount mentioned are not relevant as SLA is mentioned on 10.7 a, b,c and d	As per RFP

59	9.1.1	77	Project Implementation and Payment Schedule	HOTO will 2 months	HOTO will 3 months after PO from DGRPG	We need PO for order booking after as well as we need 3 months for transition consiering inventory	As per RFP
60	9.1.2	77	Project Implementation and Payment Schedule	FMS charges during HOTO & Delivery, installation & commissioning	FMS should be paid quarterly basis during HOT O & Delivery, installation & commissioning	_	As per RFP
61	10.5.1	79	SLA for Handover Takeover (HOTO) of PSDC and Team Mobilization	Rs. 50,000/- for per week delay or part thereof subject to maximum of Rs. 1,00,000/- from the quarterly maintenance amount.	Rs. 5,000/- for per week delay or part thereof subject to maximum of Rs. 1,00,000/- from the quarterly maintenance amount.	Very heavy penalty to be reduced	As per RFP
62	10.5.2	79	SLA for Handover Takeover (HOTO) of PSDC and Team Mobilization	Rs. 1,00,000/- per week of delay or part thereof from the quarterly maintenance amount. More than 4 weeks' delay may lead to forfeit of PBG.	Rs. ,10,000/- per week of delay or part thereof from the quarterly maintenance amount.	Very heavy penalty to be reduced	As per RFP

63	Annexure B.4.C.2	202	Data Center Infrastructure Management Systems (DCIMS)	Proposed DCIM solution OEM should be engaged in the development of data center infrastructure management systems whose products have been in satisfactory use in similar service for a minimum of 7 years under the same OEM name, any change of ownership and name change for OEM will be treated as disqualification.	Proposed DCIM solution OEM should be engaged in the development of data center infrastructure management systems whose products have been in satisfactory use in similar service for a minimum of 7 years. The OEM should have their development centre in India. The OEM should have world class product and should have registered in Gartner peer's Insight. Make in India product will be preferred.	_	As per RFP
64	7.3.3.5	44	Final Acceptance Testing	The Service Provider shall provide the OEM's installation as per the best practices/ solution.	10. Needs to be limited with Hardware or as per recommendation. 11. We request department to proivde list of items where OEM installation services are required. There are some minor items where OEM installation services may not be required or not avalable from such OEMs.	Simple OS or tools intallation cannot be done by OEM	Refer corrigendum
65	7.4.8	46	Operation and Management of PSDC	The selected bidder shall be responsible for rearranging/ shifting of servers/ IT Components of SDC, within SDC premises as and when required.	It should only during deployment,ad-hoc should be a CR	_	As per RFP
66	7.4.26.1.14	58	Storage Administration and Management Services	Storage Migration	ad-hoc migration should be a CR	_	As per RFP

67	Annexure -B.A(4 & 9)	143	EMS/NMS Specifications for 05 Years warranty and AMC support	EMS solution will only be deployed at Punjab SDC, and 9. Proposed solution must have at least 3 deployments	How many deployment of EMS tools	_	Point - 4 is related to implementation w.r.t. PSDC and point - 9 is for eligibility criteria.
68	Annexure -B.A(6)	143	EMS/NMS Specifications for 05 Years warranty and AMC support	The proposed solution should be IPv6 ready including hardware & software	Is the deployment only uses IPv6	_	No
69	Annexure -B.AtoD	143 to 150	EMS/NMS Specifications for 05 Years warranty and AMC support	EMS/NMS Specifications for 05 Years warranty and AMC support	Does existing EMS/NMS/helpdesk tool has the capability	_	No
70	Annexure -B.A	144	EMS/NMS Specifications for 05 Years warranty and AMC support:	10. Total no. of devices - 2000 (including 60% virtual and 40% physical devices (network, server etc.)).	Please share the breakup of the 40% physical devices i.e. ratio between SNMP devices like Switches, Routers, Firewalls, etc. and Physical Servers to structure the monitoring solution. Justification: The breakup will help to structure the monitoring solution as network devices are monitored using SNMP protocol and Servers are monitored using WMI, SSH, etc. protocol. Hence request to share the breakup.	_	To be accessed by DCO during HOTO period.

71	General	_	General	General	In the RFP, RPO & RTO are not asked, if it is required so please clarify the same.	_	Refer corrigendum
72	General	_	General	General	In the RFP DC to DR replication is not asked, hope it is not a part of the proposed solution and the bidder will not be liable for it later on.	_	
73	General	_	General	General	In the RFP separate backup is not asked, so we assume automated backup need not be considered in the proposed solution. The bidder is responsible for configuring a backup policy with the existing backup setup only. Required backup software license or hardware (Backup server, backup media, etc.) will be provided by the PSDC only.	_	Yes, understanding is correct.
74	7.3.2.6.9	42	PSDC Website	This website shall adhere to all latest security compliances along with GIGW compliances issued by MietY and CERT-IN. Service Provider will be responsible for yearly Security Audit of PSDC website from a CERT-IN empanelled auditor till the duration of the contract.	We request to delete this clause	_	As per RFP. Further, detailed scope may be discussed with department post onboarding.
75	7.3.2.6.13	42	PSDC Website	DGRPG may ask for any additional requirement during the duration of the contract.	We request to delete this clause or Please be specific to customisation	_	As per RFP. Further, detailed scope may be discussed with department post onboarding.

76	Annexure B	143	Annexure B	-	Proposed solution should have Out-of-the-Box connectors/ probes/Rest API's to integrate with multiple EMS solutions, including industry standard solutions from top 10 market leaders for EMS and should also provide mechanisms (XML, APIs etc.) to integrate with other EMS and NMS solutions, to provide an integrated topology and event views and reports to the operator.	Proposed solution should Rest API's to integrate with multiple EMS solutions	_		As per RFP
77	Annexure B sec b point 2	144	Annexure B sec point 2	- b	Should provide a centralized point of control with out-of-the-box policy-based management intelligence for easy deployment for the servers, operating systems, applications and services for correlating and managing all the IT infrastructure components of a business service.	Please get this removed as this is not relevent Monitoring. This is for server deployment.	This will help in wider participations and cost competitive bid		As per RFP
78	Annexure B sec b point 4	144	Annexure B sec point 4	- b	The system must support multiple built in discovery mechanisms for e.g. Active Directory, Windows Browser, DNS with capability to discover and services discovery.	Discovery mechanism is WMI/SSH for server. We can integrate with AD for user authentication.Please get the clause amended. We request to amend this clause as under: 4. The system must support multiple built in discovery mechanisms for e.g. Active Directory/LDAP with capability to discover and services discovery	This will help in wider participations and cost competitive bid		Refer corrigendum

79	Annexure B.D	148	Helpdesk and IT Service Management	_	The proposed solution will have multiple tools as upgrade or new. This will require a platform to host them. Will PSDC provide Servers, storage, network equipments and Licences to run them? Please clarify.	_	Bidder to provide required infrastructure and additional software/licenses.
80	7.4.23.1.11	56	Application Monitoring	All others (Old/New) application(s), Portal(s), Website(s), API(s), Service(s), Web/Mobile Application(s) hosted within PSDC to the extent possible by the tools supplied by DCO or available in PSDC.	Request you to list the applications to provide required licenses	The list of applications alongwith thoughput is required by bidder to provide application monitoring licenses and implementation efforts. The current clause is abiguous and bidder can not quote on the basis on this clause.	Refer corrigendum
81	11.4 Financial Bid Form	95	11.4 Financial Bid Form	Summary of Financial Bid Form - 3. Total capital expenditure (mentioned at sr. no. - 1) cannot be more than 40% of total cost.	We request to amend this clause as under: Summary of Financial Bid Form - 3. Total capital expenditure (mentioned at sr. no. 1) cannot be more than 60% of total cost.	The cost of upgrade/CAPEX items are more than the cost of OPEX items as per scope of this RFP, hence requested to increase CAPEX ratio in the commercials format.	Refer corrigendum

82	Annexure - B Technical Specifications - IT Components B) Server & Application Fault, Performance Monitoring Management:	145	Annexure - B Technical Specifications - IT Components B) Server & Application Fault, Performance Monitoring Management:	16. Should be able to send e-mail or Mobile –SMS to pre-defined users for pre-defined faults.	We understand that SMS/email gateway shall be provided by department in case department wants to send SMS/email to users	requested clarification on the scope	Yes, understanding is correct.
83	Annexure - B Technical Specifications - IT Components D) Helpdesk and IT Service Management	148	Annexure - B Technical Specifications - IT Components D) Helpdesk and IT Service Management	2. Should able to integrate with third party IVR or CTI	We request to delete this clause	This will help in wider participations and cost competitive bid	Refer corrigendum

84	10.7.f	86	Security and Incident Management SLA's	For every virus attack reported and not resolved within 36 hours from the time of patch or virus removal tool/process is available, a liquidated damage of Rs. 10,000/- would be imposed on the DCO. If more than three virus attacks which are unresolved within 36 hours from the time of patch then 10% of quarterly maintenance amount would be deducted as liquidated damages.	We request to delete this clause or Rework Jointly on penalty amount	_	As per RFP
85	10.7.f	86	Security and Incident Management SLA's	If latency is more than 5ms for a 64kb packet, then Rs. 5,000 per quarter.	MPLS connetivity is not under scope of SI	_	Clause is related to PSDC network.
86	10.7.f	87	Security and Incident Management SLA's	For every unreported / undetected / unresolved (in case any action is pending on DCO) incidence of Denial of service attack penalty as rs 5Lakh	We request to delete this clause or Rework Jointly on penalty amount	_	As per RFP
87	10.7.f	87	Security and Incident Management SLA's	For every unreported / undetected / unresolved (in case any action is pending on DCO) incidence of Intrusion Penalty as RS 2 Lakh	We request to delete this clause or Rework Jointly on penalty amount	_	As per RFP

88	10.7.f	87	Security and Incident Management SLA's	Data Theft / non-approved software/ laptop/ workstation / storage device found within SDC premises. Rs. 5, 00,000/-	We request to delete this clause or Rework Jointly on penalty amount	_	As per RFP
89	10.7.f	87	Security and Incident Management SLA's	For every unreported / undetected / unresolved (in case any action is pending on DCO) incidence of Hacking Rs. 10,00,000/-	We request to delete this clause or Rework Jointly on penalty amount	_	As per RFP
90	10.7.f	87	Security and Incident Management SLA's	Any other security related threat Rs. 3,00,000/-	We request to delete this clause or Rework Jointly on penalty amount	_	As per RFP
91	10.7.f	87	Security and Incident Management SLA's	Any delay in record incident, MIS, Reports and requested information by DGRPG. Rs. 50,000/-	We request to delete this clause or Rework Jointly on penalty amount	_	As per RFP
92	10.7.f	87	Security and Incident Management SLA's	Non adherence of 4-Tier Secure Development Life Cycle Rs. 2,00,000/	Please clarify. According to us, not under SI scope.	_	Refer corrigendum

93	10.7.f	87	Security and Incident Management SLA's	Mitigation of Identified Security Risk at DCO Level for within below timelines: Critical: 5 hours High: 24 hours Medium: 48 hours Low: 72 hours Rs. 3,00,000/-	We request to delete this clause or Rework Jointly on penalty amount	_	As per RFP
94	10.7.f	87	Security and Incident Management SLA's	Any other OWASP Top 10 attack exploit Rs. 3,00,000/-	We request to delete this clause or Rework Jointly on penalty amount	_	As per RFP
95	10.7.f	87	Security and Incident Management SLA's	Rodent incident Rs. 1,00,000/- per incident	We request to delete this clause or Rework Jointly on penalty amount	_	As per RFP
96	10.7.f	87	Security and Incident Management SLA's	Water Leak incident ● Rs. 1,00,000/- per incident if reported in the server room.	We request to delete this clause or Rework Jointly on penalty amount	_	As per RFP
97	10.7.g	82	SI/FM Manpower Availability	Rs. 5,00,000/- per replacement beyond that allowed.	We request to limit penalty amount to Rs 50000/- per replacement beyond allowed limit	_	As per RFP

98	7.1.2	33	Scope of Work	Architecture of existing PSDC is as under	As per diagram, there are checkpoint NIPS & FW deployed in existing diagram. Kindly suggest, will be use existing FW & IPS along with new NGFW procured under this RFP scope?	_	NGFW is being procured separately. Operations of PSDC NGFW will be the responsibility of DCO.
99	7.2.5.4	35	Handing Over Taking Over (HOTO)	Data Privacy & Security	Kindly suggest what is the expectation in respect of data privacy ? Are we expecting any security control?	_	Yes, we do expect all vendors to comply with our data privacy and security requirements, including appropriate security controls to safeguard any data shared with you. Please refer to the RFP document for further details.
100	7.3.2.5.2	40	Upgradation of the PSDC - Enterprise Management System (EMS)	Application Performance Monitoring & Network Behaviour Analyzer (APM & NBS)	Do you want APM from checkpoint only or third-party solution will work.	_	No particular OEM. Specifications as per tender scope to be adhered.

101	7.3.2.5.3	41	Upgradation of the PSDC - Endpoint Security	Endpoint Security	1- Kindly suggest, can we propose single OEM solution for all end points? 2- Nos. of qty.	_	Refer Annexure - B.F and corrigendum
102	7.4.12.2.8	47	Operation and Management of PSDC - MIS Reports	Patch release update	Kindly suggest is there any tool available for patch management?	_	No
103	7.4.15.19	52	Security Incident & Event Management	Undertake maintenance and management of security devices, including, but not limited to maintaining firewall services to restrict network protocols and traffic, detecting intrusions or unauthorized access to networks, systems, services, applications or data, protecting email gateways, firewalls, servers, desktops from viruses.	Since we are upgrading SIEM, NBD & Server Security only, then the O&M of the entire security stack available at PSDC doesn't comes under scope of bidder. Thus, please delete this clause or modify according to the exact scope.	_	As per RFP
104	7.4.17	53	IT Security Administration Services	IT Security Administration Services	Is there any ISMS process documentation available or not? Kindly suggest	_	To be taken from current DCO during HOTO process
105	7.4.18	54	Virus Management	Virus Management	Is there any virus management documentation available or not? Kindly suggest	_	It's a part of complete ISMS repository (ISO27001) managed by current DCO.

106	Annexure B.E	150	Security Incident Management Solution (SIEM)	SIEM Specifications	Kindly suggest can we go with any other SIEM or we need to propose same Microfocus ArcSight. Secondly who would provide the required infrastructure for SIEM upgradation.	_	No particular OEM. Specifications as per tender scope to be adhered.
107	Annexure B.F	152	Antivirus Specifications	Antivirus Specifications	1- Kindly suggest, mentioned 300 qty. are for server security? 2- Who will provide underlying infra for managing the HIPS solution?	_	1. 500 qty required. Refer corrigendum. 2. Bidder will provide infra for HIPS solution.
108	5.10.TQ 4	18	Technical bids evaluation	The bidder must have on its roll at least 100 technically qualified professionals in the area of networking, systems integration and prior experience in providing the Data Centre Infrastructure maintenance services as on 31.03.2023. ▢ 100 Professionals = 7 Marks ▢ >100 and <=300 Professionals = 14 Marks ▢ >300 Professionals = 20 Marks	We understand that consolidated manpower of parent company along with its subsidiary will be considered. Is our understanding correct, Please clarify	_	Refer corrigendum
109	2.1	5	Document control sheet	Earnest Money Deposit (EMD) through online mode Rs. 25,00,000/- (Rs. Twenty Five Lakh Only) Earnest Money Deposit to be exempted for Public Sector Undertakings (PSUs)	We understand that the EMD need to be submitted online transfer, so we hereby request you to please allow submission of EMD in form of bank gurantee and provide format for the same.	We have been submitting EMD in form of bank gurantee in all the RFP's country wide including Punjab. We have recently submitted Bank Gurantee in Punjab Sewa Kendra RFP.	As per RFP

110	5.9.3	16	Bid evaluation process	The bids will be evaluated on Quality and Cost Based Selection method (QCBS) basis with 70% weightage on technical score and 30% weightage on financial score	Requesting you to please change the clause as below : The bids will be evaluated on Least cost base selection method (L1)	_	As per RFP
111	5.1.2.PQ2	10	Eligibility / pre-qualification criteria	The Bidder should hold valid certificates for ISO 9001	Request department to kindly consider TL9000 certificate	TL 9000 has all necessary compliance as required in ISO 9001	As per RFP
112	5.1.2.PQ2	10	Eligibility / pre-qualification criteria	The Bidder should hold valid certificates for ISO 20000	Requesting department to kindly ammend the clause as " The Bidder/Group company should hold valid certificates for ISO 20000"	Since CMMI can provide a framework to support implementing improvement, some organisations have used a tailored version of CMMI-DEV (prior to CMMISVC release) within their service teams to interpret ISO 20000.	As per RFP
113	6.11.1	31	Subcontracting by Data Centre Operator	The service provider may subcontract non-IT & IT work. However, sub-contracting of IT manpower may be allowed only after approval of DGRPG.	Request department to kindly confirm the approval parameters for obtaining DGRPG's approval for sub-contracting of IT manpower	_	Refer corrigendum
114	Annexure-B.A	143	EMS/NMS Specifications for 05 Years warranty and AMC support	The proposed EMS/NMS solution must be an industry standard, enterprise grade solution recognized by leading analysts (IDC/Gartner/ Forrester) in ITSM, NPMD & AI Ops reports.	This clause is the proprietary clause to specific OEM, kindly remove this clause so that wider OEM can be participated. Also this clause is restricting the Make In India OEM participation.	_	This clause is not part of this tender.

115	Annexure-B.E	152	Security Incident Management Solution (SIEM)	All necessary dedicated hardware (with min 12TB storage in raid 5/6) for Security Incident Management Solution should be provided.	This clause is proprietary which is the restricting the wider OEM participation. Request to authority to kindly remove this clause.	_	As per RFP
116	7.4.40.1.5	68	AMC of IT infrastructure in PSDC	DGRPG may remove any component from AMC with giving notice of 3 months. As and when a particular component is removed from PSDC, the Service Provider shall raise the quarterly O&M bill after deducting the AMC cost of the component as quoted in the financial bid.	We request this clause shall not valid for Equipment AMC Covered in Annexure - 1A (OEM Supported Equiement) as Service provider have to upfornt payment to OEM for AMC Support for overall Contract Tenure Period. Request for Confirmation on same.	_	Refer corrigendum
117	Annexure-B.G	154	Application Performance Management	Does the proposed solution should be able to auto discover experience journeys for the users and provide below details : a) Performance metrics for each step in a user journey b) Performance metrics from one step to the next c) Top incoming and outgoing traffic data for each step d) Drop-off rates e) Refresh traffic and performance data	Clarification required	_	Requirement as per scope of tender.

118	Annexure -B.G	154	Application Performance Management	Is there a need for proposed APM solution to provide an option to drill down directly from any problematic transaction to: i) the server instance which was executing that transaction and provide visibility into health of the server and other transactions getting executed in that node ii) related DB instance in-context with the queries that are being executed iii) in-context OS level metrics iv) correlated application logs from available log files	Clarification required	_	Requirement as per scope of tender.
119	Annexure -B.G	154	Application Performance Management	Can we propose a SaaS based APM platform offering hosted out of AWS Mumbai region.	Clarification required	_	No

| 120 | Annexure B.G | 154 | Application Performance Management | Is there a need to for a proposed solution to offer out of the box support for automatic baselining wherein the solution can automatically learn the behaviour of monitored applications and set baseline thresholds automatically for all the monitored metrics, including:
i) Application metrics
ii) Server metrics
iii) End User Metrics
iv) Custom Metrics
v) Business Metrics
vi) Database Metrics.
The solution must also provide an option of fixed as well as rolling time periods to calculate these thresholds. | Clarification required | _ | Requirement as per scope of tender. |
| 121 | Annexure B.G | 154 | Application Performance Management | Is there a requirement for APM solution to offer container based monitoring solution to future proof the investment made on APM solution. | Clarification required | _ | Requirement as per scope of tender. |

SN	Item Description	Make	Model	Serial Number	AMC / Warranty up to
			List of Existing IT Assets in PSDC & Support Coverage		
1	Router	Hpe	MSR3044	CN65FTR01K	17.10.2024
2	Switch	Hpe	HP FF 12916	CN4AG5F001	17.10.2024
3	Switch	Hpe	HP FF 12916	CN3BG5F007	17.10.2024
4	Router	Hpe	MSR3044	CN65FTR05W	17.10.2024
5	Rack Server	Cisco Systems Inc	UCSC-C240M5S	WZP244004ZK	06.05.2026
6	Rack Server	Cisco Systems Inc	UCSC-C240M5S	WZP244004YN	06.05.2026
7	Rack Server	Cisco Systems Inc	UCSC-C240M5S	WZP244004Z4	06.05.2026
8	Rack Server	Cisco Systems Inc	UCSC-C240M5S	WZP244004Z8	06.05.2026
9	Rack Server	Cisco Systems Inc	UCSC-C240M5S	WZP244004YL	06.05.2026
10	Rack Server	Cisco Systems Inc	UCSC-C240M5S	WZP244004ZM	06.05.2026
11	Rack Server	Cisco Systems Inc	UCSC-C240M5S	WZP244004Z5	06.05.2026
12	Rack Server	Cisco Systems Inc	UCSC-C240M5S	WZP244004YZ	06.05.2026
13	Rack Server	Cisco Systems Inc	UCSC-C240M5S	WZP244004ZG	06.05.2026
14	Rack Server	Cisco Systems Inc	UCSC-C240M5S	WZP244004YF	06.05.2026
15	Rack Server	Cisco Systems Inc	UCSC-C240M5S	WZP244004YE	06.05.2026
16	Rack Server	Cisco Systems Inc	UCSC-C240M5S	WZP244004ZL	06.05.2026
17	Rack Server	Cisco Systems Inc	UCSC-C240M5S	WZP244004YX	06.05.2026
18	Rack Server	Cisco Systems Inc	UCSC-C240M5S	WZP244004Z3	06.05.2026
19	Rack Server	Cisco Systems Inc	UCSC-C240M5S	WZP244004YY	06.05.2026
20	Rack Server	Cisco Systems Inc	UCSC-C240M5S	WZP244004Z6	06.05.2026
21	Rack Server	Cisco Systems Inc	UCSC-C240M5S	WZP244004Z2	06.05.2026
22	Rack Server	Cisco Systems Inc	UCSC-C240M5S	WZP244004Z1	06.05.2026
23	Chassis	Cisco Systems Inc	Cisco UCS 5108 AC2 Chassis	FOX2330P1LC	25.07.2024
24	Chassis	Cisco Systems Inc	Cisco UCS 5108 AC2 Chassis	FOX2330P1LE	25.07.2024
25	Chassis	Cisco Systems Inc	Cisco UCS 5108 AC2 Chassis	FOX2327P5VF	25.07.2024
26	Blade Server	Cisco Systems Inc	Cisco UCS B200 M5 2 Socket Blade Server	FLM233506GK	25.07.2024
27	Blade Server	Cisco Systems Inc	Cisco UCS B200 M5 2 Socket Blade Server	FLM23350839	25.07.2024
28	Blade Server	Cisco Systems Inc	Cisco UCS B200 M5 2 Socket Blade Server	FLM233405L2	25.07.2024
29	Blade Server	Cisco Systems Inc	Cisco UCS B200 M5 2 Socket Blade Server	FLM23350450	25.07.2024
30	Blade Server	Cisco Systems Inc	Cisco UCS B200 M5 2 Socket Blade Server	FLM2335044M	25.07.2024
31	Blade Server	Cisco Systems Inc	Cisco UCS B200 M5 2 Socket Blade Server	FLM233504BH	25.07.2024
32	Blade Server	Cisco Systems Inc	Cisco UCS B200 M5 2 Socket Blade Server	FLM233405L0	25.07.2024
33	Blade Server	Cisco Systems Inc	Cisco UCS B200 M5 2 Socket Blade Server	FLM233404U2	25.07.2024

34	Blade Server	Cisco Systems Inc	Cisco UCS B200 M5 2 Socket Blade Server	FLM233103H5	25.07.2024
35	Blade Server	Cisco Systems Inc	Cisco UCS B200	FLM23350493	25.07.2024
36	Blade Server	Cisco Systems Inc	Cisco UCS B200 M5 2 Socket Blade Server	FLM2335084G	25.07.2024
37	Blade Server	Cisco Systems Inc	Cisco UCS B200 M5 2 Socket Blade Server	FLM233501ET	25.07.2024
38	Rack Server	Cisco Systems Inc	UCS C240 M5S	WZP25420HRC	05.07.2027
39	Rack Server	Cisco Systems Inc	UCS C240 M5S	WZP25420HRN	05.07.2027
40	Rack Server	Cisco Systems Inc	UCS C240 M5S	WZP25420HQQ	05.07.2027
41	Rack Server	Cisco Systems Inc	UCS C240 M5S	WZP25420HS3	05.07.2027
42	Rack Server	Cisco Systems Inc	UCS C240 M5S	WZP25420HRZ	05.07.2027
43	Rack Server	Cisco Systems Inc	UCS C240 M5S	WZP25420HPB	05.07.2027
44	Nexus SAN Switch	Cisco Systems Inc	DS-C9148T-K9	JPG2333003X	25.07.2024
45	Nexus SAN Switch	Cisco Systems Inc	DS-C9148T-K9	JPG233200B9	25.07.2024
46	Nexus SAN Switch	Cisco Systems Inc	DS-C9148T-K9	JPG2618004Q	29.08.2027
47	Nexus SAN Switch	Cisco Systems Inc	DS-C9148T-K9	JPG2616005C	29.08.2027
48	Nexus Network Switch	Cisco Systems Inc	cisco Nexus9000 C93240YC	FDO23340HU6	25.07.2024
49	Nexus Network Switch	Cisco Systems Inc	cisco Nexus9000 C93240YC	FDO23340HTD	25.07.2024
50	Array WAF	Array	AVX 9800	2119N0431	03.06.2026
51	Array WAF	Array	AVX 9800	2119N0432	03.06.2026
52	IBM SAN Storage	IBM	Storewize v7000	78E03ER	25.07.2024
53	IBM SAN Storage	IBM	Storewize v7000	78E03DA	25.07.2024
54	Hitachi SAN & NAS	Hitachi	VSP E SERIES	611850	16.03.2027
55	Hpe Rack Sever	Hpe	HP Proliant DL380 Gen10	SGH220YSXW	16.03.2027
56	Hpe Rack Sever	Hpe	HP Proliant DL380 Gen10	SGH220YSY0	16.03.2027
57	Hpe Tape Library	Hpe	MSL 3040	DEC208018T	16.03.2027
58	Array WAF	Array	AVX 9800	2139N0468	03.06.2026
59	Cisco 9500 NEW	Cisco Systems Inc	9500	FDO26412CG5	13.02.2028
60	Cisco 9500 NEW	Cisco Systems Inc	9500	FDO26420BGF	13.02.2028
61	Cisco Rack Server	Cisco Systems Inc	UCS C240 M5S	WZP261608EQ	31.07.2028
62	Cisco Rack Server	Cisco Systems Inc	UCS C240 M5S	WZP261608EP	31.07.2028
63	Cisco Rack Server	Cisco Systems Inc	UCS C240 M5S	WZP261608FX	31.07.2028
64	Cisco Rack Server	Cisco Systems Inc	UCS C240 M5S	WZP261608F2	31.07.2028
65	Cisco Rack Server	Cisco Systems Inc	UCS C240 M5S	WZP261608EU	31.07.2028

66	isco RACK SERVE	Cisco Systems Inc	UCS C240 M5S	WZP261608EY	31.07.2028
67	isco RACK SERVE	Cisco Systems Inc	UCS C240 M5S	WZP261608ET	31.07.2028
68	isco RACK SERVE	Cisco Systems Inc	UCS C240 M5S	WZP261608FW	31.07.2028
69	isco RACK SERVE	Cisco Systems Inc	UCS C240 M5S	WZP261608FZ	31.07.2028
70	Cisco SW	Cisco Systems Inc	Catalyst 1000	FOC2710YBBK	27.05.2028
71	Cisco Sw mgmt	Cisco Systems Inc	Cisco 2960	FCW1845A7AL	NA
72	Cisco switch	Cisco Systems Inc	Catalyst 1000	FOC2710YCMP	27.05.2028
73	Hitachi Storage	Hitachi	VSP E SERIES	611850	16.03.2027

SN	Item Description	Make	Model	Serial Number	AMC / Warranty up to
	List of Existing IT Assets in PSDC				
1	Switch	Hpe	Flex Fabric 5700- 32XGT-8XG-	CN65GN50CW	17.10.2024
2	Switch	Hpe	Flex Fabric 5700- 32XGT-8XG- 2QSFP+	CN64GN517T	17.10.2024
3	Switch	Hpe	Flex Fabric 5700- 32XGT-8XG- 2QSFP+	CN69GN50J1	17.10.2024
4	Switch	Hpe	Flex Fabric 5700- 32XGT-8XG- 2QSFP+	CN65GN509N	17.10.2024
5	Switch	Hpe	Flex Fabric 5700- 32XGT-8XG- 2QSFP+	CN65GN5080	17.10.2024
6	StoreOnce Server	Hpe	3 PAR 7400c	4C16409742	17.10.2024
7	HPE STOREONCE BACKUP	Hpe	Store Once 4500	SGH640DH01	NA
8	SAN SWITCH	Hpe	Brocade 6510	BRW1934M02B	17.10.2024
9	SAN SWITCH	Hpe	Brocade 6510	BRW1934M027	NA
10	TAPE LIBRARY	Hpe	HP:MSL6480	DEC63504T5	17.10.2024
11	BLade chassis 1	Hpe	C7000	SGH640WPJY	17.10.2024
12	BLade chassis 2	Hpe	C7000	SGH640WPK0	17.10.2024
13	Server	Hpe	BL 460C G9	SGH640W9R0	17.10.2024
14	Server	Hpe	BL 460C G9	SGH640WA4E	17.10.2024
15	Server	Hpe	BL 460C G9	SGH640WA4S	17.10.2024
16	Server	Hpe	BL 460C G9	SGH640WA4K	17.10.2024
17	Server	Hpe	BL 460C G9	SGH640WA4C	17.10.2024
18	Server	Hpe	BL 460C G9	SGH640WA4P	17.10.2024
19	Server	Hpe	BL 460C G9	SGH640W9PV	17.10.2024
20	Server	Hpe	BL 460C G9	SGH640WA6X	17.10.2024
21	Server	Hpe	BL 460C G9	SGH640WA70	17.10.2024
22	Server	Hpe	BL 460C G9	SGH640W9PX	17.10.2024
23	Server	Hpe	BL 460C G9	SGH640W9PS	17.10.2024
24	Server	Hpe	BL 460C G9	SGH640WA72	17.10.2024
25	Server	Hpe	BL 460C G9	SGH640WA4H	17.10.2024
26	Server	Hpe	BL 460C G9	SGH640WA4M	17.10.2024
27	Server	Hpe	DL560 G9	SGH640WFXS	17.10.2024
28	Server	Hpe	DL560 G9	SGH640WFXV	17.10.2024
29	Server	Hpe	DL560 G9	SGH640WFXX	17.10.2024
30	Server	Hpe	DL380 G9	SGH640WFX5	17.10.2024
31	Server	Hpe	DL180 G9	SGH642XRVS	17.10.2024
32	Server	Hpe	DL560 G9	SGH640WFXP	17.10.2024
33	Server	Hpe	DL560 G9	SGH640WFXM	17.10.2024
34	Server	Hpe	DL560 G9	SGH640WFX7	17.10.2024
35	UCS	Cisco Systems Inc	6248	68397602LO	NA

36	Server	Cisco Systems Inc	UCS C240	WZP18330UQA	NA
37	UCS	Cisco Systems Inc	6248	68397603AO	NA
38	Server	Cisco Systems Inc	C240	WZP181705W	NA
39	SAN SWITCH	Hpe	HP Work 8/24	CZC437U1N6	NA
40	SWITCH	Cisco Systems Inc	C3650	SND13423268	NA
41	SWITCH	Cisco Systems Inc	C3650	DCH1844FGHH	NA
42	POWER EDGE	DELL	R630	95K91H2	NA
43	SERVER	Hpe	DL560	SGH428LH5T	NA
44	SERVER	Hpe	DL560	SGH425KD1A	NA
45	SERVER	Hpe	DL320	SGH4400D47	NA
46	DRIVE SHELF	Hpe	M6710	SHM097424SV37D3	NA
47	DRIVE SHELF	Hpe	7200	SHM09742455C3F1	NA
48	DRIVE SHELF	Hpe	M6710	SHM097424559798	NA
49	DRIVE SHELF	Hpe	M6710	SHM0974245V3D3A	NA
50	SWITCH	Cisco Systems Inc	6248	SSI183806EG	NA
51	SWITCH	Cisco Systems Inc	WSC3650	DCH1844FTK3	NA
52	SERVER	DELL	R630	87NP6C2	NA
53	SERVER	DELL	R630	87PR6C2	NA
54	BLADE CHASIS	Cisco Systems Inc	UCS5108	FOX1849G8D2	NA
55	Array SLB	Array	APV 1600V5 APP-S	2019M3603	NA
56	Server	Cisco Systems Inc	Cisco UCS B200 M3 2 Socket Blade Server	FCH18477YJ5	NA
57	Server	Cisco Systems Inc	Cisco UCS B420 M3 2 Socket Blade Server	FCH1906J8MG	NA
58	Blade Chasis	Hpe	Blade Chasis	SGH311P8PP	NA
59	Server	Hpe	HP BL420C	SGH311P8R1	NA
60	Server	Hpe	HP BL420C	SGH310NRJM	NA
61	Server	Hpe	HP BL420C	SGH310NRJP	NA
62	Server	Hpe	HP DL580 R07 (E7) CTO chassis	SGH311P8R7	NA

63	Server	Hpe	HP DL580 R07 (E7) CTO chassis	SGH311P8R3	NA
64	Blade Chasis	Cisco Systems Inc	Cisco Blade Chasis 5108	FOX1849G8D2	NA
65	Server	Cisco Systems Inc	Cisco UCS B200 M3 2 Socket Blade Server	FCH18477YBT	NA
66	Server	Cisco Systems Inc	Cisco UCS B200 M3 2 Socket Blade Server	FCH18477XKZ	NA
67	Server	Cisco Systems Inc	Cisco UCS B200 M3 2 Socket Blade Server	FCH1834J5BQ	NA
68	Server	Cisco Systems Inc	Cisco UCS B200 M3 2 Socket Blade Server	FCH18447MOR	NA
69	Server	Hpe	HP Proliant DL560 Gen8	SGH425KDIE	NA
70	Server	Hpe	HP Proliant DL560 Gen8	SGH425KD1A	NA
71	Server	Hpe	HP Proliant DLS60 Gen8	SGH425KD12	NA
72	Server	Hpe	HP Proliant DL560	SGH425KD16	NA
73	Server	Hpe	HP Proliant DL380 Gen9	CN762601GX	NA
74	Server	Hpe	HP Proliant DL 380 Gen9	CN762601GW	NA
75	Chasis	Cisco Systems Inc	Cisco Blade Chasis 5108	FOX2006GB5V	NA
76	Se rver	Cisco Systems Inc	Cisco UCS B200 M4 2 Socket Blade Server	FCH2012J23Z	NA
77	Server	Cisco Systems Inc	Cisco UCS B200 M4 2 Socket Blade Server	FLM2051RN5Y	NA
78	Server	Cisco Systems Inc	Cisco UCS B200 M4 2 Socket Blade Server	FCH20477RT2	NA
79	Server	Cisco Systems Inc	Cisco UCS B200 M4 2 Socket Blade Server	FLM2051RMFV	NA
80	Server	Cisco Systems Inc	Cisco UCS B200 M4 2 Socket Blade Server	FLM2015G7PE	NA
81	Server	Cisco Systems Inc	Cisco UCS B200 M4 2 Socket Blade Server	FLM2015G8K9	NA
82	Server	Cisco Systems Inc	Cisco UCS B200 M4 2 Socket Blade Server	FLM2051RNET	NA
83	Server	Cisco Systems Inc	Cisco UCS B200 M4 2 Socket Blade Server	FCH2012J43N	NA
84	Chasis	Cisco Systems Inc	Cisco Blade Chasis 5108	FOX2053G85Z	NA

85	Server	Cisco Systems Inc	Cisco UCS B200 M4 2 Socket Blade Server	FLM2049R487	NA
86	server	Cisco Systems Inc	Cisco UCS B200 M4 2 Socket Blade Server	FLM2051RNFC	NA
87	server	Cisco Systems Inc	Cisco UCS B200 M4 2 Socket Blade Server	FLM2015G7D7	NA
88	Server	Cisco Systems Inc	Cisco UCS B200 M4 2 Socket Blade Server	FCH2012J43X	NA
89	Server	Cisco Systems Inc	Cisco UCS B200 M4 2 Socket Blade Server	FCH2012J2BT	NA
90	Server	Cisco Systems Inc	Cisco UCS B200 M4 2 Socket Blade Server	FLM2015GBF2	NA
91	Server	Cisco Systems Inc	Cisco UCS B200 M4 2 Socket Blade Server	FCH2012J3XZ	NA
92	Server	Cisco Systems Inc	Cisco UCS B200 M4 2 Socket Blade Server	FLM2015G8HD	NA
93	Server	Cisco Systems Inc	Cisco UCS B200 M4 2 Socket Blade Server	FLM2015G91P	NA
94	server	Cisco Systems Inc	Cisco UCS B200 M4 2 Socket Blade Server	FCH20137JPJ	NA
95	Server	Cisco Systems Inc	Cisco UCS B200 M4 2 Socket Blade Server	FCH20137JQH	NA
96	Server	Cisco Systems Inc	Cisco UCS B200 M4 2 Socket Blade Server	FCH2012J41V	NA
97	server	Cisco Systems Inc	Cisco UCS B200 M4 2 Socket Blade Server	FCH2012JIRJ	NA
98	server	Cisco Systems Inc	Cisco UCS B200 M4 2 Socket Blade Server	FLM2015GEFL	NA
99	HP Blade Server	HPe	HP BL420C	SGH626WHS0	NA
100	HP Blade Server	HPe	HP BL420C	SGH626WHRY	NA
101	HP Blade Server	HPe	HP BL420C	SGH626WHS1	NA
102	HP Blade Server	HPe	HP BL420C	SGH626WHRX	NA
103	Fiber Switch	Cisco Systems Inc	Cisco Fl- Fiber Switch	SSI183806EG	NA
104	ESM ArcSight	HPe	HP Proliant DL 380 Gen9	SGH632XJ1R	17.10.2024
105	Fiber Switch	Cisco Systems Inc	Cisco Fl- Fiber Switch	SSI183804W4	NA

106	FF 5700 -App Swit	HPe	5700	CN69GN50QL	17.10.2024
107	P ArcSight Logger-	HPe	L7600	SGH650Y4FW	NA
108	P ArcSight Logger-	HPe	L7600	SGH638YW2H	NA
109	co N/W Switch 37	co Systems	3750	FOC1342W4J4	NA
110	Cisco switch	co Systems	3560	FD012303Z1RM	NA
111	Cisco switch	co Systems	3560	FDO1639Y2FM	NA
112	Cisco Switch	co Systems	Cisco 2960	FCW1915A1CF	NA
113	D LINK SWITCH	D-Link	DES-3200-28	RZTS1G5000092	NA
114	HP SAN switch	Hpe	HP Work 8/24	CZC618UXCE	NA
115	HP SAN switch	Hpe	HP Work 8/24	CZC618UXCD	NA
116	HP Server	Hpe	DL 560G7	CN72010MN3	NA
117	HP Server	Hpe	DL560 Gen 9	SGH704WPKL	NA
118	HP Server	Hpe	DL560 Gen 9	SGH704WPKJ	NA
119	ervice Processor Se	Hpe	DL 120 Gen 9	SGH6320PJG	NA
120	HP Storage	Hpe	3PAR 7200	HM0974245VF059	NA
121	HPE STOREONCE BACKUP	Hpe	Store Once 4500	7CE616P3J0	NA
122	SAN SWITCH	Hpe	Brocade 6510	CZC634H1T8	NA