

# **E - Tender**

**For**

## **Virtual Desktop Infrastructure (VDI) for Export-Import Bank of India, New Delhi**

**Tender Reference No: IT/EXIM/RFP/2018-19/025**

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TENDER DOCUMENTS FOR	Virtual Desktop Infrastructure (VDI) for Export-Import Bank Of India
TENDER DOCUMENT COST	Rs. 3,000/-
Last date for acceptance of Tender Document Fee and EMD amount	October 06 <sup>th</sup> , 2018 17.00 Hrs.
EMD Amount	Rs. 50,000/-
Date of Online Notice	26 <sup>th</sup> September 2018, 13.30 Hrs.
Document Downloading Start Date	26 <sup>th</sup> September 2018, 13.30 Hrs.
Pre-bid Meeting	03 <sup>rd</sup> October 2018 11:00 Hrs. to 17:00 Hrs.
Document Downloading END Date	08 <sup>th</sup> October 2018, 13.00 Hrs.
Last Date and Time For Submission	08 <sup>th</sup> October 2018, 15.00 Hrs.
Opening Of Tender	08 <sup>th</sup> October 2018, 17.00 Hrs.
Place of Receipt of Tender	<a href="https://eximbankindiatenders.procuretiger.com">https://eximbankindiatenders.procuretiger.com</a>

**e-Tendering / Electronic Tendering / Web Tendering / Online Tendering** is the simulation of the manual tendering process on the internet. i.e., the eligible bidders / tenders can log on to the internet site specified using a unique user name & password and place their Technical & Commercial bids. The eligible bidders will be trained by M/s e Procurement Technologies Ltd. (Abc Procure) personnel on the methodology of submitting the bids online using a special digital signature/electronic key / password at the date and time specified. The bids placed by the tenderers are confidential and will be opened by the authorized EXIM Bank officials. No other person can gain access to the information regarding the bids, which is confidential in nature.

**Minimum requirement:**

1. Computer/Laptop with internet connection
2. Operating system – Windows XP Service pack -3 / VISTA/ WINDOWS 7
3. Digital certificate -Class II or III, Signing + Encryption, and it should be organizational certificate.

**CONTACT INFORMATION FOR E-TENDER PROCESS**

Vendor registration can be done online by opening Website:

<https://eximbankindiatenders.procuretiger.com>

Click on "New Bidder Registration" link, create User Id and Password and attach your Digital certificate. For any clarification kindly contact

**e-Procurement Technologies Limited A-**

**801 – Wall Street - II,**

**Opposite Orient Club,**

**Nr. Gujarat College, Ellis Bridge,**

**Ahmedabad – 380 006.**

**Gujarat State, India**

**Phone: +91 (79)-40270566/567/579/580/582/590**

**Fax: +91 (79) 40230847**

### **E-Tendering Process Compliance Statement**

The following terms and conditions are deemed as accepted by you for participation in the bid event:

1. The price once submitted cannot be changed.
2. Technical and other non-commercial queries (not impacting price) can be routed to the respective contact personnel of EXIM Bank indicated in the tender document. Bidding process related queries could be addressed to M/s e Procurement Technologies Ltd personnel indicated in the tender document.
3. Inability to bid due to telephone line glitch, Internet response issues, software or hardware hangs will not be the responsibility of M/s e Procurement Technologies Ltd or the EXIM Bank. However, M/s e Procurement Technologies Ltd, shall make every effort to ensure availability of technology resources to enable continuous bidding.
4. M/s e Procurement Technologies Ltd does not take responsibility beyond the bid event. Order finalization and post order activities would be transacted directly between bidder and the EXIM bank.
5. Bids once made cannot be withdrawn or modified under any circumstances.
6. EXIM Bank can decide to extend or reschedule or cancel an e-tendering.
7. The bidders are advised to visit <https://eximbankindiatenders.procuretiger.com> for any corrigendum etc.

I / We have read, understood and agree to abide by the e-tendering process compliance statement.

Date

Organization

Name

Designation

**Seal and Signature of the Bidder/s not required since the document is Digitally Signed.**

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## **QUOTATION BID NOTICE**

1. Export-Import Bank of India (EXIM Bank), a corporation established under the Act Export-Import Bank of India, 1981 and having its registered office at 21st Floor, World Trade Centre Complex, Cuffe Parade, Mumbai 400 005 **invites bids from eligible bidders for the supply of Virtual Desktop Infrastructure (VDI) for Board Room Video Conference solution at Exim Bank , Kidwai Nagar, New Delhi.**
2. The mode of tendering is through e-Tendering. E-Tendering is the process by which the physical tendering activity is carried out using internet and associated technologies in a faster and secure environment.
3. Vendor registration can be done online by opening Website:  
<https://eximbankindiatenders.procuretiger.com> Click on "New Bidder Registration" link, create User Id and Password and attach your Digital certificate.
4. Tender document will be allowed for download from above web site after successful vendor registration (hard copies of the tender document will not be provided) and submission of tender document cost.
5. The tender document cost not applicable.
6. **CONTACT INFORMATION FOR E-TENDER PROCESS**  
**e-Procurement Technologies Limited A- 801 – Wall Street - II,**  
**Opposite Orient Club,**  
**Nr. Gujarat College, Ellis Bridge, Ahmedabad – 380 006.**  
**Gujarat State, India**  
  
**Phone: +91 (79) 40230 813/14/16/18/03**  
**Fax: +91 (79) 40230847**
7. EXIM Bank reserves the right to accept or reject in part or full any or all the offers without assigning any reasons there for.

### ELIGIBILITY CRITERIA

S.NO.	Eligibility Criteria	Documents to be Submitted
1.	Bidder must be authorized by OEM to quote for this tender requirement to ensure OEM Support after sales to EXIM Bank.	Manufacturers Authorization Form (MAF) with Tender Reference number to be submitted
2.	The Bidder must deliver, configure and handover of all equipment within 4 Weeks from date of Purchase Order date. The Bank will charge penalty as 1% of the order value on per day basis for late delivery and installation.	Signed Consent on company letter head to be submitted.
3.	The Product quoted unit price validity should be 90 days from tender opening date. As per Bank requirement, repeat order with same terms and conditions will be applicable within 60 days from tender opening date.	Signed Consent on company letter head to be submitted.
4.	The bidder must have GST registration number.	GST Provisional certificate to be uploaded.

## Mandatory Information

### Required for Prequalification of the Tenderer

I/We confirm that to the best of our knowledge this information is authentic **and accept that any deliberate concealment will amount to disqualification at any stage.**

Sr. No.	Particulars	Details
1.	Name of the Firm	
2.	Name of the Proprietor, Partners/Directors	
	A (Mobile No.)	
	B (Mobile No.)	
3.	Office Telephone Nos.	
	a.	
	b.	
	c.	
4.	Head Office Address	
5.	Email Address a.	
	b.	
6.	Year of Establishment	
7.	Registration No.& Date of Registration	
8.	Status Of Firm. (Proprietor/Partnership/Co. etc.)	
9.	Name of Bankers	a.
		b.
10.	PAN Card No.	
11.	GSTIN	

**Seal and Signature of the Bidder/s not required since the document is digitally Signed.**

**Date:**

**Place:**

**Note:**

Please upload scanned copies of the above mentioned documents with sr. nos. marked on it.



## **TENDER FORM**

**Mr. Dharmendra Sachan**

**General Manager**

**Export- Import Bank of India**

**21<sup>st</sup> Floor, Centre One, World Trade Centre.**

**Cuffe Parade, Mumbai 400 005**

Dear Sirs,

**Ref: Procurement of Virtual Desktop Infrastructure (VDI) for Video Conference Solution at Exim Bank , Kidwai Nagar.**

**Ref.No: IT/EXIM/RFP/2018-19/025.**

I/we further agree to execute and complete the work within the time frame stipulated in the tender scope of document. I/we agree not to employ Sub-Service Providers without the prior approval of the EXIM Bank. I/We agree to pay Sales Tax, Works Contract Tax, Excise Tax, Octroi, LBT, **GST**, Duties, all Royalties and all other applicable taxes prevailing and be levied from time to time on such items for which the same are liable and the rates quoted by me/us are inclusive of the same.

I/we understand that you are not bound to accept the lowest tender or bound to assign any reasons for rejecting our tender. We unconditionally agree Exim Bank's preconditions as stipulated in the tender documents and empanelment process.

I/We agree that in case of my/our failure to execute work in accordance with the specifications and instructions received from the Exim Bank, during the course of the work, Exim Bank reserves the right to terminate my contract.

Yours truly,

Seal and Signature of the Bidder/s not required since the document is Digitally Signed.

Place:

Name:

Date:

Designation:

Seal:

## **INSTRUCTIONS TO TENDERERS**

### **1.0 Location:**

**Export-Import Bank of India, 7<sup>th</sup> Floor, Tower 1, Block 1, East Kidwai Nagar, New Delhi, (Opp. AllMS Gate No. 2)**

a. Tenderers must get acquainted with the proposed work, specifications, conditions of contract and other conditions carefully before tendering. The Tenderer shall seek **clarifications on pre-bid meeting date mentioned in tender document**, if required, prior to submitting his tender. No request of any change in rates or conditions for want of information on any particular point shall be entertained after receipt of the tenders.

### **2.0 Submission of Tender:**

Refer to E-Tendering Process Compliance Statement (Title No. 7) No queries will be entertained on last day of tender submission.

**3.0 Any printing or typographical errors /omission** in tender document shall be referred to EXIM Bank and their interpretation regarding correction shall be final and binding on Service Provider.

### **4.0 Transfer of Tender Documents:**

Transfer of tender documents purchased by one intending Tenderer to another is not permitted.

### **5.0 Validity:**

Tenders submitted by Tenderers shall remain valid for acceptance for a period up to 90 days from the date of opening of Bid/tender. The Tenderers shall not be entitled during the period of validity, without the consent in writing of EXIM Bank to revoke or cancel his tender or to vary the tender given or any terms thereof.

## 6.0 Right to accept or reject tender:

The acceptance of a tender will rest with the EXIM Bank who does not bind themselves to accept lowest tender and reserve to themselves the authority to reject any or all the tenders received. They also reserve the right of accepting the whole or any part of the tender and the Tenderers shall be bound to perform the same at the rates quoted. All tenders in which any of the prescribed conditions are not fulfilled or are incomplete in any respect or there is any correction not duly signed and dated by the Tenderer are liable to be rejected. For this purpose Tenderer shall quote rates for various items which will be self-sufficient to meet their whole costs for executing any / every item. No demand for variations in rates for items executed shall be entertained on the plea of the EXIM Bank deciding to delete, alter or reduce the quantities specified in respect of the any item.

## 7.0 Rates:

EXIM Bank is not concerned with any rise or fall in the prices of materials, Parts and labour.

**8.0 Payments** for the work to be executed under this contract shall be made as per the tender document, and no variation in the mode of payment will be acceptable.

## 9.0 Signing of the contract:

- a) The successful Tenderer shall be required to execute a **non-disclosure agreement with Exim Bank** within 07 days from the date of receipt of the notice of acceptance of tender. In the event of failure on the part of the successful Tenderer to sign the agreement in the above- stipulated period. EXIM Bank reserves the right to cancel the contract.
- b) Until the Agreement is formally signed, the Work Order / Letter of Acceptance of Tender issued to the successful Tenderer and accepted by him shall be operative and binding on the EXIM Bank of India and the Service Provider.

**10.0** On acceptance of the tender, the name of the accredited representatives of the Tenderer who would be responsible for taking instructions from EXIM Bank shall be mentioned by the Tenderer.

**11.0** If so decided EXIM Bank reserves the right to appoint PMC (Project Management Consultant) or any other agency to get the quality of works checked, measurements recorded, including certification of bills etc.

**12.0** EXIM Bank has the right to delete items, reduce or increase the scope of work without the Service Provider claiming any compensation for the reduction in the scope of work.

**13.0 Notices to local bodies:**

The Service Provider shall comply with and give all notices required under any law, rule, regulations or bye laws of parliament, state legislature or local authority relating to works.

**14.0** I / We hereby declare that I / We have read and understood the above instructions for the guidance of the Tenderers. Seal and Signature of the Bidder/s not required since the document is Digitally Signed.

### APPENDIX SHOWING IMPORTANT SCHEDULE

Sr. No.	Description	Remark
1	<b>Earnest money Deposit ` 50,000 /- in the form of Demand Draft</b> Drawn in favor of "Export-Import Bank Of India" payable at Mumbai.	EMD will be refunded within 10 working days for unsuccessful bidders and within 30 working days after project sign off for successful bidder.
2	Tender Document Fee ` <b>3,000/-</b> in the form of Demand Draft Drawn in favor of "Export-Import Bank Of India" payable at Mumbai.	Non-refundable
3	Date of Commencement of Project .	Within 10 working days from the date of award of contract.
4	Applicable Taxes shall be deducted at prevailing rate from each bill as per Govt. or Local laws.	
5	Payment Terms.	Within 30 working days from date of project sign off and correct hardcopy invoice submission. (No advance payment)
6	Fixed Rate Contract Period from Bid Opening Date.	<b>90 Days Price Validity</b>

## SCOPE OF WORK

1. The Bank is in the process of implementing video conference solution with content screens on the table. The content screen is a touch screen with motorized mechanism. The Bank need to use this content screen with VDI solution to access various application and portals from Centralised repository/internet.
2. The VDI solution must be installed on server with OS as Windows Server 2016 Std.
3. Each content screen should support Virtual Keyboard, shared folder access from server. Individual user session access without disturbing other user access and activity.
4. VDI solution should integrate with VC solution switcher. Total 25 units of license required for thin client.
5. IE version 8.0 should be installed on the VDI for Finacle Core Banking software compatibility.
6. The proposed solution shall deliver virtual desktops and applications through a single platform and single management tool to streamline management, easily entitle end users and rapidly deliver desktops and applications to end users across devices and locations.
7. The proposed solution shall be able to provide access to applications hosted on Microsoft Windows Servers or Linux Servers. This should support
  - Clientless application Access
  - Integrate Application with native desktop
8. The proposed solution shall integrate with Existing Microsoft Active Directory for all authentication requirements.
9. The proposed solution shall provide optimized access to virtual desktops across the WAN, LAN and internet through an HTML5 compliant browser.

10. The proposed solution shall provide unified user interface to access virtual desktop & applications across various platform like Windows 7/8/8.1/10 (32bit and 64bit), Windows 2008 /2012/2016 Server OS, Linux
11. The proposed solution shall have following support features.
  - Administrator/Support Engineer must be able to take control of remote user machine
  - Administrator/Support Engineer should be able to Share/Upload files to remote user machine
  - Administrator/Support Engineer should be able to chat with connected user
  - Administrator should be able to see online users
  - Administrator should be able display alert as message to users in advance for an upcoming maintenance.
12. The proposed virtualization platform shall have the capability to deploy industry leading endpoint security solutions and run scans on appliance instead of running on each of the VM's with minimal impact on performance.
13. All user account management activity should be logged.
14. Logs should be generated in standard formats so that the same can be analyzed using popular log analyzer tools.
15. Every access control related events should be logged.
16. The Exim Bank will provide one Server with Windows 2016 Std edition license.
17. The software must be scalable to support 200 users. The initial spread of the solution would be to cover 25 clients (using desktops & laptops, thin clients).
18. The VDI implementation partner should implement the system along with Video Conference implementer.

19. The VDI implementation partner must provide Virtual keyboard, Drive mapping and server access configuration from content screen.
20. The implementation partner must configure end to end VDI solution, Virtual Machine configuration, Content Screen level configuration.
21. The VDI implementation partner/OEM must provide unlimited onsite technical support on 24X7 on Bank's requirement basis within 4 hours of call register through phone call or email for entire contract period.
22. The VDI solution must be completed within five weeks from date of purchase order date. Any delay may cancel the order or penalty of 1% of the order value on daily basis.
23. The VDI solution and Thin client should be from same vendor for VC integration and better management.
24. The proposed solution shall provide the ability to create and deliver application containers to the virtual desktop in order to avoid application and OS compatibility issues (eg. Running IE6 on Windows 8 virtual desktops).
25. The proposed solution should support the use of internal HDD of the server as enterprise SAN to eliminate the investment in the external SAN Switch and SAN.



## Technical Evaluation

### 1. Technical Compliance

S.No.	Points	Specification	Compliance Yes/No
1	Scope of Work	The software <b>must be scalable to support number of users up to 500</b> .The initial spread of the solution would be <b>to cover 25 client</b> (using desktops & laptops, thin clients)	
		<b>Replication:</b> The profiles of users need to be available at <b>2 sites</b> , so that in case of failure of one site, users can start working from the second site.	
		<b>All thin clients must be from same vendor</b>	
		<b>The thin client should be small size with DVI-D port to connect with content screen.</b>	
		<b>The VDI solution to be integrated with Video Conference solution</b>	
		Provide support for the entire solution for 3 years.	
2	DVS Software Specifications	<b>The proposed solution shall deliver virtual desktops and applications through a single platform and single management tool to streamline management, easily entitle end users and rapidly deliver desktops and applications to end users across devices and locations.</b>	
		The proposed solution shall be able to provide access to applications hosted on Microsoft Windows Servers or Linux Servers. This should support - Clientless application Access - Integrate Application with native desktop	
		The proposed solution shall be able to provide access to Desktop OS like Windows 7, 8.1 and windows 10, Linux Based VDI or Linux Based application. This should support - Dedicated VDI - Shared Hosted Desktop VDI	

		<p>The proposed solution shall integrate with Existing Microsoft Active Directory For all authentication requirements. It should have provision for <b>two factor authentication</b> using combination of Domain username/password <b>and OTP/Security Token/Smart Card.</b></p>	
		<p>The proposed solution shall provide the ability to make the following virtual desktop assignments</p> <ul style="list-style-type: none"> <li>- Manual Assignment – Dedicated desktop,</li> <li>- One/Multiple application per user</li> <li>- Assign one desktop per user from a pool of desktops, same desktop on subsequent logons</li> <li>- Assign one desktop per user from a pool of desktops, different desktop on subsequent logons.</li> </ul>	
		<p>The proposed solution shall support multiple level of authorization based on</p> <ul style="list-style-type: none"> <li>- User Role</li> <li>- IP address</li> <li>- MAC Address</li> <li>- Endpoint machine Identity</li> <li>- Location of Endpoint Machine</li> </ul>	
		<p>The proposed solution shall provide centralized image management capabilities to manage the lifecycle of virtual Windows desktops in the environment</p>	
		<p>The proposed solution shall provide the ability to connect to peripherals like <b>printers, DVD drives, serial devices and USB devices</b> connected to client from virtual desktops and application to network devices without compatibility issues, bandwidth restraints or complex user setup.</p>	
		<p>The solution <b>must support printing</b> from direct attached printers, network printers, shared printers.</p>	
		<p>The solution <b>should support</b> MFD, Laser, Dot-matrix, thermal and ink based printers</p>	

		The solution should provide the ability to connect to client microphone connected to client from virtual desktops.	
		The proposed solution shall optimize the usage of server resources (using full virtualization) and shall support network efficient protocols which are capable of delivering the desktops efficiently and effectively consuming minimum bandwidth ( <b>40-100 Kbps</b> per desktop or application session)	
		The proposed solution shall provide optimized access to virtual desktops across the WAN, LAN and internet through an HTML5 compliant browser.	
		The proposed solution shall provide unified user interface to access virtual desktop & applications across various platform like Windows 7/8/8.1/10 ( <b>32bit and 64bit</b> ), Windows 2008 /2012/2016 Server OS, Linux	
		The proposed solution shall provide the ability to deliver application to the virtual desktop without any OS compatibility issues (eg. <b>Running IE6 on Windows 8 desktops</b> )	
		The proposed desktop solution shall provide optimized access across various mobility platforms(Windows, iOS and Android)	
		The proposed solution shall support industry standard load balancing solutions to enable scalability. (built in)	
		The proposed VDI solution must integrate with existing Windows Active Directory (AD)	
		The proposed solution shall be Horizontally Scalable to add cluster server as VDI requirement increases.	
		The proposed solution shall support automatically provision of desktops, snapshot-based virtual desktop deployment	
		The proposed solution shall provide the ability to push updates and patches out to any number of virtual desktops and applications without affecting user settings, data or preferences.	

		The proposed solution shall provide support for optimized delivery of unified communications and real-time audio-video (RTAV) through the virtual desktops.	
		The proposed solution shall provision desktops or groups of desktops with granular security policy enforcement	
		<p>The proposed solution shall apply security policy for selected or all virtual desktops</p> <ul style="list-style-type: none"> <li>- Granular clipboard control</li> </ul> <p>End users can/cannot copy paste data from/to the local machine to the virtual desktop.</p> <p>End users can/cannot take print screen of the virtual desktop from the local machine.</p> <ul style="list-style-type: none"> <li>- Restrict Internet access for users working over public network.</li> <li>- Should hide internal network IP Address and hostnames.</li> </ul>	
		The solution should support file sharing (upload/download) without drive redirection. The solution must support auditing for each file upload and download.	
		The solution should allow to configure policy to keep sessions active when network connectivity is interrupted.	
		The proposed solution shall provide a gateway server and it should have <b>an inbuilt SSL VPN capability</b> . Using the gateway users should be able to access virtual desktop from internet or home without third party VPN gateways.	
		<p>The proposed solution shall have following support features.</p> <ul style="list-style-type: none"> <li>- Administrator/Support Engineer must be able to take control of remote user machine</li> <li>- Administrator/Support Engineer should be able to Share/Upload files to remote user machine</li> <li>- Administrator/Support Engineer should be able to chat with connected user</li> </ul>	

		<ul style="list-style-type: none"> <li>- Administrator should be able to see online users</li> <li>- Administrator should be able display alert as message to users in advance for an upcoming maintenance.</li> </ul>	
		<p>The proposed solution shall provide Enterprise Portal</p> <ul style="list-style-type: none"> <li>- End users will use this portal to access all the corporate applications, virtual desktop which they are entitled to.</li> <li>- End users get access to this portal with single sign-on.</li> <li>- End user access to portal shall support Active Directory and two factor authentication.</li> </ul>	
		The solution should provide virtual keyboard functionality on touchable content screen.	
		Proposed solution should be the latest edition from the OEM.	
		Proposed solution should have option to use PC as client without Windows OS.	
		The proposed virtualization platform shall have <b>small code size to avoid security risks</b> (Smaller Attack Surface). Virtualization software shall provide a Virtualization layer that sits directly on the bare metal server hardware for greater reliability and security.	
		The proposed virtualization platform shall integrate with NAS, FC, FCoE and iSCSI SAN infrastructure from leading vendors leveraging high performance shared storage to centralize virtual machine file storage.	
		The proposed solution shall provide the ability to avoid boot storms related peak IOPS.	
		<i>The proposed virtualization platform shall have the capability to deploy industry leading endpoint security solutions and run scans on appliance instead of running on each of the VM's with minimal impact on performance.</i>	

		The proposed virtualization platform shall allow import and export of virtual machines & appliances in Open Virtual Machine Format (OVF)	
		The proposed virtualization platform shall support NIC teaming for load sharing and redundancy.	
		The proposed virtualization platform should support hardware as well as non-hardware accelerated 3D graphics to run basic 3D applications in virtual machines.	
		The proposed solution shall have High Availability capabilities for the virtual machines in the sense if in case one server fails all the Virtual machines running on that server shall be able to migrate to another physical server running same virtualization software. This high availability feature should also be extended to and aware of the applications running inside of the virtual machines.	
		<p>Solution should have Disaster Recovery options to enable organization to protect their business and ensure workforce continuity.</p> <ul style="list-style-type: none"> <li>- Get workforce up and running in as little as possible time..</li> <li>- Solution should have built-in replication of files beyond storage replication, if any, to replicate from primary site to DR site.</li> <li>- Solution should have an ability to manage operations of DR infrastructure.</li> <li>- Solution support switchover from Active to DR.</li> </ul>	
		The proposed solutions shall provide Desktop virtualization management console for managing the following: Provisioning desktop pools and individual desktops, editing existing Virtual Desktops and pools, Desktop Image creation, maintenance, and deployment, manage connections to physical client & server, terminal server session, set user entitlements of	

		desktops and assignment of applications, online virtual desktop management.	
		Desktop Virtualization management console shall provide a web based view of all virtual machines, allow monitoring of system availability and performance.	
		Desktop virtualization management software should provide automated notifications with Email alerts.	
		Desktop Virtualization management console should have capability to simplify deployment by creating virtual machines from configuration templates.	
		Desktop Virtualization management console should monitor Virtual Machine performance including CPU, Memory, Disk, and Network.	
		Desktop Virtualization management console shall provide reports for performance and utilization of Virtual Machines.	
		Desktop Virtualization management console shall provide capability to monitor and analyze virtual machines, and server utilization and availability with detailed performance graphs.	
		Desktop Virtualization management software should support RBAC (Role based access) for user role and permission assignment. Various roles defined in the software should be based on Active Directory as the authentication framework, Active Directory and Software defined authorization to be supported.	
		Application Logging Standards	
		1. The logs should be captured with adequate level of detail required for later analysis, while balancing the need to not adversely affect performance.	
		2. All user account management activity should be logged.	

		3. Every access control related events should be logged.	
		4. Changes to application configuration settings should be tracked.	
		5. Access attempts to application and underlying system resources should be logged. Design the application to save the logs to a different system. Else, once a system is compromised, the logs themselves might be untrustworthy.	
		6. Secure the system on which the logs are stored.	
		7. Limit access to logs on a need-to-know basis.	
		8. The security logs should be archived periodically.	
		9. Logs should be generated in standard formats so that the same can be analyzed using popular log analyzer tools.	
		The application should provide a log analysis console to view the logs and analyze them.	
		1. The software must support user/concurrent user licensing 2. All third party software components of the solution, including DB, OS etc. should be perpetually licensed. Licenses for the DR site should be included in the solution. 3. Microsoft Server Operating System 2008/2012 Data Centre Edition and Other Microsoft component will be provided by end customer 4. The software supplier should ensure that IT has the rights to receive product updates and upgrades as they are released at no additional charge.	
		The supply made against this order shall be fully guaranteed against any manufacturing defects/ poor workmanship/ inferior quality etc., for a period of 12 months from the date of commissioning + 2 year extended post warranty software	



	comprehensive AMC. During this period, you will arrange to install, configure/troubleshoot free of cost or replace/upgrade complete set if required and reconfiguration/reinstallation of apps/software. The guarantee certificate should be submitting along with dispatch documents.	
	The Proposed Solution Shall provide the OEM Online Remote as well all on-site Support	
	Service Level Agreement (SLA) during AMC & warranty will be "Call To Resolution (CTR) for every issue is within 4 hours, considering data center working days for normal support calls." Further, may place support calls even beyond its office hours, even for such cases, resolution time remains as same. Issues related to any planned activity (e.g. patch update etc.) will be normal support calls.	
	Vendor will have to provide details of specific point of contact for support as well as escalation matrix with whom the AMC calls will be managed.	
	Vendor should arrange for OEM's technical support personnel's visit, once every quarter, for an on-site health assessment of systems supplied by them. They should submit an inspection report to after such visits. These reports will be mandatory for AMC payment. Report should certify hardware health as well as, firmware status on servers.	
	Delays beyond SLA will attract a penalty of Rs.2000/call for every 6-hour delay or part of it. If such deductions exceed the AMC amount, it will be carried over to the next AMC payment period. This applies to calls during warranty period also.	
	Delivery, installation, configuration and implementation period will be 4 weeks from the receipt of LOI/PO.	

		The payment will be made within 30 days on receipt of invoice and delivery note acknowledged by End Customer personnel.	
		1. The vendor must provide following documents a. Vendor should provide documented DR procedures for switchover to DR site and back. b. System Design Document (As built). c. Role based end user Manual. d. Application Administration Manual. e. System Administration Manual. f. Installation Guide. g. Trouble Shooting Guide.	
		1. Onsite Technical Training: Three sessions. 4 Hrs. each 2. The Vendor must provide role based training to Users/System Administrators. 3. Vendor must provide training aids like manuals, presentations, and exercises specific to each of the above groups. He must also provide softcopy of the above	
		1. Supply of Software License – 25. 2. Thin Client – 25. 3. Implementation & Configuration. 4. Training & Documentation.	

## 2. Solution Documentation:

Detailed solution documentation to be submitted on E-Tender portal.

### Commercial Proposal

Item Description	Qty.	Price (').
Proposed solution's software and hardware license cost:	1	
Implementation and Training Cost inclusive of first year AMC:	1	
Comprehensive AMC cost for second year and third year. Yearly cost to be quoted (').	2	
<b>Grand Total</b>		