Stock Holding Corporation of India Limited

(StockHolding)

RFP Reference Number: IT-02/2024-25

GeM Bid Reference Number: GEM/2024/B/4887416

Date: 25-April-2024

RFP for Supply, Installation, Commissioning and Maintenance of On Premise Oracle Private Cloud Appliance and Exadata Appliance with Five Year Support/Warranty and Two Years Comprehensive AMC

DISCLAIMER

The information contained in this Request for Proposal (RFP) document or information provided subsequently to bidder(s) or applicants whether verbally or in documentary form by or on behalf of Stock Holding Corporation of India Limited *(*StockHolding*)*, is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP document is not an agreement and is not an offer or invitation by StockHolding to any parties other than the applicants who are qualified to submit the bids ("bidders"). The purpose of this RFP is to provide the bidder(s) within formation to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. StockHolding makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. StockHolding may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

RFP Document Details

Sr. No.	Description	Remarks
1	Name of Organization	Stock Holding Corporation of India Limited
2	RFP Reference Number	IT-02/2024-25
3	Requirement	RFP for Supply, Installation, Commissioning and Maintenance of Oracle Private Cloud Appliance and Exadata Appliance with Five Year Warranty and Two Years Comprehensive AMC
4	Interest free Earnest Money Deposit (EMD) [*]	Rs. 50,00,000/- (Indian Rupees Fifty Lakhs only) by way of RTGS/NEFT to be paid to Stock Holding Corporation of India Limited as Earnest Money Deposit should be submitted separately before submission of online bids by way of RTGS/NEFT on StockHolding's Bank Account No.: 004103000033442 Bank: IDBI Bank (Nariman Point Branch) IFSC: IBKL0000004. Please share the UTR details to us on below mentioned email address.
5	Email Id for queries up to Pre-Bid Meet	PRIT@stockholding.com
6	Date of Issue of RFP Document	25-April-2024
7	Date, Time and place for online Pre-bid meeting	02-May-2024 11:00 AM For participation in pre-bid meeting, please send mail for online meeting link to PRIT@stockholding.com before 30-April-2024 05:00 PM
8	Last Date for Submission of Online Bid	16-May -2024 13:00 PM
9	Date of Opening of Bid	16-May -2024 13:30 PM

[*] – Bidders registered under Micro, Small and Medium Enterprises (MSME) for specific trade are exempted from EMD. Bidders shall upload the scanned copy of necessary documents as part of eligibility criteria documents.

This bid document is not transferable.

StockHolding reserves the right to modify/update activities/ dates as per requirements of the process.

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Glossary

Abbreviations	Description
StockHolding	Company Stock Holding Corporation of India Limited (StockHolding)
Bidder/SI	Refers to the parties participating in the supply, service, implementation and manage the solution as per StockHolding RFP
RFP	Request for proposal including any amendments, attachments, and/or clarifications pertaining to RFP that may be issued prior to the closing date
Should, May or is desirable	Desirable but not mandatory functions or capacities. Bidders who are able to provide these functions or capacities may be evaluated favourably than those who cannot.
CSS	Oracle Customer Success Services
PCA	Private Cloud Appliance
RE	Resource/Resident Engineer
POA	Power of Attorney
MSME	Micro Small Medium Enterprises
OEM	Original Equipment Manufacturer
BoM	Bill of Material
PO	Purchase Order
EMD	Earnest Money Deposit
DC	Data Centre
DR	Disaster Recovery
NDR	Near Disaster Recovery
SNR	Site Not Ready
SoW	Scope of Work
SLA	Service Level Agreement
PBG	Performance Bank Guarantee
AMC	Annual Maintenance Contract
NDA	Non-Disclosure Agreement
MAF	Manufacturer's Authorization Form
GeM	Government e-Marketplace

1. SUBMISSION OF PROPOSAL

StockHolding invites e-tender through GeM Portal, in two bid system (Technical and Commercial bid), from firm/company who has proven experience in the implementation, integration and managing of Oracle Private Cloud and Exadata Appliance.

Submission of Bids:
The online bids will have to be submitted within the time specified on website https://gem.gov.in/ the following manner:-
   1. Technical Bid (.pdf files)
   2. Commercial Bid (.pdf files)

The bidders are requested to note that they cannot make their online submission after the time stipulated above and no extension of time will normally be permitted for submission of bid.

Invitation for bids:
This "Invitation for bid" is meant for the exclusive purpose of Supply, Installation, Commissioning and Maintenance of Oracle Private Cloud Appliance and Exadata Appliance with Five Year Warranty and Two Years Comprehensive AMC for StockHolding as per the terms, conditions, and specifications indicated in this RFP and shall not be transferred, reproduced or otherwise used for purposes other than for which it is specifically issued.

Objective of this RFP
The objective of this RFP is to select a suitable company / organization having required experience on Oracle Private Cloud Appliance and Exadata Appliance for Supply, Installation, Commissioning and Maintenance of StockHolding's Oracle Private Cloud Appliance and Exadata Appliance with Five Year Warranty and Two Years Comprehensive AMC.

Due Diligence:
The bidder is expected to examine all instructions, Forms, Terms, Conditions and Specifications in this RFP. Bids shall be deemed to have been made after careful study and examination of this RFP with full understanding of its Implications. The Bid should be precise, complete with all details required as per this RFP document. Failure to furnish all information required by this RFP or submission of Bid not as per RFP requirements will be at the bidder's risk and may result in rejection of the bid and the decision of StockHolding in this regard will be final and conclusive and binding.

Cost of Bidding:
The bidder shall bear all costs associated with the preparation & submission of its bid and StockHolding will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

Contents of this RFP Document:

The requirements, bidding procedure, general terms & conditions are prescribed in this RFP document with various sections. Bidder(s) need to submit the following documents as part of their bid.

a) Bidder Details – Annexure – 1
b) Requirement with Scope of Service and Terms and Conditions
c) Format for Eligibility Criteria – Annexure – 2
d) Un-Priced BoM – Annexure – 3
e) Format for Price Bid (Commercial) Bids – Annexure – 4
f) Integrity Pact (Text) – Annexure – 5 and Annexure – 6
g) Compliance Statement – Annexure – 7
h) Format for bank Guarantee – Annexure – 8
i) Bidder's Responsibility – Annexure 9

Clarifications regarding RFP Document:

a) Before bidding, the bidders are requested to carefully examine the RFP Document and the Terms and Conditions specified therein, and if there appears to be any ambiguity, contradictions, gap(s) and/or discrepancy in the RFP Document, they should forthwith refer the matter to StockHolding for necessary clarifications.

b) A bidder requiring any clarification for their queries on this RFP may be obtained via email to PRIT@stockholding.com

c) StockHolding shall not be responsible for any external agency delays.

d) StockHolding reserves the sole right for carrying out any amendments / modifications / changes in the bidding process including any addendum to this entire RFP

e) At any time before the deadline for submission of bids / offers, StockHolding may, for any reason whatsoever, whether at its own initiative or in response to a clarification requested by bidders, modify this RFP Document.

f) StockHolding reserves the rights to extend the deadline for the submission of bids, if required. However, no request from the bidders for extending the deadline for submission of bids, shall be binding on StockHolding.

g) StockHolding reserves the right to amend / cancel / postpone / pre-pone the RFP without assigning any reasons.

h) It may be noted that notice regarding corrigendum/addendums/amendments/response to bidder's queries etc., will be published on StockHolding's website only. Prospective bidders shall regularly visit StockHolding's same website for any changes/development in relation to this RFP.

i) It may be noted that bidder mentioned in the document may be either OEM/Distributor/System Integrator (SI).

Validity of offer:

The offer should remain valid for a period of at least **45 days** from the date of submission.

2. ELIGIBILITY CRITERIA (Documents to be Submitted Online)

Eligibility criteria are mandatory and any deviation in the same will attract bid disqualification. Bidder should upload all supporting documents at the time of submission duly signed and stamped on their company's letter head.

Sr. No.	Criteria	Documents to be submitted by Bidder
1	The bidder should be a company registered under Indian Companies Act, 1956 with experience of implementation, integration and managing of Oracle Private Cloud or Exadata Appliance	Copy of Certificate of Incorporation issued by the Registrar of Companies and Self-declaration by the bidder on it Letter Head duly signed by the Authorized Signatory along with supporting documents with related PO on or before RFP Date
2	Should have an annual turnover of at least Rs. 21 Crores per annum for last 03 (three) financial years (FY2020-21, FY2021-22 and FY 2022-23). It should be of individual company and not of Group of Companies	Certificate from CA mentioning annual turnover for last three financial years.
3	Bidder should have positive net worth in the last 03 (three) audited financial years i.e. FY 2020-21, FY 2021-22, FY2022-23	Certificate from CA mentioning positive net worth for the past three financial years.
4	The bidder must be Oracle India Authorized Oracle Partner Network (OPN) partner. The bidder must be an Authorized Partner for Intel X86 Enterprise Hardware for Backup / Media Server / NDR Server	Manufacturer's authorization letter (MAF) from respective OEM's. MAF should include OEM responsibility during the Contract period.
5	Bidder should not be blacklisted by any Government, Government Body, PSU, Bank, Autonomous body and any other entity for any reasons within last 2 years from the RFP date.	Self-declaration by the bidder on it Letter Head duly signed by the Authorized Signatory
6	Bidder should have experience of minimum 02 projects for implementation of On-premise Oracle Exadata or PCA during last 03 years from RFP date in India.	Copy of Purchase Order mentioning start and end date.
7	Technical Compliance of proposed BoM and required specification	Technical Compliance document on Company letter head duly signed by competent authority.

8	Bidder should have Support office at MMRDA region and Bengaluru.	Bidder to provide office address along with GST details.

3. BIDS PREPARATION AND SUBMISSION DETAILS

The online bids will have to be submitted within the time specified on website https://gem.gov.in/ . Bidders must familiarize (if not already) with the Portal and check/ fulfil the pre-requisites to access and submit the bid there-

1. Technical Bid (.pdf files)
2. Commercial Bid (.pdf files)

3.1 SUBMISSION OF BIDS

a) The required documents for Eligibility Criteria, Commercial Bid must be submitted (uploaded) online on GeM portal. Eligibility Criteria and Commercial Bid should be complete in all respects and contain all information asked for in this RFP document.

b) The offer should be valid for a period of at least 45 days from the date of submission of bid.

c) The Bidder shall fulfil all statutory requirements as described by the law and Government notices. The Bidder shall be solely responsible for any failure to fulfil the statutory obligations and shall indemnify StockHolding against all such liabilities, which are likely to arise out of the agency's failure to fulfil such statutory obligations.

d) The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP document(s). Failure to furnish all information required as mentioned in the RFP document(s) or submission of a proposal not substantially responsive to the RFP document(s) in every respect will be at the bidder's risk and may result in rejection of the proposal.

e) Delayed and/or incomplete bid shall not be considered.

f) There may not be any extension(s) to the last date of online submission of Eligibility Criteria details and commercial Price bids. This will be at the sole discretion of StockHolding.

3.2 EVALUATION OF BIDS

StockHolding will evaluate the bid submitted by the bidders under this RFP. The eligibility bid submitted by the Bidder will be evaluated against the Eligibility criteria set forth in the RFP. The Bidder needs to comply with all the eligibility criteria mentioned in the RFP to be evaluated for evaluation. Noncompliance to any of the mentioned criteria may result in rejection of the bidder's proposal. The decision of *StockHolding* would be final and binding on all the bidders to this document.

StockHolding may accept or reject an offer without assigning any reason whatsoever. The bidder is required to comply with the requirement mentioned in the RFP. Non-compliance to this may lead to disqualification of a bidder, which would be at the discretion of *StockHolding*.

a) Please note that all the information desired needs to be provided. Incomplete information may lead to non-consideration of the proposal.

b) The information provided by the bidders in response to this RFP document will become the property of StockHolding.

Evaluation Process

Stage 1 - The 'Eligibility Criteria bid document' will be evaluated and only those bidders who qualify the requirements will be eligible for 'Technical bid'.

Stage 2 - For only those bidders who have been found eligible in Stage 1, "Technical Bids" will be evaluated, and a technical score would be arrived at as per evaluation steps detailed in the RFP.

Stage 3 - Bidders, who have been found eligible in Stage 2, shall be invited for "Commercial Bid" evaluation.

Stage 4 - The final evaluation will be made on the basis of quality-cum-cost based selection (QCBS), with a weightage to quality of services and cost in the ratio of 50:50.

Eligibility Criteria Evaluation (Stage 1)

The bidder meeting the "Eligibility Criteria" will be considered for further evaluation. Any credential/supporting detail mentioned in "Eligibility Criteria" and not accompanied by relevant proof documents will not be considered for evaluation. All credential letters should be appropriately bound, labelled and segregated in the respective areas. There is no restriction on the number of credentials a bidder can provide.

Technical Bid Evaluation (Stage 2)

The Technical bids of only those bidders shall be evaluated who have satisfied the "Eligibility Criteria" bid. StockHolding may seek clarifications from any or each bidder as a part of technical evaluation. All clarifications received by within stipulated time shall be considered for evaluation. In case a clarification is not received within the stipulated time, the respective technical parameter would be treated as non-compliant and decision to qualify the bidder shall be accordingly taken by the StockHolding.

Only those bidders scoring a minimum of **70** in the Technical Bid Evaluation will be qualified for Commercial Bid evaluation.

The proposal submitted by the bidders shall, therefore, be evaluated on the following criteria:

Sr. No.	Parameter	Method of Allocating Marks	Minimum Qualifying Score	Maximum Score	Documents Required
(A)	**Project Experience- Minimum qualifying marks (40 out of 60)**				
1	Bidder should have experience of minimum 02 projects for implementation of On-premise Oracle Exadata or PCA during last 03 years from RFP date in India.	2 projects – 15 Marks 3 projects – 20 Marks More than 3 projects – 30 Marks	15	30	Copy of Purchase Order mentioning start and end date

2	Bidder should have completed atleast 1 Data Migrations on PCA or Exadata	1 Migration – 20 Marks 2 Migrations – 25 Marks More than 2 Migrations – 30 Marks	25	30	Copy of Purchase Order /Completion certificate mentioning Migration activities
(B)	**Technical Presentation - Minimum qualifying marks (20 out of 40)**				
3	Technical proposal submitted by the bidder covering below aspects – a. Understanding of the Project requirements b. Bidder's Capabilities in Configuration and Data Migration including Relevant Experience c. Approach and Methodology Plan for Implementation and Migration d. SLA Management Framework including and not limited to Escalation/RACI Matrix e. Project Management and Proposed Team Structure	Based on previous experience and proposed Migration methodology	20	40	
Total Marks				**Max: 100 Marks**	

Commercial Bid Evaluation (Stage 3)

The Commercial offers of only those Bidders, who are short-listed after technical evaluation, would be opened.

Best Value Bid Determination and Final Evaluation (Stage 4)

A composite score shall be calculated for those bidders whose bids are found to be in order.

The weightage for the composite evaluation is as described below:
   a. Technical – 60%
   b. Commercial – 40%

For Quality and Cost based Evaluation (QCBS), the following formula will be used for evaluation of the bids.

Bn = 0.6 * (Tn/Thigh * 100) + (0.4) * (Cmin/Cb * 100)

Where;

Bn = Overall score of bidder under consideration

Tn = Technical score for the bidder under consideration

Thigh = Highest Technical score achieved against criteria among all eligible bids

Cb = Evaluated Bid Cost (as calculated above) for the bidder under consideration

Cmin = Lowest Evaluated Bid Cost (as calculated above) among the financial proposals under consideration.

The bidder achieving the maximum overall score will be selected for the project. StockHolding reserves the right to negotiate with bidder achieving the maximum overall score.

4. REQUIREMENT

StockHolding inviting bids from firm/company/organization who will Supply, Installation, Commissioning and Maintenance of Oracle Private Cloud Appliance and Exadata Appliance with Five Year Warranty and Two Years Comprehensive AMC.

4.1 EXISTING ARCHITECTURE OF STOCKHOLDING

StockHolding currently has 2 type of Architectures built on two different hardware technology stack.
1. Oracle Exadata and Exalogic
2. IBM Storage and Power Servers

Both the infrastructures mentioned above host different set of applications. The applications are hosted on Weblogic servers and Database is Oracle 19c for both infrastructures.

Below is the high level AS-IS Infrastructure for both the stacks –

4.1.1 Oracle Hardware Architecture
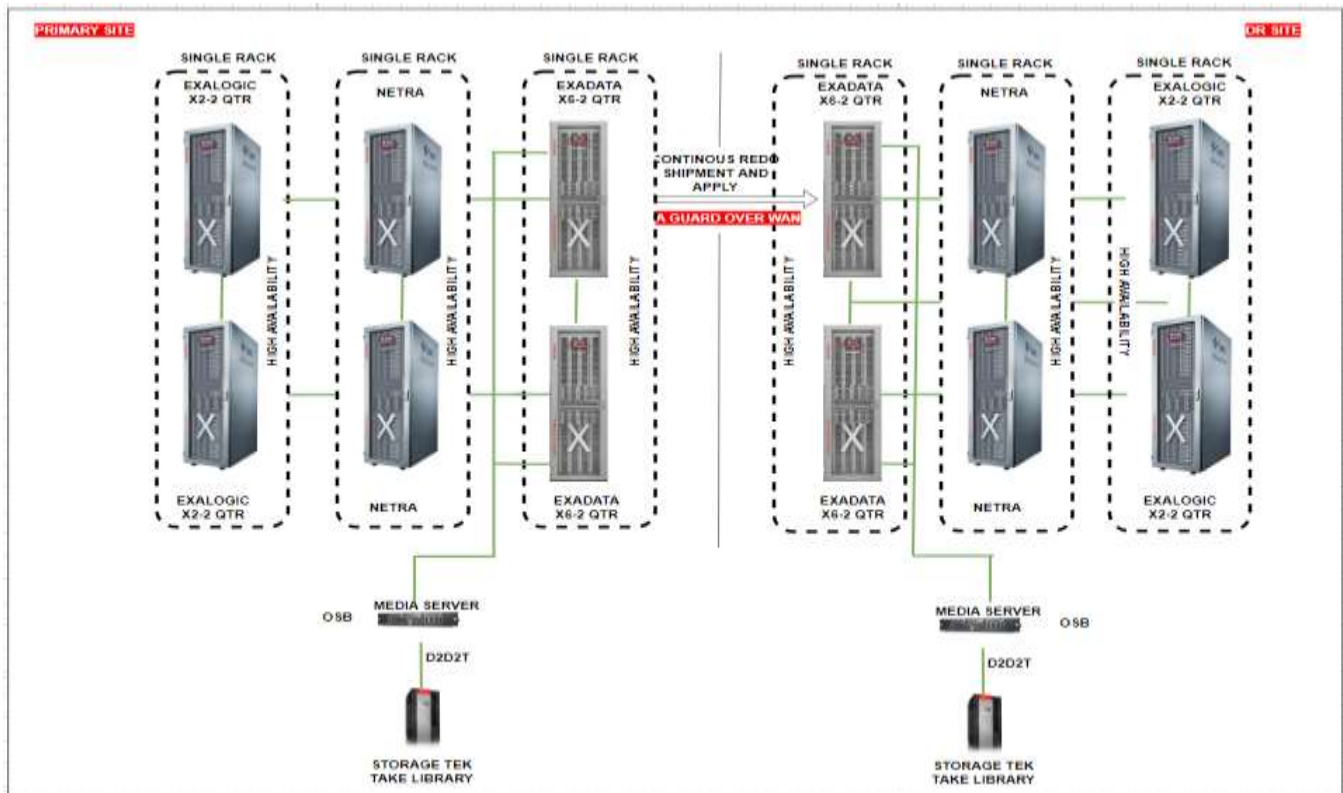
Note: Detailed Information shall be shared with the Successful bidder

4.1.2 IBM Hardware Architecture
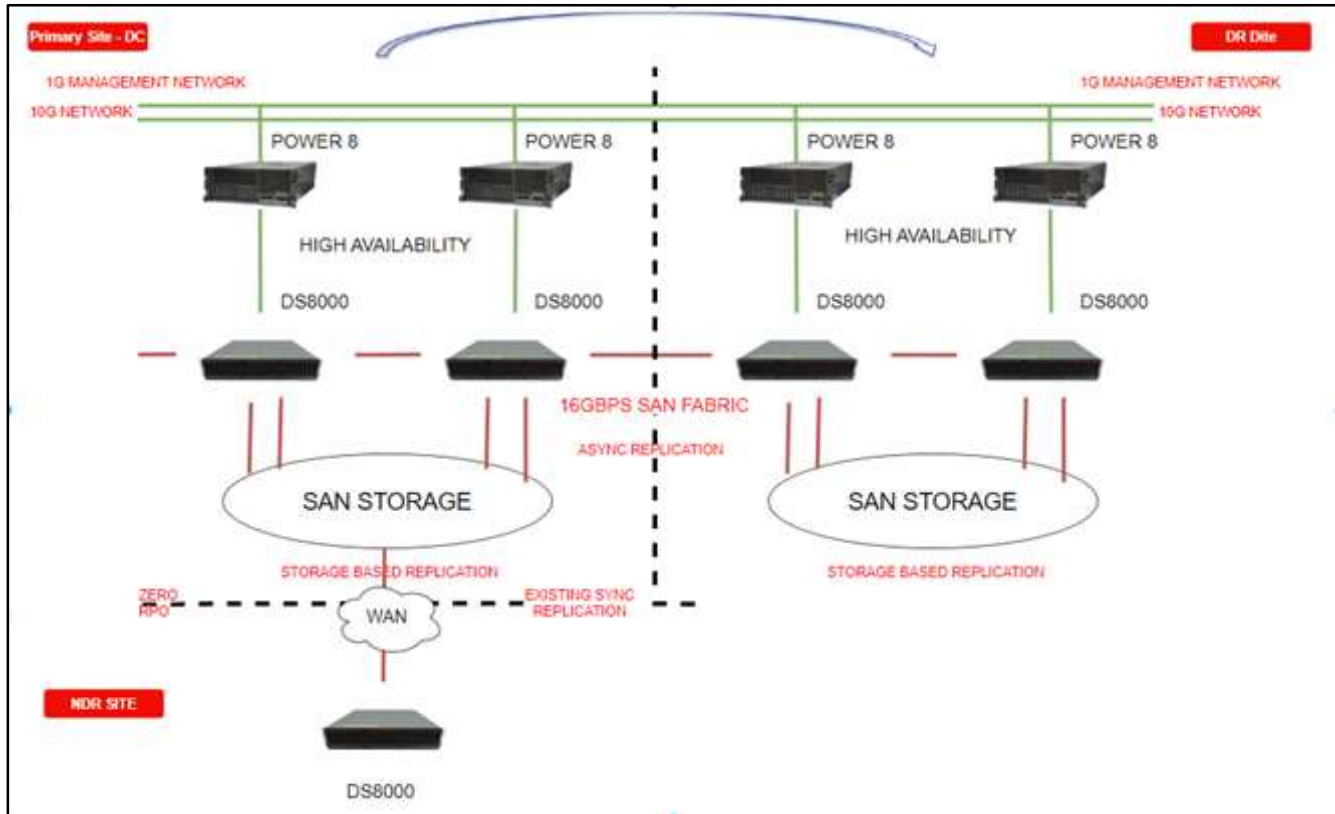
Note: Detailed Information shall be shared with the Successful bidder

4.1.3 Summary of Architecture Technology Stack

4.1.3.1 Oracle Technology Stack

The below details are for both DC and DR Sites.

Description	Information
Database	Oracle 19c on Oracle Linux 7
Web Server	Oracle Weblogic 12c with OS: Oracle Solaris 11.3 – OHS Server.
Application Server	Netra-SPARC-T4-1 with OS: Oracle Solaris 11.3
Number of Applications	4
Number of Databases	3
Exadata Model	X 6-2
Exalogic Model	X 2-2
ASR server	Sun-Fire-V245 with OS: Oracle Solaris 10
Backup Server	Sun Server X4-2 with Oracle Solaris 11.2
Tape Library	StorageTek SL150
Oracle Platinum Server	Intel(R) Xeon(R) Gold 6128 CPU @ 3.40GHz
NDR Available	No

NDR Storage Utilized	Not Applicable
Database Size	Approximately 19 TB
Web Server Size	Not Applicable
Application Server Size	Approximately 1 TB

Note: Detailed Information shall be shared with the Successful bidder.

4.1.3.2 IBM Technology Stack

The below details are for both DC and DR Sites

Description	Information
Database	Oracle 19c with OS: AIX 7.2
Web Server	Oracle Weblogic 12c with OS: AIX 7.2
Application Server	Oracle Fusion Middleware v12c with OS: AIX 7.2
Number of Applications	5
Number of Databases	24
Power Series Model	Power 8 Server S822
Storage Model	DS8884 Storage
ASR server	Not Applicable
Backup Server	Power 8 Server S822 with OS: AIX 7.2
Tape Library	IBM TS4500 with LTO8 - 9 number of Fibre Drives
Oracle Platinum Server	Not Applicable
NDR Available	Yes
NDR Storage Utilized	DS8884 Storage with 24 TB utilization
Database Size	Approximately 12 TB
Web Server Size	Not Applicable
Application Server Size	Approximately 2 TB

Note: Detailed Information shall be shared with the Successful bidder.

4.2 <u>TECHNICAL DETAILS OF THE PROPOSED INFRASTRUCTURE ITEMS REQUIRED</u>

4.2.1 Primary Site

4.2.1.1 Application Infrastructure

Enterprise Class Integrated Server Virtualisation solution – Oracle Private Cloud Appliance – X10 consisting of compute, storage, and networking constructs on-premises – as per the features below and specifications as mentioned below:

a) Offer comprehensive platform for an integrated server virtualization infrastructure for deployment of applications, middleware, and workloads that are cloud-compatible via automation in an OCI-like environment while being disconnected from the public cloud.

b) Provide Compatible APIs, SDKs, and management tools for public and private cloud.

c) Have Consistent infrastructure constructs across private and public clouds: compute, network and storage.

d) Have Compatible tools for target infrastructure deployment Oracle Private Cloud Appliance X10.

e) Have capability to be paired with Oracle Exadata to create an ideal infrastructure for scalable, multi-tier applications.

f) Be configured with double mirrored having 150 TB balanced usable storage space and 70 TB performance usable storage space. The Proposed System should provide double mirroring of data at Storage level.

g) Provide operational benefits, including single-vendor support for full-stack environment and Trusted Partitions that enables efficient software licensing for Oracle software based on the size of the VMs used.

h) Provide Cloud Native Environment to enable developers to easily automate deployment, scaling and management of application containers.

i) Allow use of Infrastructure as code using Terraform scripts to simplify IT manager tasks by automating infrastructure provisioning, enable developers/users to create & deploy their automated scripts.

j) Support backup to tape library Tape Library 4500, using IBM Spectrum Protect, Client Version 8, Release 1, Level 13.0 Or later.

4.2.1.2 Application Infrastructure Specifications

Product	Item	Specification	Quantity
Private Cloud Appliance X-10	Compute node	Compute nodes, each with: 2x AMD 96 Core 2.6GHz Per server	3
	Storage Controller	Controller, each with: 2x Intel 24C/2.1GHz/165W processors 1TB DRAM	2
	Storage Capacity - Balanced	Balanced Storage (DE3-24C) 440 TB Raw (20 * 22 TB HDD), 2x read SSD accelerator, 2x write SSD accelerator	1
	Storage Capacity - Performance	High Performance (DE3-24P) 153.6 TB Raw (20x 7.68 TB SSDs), 2x write SSD accelerator	1
	Network	**Leaf Switches:** 100 Gbps flexible speed switch using QSFP28 ports	2
		Spine Switches 100 Gbps flexible speed switch using QSFP28 ports	2
		Management Switch 48-port 1/10 Gbps Ethernet Switch	1

4.2.1.3   Backup / Media Server

Intel X 86 Enterprise server to work as media server specifications as below.

Product	Item	Specification	Quantity
Intel X 86 Enterprise Server	Compute	Intel X 86 Enterprise Server 2x 16-core 2.4 GHz Intel processor 512 GB Memory 10x 6.8 TB (max 7.68 TB) NVMe SSD H/w RAID controller with RAID 5 support 16/32 GB Fibre Channel PCIe HBA with 2 transceivers 2x Dual 10/25 SFP28 Short Range (SR) Transceiver Red Hat Enterprise Linux OS (Should be compatible with TSM/IBM Spectrum Protect)	1

4.2.1.4   Database Infrastructure

Latest generation Oracle engineered system Exadata X10M having modern architecture with scale-out high-performance database servers, scale-out intelligent storage servers with state-of-the-art PCIe flash, unique storage caching using RDMA accessible memory, and cloud-scale RDMA over Converged Ethernet (RoCE) internal fabric that connects all servers and storage.

An infrastructure having integrated Compute, Storage, Networking and virtualization to deploy and manage Oracle databases and having features as below and detailed specifications as mentioned below.

a) Allow expansion with newer generation server and storage to be deployed seamlessly into existing Database Machines expansions to ensure investment protection. It should provide Linear scalability in terms of performance and storage capacity

b) Have all integrated hardware components of the Database System (Compute, Storage, Switches and Interconnect) installed and pre integrated from the OEM factory. All the Database servers and Sub components should be configured and setup in Active-Active mode.

c) Include the storage subsystem must be based on Grid Architecture, and each Storage Server/Array must be electrically and physically isolated unit, having its own Storage Controller, CPU, Memory, Disk, and Flash and interconnect ports.

d) Provide hybrid storage capability and intelligently use both PCIe Flash card and Disks Storage. It must be capable of providing continuous Database Services in event of Multiple Storage Server/Storage enclosure failure scenario.

e) Be configured with triple mirrored having 240 TB Usable Storage Space (190 TB for Data, 48 TB for archive logs). The Proposed System should provide triple mirroring of data at Storage level

f) Have capability for future expansion and upgrades without Database Services downtime.

g) Seamlessly connect to existing Application tier over High Speed (100Gbps) RoCE network.

h) Support backup to tape library Tape Library 4500, using Tivoli Storage Manager, Client Version 8, Release 1, Level 13.0.

4.2.1.5   Exadata Database System Specifications

Product	Item	Specification	Quantity
Exadata X10M-2 Quarter Rack	Compute node	2x 96-core AMD EPYC 9J14 processors, 2.6 GHz, 1.5 TB Memory, 2 x 3.84 TB NVMe Flash SSD (hot swappable)	2
	Compute Network	5 x 25Gb Dual port Ethernet N/W	2
	Storage Compute	2 x 32-core AMD EPYC 9334 processors 2.7 GHz, 256 GB Memory, 1.25 TB XRMEM	3
	Storage Capacity	12 x 22 TB 7,200 RPM disks 4 x 6.8 TB NVMe PCIe4.0 performance-optimized Flash cards	3

4.2.2 DR Site

The Proposed DR System should same as that of DC, with all necessary Networking components including cables and SFPs to connect 25 GB Network switches available at DR site.

4.2.3 NDR Site

Intel Enterprise X86 server for Near DR Database replication with specifications as below

Product	Item	Specification	Quantity
Intel X86 Enterprise Server	Compute	Intel X86 Enterprise Server 2x 16-core 2.4 GHz Intel processor 512 GB Memory 6x 6.8 TB (max 7.68 TB) NVMe SSD, H/w RAID controller with RAID 5 support 2x Dual 10/25 SFP28 Short Range (SR) Transceiver 2x Dual Port 16 Gb or 32 Gb Fibre Channel PCIe HBA with 2 transceivers Oracle Enterprise Linux OS	1

4.2.4 Proposed Deployment Architecture (DC & DR)

Deployment Architecture Primary

Deployment Architecture DR
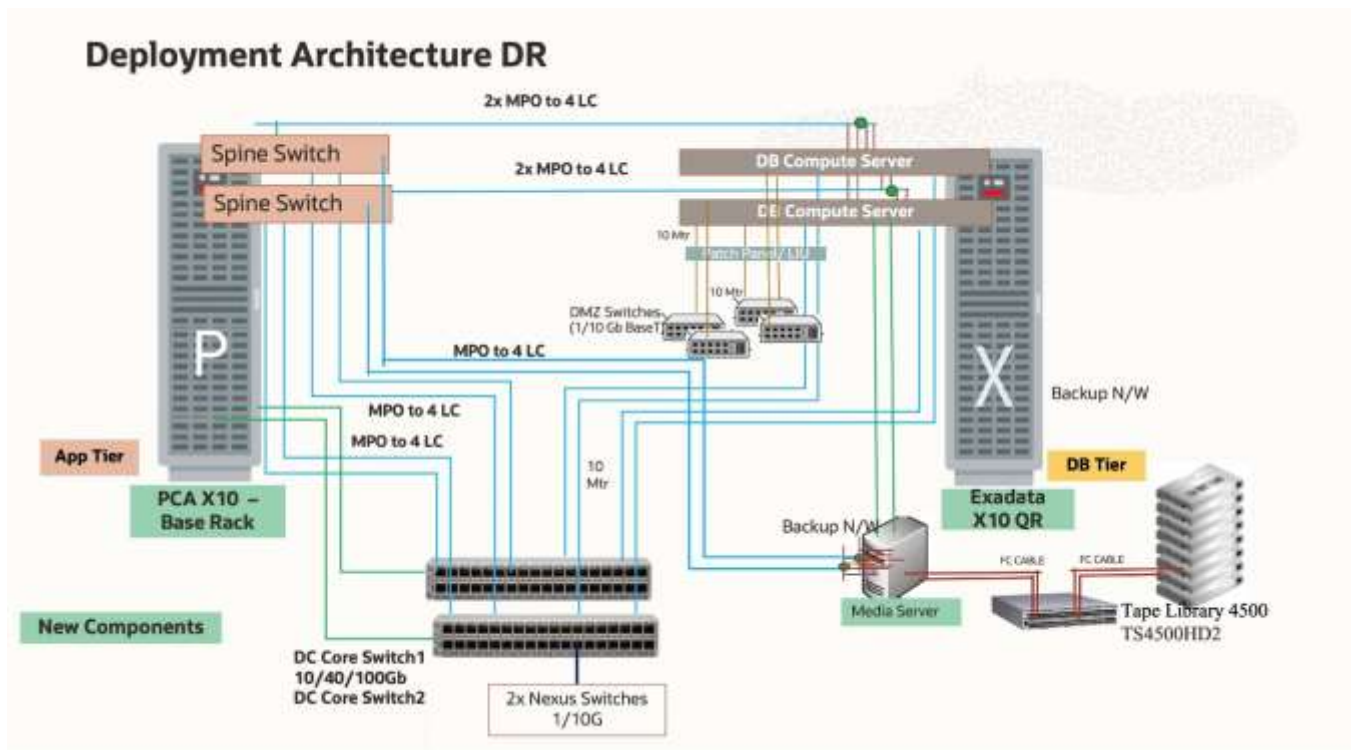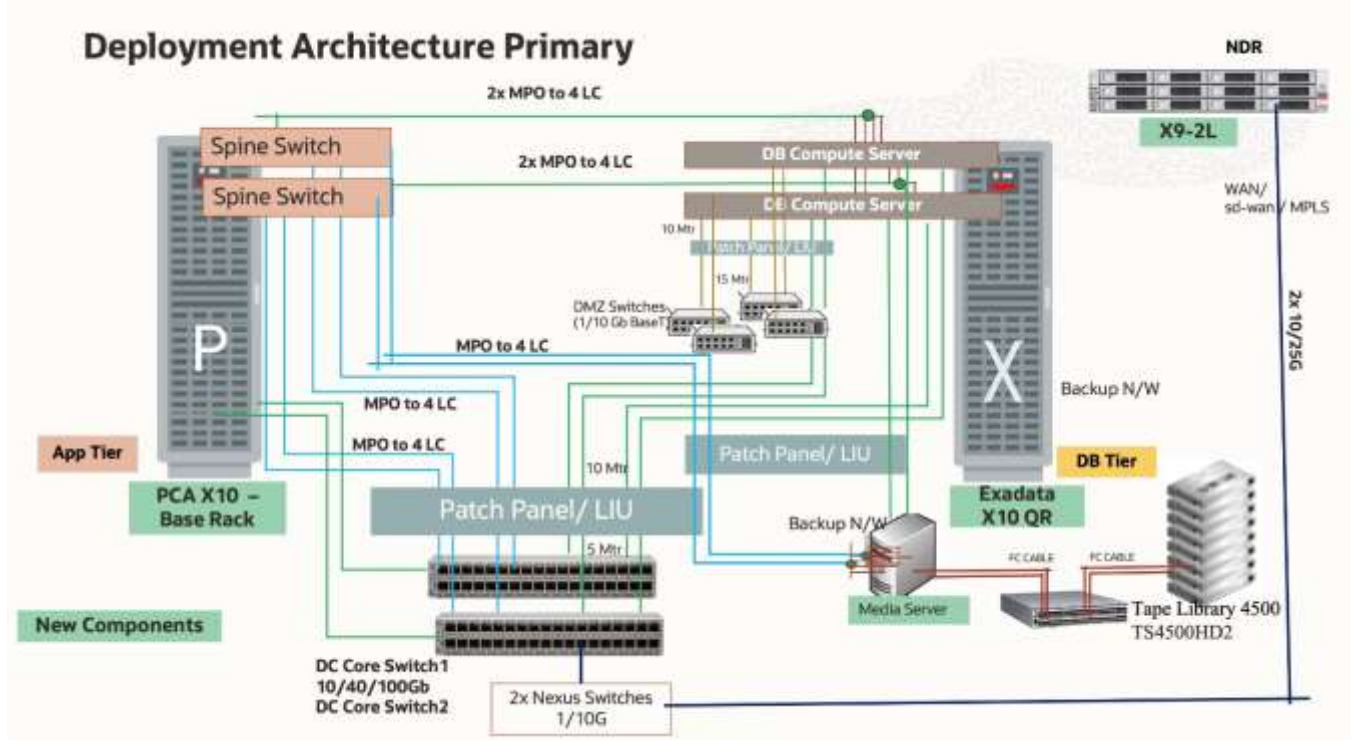
4.3 <u>TECHNICAL COMPLIANCE FOR PROPOSED SPECIFICATIONS</u>

To qualify in the Technical Evaluation, a Bidder must comply with all the requirements as listed in the table below. Bidder(s) must submit their response in yes or no only, any compliance with qualified statement shall be treated as non-compliance.

4.3.1 Primary Site (DC)

4.3.1.1 Oracle Private Cloud Appliance for Applications

Sr. No.	Description	Quantity
1	Oracle Private Cloud Appliance X10: model family	1
2	Oracle Private Cloud Appliance X10 Base Rack (for factory installation)	1
3	Oracle Private Cloud Appliance X10 Server (for factory installation)	3
4	Two 1-phase high voltage 22 kVA PDUs with 2P3W-IP44 plugs for EMEA and APAC, except Japan and Taiwan (for factory installation)	1
5	Engineered Systems 1RU filler panel (for factory installation)	18
6	Cable: 3 meters, mini-SAS HD to mini-SAS HD, active optical (for factory installation)	8
7	Oracle Storage Drive Enclosure DE3-24P for Oracle Private Cloud Appliance X10 (for factory installation)	1
8	QSFP28 short-range transceiver (for factory installation)	18
9	PDU with power routing direction down for raised floor	1
10	Optical splitter cable assembly: 20 meters, MT ferrule terminated, 12-fiber to 4x2-fiber, multimode, MPO to 4 LC connectors, extended breakout, 50/125 diameter, OM4, LSZH, riser	8
11	Optical cable: 5 meters, LC-LC, 50/125 diameter, OM4, LSZH, riser	16
12	Optical cable: 10 meters, LC-LC, 50/125 diameter, OM4, LSZH, riser	16

4.3.1.2 Exadata Database System

Sr. No.	Description	Quantity
1	Exadata Database Machine X10M: model family	1
2	Exadata Database Machine X10M High Capacity (HC) Quarter Rack with Exadata RDMA memory and two 1.5 TB memory DB servers each with 2 dual 25 G network cards (for factory installation)	1
3	One Cisco 9336C RoCE networking fabric switch v2 (for factory installation)	2
4	QSFP28 passive copper cable: 3 meters, 30 AWG	11
5	QSFP28 passive copper cable: 1 meter, 30 AWG	8
6	One Cisco 9348 management switch v2 (for factory installation)	1
7	Two 1-phase high voltage 22 kVA PDUs with 2P3W-IP44 plugs for EMEA and APAC, except Japan and Taiwan (for factory installation)	1
8	Engineered Systems 1 RU filler panel v2	29

9	Exadata Database Machine X10M: Oracle Linux software image for database server (for factory installation)	1
10	Exadata Database Machine X10M: Oracle Linux software image for storage server (for factory installation)	1
11	Oracle Dual Port 25 Gb Ethernet Adapter v2 for Exadata X10M	6
12	Optical cable: 5 meters, LC-LC, 50/125 diameter, OM4, LSZH, riser	12
13	Optical cable: 10 meters, LC-LC, 50/125 diameter, OM4, LSZH, riser	24
14	Oracle 10/25 GbE Dual Rate SFP28 Short Range (SR) Transceiver	20
15	Power cord: India, 2.5 meters, NBR14136 plug with ground, IEC60320-1-C13 connector, 10 A	2
16	Oracle Advanced Support Gateway Server X9-2 (for field installation)	1
17	Exadata Storage Server Software	18

4.3.1.3 Backup / Media Server

Sr. No.	Description	Quantity
1	Intel X86 Enterprise Sever – Manufacturing Date shall not be before January 2023	1
2	2 RU base chassis with motherboard, twelve 3.5-inch drive slots disk cage, 2 PSUs, slide rail kit, and cable management arm. For Non-EU/UK countries only	1
3	1 Intel Xeon Silver 16-core 2.4 GHz processor or higher	2
4	One 32 GB DDR4-3200 registered DIMM	16
5	One 6.8 TB (max 7.68 TB) 2.5-inch NVMe	10
6	NVMe PCIe cable kit for 12 disk	1
7	Storage Dual Port 16 Gb or 32 Gb Fibre Channel PCIe HBA with 2 transceivers, QLogic	2
8	Dual Port 25 Gb Ethernet Adapter	2
9	10/25 GbE Dual Rate SFP28 Short Range (SR) Transceiver	4
10	Power cord: India, 2.5 meters, IS1293 plug, Compatible Connectors, 10 A	2
11	Hardware RAID controller with RAID5 support	1
12	Red Hat Enterprise Linux OS (Should be compatible with TSM/IBM Spectrum Protect). Red Hat Linux License will be provided by StockHolding	1
13	FC Cables 15 Meters to connect media server to tape library	4
14	Fibre Cables to connect between media server and LIEU	4

4.3.2 DR Site

4.3.2.1 Oracle Private Cloud Appliance for Applications

Sr. No.	Description	Quantity
1	Oracle Private Cloud Appliance X10: model family	1
2	Oracle Private Cloud Appliance X10 Base Rack (for factory installation)	1
3	Oracle Private Cloud Appliance X10 Server (for factory installation)	3

4	Two 1-phase high voltage 22 kVA PDUs with 2P3W-IP44 plugs for EMEA and APAC, except Japan and Taiwan (for factory installation)	1
5	Engineered Systems 1RU filler panel (for factory installation)	18
6	Cable: 3 meters, mini-SAS HD to mini-SAS HD, active optical (for factory installation)	8
7	Oracle Storage Drive Enclosure DE3-24P for Oracle Private Cloud Appliance X10 (for factory installation)	1
8	QSFP28 short-range transceiver (for factory installation)	18
9	PDU with power routing direction down for raised floor	1
10	Optical splitter cable assembly: 10 meters, MT ferrule terminated, 12-fiber to 4x2-fiber, multimode, MPO to 4 LC connectors, extended breakout, 50/125 diameter, OM4, LSZH, riser	8
11	Optical cable: 5 meters, LC-LC, 50/125 diameter, OM4, LSZH, riser	4
12	Optical cable: 10 meters, LC-LC, 50/125 diameter, OM4, LSZH, riser	16

4.3.2.2 Exadata Database System

Sr. No.	Description	Quantity
1	Exadata Database Machine X10M: model family	1
2	Exadata Database Machine X10M High Capacity (HC) Quarter Rack with Exadata RDMA memory and two 1.5 TB memory DB servers each with 2 dual 25 G network cards (for factory installation)	1
3	One Cisco 9336C RoCE networking fabric switch v2 (for factory installation)	2
4	QSFP28 passive copper cable: 3 meters, 30 AWG	11
5	QSFP28 passive copper cable: 1 meter, 30 AWG	8
6	One Cisco 9348 management switch v2 (for factory installation)	1
7	Two 1-phase high voltage 22 kVA PDUs with 2P3W-IP44 plugs for EMEA and APAC, except Japan and Taiwan (for factory installation)	1
8	Engineered Systems 1 RU filler panel v2	29
9	Exadata Database Machine X10M: Oracle Linux software image for database server (for factory installation)	1
10	Exadata Database Machine X10M: Oracle Linux software image for storage server (for factory installation)	1
11	Oracle Dual Port 25 Gb Ethernet Adapter v2 for Exadata X10M	6
12	Optical cable: 5 meters, LC-LC, 50/125 diameter, OM4, LSZH, riser	4
13	Optical cable: 10 meters, LC-LC, 50/125 diameter, OM4, LSZH, riser	12
14	Oracle 10/25 GbE Dual Rate SFP28 Short Range (SR) Transceiver	20
15	Power cord: India, 2.5 meters, NBR14136 plug with ground, IEC60320-1-C13 connector, 10 A	2
16	Oracle Advanced Support Gateway Server X9-2 (for field installation)	1
17	Exadata Storage Server Software	18

4.3.2.3   Backup / Media Server

Sr. No.	Description	Quantity
1	Intel X86 Enterprise Server – Manufacturing Date shall not be before January 2023	1
2	2 RU base chassis with motherboard, twelve 3.5-inch drive slots disk cage, 2 PSUs, slide rail kit, and cable management arm. For Non-EU/UK countries only	1
3	1 Intel Xeon Silver 16-core 2.4 GHz processor or higher	2
4	One 32 GB DDR4-3200 registered DIMM	16
5	One 6.8 TB (max 7.68 TB) 2.5-inch NVMe SSD mix use with 3.5-inch bracket and 2.5-inch adapter	10
6	NVMe PCIe cable kit for 12 disk cages on 2U (for factory installation)	1
7	Storage Dual Port 16 Gb or 32 Gb Fibre Channel PCIe HBA with 2 transceivers, QLogic	2
8	Dual Port 25 Gb Ethernet Adapter	2
9	10/25 GbE Dual Rate SFP28 Short Range (SR) Transceiver	4
10	Power cord: India, 2.5 meters, IS1293 plug, Compatible Connectors, 10 A	2
11	Hardware RAID Controller with RAID 5 Support	1
12	Red Hat Enterprise Linux OS (Should be compatible with TSM/IBM Spectrum Protect). Red Hat Linux License will be provided by StockHolding	1
13	FC Cables 15 Meters to connect media server to tape library	4
14	Fibre Cables to connect between media server Exadata and PCA	4

4.3.3   NDR Site

Sr. No.	Description	Quantity
1	Intel X86 Enterprise Server – Manufacturing Date shall not be before January 2023	1
2	2 RU base chassis with motherboard, twelve 3.5-inch drive slots disk cage, 2 PSUs, slide rail kit, and cable management arm. For Non-EU/UK countries only	1
3	1 Intel Xeon Silver 16-core 2.4 GHz processor or higher	2
4	One 32 GB DDR4-3200 registered DIMM (for factory installation)	16
5	One 6.8 TB (max 7.68 TB) 2.5-inch NVMe SSD mix use with 3.5-inch bracket and 2.5-inch adapter	6
6	NVMe PCIe cable kit for 12 disk	1
7	Storage Dual Port 16 Gb or 32 Gb Fibre Channel PCIe HBA with 2 transceivers, Qlogic	2
8	Dual Port 25 Gb Ethernet Adapter	2
9	10/25 GbE Dual Rate SFP28 Short Range (SR) Transceiver	4
10	Power cord: India, 2.5 meters, IS1293 plug, Compatible Connectors, 10 A	2
11	Hardware RAID Controller with RAID 5 Support	1
12	Oracle Enterprise Linux OS License. To be provided by OEM/SI	1

4.3.4 Summary of Proposed Bill of Material for each Site

Bill of Material		Quantity in Sites		
Sr. No.	Components	DC	DR	NDR
1	Exadata Database System X10M (Quarter Rack)	1	1	0
2	Private Cloud Appliance X10 (Base Rack)	1	1	0
3	Intel X86 Enterprise Server – Backup / Media Server	1	1	0
4	Intel X86 Enterprise Server – NDR	0	0	1
5	Exadata Database Machine – Licenses Quantity*	18	18	0

* : StockHolding already has 18x2=36 Exadata Database Machine Licenses which will be reused apart from the additional requirement of 18x2=36 licenses.

4.3.5 Following features need to considered for both PCA and Exadata

a) At DC:
  o Connectivity from PCA/ Exadata to DC Core switch will be direct, instead of through LIEU.
  o It will be MPO to MPO (100 GB).
  o Direct connection need 25 mtr. OM4 armoured cable.
Note: Oracle can provide 20 or 50 Mtr. OM4 cables hence request **successful Bidder to arrange the same (8 Qty required).**
  o PCA / Exadata to new Media Server direct connect (no LIEU use) distance 20 Mtr.,
  o New Media server to SAN switch distance 20 Mtr.
b) Both DC and DR: Distance between PCA and Exadata rack < 10 Mtr.
c) At NDR direct connection from X86 Intel Enterprise Server L to switch, no LIEU (distance <20 Mtr)
d) At DR all connections through LIEU (PCA/Exadata to DR N/W Switch, PCA/Exadata to Media)
e) Power requirements for Exadata / PCA as below:
  o Power connectivity: Single phase with Redundant, 22kva PDU
  o Power Routing Direction for PCA: PDU with power routing direction down for raised floor is considered.
  o Power usage as mentioned below:

	Maximum	Typical Power
		Watts
Proposed PCA X10	9,528	6670
		Kva
	9.34	7

	Maximum	Typical Power
Proposed Exadata X10	Watts	
	6,500	4600
	Kva	
	6.6	4.6

5. SCOPE OF WORK (SoW)

Install and Configuration of Oracle Hardware at DC (Navi Mumbai) and DR (Bangalore) Site by OEM. OEM should participate in workshop held by Stock Holding to review the configuration requirements and prepare the build specification document for configuration of environments as per the product and industry standards.

5.1 INSTALLATION AND CONFIGURATION OF PROPOSED SOLUTION

The Successful bidder has to perform below activities for both DC site and DR Site:
a) Support StockHolding team in planning the network design for the installation of Private Cloud Appliance and Oracle Exadata
b) Support StockHolding team in planning of the database and WebLogic application migration approach
c) Assist in planning the VM on Exadata and WebLogic clusters on PCA
d) Share the build specification document for the installation and configuration of Exadata and PCA
e) Site survey for the installation of the Exadata and PCA
f) Support in completing the questionnaire for the installation of PCA, Exadata
g) Power-on Installation of Exadata and PCA
h) Interconnection of PCA and Exadata
i) Create the required VM clusters for upto 60 databases (both RAC & non-RAC)

5.1.1 DATABASE SYSTEM - EXADATA X10M

OEM (Oracle Advanced Customer Services) will perform following activities to install and configure the EXADATA Environments as per build specification documents.
a) Work with the customer to fill out the Oracle standard Build Specification documentation to capture configuration requirements. Six independent Oracle Real Application Clusters to be created each for back office, e-stamp, UAT, other DB, DMZ and CLV2 respectively.
b) Prepare plan document for installation and configuration in concurrence with nominated StockHolding stakeholders.
c) Power on of Exadata and inter rack cabling.
d) Configure OEDA configuration xml file.
e) Configure NTP configuration on the compute and cell nodes.
f) Onetime Patching to Latest available or as required by application.
g) Deploy StockHolding's Database and OS Hardening policies.
h) Perform Oracle standard HA testing as per Build Specification
i) Create a Standard Operational and configuration documentation.
j) Storage cells install and configuration.
k) Installation of DB Binaries
l) Installation of DB Binaries for all clusters
m) Configuration of grid infrastructure for all cluster
n) Configuration of DB nodes/RAC in Exadata Environment all databases clusters
o) Setup and configure Oracle Database Firewall

p) Preparation of detailed handover documentation of installed configuration mentioning details like node configuration, cluster name, IP address, host name, admin credentials.

5.1.2   APPLICATION SYSTEM – PRIVATE CLOUD APPLIANCE X10

OEM (Oracle Advanced Customer Services) to perform following activities to install and configure the PCA X10 Environments as per build specification document.

a) Work with the customer to fill out the Oracle standard Build Specification documentation to capture configuration requirements. Configure six independent isolated sections/ pools to be created with separate tenancies each for back office, e-stamp, UAT, other DB, DMZ and CLV2 respectively.
b) Prepare plan document for installation and configuration in concurrence with nominated StockHolding stakeholders.
c) Power on of PCA.
d) Network requirement and configuration.
e) Internal ZFS Storage configuration and assigning IPS.
f) Onetime Patching to Latest available or as required by application. This will ensure that the installed products are on latest or n-1 version and is vulnerabilities free.
g) Create a Standard Operational and configuration documentation.
h) Preparation of detailed handover documentation of installed configuration mentioning details like node configuration, IP address, host name, admin credentials.
i) Setup and configure Oracle Audit Vault

5.1.3   BACKUP / MEDIA SERVER

SI will perform following activities to install and Configure of Backup Media Server at DC and DR sites, documentation to capture configuration requirements. Configuration.

a) Prepare plan document for installation and configuration in concurrence with nominated StockHolding stakeholders.
b) Power on of Backup Media Server and Hardware Installation and Network Configuration.
c) Create a Standard Operational and configuration documentation.
d) SI will perform following activities to install and configure the Media Server at the respective site.
e) Install and configure Enterprise Red Hat Linux.
f) Ensure back testing in the form of restoration of data from backup media to server

5.1.4   BACKUP CONFIGURATION FOR ALL DATABASES

SI will perform following activities: Exadata X10M and all application VMs in Application System – Private Cloud Appliance X10, with Tape Library 4500 using Tivoli storage manager and agent deployment for all the VMs.

5.1.5   NDR SITE CONFIGURATION

SI will perform following activities to Install and Configure of Intel X86 Server server at NDR Site. The NDR Site shall be performed to capture REDO Logs from DC Site for a period of 7 days.

a) Prepare plan document for installation and configuration in concurrence with nominated StockHolding stakeholders.
b) Power on of NDR Servers and Hardware Installation and Network Configuration.
c) Create a Standard Operational and configuration documentation.
d) Install and configure Oracle Enterprise Linux.
e) Configure NDR for e-stamping and back-office databases as per industry standard.
f) Generate monthly reports on NDR server to ensure proper storage of REDO logs and sync between DC and NDR sites.

5.1.6 POST INSTALLATION SUPPORT
a) Testing of 1 DR drill for up to 30 databases and up to 15 Weblogic VMs in-scope at same time and work from DR site for couple of days.
b) Switchback to Production site
c) 1-month post go-live support for (8*5 basis) for Severity 1 issues

5.2 DATA MIGRATION FROM EXISTING HARDWARE TO NEW HARDWARE
The Successful bidder can either do the Data Migration or can partner with Oracle CSS Team to complete the data migration.

5.2.1 DATA MIGRATION: FROM EXADATA INFRASTRUCTURE TO EXADATA X10M
1. Migrate of up to 60 Database from AIX 9.2 to Oracle Exadata X-10 at DC & DR.
2. Migrate up to 10 Databases from Exadata X-6 to Exadata X-10.
3. Creation and migration of up to 20 databases for the load testing/SIT.
4. Transition requirements analysis.
5. Identify the databases to be transitioned.
6. Plan transition method with StockHolding.
7. Describe the downtime requirements.
8. Get agreement on the method and plan with StockHolding.
9. Perform the lift and shift of the production database from existing infra to new Exadata X10M.
10. Check and correct any errors.
11. Verify validity of objects after lift and shift at database user level.
12. Verification of HA at DC & DR.
13. Verification of redundancy and replication at DR.
14. Configure the NFS Drive for the UTL_FILE Directory on Exadata.
15. Hardening of the Oracle Exadata VM as per StockHolding policies.
16. Take RMAN backup from DC.
17. Restore database to DR site for physical standby.
18. Configure Oracle Data Guard (ODG)/ADG for DC to DR replication for Exadata. Program management. **Disclaimer**: **final decision will be taken during design phase**.
19. Configure Active data guard/FarSync for DC to NDR Replication.
20. Configure Oracle Database Firewall

21. Configure Database to connect with Oracle Audit Vault installed in PCA
22. Document the operational constraints
23. Document the testing requirements
24. Onetime Patching to Latest available or as required by application.
25. Deploy StockHolding's Database and OS Hardening policies
26. Perform Oracle standard HA testing as per Build Specification
27. Setup and configure Oracle Database Firewall
28. Configure the Oracle Database and PCA file system Backups.
29. Backup and Restoration testing following best practices.
30. One DR Testing to be conducted where all the applications shall run from DR site for couple of hours during the day post which the switchover will happen back to DC Site in the same day
31. One DR Drill to be conducted where the listed applications shall run from DR site for 7 days' post which the switchover will happen back to DC Site
32. Training for Exadata for 5 Days which include:
    a. Exadata Architecture & basic concepts.
    b. Exadata Configuration & Cluster Creation.
    c. Exadata DB Creation.
    d. Exadata Optimization & Performance tuning.
    e. Exadata Compression & Partitioning.
    f. Exadata Monitoring & Diagnostics.

5.2.2 APPLICATION MIGRATION: FROM EXISTING EXALOGIC AND NETRA INFRASTRUCTURE TO ORACLE PCA

1. Create VCN on PCA.
2. Create subnet for the Applications on PCA.
3. Create 25 VM for 70 Weblogic Applications running on AIX (UAT, DEV, DR & DC).
4. Create up to 40 VM for Exalogic/Weblogic Applications (UAT, DEV, DR & DC).
5. Install Oracle Weblogic on the Oracle PCA VM.
6. Configure Domain, Dataset for Oracle Weblogic.
7. Hardening of the VM as per the StockHolding policies.
8. Configure NSG Rules for DMZ & MZ network on PCA.
9. Hardening of the Weblogic Application Server and HTTPS Server as per the StockHolding policies.
10. Onetime Patching to Latest available or as required by application. This will ensure that the installed products are on latest or n-1 version and is vulnerabilities free.
11. Create Linux users as per the StockHolding requirements.
12. Migrate Applications from Exalogic/Weblogic to Oracle PCA.
13. Migrate Applications from Weblogic on AIX to Oracle PCA.
14. Migrate/Porting of Oracle HTTPS server to Oracle PCA.
15. Migrate up to 5 TB user File system to Oracle PCA.
16. Validate the configuration.
17. Test the Application for connectivity.

18. Configure Database connectivity from the WebLogic application to Exadata.
19. Test the HA.
20. Install the Oracle OEM agent on VM and WebLogic.
21. Install & Configure Kubernetes/Containers/Docker on Oracle PCA.
22. Install & Migrate Fusion Middleware, Forms & Reports, ORDS (Rest Data Services-Apex) application.
23. Configure the monitoring on Oracle OEM.
24. Configure Oracle Audit Vault in PCA
25. One DR Testing.
26. One DR Drill to be done.
27. Training for Oracle PCA (5 Days)
    a. Oracle PCA Architecture & basic concepts.
    b. Oracle PCA Configuration.
    c. Oracle PCA VM Creation, storage configuration, network setup, NSG, Fault Domain, etc.
    d. Oracle PCA Monitoring
    e. Oracle Enterprise Manager Overview, setup, configuration, agent installation etc.
    f. Oracle Weblogic & HTTPS overview, setup, configuration, backup, Monitoring etc.

5.2.3 <u>ORACLE ENTERPRISE MANAGER</u>
1. Install Oracle Enterprise Manager.
2. Configure Oracle Enterprise Manager.
3. Configure OEM for Exadata.
4. Configure OEM for Oracle PCA.
5. Configure the Agents on VM.
6. Configure the Oracle databases on OEM.
7. Configure the VM monitoring on OEM.
8. Configure the Weblogic Monitoring on OEM.

5.2.4 <u>AUTOMATION</u>
1. 30 Automation scripts using Terraforms/Ansible or equivalent.
2. Automation include below:
    a. Deploy PCA Components like Create VM, network, VCN, Subnet.
    b. Create and edit the NSG for PCA VM.
    c. Create/Update Users.
    d. Clone Virtual Machines.
    e. VM Scale up/down.
    f. Create/Update/Delete user policies, network policies group policies.
    g. OS User password change.
    h. Backup VM
    i. Change NSG (PCA) Firewall rules.

   j.   Extend Filesystem.
   k.   OS Patch Automation.
  3.   CI/CD Pipelines for Application, Weblogic and Oracle Database.
  4.   Training for 3 Days on Automation & CI/CD setup, configuration & execution

NOTE: Additional Requirements will be shared during Implementation.

5.2.5   KUBERNETES

1. Install and configure the Kubernetes control plane components (API server, etcd, scheduler, controller manager).
2. Set up worker nodes and join them to the cluster.
3. Implement security measures such as RBAC, network policies, and pod security policies.
4. Set up monitoring tools such as Prometheus for collecting metrics.
5. Create dashboards and alerts to monitor cluster health and application performance.
6. Implement backup solutions for Kubernetes resources, including etcd data.
7. Document the entire Kubernetes setup, including configurations, procedures, and best practices.
8. Provide 2 Days training sessions for the team members involved in managing and operating Kubernetes.

5.3   SUPPORT AND MANAGE IBM EXISTING INFRASTRUCTURE INCLUDING AMC

1. The Successful bidder shall provide IBM Power 8 Server and DS8000 storage AMC Services from IBM/IBM Approved Partner
2. The Successful bidder shall deploy Resident Engineers to trouble-shoot and run diagnostics to quickly identify the cause of a technology failure, and perform the work needed to get business back on-line.
3. Provide comprehensive solution includes hardware and OS support, complete component coverage in-case of Hardware failures with part replacements.
4. AMC with Resident Engineers to start from 01st July 2024 till the completion of Migration Activities and Go-Live of the new hardware platform.

 Note: For detailed Scope of work and SLA, please refer Appendix – A

5.4   ON-SITE RESOURCE ENGINEER (RE) FOR PCA

StockHolding expects SI/ Successful bidder to provide on-site resource engineer for PCA infrastructure for 6 months from date of implementation. Detailed Job Description are mentioned in Appendix – B of this RFP.

5.5   SOFTWARE AND/OR HARDWARE COMPONENTS REPLACEMENT

For any software and / or hardware components which are being proposed during the contract duration, if there is any change in the part/version/end of life/end of support of such components which makes it mandatory for such components to be replaced, then the complete

end-to-end upgradation and implementation of the new component has to be taken care by the Bidder(s)/OEM with no additional cost to StockHolding.

5.6 EXIT MANAGEMENT

An Exit Management plan shall be furnished by successful bidder within 30 days from the issuance of PO, which shall deal with at least the following aspects of exit management in relation to the PO as a whole and in relation to the Project Implementation, and the SLA.

a) A detailed program of the transfer process that could be used in conjunction with a Replacement SI including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer.

b) Plans for the communication with such of the SI's staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on Project's operations as a result of undertaking the transfer.

c) Proposed arrangements for identification of specific security tasks necessary at termination (if applicable)

d) Plans for provision of contingent support to Project Director and Replacement Implementation Agency for a reasonable period after transfer.

e) The SI shall re-draft the Exit Management Plan annually thereafter to ensure that it is kept relevant and up to date.

f) Each Exit Management Plan shall be presented by the SI to and approved by StockHolding.

g) The terms of payment as stated in Section 7.5 of this RFP include the costs of the SI complying with its obligations under this Schedule.

h) In the event of termination or each Party shall comply with the Exit Management Plan.

i) During the Exit management period, the SI shall use its best efforts to deliver the services.

j) Payments during the Exit Management period shall be made in accordance with the Payment Terms as mentioned in Section 7.5 of this RFP.

5.7 BIDDER'S RESPONSIBILITY

The System Integrator (SI) need to take the responsibility of the following activities throughout the contract period.

Sr. No.	Activities	Responsibility		Remarks
		Bidder	**OEM**	
1	Supply of Exadata and PCA Hardware	YES	YES	
2	Installation and Configuration	-	YES (CSS)	Through Oracle CSS
3	Site Not Ready (SNR) and Shifting	YES	-	Bidder will raise CR to StockHolding for shifting.

4	Data Migration	YES or Bidder +CSS	-	Bidder can do migration on his own or tie-up with Oracle CSS
5	Support/Warranty/AMC for 5 years – Exadata and PCA with supporting components	YES	YES	Back lining with OEM
6	AMC for 6th and 7th Year – Exadata and PCA with supporting components	YES	YES	Back lining with OEM
7	IBM DS8000 Storage and Power8 Server support with onsite Resource Engineer	YES	-	From 1st July 2024 till completion of Technical Go-live.
8	Supply of Intel X86 Enterprise Server Hardware for Backup / Media Server and NDR site	YES	YES	
9	Installation and Configuration – Intel X86 Enterprise Server Hardware	YES	-	Through Bidder
10	Support/Warranty/AMC for 5 years – Intel X86 Enterprise Server Hardware	YES	YES	Back lining with OEM
11	AMC for 6th and 7th Year – Intel X86 Enterprise Server Hardware	YES	YES	Back lining with OEM
12	Ensure peripherals, accessories, sub-components required for the functionality and completeness of the solution, including but not limited to devices, equipment, accessories, patch cords (copper/fibre), cables, SFPs, tools etc.	YES	-	Stock holding will allow site visit to authorised person from bidder for the inspection, verification for the above purpose.
13	Software and/or hardware Components replacement during the contract agreement	YES	YES	As per Section 5.5

14	Any additional fibre Cables and/or modules to be taken care during installation	YES	-	

6. SERVICE LEVEL AGREEMENT (SLA) AND PENALTY

6.1 SERVICE LEVEL REQUIREMENTS (SLR)

a. **SLR until "Go-live" of the Project**: The charges to be levied on the SI for non-compliance to SLR until "Go-live" are referred to as **Liquidated damages**.

b. All charges levied under the SLR will fall under **Liquidated Damages.** The charges levied on the SI on account of Liquidated Damages shall be the sum of 0.5% of the Supply Cost of the delayed services as specified in the contract for every week of delay on delivery and 0.5% of the Installation Cost of the delayed services as specified in the contract for every week of delay on installation, subject to the maximum value of the Liquidated Damages being not higher than 10% of the Purchase Order Value

c. For Migration and Technical Go-live the charges levied on the SI on account of Liquidated Damages shall be the sum of 0.5% of the Migration and Technical Go-live Cost of the delayed services as specified in the contract and as per timelines mentioned in PROJECT IMPLMENTATION PLAN for every week of delay on migration or Technical Go-live or DR-Drill activity.

d. This amount of penalty so calculated may be adjusted by invoking Bank Guarantee in case of any breach of SLA, problem resolution, implementation commitments.

e. **SLR during the O & M Phase**: The charges to be levied on the SI for non-compliance to SLR during the O & M phase are referred to as penalties. During O&M phase, penalties which can be levied on SI each year will be capped at 10% of the Total QGR Cost per year. This amount of penalty so calculated may be adjusted by invoking Bank Guarantee in case of any breach of SLA, problem resolution, implementation commitments.

6.2 ORACLE INFRASTRUCTURE

6.2.1 SLA METRICS

The Service Level metrics that define the Service Levels, the method of measurement of each SLA and the penalties for an SI for not meeting the SLAs are specified below.

A. Delivery of all equipment, Installation, Migration and DR-Drill activities need to be completed as per the Project Implementation timelines mentioned in Section 7.2 of this RFP. Selected bidder / SI need to adhere the timelines as mentioned in the RFP.

B. During the term of the contract, the selected bidder will maintain the equipment in perfect working order and condition and for this purpose will provide the following repairs and maintenance services:

a) Free maintenance services during the period of warranty. Professionally qualified personnel who have expertise in the hardware and system software supplied by the Bidder will provide these services.

b) The Bidder shall rectify any defects, faults and failures in the equipment and shall repair/replace worn out or defective parts of the equipment as and when required on 24x7x365 basis. In case any defects, faults and failures in the equipment could not be repaired or rectified during the said period, the engineers of the Bidder are required to accomplish their duties beyond the said schedules in case of any situation if it warrants. In cases where unserviceable parts of the equipment need

replacement, the Bidder shall replace such parts, at no extra cost to the StockHolding, with brand new parts or those equivalent to new parts in performance.

c) The maximum response time for a maintenance complaint from the site of installation (i.e. time required for Bidder's maintenance engineers to report to the installations after a request call / fax /e-mail is made or letter is written) shall not exceed 4 hours.

d) The Bidder shall ensure that faults and failures intimated by StockHolding as above are set right within 4 hours of being informed of the same. In case if replacement of any component required, it should be made available not later than the Next Business Day. Penalty applicable will be in terms 0.5% of annual Warranty/AMC/Support charges for every delay wherein bidder has failed to deliver the agreed service levels 24 x 7 support coverage with 6 hours call to repair/one business day for replacement under the Contract subject to a maximum of 10% of the Warranty/AMC/Support charges.

e) The Bidder shall ensure that the full configuration of the equipment is available to the StockHolding in proper working condition viz. uptime of Exadata System viz. uptime of 99.95% of the time on a 24 x 7 x 365 basis.

C. SLA for AMC of IBM Infrastructure – Kindly refer Appendix A.

6.2.2 PENALTY CLAUSE

A. Availability

Penalty on cost of the Support /AMC for the proposed Exadata Systems

Uptime for all hardware components is to be provided by the vendor is tabulated in Table-1 below. If the desired uptime is not achieved, penalty as given below will be applicable.

Table-1:

Required Site-Uptime on Monthly basis **(All sites)**	99.95%
Percentage Site-up time (%)	**Penalty on total cost of 7 years AMC (per month)**
>=99.95	NIL
>=99.94 and <99.95	1%
>=99.93 and <99.94	3%
>=99.92 and <99.93	5%
>=99.91 and <99.92	6%
>=99.90 and <99.91	7.5%
>=99.91 and <=99.0	10%
< 99.0	25%

Formula Uptime (%)	**Calculation**

Will be calculated as indicated in the adjoining column	Uptime (%) = ((Sum of total hours during Month – Sum of downtime hours during month)/ (Sum of total hours during month)) x 100. Total hours during the month = 720 hours
Measurement Interval	Monthly

Equipment Failure: The Bidder shall ensure that the meantime between failures (including any malfunctioning, breakdown or fault) in the equipment or any part thereof, as calculated during any and every month. Additional Penalty of Rs. 1,00,000/- per instance will be applicable.

However, on account of any negligence, commission or omission by the engineers of the vendor and if any loss or damage caused to the Equipment, the vendor shall indemnify/pay/reimburse the loss suffered by StockHolding.

Penalty on cost of the Support /AMC for the proposed Private Cloud Appliance Systems and Intel X86 Enterprise servers based on response time only

Penalties for critical impact severity equipment's (affects the business / productivity / user(s) doesn't get desired result

Sr. No.	Service Level	Penalty
1	Failure of PCA System / Intel X86 Enterprise server – Response time within 30 minutes of lodging the complaint	No penalty
2	Response Time – Beyond 30 minutes of lodging the complaint but within 4 hours and Resolution Time – within 8 hours	₹ 6,000 per equipment per hour
3	Response Time – After 8 hours but within 16 hours of lodging the complaint and Resolution Time – within 24 hours	₹ 9,000 per equipment per next hour
4	Response Time – After 24 hours of lodging the complaint and Resolution Time – within 48 hours	₹ 12,000 per equipment per next hour

Penalties for high impact severity equipment's: (affects the regular functioning however, system manageable without impacting business / end users)

Sr. No.	Service Level	Penalty
1	Response Time – Within 4 hours of lodging the complaint and Resolution Time – within 8 hours	No penalty
2	Response Time – After 4 hours but within 8 hours of lodging the complaint. Resolution Time – within 24 hours	₹ 3,000 per equipment per hour

3	Response Time – After 24 hours of lodging the complaint. Resolution Time – within 48 hours	₹ 6,000 per equipment per next 24 hours

Note:
1. Any violation of the SLA which attracts payment liability, the Successful bidder shall be liable for paying the applicable penalty per quarter, which may be settled by NEFT/RTGS payment.
2. Incase the Successful bidder is unable to pay the requisite penalty amount, StockHolding reserves the right to recover the same from the Performance Bank Guarantee.

6.3 IBM AMC AND SUPPORT SERVICES

6.3.1 SLA
1. SLA for IBM Power8 Server
   a. Shadow resource has to be on site during absence of primary resource.
   b. Same skills set resource shall be provided in case of replacement of resource due to discipline or any other performance issues
   c. Response time:
   d. Immediate within 15mins during 8:30 AM to 07 PMx7x365via (onsite) proactive monitoring
   e. 2 hours (07 PM to 8:30AMx7x365) on all other week days, Sundays and any other Public Holidays) from the time the call is logged by the StockHolding team.
   f. Hardware Part Replacement should be within 24Hr.
   g. Monthly review Meetings with proper presentation

2. SLA for IBM DS8000 Storage
   a. Shadow resource has to be offshore during absence of primary resource.
   b. Response time:
      i. Immediate within 15mins during 8:30 AM to 07 PMx7x365via (onsite) proactive monitoring
      ii. 2 hours (07 PM to 8:30AMx7x365) on all other week days, Sundays and any other Public Holidays) from the time the call is logged by the StockHolding team.
      iii. Hardware Part Replacement should be within 24Hr.
      iv. Monthly review Meetings with proper presentation

6.3.2 PENALTY CLAUSE
1. For Power 8 Servers: In case if replacement of any component required, it should be made available within 24 hours. Penalty applicable will be 0.5% of respective invoice against IBM infrastructure support for every day delay for a maximum penalty of 10% of the invoice value.

2. For DS8000 Storage: In case if replacement of any component required, it should be made available within 24 hours. Penalty applicable will be 0.5% of respective invoice against IBM infrastructure support for every day delay for a maximum penalty of 10% of the invoice value.

7. OTHERS TERMS & CONDITIONS

7.1 CONTRACT DURATION
Successful bidder shall enter into contract for the period of 07 (seven) years with StockHolding (including 05 years of Warranty/Support period and 02 year of AMC).

7.2 PROJECT IMPLEMENTATION PLAN

Sr. No.	Milestone	Completion in Weeks	Deliverable(s)
1	Project Kick-Off	T+1	o Project Charter o Understanding of the Scope & Document of Understanding
2	Discovery Phase	T+5	o Proposed Plan for documentation
3	Delivery of Exadata X10M System, PCA X10, Media Servers for DC & DR site and Intel X86 Enterprise server for NDR site	T+8	o Delivery Challan o Delivery acceptance Sign-off o Acceptance of Bill of material (BoM)
4	Installation and Commissioning of Hardware & System Software	T+12	o Installation Report
5	Migration & UAT Testing	T+24	o Migration & UAT Signoff Report
6	Technical Go-live	T+25	o Go-Live Report
7	DR-Drill (1st)	T+27	o Preliminary DR-Drill Report
8	DR-Drill (2nd)	T+29	o Final DR-Drill Report
9	Final Sign-off	T+30	o Sign-off from StockHolding

Note: "T" is the date when Purchase Order is accepted by the Successful bidder.

7.3 LOCATION DETAILS

Sr. No.	Location Details	Location
1	Stock Holding Corporation of India Limited SHCIL House, Plot No. P-51, TTC Industrial Area, MIDC, Opposite L&T Infotech, Mahape, Navi Mumbai – 400710	Primary - Mahape (Navi Mumbai)
2	C/o Sify Technologies IDC, Cyber Park, Plot no 76 & 77, Electronic City Phase - 1, Bengaluru 560 100	DR - Bengaluru (Karnataka)
3	C/o Sify Technologies IDC, 9, Thane - Belapur Rd, Gavate Wadi, MIDC, Airoli, Navi Mumbai, Maharashtra 400708	NDR – Airoli (Navi Mumbai)

Note: Contact numbers will be shared to Successful bidder

7.4 SNR (SITE NOT READY) AND SHIFTING

To the extent that a material failure of performance of the obligations attributable solely to an act or omission of StockHolding (example SNR), causes the Vendor to fail to meet a time schedule for delivery and installation, the vendor shall be entitled to a day-for-day extension of the applicable delivery and installation date caused as a result of StockHolding delay.

However, if StockHolding desires to shift the equipment to a new site and install it thereof urgently, the vendor shall be informed of the same immediately. StockHolding shall bear the charges for such shifting and the vendor shall provide necessary arrangement to StockHolding in doing so. The terms of this agreement, after such shifting to the alternate site and reinstallation thereof would continue to apply and binding on the vendor.

7.5 PAYMENT TERMS

Sr. No	Activity	Timeline	Payment Term
1	Supply Cost – Oracle Hardware	As per Project Timeline mentioned in Section 7.2	100% payment on completion of delivery of bill of material & on submission of invoice, delivery challan, back-to-back support, on-site warranty confirmation from product OEM for the entire Bill of Material
2	Installation Cost – Oracle Hardware		100% payment will be made on completion of installation of hardware and software of the entire Bill of Material and on submission of installation report duly signed by system Integrator and StockHolding official(s).
3	Migration, Technical Go-live and DR-Drill		• 70% payment on completion on completion of Technical Go-live and Migration and submission of Go-live and Migration Report accepted Stock Holding Corporation of India Limited official(s). • Balance 30% payment will be made on Final Sign Off by StockHolding officials as per Project Implementation Plan
4	Warranty and Support for 05 Years – Oracle Hardware		100% advance payment for 05 (five) years on submission of invoice.
5	AMC for 6th and 7th Year – Oracle Hardware		Annual advance payment for each 6th and 7th year.
6	Support of existing IBM Storage (DS8000) and Power8 Server (at DC & DR) with On-site Resident Engineer		100% payment on Final Sign Off by StockHolding officials as per Project Implementation Plan
7	Supply, Installation Cost, Warranty and Support		• 70% payment on completion of delivery of bill of material & on submission of invoice,

	for 5 years – Intel X86 Server Infrastructure (DC and DR) and NDR Infrastructure	delivery challan, back-to-back support, on-site warranty confirmation from product OEM for the entire Bill of Material • Balance 30% payment will be made on completion of installation of hardware and software of the entire Bill of Material and Final Sign Off by StockHolding officials as per Project Implementation Plan
8	AMC for 6th and 7th Year– Intel X86 Server Infrastructure (DC and DR) and NDR	Annual advance payment for each 6th and 7th year.
9	PCA Resident Engineer post implementation for 6 Months	Monthly payment on submission of invoice

A. TAXES & LEVIES:
a) Applicable GST payable at actual as per prevailing rate of taxes as per Government notification
b) In case of tax exemption or lower TDS; Bidder has to submit letter from Government Authority for tax exemption or lower TDS (to be submitted along with each of the invoice(s)
c) Applicable TDS will be deducted from payment(s).
d) Payments will be released only after submission and verification of the required Bank Guarantee (BG). No payment will be made to successful bidder, until the BG submitted by successful bidder.

7.6 REFUND OF EARNEST MONEY DEPOSIT (EMD)
a) EMD will be refunded through NEFT to the successful bidder on providing (a) an acceptance confirmation against the PO issued by StockHolding and (b) submission of Performance Bank Guarantee wherever applicable and should be valid for 30 days beyond the contract period.
b) In case of unsuccessful bidders, the EMD will be refunded to them through NEFT within 15 days after selection of successful bidder subject to internal approval of StockHolding.

7.7 PERFORMANCE BANK GUARANTEE (PBG)
Successful Bidder shall, at own expense, deposit with the *StockHolding*, within seven (7) days on issuance of PO, a Bank Guarantee (BG) for the value of 10% (Ten per cent) of the Contract Value from scheduled commercial banks as per Annexure - 8. This Bank Guarantee shall be valid up to 60 days beyond the completion of the contract period. No payment will be due to the successful bidder until the BG is submitted.

Bank Guarantee may be discharged / returned by *StockHolding* upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. However, no

interest shall be payable on the Bank Guarantee. SHCIL reserves the right to revoke the Bank Guarantee in case of any breach of SLA, problem resolution, implementation commitments.

7.8 FORCE MAJEURE
The Bidder will not be held responsible for breach of executing any obligation or delay in executing any obligations during below given circumstances / conditions:
   a) War, Riots, Strike, Fire, Flood, Earthquake, Storm, Pandemic breakout, Power failure, Theft etc.
   b) Any Governmental priorities (Necessary proof for validation viz. Govt. Gazette notifications, Leading Newspaper reports, etc. should be made available) (c) Sabotage or omission of StockHolding.

7.9 DISPUTE RESOLUTION
In the event of any dispute arising out of or in connection with this Order, the parties shall use their best endeavour to resolve the same amicably AND if the dispute could not be settled amicably, the matter shall be settled through arbitration only. The final payment will be released only after the Bidder complies with above-mentioned clause

7.10 RIGHT TO ALTER RFP
   a) StockHolding reserves the right to alter the RFP terms and conditions at any time before submission of the bids.
   b) StockHolding reserves the right to modify, amend, alter and/or cancel the entire RFP at any stage without assigning any reason whatsoever. We further understand and accept that StockHolding's decision in this regard will be final and binding on all bidders.

7.11 INTEGRITY PACT
The Bidder will have to enter in to an Integrity Pact with StockHolding. The format (text) for the Integrity Pact is provided as Annexure-5. The successful Bidder will have to submit a signed and stamped copy of the Integrity Pact by the authorized signatory of the successful Bidder.

7.12 NON-DISCLOSURE AGREEMENT (NDA)
The successful Bidder will sign a Non-Disclosure Agreement (NDA) with StockHolding for the contract period. The draft text of the NDA will have to be approved by legal department of StockHolding.

7.13 INDEMNIFY
The Bidder should hereby indemnify, protect and save StockHolding against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all the equipment offered by the Bidder. Any publicity by Bidder in which name of StockHolding is used should be done only with the explicit permission of StockHolding.

7.14 SUBCONTRACTING

As per scope of this RFP, sub-contracting is not permitted. The bidder shall not assign or sub-contract the assignment or any part thereof to any other person/firm.

7.15 CONSORTIUM

Consortium is only allowed for AMC/Support of IBM DS800 Storage and Power8 Server. All criteria and compliances are applicable to the primary bidder.

7.16 TERMINATION CLAUSE

StockHolding reserves right to terminate the contract by giving 30 days' prior written notice in advance –

a) During Implementation period: If penalty amount is equal to or more than 10% of implementation cost;

b) During Support period: If penalty amount is equal to or more than 10% of annual AMC value;

c) If at any point of time, the services of bidders are found to be non-satisfactory;

d) In the event of failure of the Service Provider to render the Services or in the event of termination of agreement or expiry of term or otherwise, without prejudice to any other right, the StockHolding at its sole discretion may make alternate arrangement for getting the Services contracted with another vendor. In such case, the StockHolding shall give 30 days' prior notice to the existing Service Provider. The existing Service Provider shall continue to provide services as per the terms of contract until a 'New Service Provider' completely takes over the work. During the transition phase, the existing Service Provider shall render all reasonable assistance to the new Service Provider within such period prescribed by the StockHolding, at no extra cost to the StockHolding, for ensuring smooth switch over and continuity of services.

ANNEXURE – 1: DETAILS OF BIDDER'S PROFILE

(To be submitted along with technical bid on Company letter head)

Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

Sr. No.	Parameters	Response	
1	Name of the Firm/Company		
2	Year of Incorporation in India		
3	Names of the Partners/Directors		
4	Company PAN no		
5	Company GSTN no. (please attach annexures for all states)		
6	Addresses of Firm/Company		
	a) Head Office		
	b) Local Office in Mumbai(if any)		
7	Authorized Contact person		
	a) Name and Designation		
	b) Telephone number		
	c) E-mail ID		
8	Years of experience of Managing more than 500 network devices		
9	**Financial parameters**		
	Business Results (last three years)	**Annual Turnover**	**Networth**
		(Rs. in Crores)	**(Rs. in Crores)**
	2020-21		
	2021-22		
	2022-23		
	(Only Company figures need to be mentioned not to include group/subsidiary Company figures)	(Mention the above Amount in INR only)	

N.B. Enclose copies of Audited Balance Sheet along with enclosures
Dated this…….. Day of …………… 2024

(Signature)

(In the capacity of)

ANNEXURE – 2: ELIGIBILITY CRITERIA

To be submitted as part of Technical Bid

Sr. No.	Criteria	Documents to be submitted by Bidder
1	The bidder should be a company registered under Indian Companies Act, 1956 with experience of implementation, integration and managing of Oracle Private Cloud or Exadata Appliance.	Copy of Certificate of Incorporation issued by the Registrar of Companies and Self-declaration by the bidder on it Letter Head duly signed by the Authorized Signatory along with supporting documents with related PO on or before RFP Date
2	Should have an annual turnover of at least Rs. 21 Crores per annum for last 03 (three) financial years (FY2020-21, FY2021-22 and FY2022-23). It should be of individual company and not of Group of Companies	Certificate from CA mentioning annual turnover for last three financial years.
3	Bidder should have positive net worth in the last 03 (three) audited financial years i.e. FY2020-21, FY2021-22, FY2022-23	Certificate from CA mentioning positive networth for the past three financial years.
4	The bidder must be Oracle India Authorized Partner Network (OPN) Members for Oracle Exadata and PCA infrastructure. The bidder must be an Authorized Partner for Intel X86 Enterprise Hardware	Manufacturer's authorization letter (MAF) from respective OEM's
5	Bidder should not be blacklisted by any Government, Government Body, PSU, Bank, Autonomous body and any other entity for any reasons within last 2 years from the RFP date.	Self-declaration by the bidder on it Letter Head duly signed by the Authorized Signatory
6	Bidder should have experience of minimum 02 projects for supply of On premise Oracle Exadata/PCA during last 03 years from RFP date in India.	Copy of Purchase Order mentioning start and end date.
7	Technical Compliance of proposed BoM and required specification	Technical Compliance document on Company letter head duly signed by competent authority.
8	Bidder should have Support office at MMRDA and Bengaluru.	Bidder to provide office address along with GST details.

Note:

a. All self-certificates shall be duly signed and Stamped by Authorized signatory of the Bidder Firm unless specified otherwise.

Dated this........ Day of 2024
(Signature)

(In the capacity of)
Duly authorized to sign bid with seal for & on behalf of (Name & Address of the Bidder)

ANNEXURE – 3: UN-PRICED BOM AND TECHNICAL SPECIFICATION

3.1 Primary Site (DC)

3.1.1 Oracle Private Cloud Appliance for Applications

Sr. No.	Description	Quantity
1	Oracle Private Cloud Appliance X10: model family	1
2	Oracle Private Cloud Appliance X10 Base Rack (for factory installation)	1
3	Oracle Private Cloud Appliance X10 Server (for factory installation)	3
4	Two 1-phase high voltage 22 kVA PDUs with 2P3W-IP44 plugs for EMEA and APAC, except Japan and Taiwan (for factory installation)	1
5	Engineered Systems 1RU filler panel (for factory installation)	18
6	Cable: 3 meters, mini-SAS HD to mini-SAS HD, active optical (for factory installation)	8
7	Oracle Storage Drive Enclosure DE3-24P for Oracle Private Cloud Appliance X10 (for factory installation)	1
8	QSFP28 short-range transceiver (for factory installation)	18
9	PDU with power routing direction down for raised floor	1
10	Optical splitter cable assembly: 20 meters, MT ferrule terminated, 12-fiber to 4x2-fiber, multimode, MPO to 4 LC connectors, extended breakout, 50/125 diameter, OM4, LSZH, riser	8
11	Optical cable: 5 meters, LC-LC, 50/125 diameter, OM4, LSZH, riser	16
12	Optical cable: 10 meters, LC-LC, 50/125 diameter, OM4, LSZH, riser	16

3.1.2 Exadata Database System

Sr. No.	Description	Quantity
1	Exadata Database Machine X10M: model family	1
2	Exadata Database Machine X10M High Capacity (HC) Quarter Rack with Exadata RDMA memory and two 1.5 TB memory DB servers each with 2 dual 25 G network cards (for factory installation)	1
3	One Cisco 9336C RoCE networking fabric switch v2 (for factory installation)	2
4	QSFP28 passive copper cable: 3 meters, 30 AWG	11
5	QSFP28 passive copper cable: 1 meter, 30 AWG	8
6	One Cisco 9348 management switch v2 (for factory installation)	1
7	Two 1-phase high voltage 22 kVA PDUs with 2P3W-IP44 plugs for EMEA and APAC, except Japan and Taiwan (for factory installation)	1
8	Engineered Systems 1 RU filler panel v2	29
9	Exadata Database Machine X10M: Oracle Linux software image for database server (for factory installation)	1
10	Exadata Database Machine X10M: Oracle Linux software image for storage server (for factory installation)	1
11	Oracle Dual Port 25 Gb Ethernet Adapter v2 for Exadata X10M	6
12	Optical cable: 5 meters, LC-LC, 50/125 diameter, OM4, LSZH, riser	12
13	Optical cable: 10 meters, LC-LC, 50/125 diameter, OM4, LSZH, riser	24

14	Oracle 10/25 GbE Dual Rate SFP28 Short Range (SR) Transceiver	20
15	Power cord: India, 2.5 meters, NBR14136 plug with ground, IEC60320-1-C13 connector, 10 A	2
16	Oracle Advanced Support Gateway Server X9-2 (for field installation)	1
17	Exadata Storage Server Software	18

3.1.3 Backup / Media Server

Sr. No.	Description	Quantity
1	Intel X86 Enterprise Server – Manufacturing Date shall not be before January 2023	1
2	2 RU base chassis with motherboard, twelve 3.5-inch drive slots disk cage, 2 PSUs, slide rail kit, and cable management arm. For Non-EU/UK countries only	1
3	1 Intel Xeon Silver 4314 16-core 2.4 GHz processor	2
4	One 32 GB DDR4-3200 registered DIMM	16
5	One 6.8 TB (max 7.68 TB) 2.5-inch NVMe SSD mix use with 3.5-inch bracket and 2.5-inch adapter	10
6	NVMe PCIe cable kit for 12 disk cages on 2U	1
7	Storage Dual Port 16 Gb or 32 Gb Fibre Channel PCIe HBA with 2 transceivers, Qlogic	2
8	Dual Port 25 Gb Ethernet Adapter,	2
9	10/25 GbE Dual Rate SFP28 Short Range (SR) Transceiver	4
10	Power cord: India, 2.5 meters, IS1293 plug, Compatible Connectors, 10 A	2
11	Hardware RAID Controller with RAID 5 support	1
12	Red Hat Enterprise Linux OS (Should be compatible with TSM/IBM Spectrum Protect). Red Hat Enterprise Linux OS shall be provided by StockHolding	1
13	FC Cables 15 Meters to connect media server to tape library	4
14	Fibre Cables to connect between media server and LIEU	4

3.1.4 Additional Cables for DC/DR/NDR Site

Any additional fibre cables and/or modules (SFP, QSFP etc.) will have to be supplied by the bidder.

3.2 DR Site

3.2.1 Oracle Private Cloud Appliance for Applications

Sr. No.	Description	Quantity
1	Oracle Private Cloud Appliance X10: model family	1
2	Oracle Private Cloud Appliance X10 Base Rack (for factory installation)	1
3	Oracle Private Cloud Appliance X10 Server (for factory installation)	3
4	Two 1-phase high voltage 22 kVA PDUs with 2P3W-IP44 plugs for EMEA and APAC, except Japan and Taiwan (for factory installation)	1
5	Engineered Systems 1RU filler panel (for factory installation)	18

6	Cable: 3 meters, mini-SAS HD to mini-SAS HD, active optical (for factory installation)	8
7	Oracle Storage Drive Enclosure DE3-24P for Oracle Private Cloud Appliance X10 (for factory installation)	1
8	QSFP28 short-range transceiver (for factory installation)	18
9	PDU with power routing direction down for raised floor	1
10	Optical splitter cable assembly: 10 meters, MT ferrule terminated, 12-fiber to 4x2-fiber, multimode, MPO to 4 LC connectors, extended breakout, 50/125 diameter, OM4, LSZH, riser	8
11	Optical cable: 5 meters, LC-LC, 50/125 diameter, OM4, LSZH, riser	4
12	Optical cable: 10 meters, LC-LC, 50/125 diameter, OM4, LSZH, riser	16

3.2.2 Exadata Database System

Sr. No.	Description	Quantity
1	Exadata Database Machine X10M: model family	1
2	Exadata Database Machine X10M High Capacity (HC) Quarter Rack with Exadata RDMA memory and two 1.5 TB memory DB servers each with 2 dual 25 G network cards (for factory installation)	1
3	One Cisco 9336C RoCE networking fabric switch v2 (for factory installation)	2
4	QSFP28 passive copper cable: 3 meters, 30 AWG	11
5	QSFP28 passive copper cable: 1 meter, 30 AWG	8
6	One Cisco 9348 management switch v2 (for factory installation)	1
7	Two 1-phase high voltage 22 kVA PDUs with 2P3W-IP44 plugs for EMEA and APAC, except Japan and Taiwan (for factory installation)	1
8	Engineered Systems 1 RU filler panel v2	29
9	Exadata Database Machine X10M: Oracle Linux software image for database server (for factory installation)	1
10	Exadata Database Machine X10M: Oracle Linux software image for storage server (for factory installation)	1
11	Oracle Dual Port 25 Gb Ethernet Adapter v2 for Exadata X10M	6
12	Optical cable: 5 meters, LC-LC, 50/125 diameter, OM4, LSZH, riser	4
13	Optical cable: 10 meters, LC-LC, 50/125 diameter, OM4, LSZH, riser	12
14	Oracle 10/25 GbE Dual Rate SFP28 Short Range (SR) Transceiver	20
15	Power cord: India, 2.5 meters, NBR14136 plug with ground, IEC60320-1-C13 connector, 10 A	2
16	Oracle Advanced Support Gateway Server X9-2 (for field installation)	1
17	Exadata Storage Server Software	18

3.2.3 Backup / Media Server

Sr. No.	Description	Quantity
1	Intel X 86 Enterprise Server – Manufacturing Date shall not be before January 2023	1

2	2 RU base chassis with motherboard, twelve 3.5-inch drive slots disk cage, 2 PSUs, slide rail kit, and cable management arm. For Non-EU/UK countries only	1
3	1 Intel Xeon Silver 4314 16-core 2.4 GHz processor	2
4	One 32 GB DDR4-3200 registered DIMM	16
5	One 6.8 TB (max 7.68 TB) 2.5-inch NVMe SSD mix use with 3.5-inch bracket and 2.5-inch adapter (for factory installation)	10
6	NVMe PCIe cable kit for 12 disk cages on 2U	1
7	Storage Dual Port 16 Gb or 32 Gb Fibre Channel PCIe HBA with 2 transceivers, Qlogic (for factory installation)	2
8	Dual Port 25 Gb Ethernet Adapter,	2
9	10/25 GbE Dual Rate SFP28 Short Range (SR) Transceiver	4
10	Power cord: India, 2.5 meters, IS1293 plug, Compatible Connectors, 10 A	2
11	Hardware RAID Controller with RAID 5 support	1
12	Red Hat Enterprise Linux OS (Should be compatible with TSM/IBM Spectrum Protect). Red Hat Enterprise Linux OS shall be provided by StockHolding	1
13	FC Cables 15 Meters to connect media server to tape library	4
14	Fibre Cables to connect between media server Exadata and PCA	4

3.3 NDR Site

Sr. No.	Description	Quantity
1	Intel X86 Enterprise Server – Manufacturing Date shall not be before January 2023	1
2	2 RU base chassis with motherboard, twelve 3.5-inch drive slots disk cage, 2 PSUs, slide rail kit, and cable management arm. For Non-EU/UK countries only	1
3	1 Intel Xeon Silver 4314 16-core 2.4 GHz processor	2
4	One 32 GB DDR4-3200 registered DIMM	16
5	One 6.8 TB (max 7.68 TB) 2.5-inch NVMe SSD mix use with 3.5-inch bracket and 2.5-inch adapter	6
6	NVMe PCIe cable kit for 12 disk cages on 2U	1
7	Storage Dual Port 16 Gb or 32 Gb Fibre Channel PCIe HBA with 2 transceivers, Qlogic	2
8	Dual Port 25 Gb Ethernet Adapter,	2
9	10/25 GbE Dual Rate SFP28 Short Range (SR) Transceiver	4
10	Power cord: India, 2.5 meters, IS1293 plug, Compatible Connectors, 10 A	2
11	Hardware RAID Controller with RAID 5 support	1
12	Oracle Enterprise Linux OS License to be provided by the bidder	1

Note: *Un-priced BoM and Commercial BoM should be uploaded separately. StockHolding reserves the right to reject the bid in case any bidder uploaded Commercial BoM as part of Technical proposal.*

ANNEXURE – 4: COMMERCIAL BID FORMAT

Commercial Price Bid Format

Sr. No.	Particulars	Cost (₹) without GST
1	Supply Cost – Oracle Exadata Hardware and Exadata Licenses	
2	Supply Cost – Oracle PCA Hardware	
3	Installation Cost – Oracle Infrastructure	
4	Supply and Installation Cost – Intel X86 Server Infrastructure at DC and DR Site	
5	Supply and Installation Cost – Intel X86 Server Infrastructure at NDR Site	
6	Migration, Technical Go – Live and DR-Drill	
7	Warranty and Support for 05 Years – Oracle Infrastructure and Exadata Licenses	
8	Warranty and Support for 05 Years – Intel X86 Server Infrastructure at DC and DR Site	
9	Warranty and Support for 05 Years – Intel X86 Server Infrastructure at NDR Site	
10	AMC for 6th Year – Oracle Infrastructure	
11	AMC for 7th Year – Oracle Infrastructure	
12	ATS for 6th Year – Exadata Licenses	
13	ATS for 7th Year – Exadata Licenses	
14	AMC for 6th Year– Intel X86 Server Infrastructure at DC and DR Site	
15	AMC for 7th Year– Intel X86 Server Infrastructure at DC and DR Site	
16	AMC for 6th Year– Intel X86 Server Infrastructure at NDR Site and ATS for 6th Year – Oracle Linux OS	
17	AMC for 7th Year– Intel X86 Server Infrastructure at NDR Site and ATS for 7th Year – Oracle Linux OS	
18	AMC and Support of existing IBM Storage (DS8000) and Power8 Server (DC, NDRDR) with On-site Resident Engineer	
19	PCA Resident Engineer for 6 Months	
Total Cost (excluding GST)		

Notes:
a. StockHolding reserves the right to negotiate with L1 bidder.
b. Bidder must take care in filling price information in the Commercial Offer, to ensure that there are no typographical or arithmetic errors. All fields must be filled in correctly. Please note that any Commercial Offer, which is conditional and / or qualified or subjected to suggestions, will also be summarily rejected. This offer shall not contain any deviation in terms & conditions or any specifications, if so such an offer will also be summarily rejected.
c. For any software and / or hardware components which are being proposed during the contract duration, if there is any change in the part/version/out of support of such components which makes it mandatory for such components to be replaced, then the

complete implementation of the new component has to be taken care by the bidder/OEM with no additional cost to StockHolding.

ANNEXURE – 5: INTEGRITY PACT

(To be executed on plain paper and submitted only by the successful bidder)

(_____ Name of the Department / Office) RFP No._____ for_____

This pre-bid pre-contract Integrity Pact (Agreement) (hereinafter called the Integrity Pact) (IP) is made on _____ day of the _____, between, on one hand, StockHolding ., a company incorporated under Companies Act, 1956, with its Registered Office at 301, Centre Point Building, Dr. B R Ambedkar Road, Parel, Mumbai – 400012 , acting through its authorized officer, (hereinafter called **Principal**), which expression shall mean and include unless the context otherwise requires, his successors in office and assigns) of the First Part **And** M/s._____ _____(with complete address and contact details)represented by Shri _____ (i.e. Bidders hereinafter called the `**Counter Party'**) which expression shall mean and include , unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

AND WHEREAS the PRINCIPAL/Owner values full compliance with all relevant laws of the land, rules, regulations economic use of resources and of fairness/transparency in its relation with Bidder(s) /Contractor(s)/Counter Party(ies).

AND WHEREAS, in order to achieve these goals, the Principal/Owner has appointed Independent External Monitors (IEM) to monitor the Tender (RFP) process and the execution of the Contract for compliance with the principles as laid down in this Agreement.

WHEREAS THE Principal proposes to procure the Goods/services and Counter Party is willing to supply/has promised to supply the goods OR to offer/has offered the services and WHEREAS the Counter Party is a private Company/Public Company/Government Undertaking/ Partnership, constituted in accorded with the relevant law in the matter and the Principal is a Government Company performing its functions as a registered Public Limited Company regulated by Securities Exchange Board of India. **NOW THEREFORE**, To avoid all forms of corruption by following a system that is fair, transparent and free from any influence prejudiced dealings prior to, during and subsequent to the tenor of the contract to be entered into with a view to "- Enabling the PRINCIPAL to obtain the desired goods/services at competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and Enabling the Counter Party to abstain from bribing or indulging in any type of corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the PRINCIPAL will commit to prevent corruption, in any form, by its officials by following transparent procedures. The parties hereto hereby agree to enter into this Integrity Pact and agree as follows**:**

I. Commitment of the Principal / Buyer

1. The Principal Owner commits itself to take all measures necessary to prevent corruption and to observe the following principles: -

a) No employee of the Principal/Owner, personally or through any of his/her family members, will in connection with the Tender (RFP) or the execution of the contract, procurement or services/goods, demand, take a promise for or accept for self or third person, any material or immaterial benefit which the person not legally entitled to.

b) The Principal/Owner will, during the Tender (RFP) Process treat all Bidder(s)/Counter Party(ies) with equity and reason. The Principal / Owner will, in particular, before and during the Tender (RFP) Process, provide to all Bidder(s) / Counter Party (ies) the same information and will not provide to any Bidder(s)/Counter Party (ies) confidential / additional information through which the Bidder(s)/Counter Party (ies) could obtain an advantage in relation to the Tender (RFP) Process or the Contract execution.

c) The Principal / Owner shall endeavor to exclude from the Tender (RFP) process any person, whose conduct in the past been of biased nature.

2. If the Principal / Owner obtains information on the conduct of any of its employees which is a criminal offence under the Indian Penal Code (IPC) / Prevention of Corruption Act, 1988 (PC Act) or is in violation of the principles herein mentioned or if there is a substantive suspicion in this regard, the Principal / Owner / StockHolding will inform the Chief Vigilance Officer through the Vigilance Officer and in addition can also initiate disciplinary actions as per its internal laid down policies and procedures.

II. Commitments of Counter Parties/Bidders

1. The Counter Party commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of bid or during any pre-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following. Counter Party (ies) / Bidders commits himself to observe these principles during participation in the Tender (RFP) Process and during the Contract execution.

2. The Counter Party will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the PRINCIPAL, connected directly or indirectly with the bidding process, or to any person organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

3. The Counter Party further undertakes that it has not given, offered or promised to give directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the Principal / StockHolding or otherwise in procurement the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Principal / StockHolding for forbearing to show favour or disfavor to any person in relation to the contract or any other contract with the Principal / StockHolding.

4. Bidder / Counter Party shall disclose the name and address of agents and representatives, if any, handling the procurement / service contract.

5. Bidder / Counter Party shall disclose the payments to be made by them to agents / brokers; or any other intermediary if any, in connection with the bid / contract.

6. The Bidder / Counter Party has to further confirm and declare to the Principal / StockHolding that the Bidder / Counter Party is the original integrator and has not engaged any other individual or firm or company, whether Indian or foreign to intercede, facilitate or in any way to recommend to Principal / StockHolding or any of its functionaries whether officially or unofficially to the award of the contract to the Bidder / Counter Party nor has any amount been paid, promised or intended to the be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

7. The Bidder / Counter Party has to submit a Declaration along with Eligibility Criteria, as given at **Annexure**. If bids are invited through a Consultant a Declaration has to be submitted along with the Eligibility Criteria as given at **Annexure**.

8. The Bidder / Counter Party, either while presenting the bid or during pre- contract negotiation or before signing the contract shall disclose any payments made, is committed to or intends to make to officials of StockHolding /Principal, or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.

9. The Bidder / Counter Party will not collude with other parties interested in the contract to impair the transparency, fairness and progress of bidding process, bid evaluation, contracting and implementation of the Contract.

10. The Bidder / Counter Party shall not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

11. The Bidder shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the Principal / StockHolding as part of the business relationship, regarding plans, proposals and business details, including information contained in any electronic data carrier. The Bidder / Counter Party also Undertakes to exercise due and adequate care lest any such information is divulged.

12. The Bidder / Counter Party commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

13. The Bidder / Counter Party shall not instigate or cause to instigate any third person including their competitor(s) of bidding to commit any of the actions mentioned above.

14. If the Bidder / Counter Party or any employee of the Bidder or any person acting on behalf of the Bidder / Counter Party, either directly or indirectly, is a relative of any of the official / employee of Principal / StockHolding, or alternatively, if any relative of an official / employee of Principal / StockHolding has financial interest / stake in the Bidder's / Counter Party firm, the same shall be disclosed by the Bidder / Counter Party at the time of filing of tender (RFP).

15. The term `relative" for this purpose would be as defined in Section 2 Sub Section 77 of the Companies Act, 2013.

16. The Bidder / Counter Party shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employees / officials of the Principal / StockHolding

17. The Bidder / Counter Party declares that no previous transgression occurred in the last three years immediately before signing of this IP, with any other Company / Firm/ PSU/ Departments in respect of any corrupt practices envisaged hereunder that could justify Bidder / Counter Party exclusion from the Tender (RFP) Process.

18. The Bidder / Counter Party agrees that if it makes incorrect statement on this subject, Bidder / Counter Party can be disqualified from the tender (RFP) process or the contract, if already awarded, can be terminated for such reason.

III. Disqualification from Tender (RFP) Process and exclusion from Future Contracts

1. If the Bidder(s) / Contractor(s), either before award or during execution of Contract has committed a transgression through a violation of Article II above or in any other form, such as to put his reliability or credibility in question, the Principal / StockHolding is entitled to disqualify the Bidder / Counter Party / Contractor from the Tender (RFP) Process or terminate the Contract, if already executed or exclude the Bidder / Counter Party / Contractor from future contract award processes. The imposition and duration of the exclusion will be determined by the severity of transgression and determined by Principal / StockHolding. Such exclusion may be for a period of 1 year to 3 years as per the procedure prescribed in guidelines of the Principal / StockHolding.

2. The Bidder / Contractor / Counter Party accepts and undertake to respect and uphold the Principal / StockHolding's absolute right to resort to and impose such exclusion.

3. Apart from the above, the Principal / StockHolding may take action for banning of business dealings / holiday listing of the Bidder / Counter Party / Contractor as deemed fit by the Principal / Owner / StockHolding.

4. The Bidder / Contractor / Counter Party can prove that it has resorted / recouped the damage caused and has installed a suitable corruption prevention system, the Principal / Owner/ StockHolding may at its own discretion, as per laid down organizational procedure, revoke the exclusion prematurely.

IV. Consequences of Breach Without prejudice to any rights that may be available to the Principal / StockHolding / Owner under Law or the Contract or its established policies and laid down procedure, the Principal / StockHolding / Owner shall have the following rights in case of breach of this Integrity Pact by the Bidder / Contractor(s) / Counter Party:-

1. Forfeiture of EMD / Security Deposit : If the Principal / StockHolding / Owner has disqualified the Bidder(s)/Counter Party(ies) from the Tender (RFP) Process prior to the award of the Contract or terminated the Contract or has accrued the right to terminate the Contract according the Article III, the Principal / StockHolding / Owner apart from exercising any legal rights that may have accrued to the Principal / StockHolding / Owner, may in its considered opinion forfeit the Earnest Money Deposit / Bid Security amount of the Bidder / Contractor / Counter Party.

2. Criminal Liability: If the Principal / Owner / StockHolding obtains knowledge of conduct of a Bidder / Counter Party / Contractor, or of an employee of a representative or an associate of a Bidder / Counter Party / Contractor which constitute corruption within the meaning of PC Act, or if the Principal / Owner / StockHolding has substantive suspicion in this regard, the Principal /
StockHolding / Owner will inform the same to the Chief Vigilance Officer through the Vigilance Officer.

IV. Equal Treatment of all Bidders/Contractors / Subcontractors / Counter Parties

1. The Bidder(s) / Contractor(s) / Counter Party (ies) undertake (s) to demand from all subcontractors a commitment in conformity with this Integrity Pact. The Bidder / Contractor / Counter-Party shall be responsible for any violation(s) of the principles laid down in this Agreement / Pact by any of its sub-contractors / sub-bidders.
2. The Principal / StockHolding / Owner will enter into Pacts on identical terms as this one with all Bidders / Counterparties and Contractors.
3. The Principal / StockHolding / Owner will disqualify Bidders / Counter Parties / Contractors who do not submit, the duly signed Pact, between the Principal / Owner / StockHolding and the Bidder/Counter Parties, along with the Tender (RFP) or violate its provisions at any stage of the Tender (RFP) process, from the Tender (RFP) process.

VI. Independent External Monitor (IEM)

1. The Principal / Owner / StockHolding has appointed competent and credible Independent External Monitor (s) (IEM) for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this Integrity Pact.
2. The IEM is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. He reports to the Chief Executive Officer and Managing Director, StockHolding Ltd.
3. The Bidder(s)/Contractor(s) / Counter Party(ies) accepts that the IEM has the right to access without restriction, to all Tender (RFP) documentation related papers / files of the Principal / StockHolding / Owner including that provided by the Contractor(s) / Bidder / Counter Party. The Counter Party / Bidder / Contractor will also grant the IEM, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his or any of his Sub-Contractor"s Tender (RFP) Documentation / papers / files. The IEM is under contractual obligation to treat the information and documents of the Bidder(s) / Contractor(s) / Sub-Contractors / Counter Party (ies) with confidentiality.
4. In case of tender (RFP)s having value of 5 crore or more, the Principal / StockHolding / Owner will provide the IEM sufficient information about all the meetings among the parties related to the Contract/Tender (RFP) and shall keep the IEM apprised of all the developments in the Tender (RFP) Process.
5. As soon the IEM notices, or believes to notice, a violation of this Pact, he will so inform the Management of the Principal / Owner /StockHolding and request the Management to discontinue or take corrective action, or to take other relevant action. The IEM can in this

regard submit nonbinding recommendations. Beyond this, the IEM has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.

6. The IEM will submit a written report to the CEO&MD, StockHolding. Within 6 to 8 weeks from the date of reference or intimation to him by the Principal / Owner / StockHolding and should the occasion arise, submit proposals for correcting problematic situations.

7. If the IEM has reported to the CEO&MD, StockHolding Ltd. a substantiated suspicion of an offence under the relevant IPC/PC Act, and the CEO&MD, StockHolding has not within reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the IEM may also transmit the information directly to the Central Vigilance Officer.

8. The word `IEM" would include both singular and plural.

VII. Duration of the Integrity Pact (IP)

This IP begins when both the parties have legally signed it. It expires for the Counter Party / Contractor / Bidder, 12 months after the completion of work under the Contract, or till continuation of defect liability period, whichever is more and for all other Bidders, till the Contract has been awarded. If any claim is made / lodged during the time, the same shall be binding and continue to be valid despite the lapse of this Integrity Pact as specified above, unless it is discharged / determined by the CEO&MD StockHolding

VIII. Other Provisions

1. This IP is subject to Indian Law, place of performance and jurisdiction is the Head Office / Regional Offices of the StockHolding /Principal / Owner who has floated the Tender (RFP).

2. Changes and supplements in any Procurement / Services Contract / Tender (RFP) need to be made in writing. Change and supplement in IP need to be made in writing.

3. If the Contractor is a partnership or a consortium, this IP must be signed by all the partners and consortium members. In case of a Company, the IP must be signed by a representative duly authorized by Board resolution.

4. Should one or several provisions of this IP turn out to be invalid; the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

5. Any dispute or difference arising between the parties with regard to the terms of this Agreement / Pact, any action taken by the Principal / Owner / StockHolding in accordance with this Agreement / Pact or interpretation thereof shall not be subject to arbitration.

IX. Legal and Prior Rights

All rights and remedies of the parties hereto shall be in addition to all the other legal rights and remedies belonging to such parties under the Contract and / or law and the same shall be deemed to be cumulative and not alternative to such legal rights and remedies aforesaid. For the sake of brevity, both the Parties agrees that this Pact will have precedence over the Tender (RFP) / Contract documents with regard to any of the provisions covered under this Integrity Pact.

IN WITHNESS WHEREOF the parties have signed and executed this Integrity Pact (IP) at the place and date first above mentioned in the presence of the following witnesses:-

----
(For and on behalf of Principal / Owner / StockHolding

 (For and on behalf of Bidder / Counter Party / Contractor)

WITNESSES:
1._____   (Signature, name and address)

2._____   (Signature, name and address)

Note: In case of Purchase Orders wherein formal agreements are not signed references to witnesses may be deleted from the past part of the Agreement.

ANNEXURE – 6: COVERING LETTER ON BIDDER'S LETTERHEAD OF INTEGRITY PACT

To,

-- --

Sub**:** RFP REF NO: IT-02/2024-25 dated 25-April-2024 for Supply, Installation, Commissioning and Maintenance of Oracle Private Cloud Appliance and Exadata Appliance with Five Year Warranty and Two Years Comprehensive AMC for StockHolding

Dear Sir,

DECLARATION

Stock Holding Corporation of India Limited (StockHolding) hereby declares that StockHolding has adopted Integrity Pact (IP) Program as advised by Central Vigilance Commission vide its Letter No. ----------------- Dated -------------- and stands committed to following the principles of transparency, equity and competitiveness in public procurement. The subject Notice Inviting Tender (RFP) (NIT) is an invitation to offer made on the condition that the Bidder will sign the Integrity Agreement, which is an integral part of tender (RFP) documents, failing which the tender (RFP)er / bidder will stand disqualified from the tender (RFP)ing process and the bid of the bidder would be summarily rejected. This Declaration shall form part and parcel of the Integrity Agreement and signing of the same shall be deemed as acceptance and signing of the Integrity Agreement on behalf of the StockHolding

Yours faithfully,

For and on behalf of StockHolding Corporation of India Limited
(Authorized Signatory)

ANNEXURE – 7: COMPLIANCE STATEMENT

(To be submitted on Company Letter Head)

RFP REF NO: IT-02/2024-25 dated 25-April-2024

Subject: Supply, Installation, Commissioning and Maintenance of Oracle Private Cloud Appliance and Exadata Appliance with Five Year Warranty and Two Years Comprehensive AMC for StockHolding.

DECLARATION

Technical Specification Compliance

1. DC Site: Oracle Private Cloud Appliance for Applications

Sr. No.	Description	Compliance Yes/No
1	Oracle Private Cloud Appliance X10: model family	
2	Oracle Private Cloud Appliance X10 Base Rack (for factory installation)	
3	Oracle Private Cloud Appliance X10 Server (for factory installation)	
4	Two 1-phase high voltage 22 kVA PDUs with 2P3W-IP44 plugs for EMEA and APAC, except Japan and Taiwan (for factory installation)	
5	Engineered Systems 1RU filler panel (for factory installation)	
6	Cable: 3 meters, mini-SAS HD to mini-SAS HD, active optical (for factory installation)	
7	Oracle Storage Drive Enclosure DE3-24P for Oracle Private Cloud Appliance X10 (for factory installation)	
8	QSFP28 short-range transceiver (for factory installation)	
9	PDU with power routing direction down for raised floor	
10	Optical splitter cable assembly: 20 meters, MT ferrule terminated, 12-fiber to 4x2-fiber, multimode, MPO to 4 LC connectors, extended breakout, 50/125 diameter, OM4, LSZH, riser	
11	Optical cable: 5 meters, LC-LC, 50/125 diameter, OM4, LSZH, riser	
12	Optical cable: 10 meters, LC-LC, 50/125 diameter, OM4, LSZH, riser	

2. DC Site: Exadata Database System

Sr. No.	Description	Compliance Yes/No
1	Exadata Database Machine X10M: model family	
2	Exadata Database Machine X10M High Capacity (HC) Quarter Rack with Exadata RDMA memory and two 1.5 TB memory DB servers each with 2 dual 25 G network cards (for factory installation)	

3	One Cisco 9336C RoCE networking fabric switch v2 (for factory installation)	
4	QSFP28 passive copper cable: 3 meters, 30 AWG	
5	QSFP28 passive copper cable: 1 meter, 30 AWG	
6	One Cisco 9348 management switch v2 (for factory installation)	
7	Two 1-phase high voltage 22 kVA PDUs with 2P3W-IP44 plugs for EMEA and APAC, except Japan and Taiwan (for factory installation)	
8	Engineered Systems 1 RU filler panel v2	
9	Exadata Database Machine X10M: Oracle Linux software image for database server (for factory installation)	
10	Exadata Database Machine X10M: Oracle Linux software image for storage server (for factory installation)	
11	Oracle Dual Port 25 Gb Ethernet Adapter v2 for Exadata X10M	
12	Optical cable: 5 meters, LC-LC, 50/125 diameter, OM4, LSZH, riser	
13	Optical cable: 10 meters, LC-LC, 50/125 diameter, OM4, LSZH, riser	
14	Oracle 10/25 GbE Dual Rate SFP28 Short Range (SR) Transceiver	
15	Power cord: India, 2.5 meters, NBR14136 plug with ground, IEC60320-1-C13 connector, 10 A	
16	Oracle Advanced Support Gateway Server X9-2 (for field installation)	
17	Exadata Storage Server Software	

3. DC Site: Backup / Media Server

Sr. No.	Description	Compliance Yes/No
1	Intel X86 Enterprise Server – Manufacturing Date shall not be before January 2023	
2	2 RU base chassis with motherboard, twelve 3.5-inch drive slots disk cage, 2 PSUs, slide rail kit, and cable management arm. For Non-EU/UK countries only	
3	1 Intel Xeon Silver 16-core 2.4 GHz processor or higher	
4	One 32 GB DDR4-3200 registered DIMM	
5	One 6.8 TB (max 7.68 TB) 2.5-inch NVMe SSD mix use with 3.5-inch bracket and 2.5-inch adapter	
6	NVMe PCIe cable kit for 12 disk	
7	Storage Dual Port 16 Gb or 32 Gb Fibre Channel PCIe HBA with 2 transceivers, Qlogic	
8	Dual Port 25 Gb Ethernet Adapter	
9	10/25 GbE Dual Rate SFP28 Short Range (SR) Transceiver	
10	Power cord: India, 2.5 meters, IS1293 plug, Compatible Connectors, 10 A	
11	Hardware RAID Controller with RAID 5 Support	
12	Red Hat Enterprise Linux OS (Should be compatible with TSM/IBM Spectrum Protect). Red Hat Enterprise Linux OS License shall be provided by StockHolding	

Sr. No.	Description	Compliance Yes/No
13	FC Cables 15 Meters to connect media server to tape library	
14	Fibre Cables to connect between media server and LIEU	

4. DR Site: Oracle Private Cloud Appliance for Applications

Sr. No.	Description	Compliance Yes/No
1	Oracle Private Cloud Appliance X10: model family	
2	Oracle Private Cloud Appliance X10 Base Rack (for factory installation)	
3	Oracle Private Cloud Appliance X10 Server (for factory installation)	
4	Two 1-phase high voltage 22 kVA PDUs with 2P3W-IP44 plugs for EMEA and APAC, except Japan and Taiwan (for factory installation)	
5	Engineered Systems 1RU filler panel (for factory installation)	
6	Cable: 3 meters, mini-SAS HD to mini-SAS HD, active optical (for factory installation)	
7	Oracle Storage Drive Enclosure DE3-24P for Oracle Private Cloud Appliance X10 (for factory installation)	
8	QSFP28 short-range transceiver (for factory installation)	
9	PDU with power routing direction down for raised floor	
10	Optical splitter cable assembly: 10 meters, MT ferrule terminated, 12-fiber to 4x2-fiber, multimode, MPO to 4 LC connectors, extended breakout, 50/125 diameter, OM4, LSZH, riser	
11	Optical cable: 5 meters, LC-LC, 50/125 diameter, OM4, LSZH, riser	
12	Optical cable: 10 meters, LC-LC, 50/125 diameter, OM4, LSZH, riser	

5. DR Site: Exadata Database System

Sr. No.	Description	Compliance Yes/No
1	Exadata Database Machine X10M: model family	
2	Exadata Database Machine X10M High Capacity (HC) Quarter Rack with Exadata RDMA memory and two 1.5 TB memory DB servers each with 2 dual 25 G network cards (for factory installation)	
3	One Cisco 9336C RoCE networking fabric switch v2 (for factory installation)	
4	QSFP28 passive copper cable: 3 meters, 30 AWG	
5	QSFP28 passive copper cable: 1 meter, 30 AWG	
6	One Cisco 9348 management switch v2 (for factory installation)	
7	Two 1-phase high voltage 22 kVA PDUs with 2P3W-IP44 plugs for EMEA and APAC, except Japan and Taiwan (for factory installation)	
8	Engineered Systems 1 RU filler panel v2	
9	Exadata Database Machine X10M: Oracle Linux software image for database server (for factory installation)	

10	Exadata Database Machine X10M: Oracle Linux software image for storage server (for factory installation)	
11	Oracle Dual Port 25 Gb Ethernet Adapter v2 for Exadata X10M	
12	Optical cable: 5 meters, LC-LC, 50/125 diameter, OM4, LSZH, riser	
13	Optical cable: 10 meters, LC-LC, 50/125 diameter, OM4, LSZH, riser	
14	Oracle 10/25 GbE Dual Rate SFP28 Short Range (SR) Transceiver	
15	Power cord: India, 2.5 meters, NBR14136 plug with ground, IEC60320-1-C13 connector, 10 A	
16	Oracle Advanced Support Gateway Server X9-2 (for field installation)	
17	Exadata Storage Server Software	

6. DR Site: Backup / Media Server

Sr. No.	Description	Compliance Yes/No
1	Intel X86 Enterprise Server – Manufacturing Date shall not be before January 2023	
2	2 RU base chassis with motherboard, twelve 3.5-inch drive slots disk cage, 2 PSUs, slide rail kit, and cable management arm. For Non-EU/UK countries only	
3	1 Intel Xeon Silver 16-core 2.4 GHz processor or higher	
4	One 32 GB DDR4-3200 registered DIMM	
5	One 6.8 TB (max 7.68 TB) 2.5-inch NVMe SSD mix use with 3.5-inch bracket and 2.5-inch adapter	
6	NVMe PCIe cable kit for 12 disks	
7	Storage Dual Port 16 Gb or 32 Gb Fibre Channel PCIe HBA with 2 transceivers, Qlogic	
8	Dual Port 25 Gb Ethernet Adapter	
9	10/25 GbE Dual Rate SFP28 Short Range (SR) Transceiver	
10	Power cord: India, 2.5 meters, IS1293 plug, Compatible Connectors, 10 A	
11	Hardware RAID Controller with RAID 5 Support	
12	Red Hat Enterprise Linux OS (Should be compatible with TSM/IBM Spectrum Protect). Red Hat Enterprise Linux OS License shall be provided by StockHolding	
13	FC Cables 15 Meters to connect media server to tape library	
14	Fibre Cables to connect between media server Exadata and PCA	

7. NDR Site

Sr. No.	Description	Compliance Yes/No
1	Intel X86 Enterprise Server – Manufacturing Date shall not be before January 2023	

2	2 RU base chassis with motherboard, twelve 3.5-inch drive slots disk cage, 2 PSUs, slide rail kit, and cable management arm. For Non-EU/UK countries only	
3	1 Intel Xeon Silver 16-core 2.4 GHz processor or higher	
4	One 32 GB DDR4-3200 registered DIMM	
5	One 6.8 TB (max 7.68 TB) 2.5-inch NVMe SSD mix use with 3.5-inch bracket and 2.5-inch adapter	
6	NVMe PCIe cable kit for 12 disks	
7	Storage Dual Port 16 Gb or 32 Gb Fibre Channel PCIe HBA with 2 transceivers, Qlogic	
8	Dual Port 25 Gb Ethernet Adapter	
9	10/25 GbE Dual Rate SFP28 Short Range (SR) Transceiver	
10	Power cord: India, 2.5 meters, IS1293 plug, Compatible Connectors, 10 A	
11	Hardware RAID Controller with RAID 5 support	
12	Oracle Enterprise Linux OS License	

8. **Following features need to considered for both PCA and Exadata:**

Sr. No.	Description	Compliance Yes/No
1	a) At DC : o Connectivity from PCA/ Exadata to DC Core switch will be direct, instead of through LIEU. o It will be MPO to MPO (100 GB). o Direct connection need 25 mtr OM4 armoured cable. Note: Oracle can provide 20 or 50 Mtr OM4 cables hence request **successful Bidder to arrange the same (8 Qty required).** o PCA / Exadata to new Media Server direct connect (no LIEU use) distance 20 Mtr, o New Media server to SAN switch distance 20 Mtr	
2	Both DC and DR: Distance between PCA and Exadata rack < 10 Mtr.	
3	At NDR direct connection from Intel X86 Enterprise ServerL to switch, no LIEU (distance <20 Mtr)	
4	At DR all connections through LIEU (PCA/Exadata to DR N/W Switch, PCA/Exadata to Media)	

	Power requirements for Exadata / PCA as below:		
5	o Power connectivity: Single phase with Redundant, 22kva PDU o Power Routing Direction for PCA: PDU with power routing direction down for raised floor is considered. o Power usage as mentioned below:		

Proposed PCA X10	**Maximum**	**Typical Power**
	Watts	
	9,528	6670
	Kva	
	9.34	7

Proposed Exadata X10	**Maximum**	**Typical Power**
	Watts	
	6,500	4600
	Kva	
	6.6	4.6

9. Additional Cables for DC/DR/NDR Site

Any additional fibre cables and/or modules (SFP, QSFP etc.) will have to be supplied by the bidder.

Date**:**

Signature with seal

Name & Designation**:**

ANNEXURE – 8: FORMAT OF BANK GUARANTEE

This Bank Guarantee is executed by the -------------------------- (Bank name) a Banking Company incorporated under the Companies Act, 1956 and a Scheduled Bank within the meaning of the Reserve Bank of India Act, 1934 and having its head office at ------------------------- and branch office at _____(hereinafter referred to as the "Bank", which term shall mean and include, unless to repugnant to the context or meaning thereof, its successors and permitted assigns) and Branch office at _____ in favour of Stock Holding Corporation of India Limited, a Company incorporated under the Companies Act, 1956 and having its Registered Office at 301, Centre Point, Dr. Babasaheb Ambedkar Road, Parel, Mumbai 400 012 (hereinafter referred to as "StockHolding", which term shall mean and include, unless to repugnant to the context or meaning thereof, its successors and permitted assigns) at the request of _____, a Company incorporated under the Companies Act, 1956 and having its Registered Office at (hereinafter referred to as the "Service Provider", which term shall mean and include, unless to repugnant to the context or meaning thereof, its successors and permitted assigns).

Whereas

A. StockHolding has, pursuant to the Tender No. _____, issued the Purchase Order dated _____ to the Service Provider for providing _____
B. In terms of the said Tender, the Service Provider has agreed to furnish to StockHolding, a Bank guarantee for Rs. _____ /- (Rupees _____ only) till _____ (date).
C. The Bank has, at the request of the Service Provider, agreed to give this guarantee as under.

NOW IN CONSIDERATION OF THE FOREGOING:

1.　　We, the Bank, at the request the Service Provider, do hereby unconditionally provide this guarantee to StockHolding as security for due performance and fulfilment by the Service Provider of its engagements, commitments, operations, obligations or liabilities including but not limited to any sums / obligations / claims due by the Service Provider to StockHolding for meeting, satisfying, discharging or fulfilling all or any obligation or liability of the Service Provider, under the said Tender / Purchase Order.

2.　　We, the Bank, hereby guarantee and undertake to pay StockHolding up to a total amount of Rs. _____/- (Rupees _____ only) under this guarantee, upon first written demand of StockHolding and without any demur, protest and without any reference to the Service Provider.

3.　　Any such demand made by StockHolding shall be conclusive and binding on the Bank as regards the amount due and payable notwithstanding any disputes pending before any court, Tribunal, or any other authority and/ or any other matter or thing whatsoever as the liability of the Bank under these presents being absolute and unequivocal.

4.　　We, the Bank, agree that StockHolding shall have the fullest liberty without consent of the Bank to vary the terms of the said Tender/ Purchase Order or to postpone for any time or time to time exercise of any powers vested in StockHolding against the Service

Provider and to forbear or enforce any of the Terms & Conditions relating to the said Tender / Purchase Order and the Bank shall not be relieved from its liability by the reason of any such variation, or extension being granted to the Service Provider or for any forbearance, act or omission or any such matter or thing whatsoever.

5. We, the Bank, agree that the guarantee herein contained shall be irrevocable and shall continue to be enforceable until it is discharged.

6. This Guarantee shall not be affected by any change in the Constitution of the Bank or the Service Provider or StockHolding.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN ABOVE:

1. The liability of the bank under this guarantee is restricted to a sum of Rs. _____/- (Rupees _____ only).

2. This Bank Guarantee will be valid for a period up to _____ (date).

3. A written claim or demand for payment under this Bank Guarantee on or before _____ (date) is the only condition precedent for payment of part/full sum under this guarantee.

For Issuing Bank

Name of Issuing Authority:

Designation of Issuing Authority:

Employee Code:

Contact Number:

Email ID:

ANNEXURE – 9: Bidder's Responsibility

(To be submitted on SI Company Letter Head)

RFP REF NO: IT-02/2024-25 dated 25-April-2024

Subject: Supply, Installation, Commissioning and Maintenance of Oracle Private Cloud Appliance and Exadata Appliance with Five Year Warranty and Two Years Comprehensive AMC for StockHolding.

The System Integrator (SI) and OEM (Oracle) need to take the responsibility of the following activities throughout the contract period.

Sr. No.	Activities	Responsibility		Remarks
		System Integrator (SI)	OEM	
1	Supply of Exadata and PCA Hardware	YES	YES	
2	Installation and Configuration	-	YES (CSS)	Through Oracle CSS
3	Site Not Ready (SNR) and Shifting	YES	-	SI will raise CR to StockHolding for shifting.
4	Data Migration	YES or SI+CSS	-	SI can do migration on his own or tie-up with Oracle CSS
5	Support/Warranty/AMC for 5 years – Exadata and PCA with supporting components	YES	YES	Back lining with OEM
6	AMC for 6th and 7th Year – Exadata and PCA with supporting components	YES	YES	Back lining with OEM
7	IBM DS8000 Storage and Power8 Server support with onsite Resource Engineer	YES	-	From 1st July 2024 till completion of Technical Go-live.
8	Supply of Intel x86 Enterprise Server Hardware	YES	YES	
9	Installation and Configuration – Intel x86 Enterprise Server Hardware	YES	-	Through SI

10	Support/Warranty/AMC for 5 years – Intel x86 Enterprise Server Hardware	YES	YES	Back lining with OEM
11	AMC for 6th and 7th Year – Intel x86 Enterprise Server Hardware	YES	YES	Back lining with OEM
12	Ensure peripherals, accessories, sub-components required for the functionality and completeness of the solution, including but not limited to devices, equipment, accessories, patch cords (copper/fibre), cables, SFPs, tools etc.	YES	-	Stock holding will allow site visit to authorised person from bidder for the inspection, verification for the above purpose.

APPENDIX – A: SOW AND SLA FOR IBM INFRASTRUCTURE

A. Bill of Material with SLA for Power 8 Servers:
a) Power (S822) Servers with HMC for Mahape and Bangalore
b) The Support would be comprehensive i.e. inclusive of spare and labour and software subscription.

Description	Machine Type	Model	Serial Number	Start Date	End Date
Power System S822	8284	22A	21A3A7V	01-Jan-24	30-June-24
Power System S822	8284	22A	21A39DV	01-Jan-24	30-June-24
Rack-mount HMC	7042	CR8	21FA84C	01-Jan-24	30-June-24
Power System S822	8284	22A	21A3A8V	01-Jan-24	30-June-24
Power System S822	8284	22A	21A398V	01-Jan-24	30-June-24
Rack-mount HMC	7042	CR8	21FA92C	01-Jan-24	30-June-24
IBM Power System S812	8284	21A	686989X	01-Jan-24	30-June-24
IBM Power System S812	8284	21A	68698AX	01-Jan-24	30-June-24
Cisco MDS 9148S	9711	S48	13LM0Z6	01-Jan-24	30-June-24
Cisco MDS 9148S	9711	S48	13LM0Z7	01-Jan-24	30-June-24
Cisco MDS 9148S	9711	S48	13LM0ZH	01-Jan-24	30-June-24
Cisco MDS 9148S	9711	S48	13LM0ZL	01-Jan-24	30-June-24

Scope of Work for Onsite Resident Engineer for Power 8 Servers:
Working Hours: 09:00AM- 06:00 PM from Monday to Saturday.

Scope of Work:
Tasks Residence Engineer needs to perform.
a) AIX & Windows installation
b) OS Patch management.
c) Hardware health checkup.
d) Stop / start, reboot OS as and when required.
e) Housekeeping activities like storage and LVM management and same shall include:
   ✓ Create and manage file systems including extend, reduce, set and change attributes, etc.
   ✓ Create and manage logical volumes including extend, reduce, set and change attributes, etc.
   ✓ Create and manage volume groups including extend, reduce, set and change attributes etc.
f) Manage physical and virtual devices including multi pathing.
g) Manage storage devices (traditional disk, Solid State Drives, and tape) including redundancy (RAID).
h) Server monitoring and management.
i) CPU/Memory/Disk Space management

j) Maintaining system logs
k) Cluster logs monitoring
l) Parameter tuning Maintaining server health check
m) Security management configuration- Server OS Hardening as per the approved Policy.
n) OS Hardening as per VAPT Report on quarterly basis.
o) Configure AIX security tools as per VAPT requirement
p) Daily utilization reports of all the servers in the environment and forward same to customer.
q) Raise and track PMRs as and when required for AIX support & big fix.
r) Develop and maintain documentation about current environment setup, standard operating procedures, and best practices.
s) Necessary support for HAN and OS health checkups during DR Drill.
t) Support for production roll out and support during DC/DR Drill.

User administration —
This includes User administration involving creation of User ids, resetting passwords, and permissions and allocating of users to separate user groups. This activity will be specific to operating system users only.

Power HA— Power HA installation.
a) Power HA cluster setup configure resources (including service IP, resource groups, resource group dependencies, NFS, VGs, etc.)
b) Verify and synchronize the cluster
c) Testing cluster components and validate cluster configuration, including fall over, fallback, cluster start and stop.
d) Manage resource group components
e) Power HA patches and upgrades.

B. IBM DS8000 Storage BOM details with RE Scope of Work:

Machine Type	Model	Serial No:	Start Date	End Date
2833	980	75GKV60	01-Jan-2024	30-Jun-2024
2833	980	75GKV50	01-Jan-2024	30-Jun-2024
2833	980	75GKM70	01-Jan-2024	30-Jun-2024
On site Resource Support			01-Jan-2024	30-Jun-2024

Offshore Storage Resident Engineer:

Key Responsibilities:
a) Administer, maintain, troubleshoot and support multi-platform Storage environment that includes fibre channel SAN with multiple directors, storage frames technologies, as well as enterprise backup library.

b) Incident Management: Monitor and Log Incidents, Alert Management, Perform root cause analysis for logged incidents and also provide workarounds to ensure business continuity

c) Identify, analyse and resolve problems specifically on IBM storage, backup tape library.

d) Change Management: Prepare Implementation plan, rollback plan and test plan, risk and impact analysis to be submitted by RE. Validation and Approval will be provided by Stock Holding.

e) Perform routine, planned and emergency maintenance (change planning and implementation) of storage data canter equipment.

f) Fulfil service request pertaining to IBM storage platform.

g) Availability and capacity planning and management: keep a track of uptime and capacity utilization of storage systems and publish reports to management

h) Execute additional tasks given to meet internal IT projects milestones and willingness to put additional hours when ever required. Additional task should be inline with Storage profile and Additional working hours should be compensated with Comp off.

i) Ensure all services are delivered as per agreed SLAs/OLAs, quality and scope

j) Update and close tickets, update documents (such as handover documents, root cause analysis, analysis and recommendations to reports, post incident reviews) in a timely manner with high quality documented output.

k) Communicate with and log calls with vendors or 3rd parties where necessary in order to resolve issues related to storage technologies

l) Suggest, influence and implement improvements in the environment (such as issue optimization, automation, streamlining process, etc.), thereby contribute to improvement of overall operations delivery and client satisfaction.

m) Overall ownership of physical storage configurations based on design document and optimizing the environment for performance and to ensure its stability. Necessary design document to be obtained from respective IBM system group.

n) Manage the service delivery and maintain design documentation for SAN, Tape Library, MGM. Monitor and analyze the system to ensure effective usage of all phases of storage infrastructure and SAN configurations, logical and physical.

o) Define and monitor threshold-alerting mechanisms. Coordinate 24x7 on-call storage support for all storage (DC, DR and NDR).

p) Self-manage or align support from seniors to manage DR Drill (Manual)

q) Maintain documentation (Diagrams/ Design/Write-up's) of Storage, SAN Switch & Tape Library and any other associated solution deployed at StockHolding.

r) Before deployment of any updates / modifications / deletions the required approvals should be taken from StockHolding designated officers.

APPENDIX – B: JOB DESCRIPTION FOR PCA RESIDENT ENGINEER

Oracle PCA Job Description:

Responsibilities:
 a) Install, configure, and maintain Oracle PCA hardware and software components.
 b) Monitor and manage Oracle PCA systems to ensure high availability and performance.
 c) Perform routine maintenance tasks such as patching, upgrades, and backups.
 d) Troubleshoot and resolve issues related to Oracle PCA infrastructure.
 e) Collaborate with other teams to integrate Oracle PCA with other systems and applications.
 f) Implement and enforce security best practices to protect Oracle PCA environments.
 g) Provide technical guidance and support to junior administrators and users.
 h) Stay updated on Oracle PCA technologies and recommend improvements or enhancements.

Requirements:
 a) Bachelor's degree or related field.
 b) 3-5 Years of Proven experience as an Oracle PCA Administrator or similar role.
 c) In-depth knowledge of Oracle PCA architecture, configuration, and management.
 d) Hands-on experience with Oracle PCA hardware components (servers, storage, networking).
 e) Strong troubleshooting skills and ability to diagnose and resolve complex technical issues.
 f) Experience with scripting languages (Shell, Ansible, Terraform) for automation tasks.
 g) Excellent communication and teamwork skills.
 h) Oracle certifications (e.g., Oracle Certified OCI Architect Associate) are a plus.