

# TENDER DOCUMENT

TENDER No. CDACM/PS/CA12-034/PUB  
Due Date: January 27, 2012

Upgradation and Maintenance of  
Nexus Certificate Manager Software v6.x to v7.x (or the latest version) for  
Main site in Delhi and Disaster Recovery Site (DR Site) in Bengaluru



**Centre for Development of Advanced Computing**  
68, Electronics City, Hosur Road, Bengaluru - 560100  
Tel : 080-28523300, Fax 080-28522590  
Web-site [www.cdacmumbai.in](http://www.cdacmumbai.in)

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## INVITATION FOR OFFERS

1. C-DAC, Electronics City, Bengaluru, invites sealed two part tender offers (both technical and commercial offers) from eligible, reputed vendors for Upgradation and Maintenance of Nexus Certificate Manager Software v6.x to v7.x (or the latest version) for Main site and Disaster Recovery Site (DR site) as specified in Technical Details in **Annexure A**.
2. The tender document can be obtained from the office of C-DAC, Electronics City, Bengaluru from 10:00 hrs to 17:00 hrs on all working days in person. The details are given below:

<b>Tender Reference</b>	<b>CDACM/PS/CA12-034/PUB</b>
Cost of the Tender	Rs. 1000/-
Validity of the Tender	90 days from the date of opening
Last Date and Time for receipts of tender offers	January 27, 2012 by 14:30 hrs
Time and Date of Opening of Technical Bids	January 27, 2012 at 15:00 hrs.
Place of Opening Tender offers	Centre for Development of Advanced Computing 68, Electronics City, Hosur Road, Bengaluru 560100
Address of Communication	As Above
Contact Telephone Numbers	080 – 2852 3300
Fax	080 – 2852 2590
Earnest Money Deposit	Rs. 1,50,000/-to be submitted along with the Tender, by a Demand Draft, in favour of C-DAC, Electronics City, Bengaluru.

3. The bid documents can also be downloaded from C-DAC website: [http:// www.cdacmumbai.in](http://www.cdacmumbai.in) (tender section). In such a case, the bidder must deposit a non-refundable fee of Rs. 1000/- in the form of demand draft of any Nationalized/ Scheduled Bank payable at Bengaluru in favour of “**C-DAC, Electronic City**” before the submission of the bids.
4. Technical offers will be opened in the presence of attending tenderers on the specified date and time. The tenderers attending the opening of the tenders will sign a register of attendance. Commercial offers will be opened only if the vendor concerned is short-listed technically, based on their technical bids. Those short-listed will be invited to be present for opening of the Commercial offers.
5. **The representatives attending the tender opening should bring an authorization letter from the respective tenderer.**
6. Technical Specifications, Terms and Conditions and format for submitting the tender offer are described in the tender document and its **Annexures A to G**.
7. It is mandatory to offer **ALL** items asked in this tender.

**Administrative Officer  
(Purchases)**

# CONDITIONS OF TENDER

**TENDER NO. CDACM/PS/CA12-034/PUB**

## **Upgradation and Maintenance of Nexus Certificate Manager Software v6.x to v7.x (or the latest version) for Main site and Disaster Recovery Site (DR site)**

1. This being a two-part tender, the offers should be submitted separately for Technical and Commercial parts. Both the offers must be submitted in duplicate giving full particulars by **14:30 hrs on** January 27, 2012. Technical offers will be opened in the presence of attending tenderers at 15:00 hrs. on the same day.
2. **The Tender submission by Fax or E-mail is not permitted.**
3. The offer for the cost of the items should be quoted in **Indian Rupees** only.
4. The offer should hold good for a period of 90 days from the date of opening the tender.
5. Tenders should be submitted in sealed envelopes and should be addressed to

The Administrative Officer  
Centre for Development of Advanced Computing  
68, Electronics City, Hosur Road,  
Bengaluru 560100

duly super-scribed with the tender number and specifying the Technical & Commercial offers in separate envelopes.

6. This tender document is not transferable. Only the vendor who has collected this tender shall be entitled to quote.
7. Tenders containing erasures or alterations will not be considered.
8. The Centre shall be under no obligation to accept the lowest or any other tender received in response to this tender notice and shall be entitled to reject any or all tenders without assigning any reason whatsoever.

Administrative Officer  
(Purchases)

# Terms and Conditions

## 1. Two Bid System Offer

1.1 Offers (Technical & Commercial), in duplicate, each must be submitted at the same time, giving full particulars. The envelopes of technical and commercial offers should be separately sealed and stamped and both the covers should be put in one envelope and this envelope should be again securely sealed and stamped. The envelope should be super-scribed with the following information:

- Tender number
- Due date
- The name of the vendor submitting the offer etc.

1.2 Both the envelopes (technical and commercial offers) must be super-scribed with the following information:

### 1.2.1 ENVELOPE-I (Technical Offer):

The Technical offer (T.O) should be complete in all respects and contain all information asked for, **EXCEPT THE PRICES AND COMMERCIAL INFORMATIONS**. The technical offer should cover all items asked for in **Annexure A**. **It should not contain any price information. Any disclosure of price information in the technical offer shall disqualify the tender.**

The technical offer should ensure that all products and services asked for are quoted. For example, the technical offer should mention that AMC charges are included in the commercial offer, without showing the actual amounts.

1.2.2 **The Earnest Money Deposit (EMD) to be enclosed with the Technical Offer.**

### 1.2.3 ENVELOPE-II (Commercial Offer):

The Commercial Offer (C.O) should contain all relevant price information and should not, in any manner, contradict the technical offer. It should also contain the AMC charges as applicable.

## 2. Earnest Money Deposit and Security Deposit

- (a) The Vendor shall deposit along with the Tender Rs.1,50,000/- by way of Demand Draft (DD), which would be retained by the Centre as Security Deposit for the due and faithful fulfillment of the contract by the Vendor. The Security Deposit shall be refunded to the Vendor, after submission of the Performance Bank Guarantee, on complete execution of the order. The EMD/Security Deposit will not bear any interest.
- (b) The EMD paid by the unsuccessful Vendor will be refunded to them without bearing any interest.

## 3. Non-transferable Tender

This tender document is not transferable. Only the party who has purchased this tender form shall be entitled to quote.

## 4. Offer Validity Period

The offer should hold good for a period of 90 days from the date of the opening of tender.

## 5. Address of Communication

The tenders should be sent to the following address and should reach the addressee before the specified date and time:-

### **The Administrative Officer (Purchases)**

Centre for Development of Advanced Computing (C-DAC)  
68, Electronics City,  
Hosur Road,  
Bengaluru 560100  
Tel : 080-28523300

## 6. Support capabilities in Bengaluru and Delhi:

Vendor should provide information regarding his after sales support infrastructure in Bengaluru and Delhi, such as office address, number of engineers, number of other technical staff, call handling procedure, call turn-around time, availability of maintenance staff on mobile, working hours of the Company etc. Adequate support infrastructure in Bengaluru and Delhi is essential.

The Local Support details specific to Delhi and Bengaluru to be provided as per the format provided in **Annexure – G**

## 7. Opening of Offers by C-DAC

All the Technical offers received within the prescribed closing date and time will be opened in the presence of attending tenderers on the specified date and time as mentioned earlier in the tender document. The vendor's representatives present shall sign a register of attendance to mark their presence. Commercial offers of technically qualifying tenderers will ONLY be opened at a later date. The Commercial Offers of non-qualifying tenderers shall be returned to the vendors in sealed condition once the extreme formalities with respect to the tender are completed.

## 8. Preliminary Scrutiny

C-DAC will scrutinize the offers to determine whether :

- They are complete
- Any errors exist in the offer
- Required technical documentation have been furnished
- The documents have been properly signed and
- The offers are commercially in order

C-DAC may, at its discretion, waive any minor informality or non-conformity in an offer. This shall be binding on all vendors and C-DAC reserves right for such waivers.

## 9. Clarification of Offers

To assist the scrutiny, evaluation and comparison of offers, C-DAC may, at its discretion, ask some or all vendors for clarification of their offers. The request for such clarifications and the response shall be in writing only. Vendors are required to respond to all such queries.

## 10. No Commitment to Accept Lowest or Any Tender

C-DAC shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers including those received late or incomplete without assigning any reason, whatsoever. C-DAC reserves the right to make any changes in the terms and conditions of purchase.

## 11. Short-listing of Vendors

C-DAC will short-list technically qualifying vendors and commercial offers of only those vendors will be opened.

## 12. Documentation and Software

The vendor will supply along with each item ordered, all the related documentation and associated software. These will include but are not restricted to user manual, operation manual, drivers, other software etc.

## 13. Proforma for Technical Details

It is mandatory to provide the technical details in the **Annexure A** given in this document, along with the offer. The offer may be disqualified technically by C-DAC in case of non-submission or partial submission of technical details. C-DAC will not allow/permit changes in the technical specifications once it is submitted. The relevant product information with the software versions and the related information offered should be submitted along with the offer. Failure to submit this information along with the offer could result in disqualification.

## 14. Format for Technical Offer

The Technical offer must be submitted in an organized, structured and neat manner. No brochures/leaflets etc should be submitted in loose form.

The required format for submission of technical offer is as follows:

- (a) Index
- (b) Covering letter as per **Annexure B**: The covering letter should indicate that the AMC related information is included in the commercial offer.
- (c) Technical Offer with Specifications as given in **Annexure A**, complete with all the details filled in.
- (d) Terms and Condition Compliance Table in the following format. This table must cover vendor's response to all the terms and conditions specified in the tender document.

Term No	Short Description of term	Complied (Yes/No)	Detailed explanation about deviation, if not complied
First			
To			
Last			

- (e) Manufacturer's Authorisation Form ( A valid authorization or a copy of the existing agreement for distribution and support of the software from the principal to be enclosed)
- (f) Details of past installations.
- (g) Warranty Offer details.
- (h) Technical Documentation (Product Brochures, leaflets, manuals etc.). An index of technical documentation attached with the offer must be enclosed.
- (i) Local Support details as given in **Annexure G** for both Bengaluru and Delhi.
- (j) Delivery and Implementation schedule.
- (k) The Earnest Money Deposit (EMD) to be enclosed with the Technical Offer.
- (l) Details of the vendor as per **Annexure – C**
- (m) Bill of material without price details as per **Annexure – D**
- (n) Offer of AMC without Cost details as **Annexure - E**

## 15. Format for Commercial Offer

The commercial offer should include the following:

- Index
- Covering letter.
- Detailed Pricing Information, covering the following:

**15.1 Part I – Bill of Material and Price Schedule for upgrade of Nexus Certificate Manager Software v6.x to v7.x (or the latest version) for Main site and Disaster Recovery Site (DR site) separately, as mentioned in Annexures A and D.**

- Cost of **Nexus Certificate Manager Software for Main Site**, including all applicable taxes and misc. charges, if any
- Cost of **Nexus Certificate Manager Software for DR Site**, including all applicable taxes and misc. charges, if any

**15.2 Part II –Price Schedule of AMC charges (as per AMC clause, after warranty period ) to be mentioned separately for Main site and DR Site as per Annexure E and F**

## 16. Erasures or Alterations

**The offers containing erasures or alterations will not be considered.** There should not be any hand-written material, corrections or alterations in the offer. Technical details must be completely filled up. Correct technical information of the product being offered must be filled in. Filling up of the Technical Details & Specification Form using terms such as **“OK”, “accepted”, “noted”, “as given in brochure/manual”** is not acceptable. C-DAC may treat offers not adhering to these guidelines as unacceptable.

## 17. Eligibility of the Vendor

The vendor must have experience of earlier supply, installation and maintenance of Nexus Certificate Manager Software. Copies of relevant Purchase Orders in support to be enclosed.

## 18. Location of Software Installation

The software being procured through this tender shall be installed and maintained by the vendor at the respective sites ( Main Site and DR Site)

Main Site	DR Site
Office of Controller of Certifying Authorities (CCA) Electronics Niketan No. 6, CGO Complex New Delhi – 110 003	Centre for Development of Advanced Computing (C-DAC) 68, Electronics City Hosur Road Bengaluru – 560 100

## 19. Fixed Price

**The commercial offer shall be on a fixed price basis, inclusive of all taxes and levies.** The taxes and octroi as applicable should be separately mentioned. No price variation will be permitted related to increases in customs duty, excise duty, dollar price variation etc.

## 20. Warranty

The offer must include a Comprehensive Warranty of minimum **One year** from the date of installation and acceptance of the software by C-DAC.

## 21. Annual Maintenance Charges

1. The vendor should also quote separately for Annual Comprehensive Maintenance for **Five years** from the date of expiry of the warranty period (post-warranty).
2. The offer must give commitment to provide maintenance at the price quoted as above for **Five years** from the date of expiry of warranty. Vendors are expected to maintain the software supplied for at least six years from the date of acceptance by C-DAC.
3. **It is mandatory to quote for comprehensive AMC for the software procured through this tender as per Annexure A, for a period of Five years from the date of expiry of warranty period.**

C-DAC/CCA reserves its right to ask for a performance bank guarantee for a value equivalent to AMC charges for Five Year duration. C-DAC/CCA also reserves the right to decide on this matter and C-DAC's /CCA decision on the subject will be binding on the vendor without any further explanation. This bank guarantee will be linked to the AMC obligations of the vendor.

AMC Charges will be paid by C-DAC/CCA in Indian Rupees on yearly basis.

## 22. Price Comparison

C-DAC will consider the entire cost of the software and the rates quoted for maintaining the system for 6 years from installation for the purpose of **Price** comparison i.e.,

**Six Year TCO = Cost of the items with 1 years comprehensive warranty + Five year post-warranty AMC charges**

## 23. Delivery, Installation and Commissioning

The Vendor shall be responsible for delivery and installation of all the Software ordered at the site and for making them fully operational at no additional charges within **6 weeks** of receiving the purchase order.

If the vendor fails to deliver and/or install the ordered software within the stipulated time schedule, it will be a breach of contract. In such case, the advance received by the vendor will become returnable and C-DAC may foreclose the bank guarantee without any notice. In the event of C-DAC agreeing to extend the date of delivery at the request of vendor, it is a condition precedent that the validity of Bank guarantee shall be extended by further period as required by C-DAC before the expiry of the original bank guarantee. Failure to do so will be treated as breach of contract. In such an event the advance paid to vendor will become returnable to C-DAC forthwith and C-DAC reserves its right to foreclose the bank guarantee.

Appropriate insurance to cover the software while in transit and till the time of its acceptance by C-DAC at the sites is to be ensured by the vendor.

## 24. Acceptance Test

At the discretion of C-DAC / CCA, acceptance test will be conducted at the respective sites in the presence of the officials of C-DAC / CCA. The tests will involve trouble-free operation of the software.

## 25. Payment Terms

C-DAC will make payment after delivery, installation and testing as follows:

- 50% of the order value will be paid as advance by C-DAC against an unconditional Bank guarantee (as per the format prescribed by C-DAC), if requested by the vendor. The Bank guarantee should be valid for the period covering complete commissioning of the software and 30 days thereafter, or 6 months from the date of purchase order whichever is more. The bank guarantee should be for 50% of the order value plus interest on the amount advanced for the period of the bank guarantee calculated at 2% per month. C-DAC will not pay any advance against delivery of items or progress of work, other than the 50% advance mentioned against bank guarantee.
- 40% of the order value will be paid on completion of installation and acceptance of the software ordered. C-DAC will make this payment against acceptance of the installation. At this stage, the bank guarantee given to C-DAC against advance will be returned.
- The balance of 10% will be paid against a Performance Bank Guarantee (as per the format prescribed by C-DAC) for the equivalent amount valid for the warranty period.

## 26. Penalty

### (a) Installation:

At the discretion of C-DAC for any delay in installation of the software, C-DAC will charge penalty @ 1% of the order value per week or part thereof, subject to a maximum of 8% of the order value.

### (b) Service Requirement Violation:

At the discretion of C-DAC/CCA, the vendor shall be imposed with the penalty of Rs. 2000/- per hour of delay beyond the prescribed time limit.

## 27. Order Cancellation

C-DAC reserves its right to cancel the order in the event of one or more of the following conditions:

1. Delay in delivery beyond the specified period for delivery.
2. Delay in installation beyond the specified period for completing the installation (6 weeks from Purchase Order).
3. In addition to the cancellation of the Purchase Order, C-DAC reserves the right to appropriate the damages from the vendor and/or foreclosure of the bank guarantee given by the supplier against advance payment, apart from forfeiture of the Security Deposit.

## 28. **Force Majeure:**

The vendor shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the control of the Vendor and not involving the vendor's fault or negligence and not foreseeable. Such events may include, but are not limited to, Acts of God or of public enemy, acts of Government of India in their sovereign capacity, acts of war, acts of C-DAC either in fires, floods, strikes, lock-outs and freight embargoes.

If a Force Majeure situation arises, the Vendor shall promptly notify C-DAC in writing of such conditions and the cause thereof within twenty calendar days. Unless otherwise directed by C-DAC in writing, the Vendor shall continue to perform his obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

In such a case, the time for performance shall be extended by a period(s) not less than duration of such delay. If the duration of delay continues beyond a period of three months, C-DAC and the vendor shall hold consultations with each other in an endeavor to find a solution to the problem. Notwithstanding the above, the decision of C-DAC shall be final and binding on the vendor.

## 29. **Resolution of Disputes**

Centre for Development of Advanced Computing (C-DAC) and the vendor shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations, C-DAC and the Vendor have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution by formal arbitration.

All questions, disputes or differences arising under and out of, or in connection with the contract, shall be referred to two Arbitrators: one Arbitrator to be nominated by C-DAC and the Other to be nominated by the Vendor. In the case of the said Arbitrators not agreeing, then the matter will be referred to an umpire to be appointed by the Arbitrators in writing before proceeding with the reference. The award of the Arbitrators, and in the event of their not agreeing, the award of the Umpire appointed by them shall be final and binding on the parties. The arbitration and reconciliation act 1996 shall apply to the arbitration proceedings and the venue of the arbitration shall be Bengaluru.

## 30. **Indemnity**

Vendor shall indemnify, protect and save C-DAC 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 the software supplied by him.

## 31. **Guarantees**

Vendor should guarantee that the software delivered to C-DAC / CCA are v7.x or the latest version released.

## Technical Details & Specifications Form

### PART I : Technical Details & Specifications Form for CCA Main Site , New Delhi

Sl. No.	Requirement & Condition	Your Offer Compliance (Yes/No)	Details															
<b>Upgradation :</b> Upgradation of Nexus Certificate Manager Software from the existing version 6.x to the version 7.x or latest version.																		
1.	<b>Nexus Certificate Manager Software Component and Licenses :</b> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Sl. No.</th> <th style="text-align: center;">Components</th> <th style="text-align: center;">Qty</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1.</td> <td>CM Basic Server (CIS, CCM, DM)</td> <td>1+1 License *</td> </tr> <tr> <td style="text-align: center;">2.</td> <td>CM Client Seat (AWB, RA, CC)</td> <td>1+1 License *</td> </tr> <tr> <td style="text-align: center;">3.</td> <td>CM-KGS</td> <td>1+1 License *</td> </tr> <tr> <td style="text-align: center;">4.</td> <td>Internal CA (Test System)</td> <td>1 license</td> </tr> </tbody> </table> <p>* 1 license for Primary(active) server and 1 for Secondary (backup) server</p>	Sl. No.	Components	Qty	1.	CM Basic Server (CIS, CCM, DM)	1+1 License *	2.	CM Client Seat (AWB, RA, CC)	1+1 License *	3.	CM-KGS	1+1 License *	4.	Internal CA (Test System)	1 license		
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2.	<b>Warranty Details</b>		Details to be provided															
3.	<b>Delivery, Installation &amp; Commissioning :</b> Upgradation to Nexus Certificate Manager Software version 7.x shall be carried out at the Office of CCA, Main site, Delhi. It will be the responsibility of the vendor to migrate the existing logs, database and any other data generated by the Nexus CM version 6.x to Nexus Certificate Manager, version 7.x. All configurations related to the existing Thales Web-Sentry Devices need to be performed by the vendor for the upgradation.																	
4.	<b>Scope of Work</b> <ul style="list-style-type: none"> <li>• Assessment and Planning</li> <li>• Providing Project Plan and Milestones</li> <li>• Implementation Planning</li> <li>• Data migration(logs, database etc)</li> <li>• Upgradation, Deployment and Testing</li> <li>• Training</li> <li>• Final Implementation</li> <li>• Acceptance Test</li> <li>• On site support during warranty period.</li> </ul>																	

5.	<p><b>Software Compatibility</b></p> <p>a. The vendor should make sure that, the Nexus Certificate Manager software operational at the Main Site and the Disaster Recovery Site should be able to perform all the functionalities at any point of time. The software version and patches applied to the main site should be identical with DR site.</p> <p>b. The upgraded software should be able to process (such as Access, Read, Restore, Display, etc) the historical data and logs created or generated using the lower versions of Nexus Software.</p>		
6.	<p><b>Professional Services</b></p> <p>Professional services include consultancy, training and other support services during installation, implementation, warranty support and maintenance thereafter.</p>		Details to be Provided
7.	<p><b>Training :</b></p> <p>Appropriate training shall be provided by the vendor.</p>		Details to be Provided
8.	<p><b>Acceptance Test :</b></p> <p>The vendor shall provide a structured Acceptance Test Plan and Procedures for the Main site. This shall include :</p> <p>a. Testing the functionalities of the software after migrating the existing logs and database to the upgraded software environment.</p> <p>b. Testing data migration to Disaster Recovery Site and subsequent functionality and status testing.</p>		Provide Detailed Structured Test Plan and Procedures
9.	<p><b>Standards &amp; Interoperability :</b></p> <p>Furnish brochure/data sheets and other related documentation related to the following:</p> <ul style="list-style-type: none"> <li>• Compliance with respect to various standards and RFCs.</li> <li>• Algorithms supported, Interface support to third party hardware and software.</li> </ul>		Details to be provided
10.	<p><b>Licensing details :</b></p> <p>Furnish the details of various licensing models/options for this software at the main site. The commercial details of such options must also be provided, respectively, in the commercial offer.</p>		Details to be provided

## Annual Maintenance Contract

Sl. No.	Requirement & Condition	Your Offer Compliance (Yes/No)	Details																											
<b>Annual Maintenance Contract</b> Comprehensive Annual Maintenance Contract (CAMC) of the Nexus software 7.x, Critical Path Directory Software 5.x and Thales PCI WebSentry Devices (HSM)																														
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2.	For comprehensive maintenance of Nexus Products, Critical Path Products and Thales Websentry Hardware Security Modules (HSMs) the bidder must submit a certificate from the manufacturer / supplier of such original products that the bidder is capable of providing the required comprehensive maintenance support. All maintenance will be carried out on site. On no account, will any component be allowed to be taken out of CCA's premises.		Details to be provided																											
3.	The bidders should have strong technical and maintenance support base in Delhi / Bengaluru with engineers who have capability in the installation, operation and maintenance of software products installed namely Nexus Certifying Authority software, Critical Path Directory software and all the associated interfaces with Windows, Solaris Systems; and Thales Websentry HSMs. Supporting details for this should be submitted.		Details to be provided																											

4.	The tenderer should have provision for 24 x 7 support. The support offered by the vendor shall include half day on-site support Engineer and standard offline support including Telephonic support, e-mail enquiries, Internet-based knowledge base and request in person assistance.		Details to be provided
5.	In the event of the Vendor's Company or the concerned division of the company being taken over / bought over by another company, all the obligations under the agreement with Office of CCA, MCIT should be passed on for compliance by the new company / new Division in the negotiation for their transfer.		
6.	<b>Service Requirements</b>		
a.	The selected bidder shall ensure that :- <ul style="list-style-type: none"> <li>a. A Software Engineer is posted at the site of Office of CCA on working days Monday -Friday for half day, who is an expert in Nexus Software including HSM interfaces and the Critical Path Software. During night hours / off days, the engineer should be available on Mobile. He will attend to the complaint immediately. In the event of any problems that he is not able to resolve, requisite help will be made available by the selected bidder from its principal to resolve the problem within 6 Hrs.</li> <li>b. Onsite support with response time of less than 1 hour and the problem resolution time less than 6 hours.</li> </ul>		
c.	All software patches and updates released by the principals will be provided and installed by the vendor in consultation with the Office of CCA, free of charge.		
d.	The selected bidder will have to provide unscheduled, on call corrective and remedial maintenance service to set right the malfunctions.		
e.	Vendor shall be responsible for ensuring the migration of the data in the case of any hardware and software (OS, Database, etc.) upgradation, free of charge.		
f.	Provide details about deputation of dedicated person, response time required and the detailed escalation matrix with the complete contact details. Attach relevant information.		Details to be provided
g.	Failure to adhere to the above Service requirements will call for penalty as per the terms of this tender, at the discretion of CCA.		

**PART II : Technical Details & Specifications Form for CCA DR site in Bengaluru**

Sl. No.	Requirement & Condition	Your Offer Compliance (Yes/No)	Details															
<b>Upgradation</b> Upgradation of Nexus Certificate Manager Software from the existing version 6.x to the version 7.x or latest version																		
1.	<b>Nexus Certificate Manager Software Component and Licenses</b> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th align="center">Sl. No</th> <th align="center">Description</th> <th align="center">Qty</th> </tr> </thead> <tbody> <tr> <td align="center">1.</td> <td><b>CM Basic Server (CIS, CCM, DM)</b></td> <td>2 Licenses (backup)</td> </tr> <tr> <td align="center">2.</td> <td><b>CM Client Seat (AWB, RA, CC)</b></td> <td>2 Licenses (backup)</td> </tr> <tr> <td align="center">3.</td> <td><b>CM-KGS</b></td> <td>2 Licenses (backup)</td> </tr> <tr> <td align="center" colspan="3"><b>2 licenses for the backup servers in CCA-DR Site</b></td> </tr> </tbody> </table>	Sl. No	Description	Qty	1.	<b>CM Basic Server (CIS, CCM, DM)</b>	2 Licenses (backup)	2.	<b>CM Client Seat (AWB, RA, CC)</b>	2 Licenses (backup)	3.	<b>CM-KGS</b>	2 Licenses (backup)	<b>2 licenses for the backup servers in CCA-DR Site</b>				
Sl. No	Description	Qty																
1.	<b>CM Basic Server (CIS, CCM, DM)</b>	2 Licenses (backup)																
2.	<b>CM Client Seat (AWB, RA, CC)</b>	2 Licenses (backup)																
3.	<b>CM-KGS</b>	2 Licenses (backup)																
<b>2 licenses for the backup servers in CCA-DR Site</b>																		
2.	<b>Warranty Details</b>		Details to be provided															
3.	<b>Delivery and Installation &amp; Commissioning</b> Please note that the upgradation shall be carried out for the existing software that is currently in use at the CCA DR Site in Bengaluru. It will be the responsibility of the vendor to migrate the existing logs, database and any other data generated by the Nexus CM version 6.x to Nexus Certificate Manager, version 7.x. All configurations related to the existing Thales Web-Sentry Devices need to be performed by the vendor for the upgradation.		Details to be provided															
4.	<b>Scope of Work</b> <ul style="list-style-type: none"> <li>• Assessment and Planning</li> <li>• Providing Project Plan and Milestones</li> <li>• Implementation Planning</li> <li>• Data migration (logs, database etc)</li> <li>• Upgradation, Deployment and Testing</li> <li>• Training</li> <li>• Final Implementation</li> <li>• Acceptance Test</li> <li>• Warranty support</li> </ul>		Details to be provided															

5.	<b>Software Compatibility</b>		
	a. The vendor should make sure that, the Nexus Certificate Manager software operational at the Main Site and the Disaster Recovery Site should be able to perform all the functionalities at any point of time. The software version and patches applied to the DR site should be identical with Main site.		
	b. The upgraded software should be able to process (such as Access, Read, Restore, Display, etc) the historical data and logs created or generated using the lower versions of Nexus Software.		
	c. The vendor shall make sure that in case of any disaster at main site, the DR site should be operational smoothly, without any issues. The software at the DR site should perform all functions of the main site in its totality, for the instant switch over during any disaster.		
6.	<b>Professional Services</b> Professional services should include consultancy, training and other support services during installation, implementation, warranty support and maintenance thereafter.		Details to be Provided
7.	<b>Training</b> Appropriate training as required shall be provided by the vendor.		Details to be Provided
8.	<b>Acceptance Test</b> The vendor shall provide a structured Acceptance Test Plan and Procedures for the DR site. This shall include : 1. Testing the functionalities of the software after migrating the existing logs and database to the upgraded software environment. 2. Testing data migration to Main Site and subsequent functionality and status testing.		Provide Detailed Structured Acceptance Test Plan and Procedures
9.	<b>Standards &amp; Interoperability</b> Furnish brochure / data sheets and other related documentation related to the following: <ul style="list-style-type: none"> <li>• Compliance with respect to various standards and RFCs.</li> <li>• Algorithms supported, Interface support to third party hardware and softwares</li> </ul>		Details to be provided
10.	<b>Licensing details</b> Furnish details of various licensing models / options for this software at the DR site. The commercial details of such options must also be provided respectively, in the commercial offer.		Details to be provided

11.	<b>Service Requirements (to be adhered during Warranty as well as AMC period)</b>			
	a.	Off-site support on all days from 9.30 till 18.00, Monday through Friday, should be available in person or through e-mail/phone/fax.		
	b.	The response time for providing solution/fixing the issues raised shall be less than 4 hours from the time of reporting.		
	c.	In case the problem could not be solved within 4 hours, the issue has to be escalated to next level and the details such as why the problem could not be solved and expected time of completion has to be communicated to C-DAC, within 8 hours from the time of reporting. The expected time to resolve any issue is within 24 hours from the time of reporting.		
	d.	All software patches and updates released by the principals will be provided and installed by the vendor in consultation with C-DAC, free of charge.		
	e.	Deputation of dedicated person for DR site may be required in case the problem demands onsite intervention during any major break-down in the main-site and the DR site needs to take over the function.		
	f.	Free of charge Installation of Nexus Certificate Manager software and its components shall be carried out in case of any unforeseen software/hardware problems or changes.		
	g.	Vendor shall be responsible for ensuring the migration of the Logs and Records in the case of any hardware and software changes, free of charge.		
	h.	Details of contact person(s), response time required and the detailed escalation matrix with complete contact details.		Details to be provided
	i.	Failure to adhere to the above Service requirements will call for penalty as per the clause 26 (b) of Terms and Conditions of this tender.		

## Annual Maintenance Contract

Sl. No.	Requirement & Condition	Your Offer Compliance (Yes/No)	Details																					
<b>Annual Maintenance Contract</b> Comprehensive Annual Maintenance Contract (CAMC) of the Nexus software 7.x																								
1.	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="3" style="text-align: center;">Details of the products that require AMC</th> <th style="text-align: center;">Qty</th> </tr> <tr> <th style="text-align: center;">Sl. No</th> <th style="text-align: center;">Components</th> <th style="text-align: center;">Qty</th> <th style="text-align: center;">01 No.</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1.</td> <td>CM Basic Server (CIS, CCM, DM)</td> <td>2 Licenses (back up)</td> <td rowspan="4"></td> </tr> <tr> <td style="text-align: center;">2.</td> <td>CM Client Seat (AWB, RA, CC)</td> <td>2 Licenses (back up)</td> </tr> <tr> <td style="text-align: center;">3.</td> <td>CM-KGS</td> <td>2 Licenses (back up)</td> </tr> <tr> <td colspan="3" style="text-align: center;">2 licenses for the backup servers in CCA-DR Site</td> </tr> </tbody> </table>	Details of the products that require AMC			Qty	Sl. No	Components	Qty	01 No.	1.	CM Basic Server (CIS, CCM, DM)	2 Licenses (back up)		2.	CM Client Seat (AWB, RA, CC)	2 Licenses (back up)	3.	CM-KGS	2 Licenses (back up)	2 licenses for the backup servers in CCA-DR Site				
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2.	CM Client Seat (AWB, RA, CC)	2 Licenses (back up)																						
3.	CM-KGS	2 Licenses (back up)																						
2 licenses for the backup servers in CCA-DR Site																								
2.	For comprehensive maintenance of Nexus Products the bidder must submit a certificate from the manufacturer / supplier of such original products e.g. Nexus that the bidder is capable of providing the required comprehensive maintenance support for their products, which have been supplied to C-DAC. All maintenance will be carried out on site. On no account will any component be allowed to be taken out of C-DAC's premises.		Details to be provided																					
3.	The bidders should have strong technical and maintenance support base in Bangalore with engineers who have capability in the, installation, operation and maintenance of software products installed namely Nexus Certifying Authority software and all the associated interfaces with Windows. Supporting details for this should be submitted.		Details to be provided																					
4.	The tenderer should have provision for 24 x 7 support and shall meet the service requirements specified under Clause (11) of the 'Part II -Technical Details & Specifications Form for DR site in Bengaluru' of this tender.		Details to be provided																					
5.	In the event of the Vendor's Company or the concerned division of the company being taken over / bought over by another company, all the obligations under the agreement with C-DAC should be passed on for compliance by the new company / new Division in the negotiation for their transfer.																							

**Covering letter format (To be submitted on Letterhead by the Vendor)**

Date: \_\_\_\_\_ 2012

Offer Reference No.: \_\_\_\_\_

To:

The Administrative Officer (Purchases)  
Centre for Development of Advanced Computing  
68, Electronics City,  
Hosur Road,  
Bengaluru 560100

Dear Sir,

**Tender Ref No: CDACM/PS/CA12-034/PUB**

**Upgradation and Maintenance of  
Nexus Certificate Manager Software v6.x to v7.x (or the latest version)  
for Main site and Disaster Recovery Site (DR site)**

Having examined the tender document including all Annexures, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply, deliver and install Nexus Certificate Manager Software version \_\_\_\_\_ for main site and DR site, in conformity with the said tender in accordance with the Schedule of Prices indicated in the commercial offer and made part of this offer.

**We also confirm that we have quoted for five years post warranty AMC rates in our Commercial Offer.**

We agree to abide by this offer till 90 days from the date of opening of the technical offer by C-DAC, Electronics City, Bengaluru and our offer shall remain binding upon us and may be accepted by C-DAC, Bengaluru any time before the expiration of that period.

Until a formal Purchase Order is issued, this offer, together with C-DAC, Electronics City, Bengaluru's written acceptance thereof shall constitute a binding contract between us.

We understand that C-DAC, Electronics City, Bengaluru is not bound to accept the lowest or any offer that C-DAC, may receive, without assigning any reason, whatsoever.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2012

Signature: \_\_\_\_\_

(in the Capacity of:) \_\_\_\_\_

Duly authorized to sign the offer for and on behalf of

\_\_\_\_\_

## Annexure C

### Details of the Vendor

Details filled in this form must be accompanied by sufficient documentary evidence, in order to facilitate C-DAC, Electronics City, Bengaluru to verify the correctness of the information.

Sl. No	Item	Details
1.	Name of Company	
2.	Postal Address	
3.	Telephone, mobile and Fax numbers	
4.	Constitution of the Company	
5.	Name and designation of the person authorized to make commitments to C-DAC, Electronics City, Bengaluru	
6.	Email Address	
7.	URL (Website Address)	
8.	Year of commencement of Business	
9.	Sales Tax Number	
10.	Income Tax Number	
11.	Whether direct manufacturer or authorized dealer/agent	
12.	Name and Address of manufacturer	
13.	Location of Manufacturing facility	
14.	Brief description of after sales service facilities available with the vendor in Bengaluru / Delhi <b>(Please refer section 6 of Terms and Conditions)</b>	
15.	Turnover for the last 3 years	
16.	Profit / Loss for the last 3 years	
17.	Quality Certification details (ISO/CMM etc.)	

## Bill of Material and Price Schedule

### Important Note:

- 1 This bill of material must be attached in Technical Offer as well as commercial offer. The format will be identical for both technical and commercial offers, except that the **technical offer should not contain any price information**. Technical offers without the bill of material will be liable for rejection.
- 2 Vendor 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 up correctly.

#### a. Upgradation and Maintenance of Nexus Certificate Manager Software v6.x to v7.x (or the latest version) for Main Site.

##### Nexus Certificate Manager Software component and licenses

Sl. No.	Components	Quantity	Type of License	Total Price
1.	CM Basic Server (CIS, CCM, DM) for Primary	1 License	<b>Production/Live</b>	
2.	CM Basic Server (CIS, CCM, DM) for Secondary	1 License	Non Production/Standby	
3.	CM Client Seat (AWB, RA, CC) for Primary	1 License	<b>Production/Live</b>	
4.	CM Client Seat (AWB, RA, CC) for Secondary	1 License	Non Production/Standby	
5.	CM-KGS for Primary	1 License	<b>Production/Live</b>	
6.	CM-KGS for Secondary	1 License	Non Production/Standby	
7.	Internal CA (Test System)	1 License		

#### b. Upgradation and Maintenance of Nexus Certificate Manager Software v6.x to v7.x (or the latest version) for Disaster Recovery Site (DR Site)

##### Nexus Certificate Manager Software component and licenses

Sl. No.	Components	Quantity	Type of License	Total Price
1.	CM Basic Server (CIS, CCM, DM)	2 Licenses	Non Production/Standby	
2.	CM Client Seat (AWB, RA, CC)	2 Licenses	Non Production/Standby	
3.	CM-KGS	2 Licenses	Non Production/Standby	

**Technical Version - AMC charges (only Statement)**

We confirm that we have quoted for Five years post-warranty AMC rates (as per terms and conditions of the tender), giving the rates/price in our commercial offer.

Signature  
(name)

On behalf of \_\_\_\_\_  
(Name of the vendor)

Date: \_\_\_\_\_  
Place: \_\_\_\_\_

Table (Commercial Version) – Post-Warranty AMC charges calculation table

## a. Maintenance of Nexus Certificate Manager Software v7.x (or the released latest version) for Main Site.

Sl. No.	Item Description	Unit Price (as mentioned above)	Post Warranty First Year AMC		Post Warranty Second Year AMC		Post Warranty Third Year AMC		Post Warranty Fourth Year AMC		Post Warranty Fifth Year AMC	
			%	Rs	%	Rs	%	Rs	%	Rs	%	Rs
			(a)		(b)		(c)		(d)		(e)	
1.	Nexus Certificate Manager Software v7.x (or the latest version) with necessary details and breakup for software and services											
2.	Critical Path Directory Software version 5.x (Repository) Operational in Windows & Solaris environment											
3.	Thales WebSentry PCI Devices + Reader											

## b. Maintenance of Nexus Certificate Manager Software v7.x (or the released latest version) for Disaster Recovery Site (DR Site)

Sl. No.	Item Description	Unit Price (as mentioned above)	Post Warranty First Year AMC		Post Warranty Second Year AMC		Post Warranty Third Year AMC		Post Warranty Fourth Year AMC		Post Warranty Fifth Year AMC	
			%	Rs	%	Rs	%	Rs	%	Rs	%	Rs
			(a)		(b)		(c)		(d)		(e)	
1.	Nexus Certificate Manager Software v7.x (or the latest version) with necessary details and breakup for software and services											

**Format for Local Support Details**

<b>Sl. No.</b>	<b>Item</b>	<b>Description</b>
1.	Name of Service Centre	
2.	Own or Franchise	
3.	Postal Address	
4.	Contact Persons with Telephone / Mobile Numbers	
5.	Service Facilities available (describe)	
6.	Number of service engineers	
7.	Time to report to a call	
8.	Call Escalation Hierarchy	

**Note : To be submitted for Bengaluru and Delhi separately**