WEBEL TECHNOLOGY LIMITED

CORRIGENDUM – V

TENDER NO. WTL/WBSDC/DR/22-23/012 DATED 05.07.2022

Sl. No.	Section	Clause No.	Page No.	Present Entry	Replace with
1.	A		4	Once DR Centre is made available, WB-SDC will be able to deliver services to the citizens with greater reliability, availability and serviceability backed by business continuity. Thus, initially, it is proposed to have 100% data mirroring capacity along with few selected critical application replica of the existing SDC cloud infrastructure at Webel IT Park situated in Purulia District Head Quarter, around 300Km away from the existing SDC in Kolkata. Purulia is located in seismological Green Zone. In the 1st phase/year, the DR site will set up with 100% data replication capacity and few BCP replication of critical applications and remaining augmentation has been proposed in the second phase/year to make upto 30% BCP for SDC i.e. covering all critical applications at DR site.	Once Proposed DR Centre is made available, proposed WB-SDC will be able to deliver services to the citizens with greater reliability, availability and serviceability backed by business continuity. Thus, initially, it is proposed to have 100% data mirroring capacity along with few selected critical application replica of the proposed SDC cloud infrastructure at Webel IT Park situated in Purulia District Head Quarter, around 300Km away from the proposed SDC in Kolkata. Purulia is located in seismological Green Zone. In the 1st phase/year, the DR site will set up with 100% data replication capacity and few BCP replication of critical applications and remaining augmentation has been proposed in the second phase/year to make upto 30% BCP for proposed SDC i.e. covering all critical applications at DR site.
2.	A		4	The DR solution will be designed to equip the premises to host / co-locate systems (e.g., Web Servers, Application Servers and Database Servers etc.) via internal applications providing consistent experience across SDC infrastructure. The objective is to provide logically unified and shared infrastructure flexible enough to rapidly respond to Infrastructure requirements and accommodate future technology enhancements in case of unavailability of the SDC	The DR solution will be designed to equip the premises to host / co-locate systems (e.g., Web Servers, Application Servers and Database Servers etc.) via internal applications providing consistent experience across SDC infrastructure. The objective is to provide logically unified and shared infrastructure flexible enough to rapidly respond to Infrastructure requirements and accommodate future technology enhancements in case of unavailability of the proposed SDC
3.	A		4	Seamless movement and availability of applications between DC and DR with 100% data replication	Seamless movement and availability of applications between proposed DC and proposed DR with 100% data

				replication
4.			4	At the foundation of the DR Centre, the cloud platform will form the centre of the technology architecture consisting of the three basic blocks of:	At the foundation of the proposed DR Centre, the cloud platform will form the centre of the technology architecture consisting of the three basic blocks of
5.	A		13	Total estimated Requirement at DR Site : Node / Server = 34 Nos.	Total estimated Requirement at DR Site : Node / Server = 24 Nos.
6.	A		13	Total estimated Requirement at DR Site : Core (Total) = 1360	Total estimated Requirement at DR Site : Core (Total) = Minimum 1344
7.	A		13	Total estimated Requirement at DR Site : RAM (Total) TB = 26	Total estimated Requirement at DR Site : RAM (Total) TB = 24 Minimum
8.	A		13	Total estimated Requirement at DR Site : Total Storage (PB) = 2	Total estimated Requirement at DR Site : Total Storage (PB) = 1.8 minimum
9.	A		13	After completion of installation and commissioning of DR Site, replication of DC workloads will be implemented by the bidder. Replication will be done over **2 x 1000 Mbps** dedicated MPLS link. After initial full replication during off peak hours, incremental data synchronization will be implemented at frequent intervals on 24x7 basis. MPLS link will be provided by the Department.	After completion of installation and commissioning of DC cum DR Site, replication of proposed DC workloads will be implemented by the bidder. Replication will be done over **2 x 1000 Mbps** dedicated MPLS link. After initial full replication during off peak hours, incremental data synchronization will be implemented at frequent intervals on 24x7 basis. MPLS link will be provided by the Department. Necessary License of End Point Security, OS, RDBMS will be procured separately
10.	B				**"QGR"** means Quarterly Guaranteed Revenue
11.	C	2	31	The bidder should have their presence in Kolkata with own office. Valid proof should be submitted along with the bid or successful Bidder will open their own operational office at Kolkata within 45 days after receiving of work order. Declaration on bidder's letter head to be submitted.	Point to be deleted
12.	C	5	31	Bidder should have call center number. Call Center details for Bidder with number & detailed to be submitted	Bidder should submit escalation matrix with all details for resolutions of technical and administrative issues.
13.	C	6	31	The bidder should have an average annual turnover of not less than Rs. 200 Crore in the last seven financial years (FY 2014-15, 2015-16, 2016-17, 2017-18, 2018-19, 2019-2020 & 2020-2021). Bidder shall have to submit	The bidder / Group Company should have an average annual turnover of not less than Rs. 150 Crore in the last seven financial years (FY 2014-15, 2015-16, 2016-17, 2017-18, 2018-19, 2019-2020 &

				Audited Accounts in support of their claim	2020-2021). Bidder shall have to submit Audited Accounts in support of their claim
14.	D	2.1	32	• "Helpdesk Support" shall mean the 24x7 Center which shall handle Fault reporting, Trouble Ticketing and related enquiries during this contract. • "Resolution Time" shall mean the time taken in resolving (diagnosing, troubleshooting and fixing) an incident after it has been reported at the helpdesk. The resolution time shall vary based on the severity of the incident reported at the help desk. The severity would be as follows: • Critical - Production server or other mission critical system(s) are down and no workaround is immediately available. All or a substantial portion of your mission critical data is at a significant risk of loss or corruption. You have had a substantial loss of service. Your business operations have been severely disrupted. • Medium - Operations can continue in a restricted fashion, although long-term productivity might be adversely affected. A major milestone is at risk. Ongoing and incremental installations are affected. A temporary workaround is available. • Low - Partial, non-critical loss of functionality of the software. Impaired operations of some components, but allows the user to continue using the software. Initial installation milestones are at minimal risk.	Point to be deleted
15.	D	Table 2	35	LAN Availability (Active and passive Component including the expanded SDC equipments)	LAN Availability (Active and passive Component of DC cum DR equipments at Purulia)
16.	D	Table 9	40	Bidder needs to provide adequate number of resources to comply with the shift requirement. In case if any additional resource is required, he/she should meet the experience, educational and certification criteria.	Bidder needs to provide adequate number of resources to comply with the shift requirement. In case if any additional resource is required, he/she should meet the experience, educational and certification criteria.

					One resource can continue 22 days in a month, subject to compliance of extant provisions as laid down by the Department of Labour, GoWB. This is the minimum resources required to be deployed in the DC cum DR at Purulia, however to maintain the SLA the Bidder must deploy additional resources, if required.
17.	D	Table 9	40 & 41	>= 95% averaged individual resources designated for System Integration (Data Center Operations) services and calculated on a quarterly basis - No Penalty	100% availability of individual type of service (resources) designated for Data Center Operations services and calculated on a quarterly basis - No Penalty of QGR
18.	D	Table 9	40 & 41	< 99% to >= 97% averaged individual resources designated for System Integration (Data Center Operations) services and calculated on a quarterly basis - 2% of QGR	< 100% to >= 90% availability of individual type of service (resources) designated for Data Center Operations services and calculated on a quarterly basis – Penalty 10% of QGR
19.	D	Table 9	40 & 41	< 97% to >= 95% averaged individual resources designated for System Integration (Data Center Operations) 9.services and calculated on a quarterly basis - 5% of QGR	< 90% to >= 80% availability of individual type of service (resources) designated for Data Center Operations services and calculated on a quarterly basis - Penalty 30% of QGR
20.	D	Table 9	40 & 41	< 95% to >= 90% averaged individual resources designated for System Integration (Data Center Operations) services and calculated on a quarterly basis - 8% of QGR	< 80% availability of individual type of service (resources) designated for Data Center Operations services and calculated on a quarterly basis – Penalty 100% for respective QGR
21.	D	Table 9	40 & 41	< 90% averaged individual resources designated for System Integration (Data Center Operations) services and calculated on a quarterly basis - Maximum penalty may be imposed i.e. 10% of QGR or on actual whichever is higher	Point To be deleted
22.	D	2.3.1	41	Maximum cumulative of 10% penalty can be levied on the value of contract (exclusive of taxes) for reasons that are solely applicable to the SI / OEM	Maximum cumulative of 10% penalty (**except Table No. 9)** can be levied on the value of contract (exclusive of taxes) for reasons that are solely applicable to the SI
23.	D		41	**SAMPLE SLA AUDIT REPORT** Tape Library Availability	**SAMPLE SLA AUDIT REPORT** Backup Device & Backup Service Availability
24.	J		117 & 121	Spine Switch with Modules / transceivers – Qty: 4 Nos.	Spine Switch with Modules / transceivers – Qty : 2 Nos.
25.	J	H	126	Proposed cluster should have minimum 34 Nodes	Proposed cluster should have minimum 24 Nodes
26.	J	I	126	2 Nos. x86 20 Core processor with	Minimum 2 Nos. x86 28 Core

				minimum 2.3 GHz clock speed	processor or higher core with minimum 2.5GHz clock speed of each processor or higher
27.	J	J	126	Minimum 768 DDR4 3200 MHz	Minimum 1024 DDR4 3200 MHz
28.	J		126	**Disks Per Node :** Proposed solution should be configured with min 2PBof Storage (All-Flash or 60% SSD/Flash and 40% SAS) after RF2/FTT2 and should tolerate 1 Node Failure, the proposed storage should have data savings features like compression, deduplication and erasure coding. Should have redundant Boot drives"	**Storage Space :** Proposed solution should be configured with min 1.8PB of Storage (All-Flash or 60% SSD/Flash and 40% SAS) after RF2/FTT2 and should tolerate 1 Node Failure, the proposed storage should have data savings features like compression, deduplication and erasure coding. Should have redundant Boot drives"
29.			128	Configured usable capacity of offered integrated PBBA	Configured usable capacity of offered PBBA
30.	J	9	128	Client OS systems backup support needed : Windows, Linux, Unix	Client OS systems backup support needed : Windows and Linux
31.	J		128		Client Database Backup support need : PostgreSQL, MySQL, MariaDB, SQL SRV, Oracle, DB2, MongoDB, No SQL etc
32.	J	23	136	Note: One resource can continue 22 days in a month. This is the tentative service asked in this tender, for smooth running of Data Center and maintaining of SLA bidder should provide support service through technical resources. No cost will be charged during the period.	**NOTE** : One resource can continue 22 days in a month, subject to compliance of extant provisions as laid down by the Department of Labour, GoWB. This is the minimum resources required to be deployed in the DC cum DR at Purulia, however to maintain the SLA the Bidder must deploy additional resources, if required.