

EXPRESSION OF INTEREST

FOR

**SUPPORT, MAINTENANCE AND AMC OF ITS SYSTEM, SECURITY, AND IT
INFRASTRUCTURE FOR THREE YEARS**

Ref: ECGC/EOI-02/IT/01/2018

Introduction:

ECGC Limited, a premier Government of India Enterprise, wishes to invite Expression of Interest (EOI) for support, maintenance, and AMC of its system, security, and IT infrastructure. The contract is likely to be for three years.

General Conditions:

1. The bidder is expected to read and understand the entire EOI document before submitting the EOI / response. Changes to submitted EOI / responses shall not be allowed.
2. The EOI pertains to ECGC system, security, and network infrastructure as described in the Scope of Work (SoW) section only.
3. The EOI / responses must be submitted to DGM – IT, ECGC IT Division, The Metropolitan Building, 7th Floor, C 26/27, E Block, Bandra-Kurla Complex, Mumbai – 400 051 on or before 25.06.2018, 3 PM.
4. The bids in a sealed envelope, marked as “MSP EOI - Infrastructure” in large letters, and the envelope must bear the name, address, contact numbers, and email addresses of the bidder.
5. Late, mutilated, torn, damaged, or open envelope shall not be considered, and shall be rejected without evaluation.
6. The EOI / responses shall be opened in the presence of bidders at a date conveyed to them via email.
7. The EOI / responses shall be evaluated by ECGC within 15 days of opening of envelopes, and bidders who qualify shall be notified via email.
8. Bidders are required to submit all Annexures in numerical order, and attach supporting documentation and evidences with the relevant Annexure.
9. Bidders are required to sign, stamp, and number all pages, except those which are relating to standard published documents like printed product specifications, printed manuals, printed annual reports etc.
10. Notwithstanding anything contained in this document, ECGC reserves the right to amend/accept and/or reject any/all proposals and to annul the EOI process at any time without assigning any reason and without any liability and/or obligation.

11. Any costs for preparing this submission and presentations will be borne by the bidder and ECGC will not be liable in any way for such costs, regardless of the outcome of the selection process.
12. It is entirely the responsibility of the bidder to provide complete/sufficient information. Incomplete/insufficient information can adversely affect bidder's qualification.
13. Information provided in this document is indicative and not exhaustive.

Scope of Work:

Brief description of setup:

ECGC has ~75 servers, including some physical / non-virtualized, and ~50 virtualized servers on VMWare, at multiple locations across India. Servers / Network / Firewall / Security in the Data Centers are managed by the Data Center provider up to VM / base OS level. ECGC branches are connected using a MPLS VPN, and this network, including and up to CE routers is managed by the network provider. ECGC has mixed deployment of mostly Windows 2008 servers, with some Windows 2012 and Linux servers. Applications deployed on these servers include Windows AD, Antivirus software, mail scanning software, web content filter, proxy, mail solution (Zimbra), ERP application, Treasury applications, public and client portals, IGMS application etc.

ECGC employees (~650) normally work on Windows PCs (Win 7 / Win 10) and Laptops (Win 7 / Win 10). ECGC has deployed ~700 PCs and ~150 Laptops. ECGC employees also access mail on mobile (Android / iOS), and iPads and Android tablets. Each employee is normally provided with a printer / B&W MFD / Colour MFD. Standard user software like MS Office, PDF reader, web browsers, device drivers, mail client, bilingual software / fonts etc. are provided to all employees. Special software is also provided to few users as per need. List of ECGC locations required to be supported (remotely or onsite) is available at the following URL: <https://www.ecgc.in/> (under Service Network).

The scope of services includes:

1. Monitoring and Managing server infrastructure including OS.
2. Managing Antivirus setup for both servers and user machines.
3. Patch management on both servers and user machines.
4. Mail management including user access and authentication, backup, restoration, archival, journaling, messaging security, HSM, Zimbra chat / talk etc. and client issues on Windows, Linux, Android, iOS, Web.
5. Installation and management of all software on servers as well as user machines.
6. Monitoring and managing firewall / IPS / UTM policies.
7. Managing and maintaining Active Directory and user provisioning.
8. Managing and monitoring web proxy for user browsing.
9. Aiding ERP Application / Database support team for infrastructure and security issues.

10. Aiding Treasury Application / Database support team for infrastructure and security issues.
11. Helpdesk setup for onsite (one main team in Mumbai, and satellite presence in New Delhi, Kolkata, Chennai, and Bengaluru) and remote support for user issues.
12. Backup and restoration for all servers.
13. Vendor Management for software and license installation, OEM / ISV support and follow-up, call logging etc., for all vendors of ECGC.

Technological Landscape:

1. OS: Windows 2008 Enterprise R2, Windows 2012 R2, Windows 7 / 10, RH Linux, Ubuntu.
2. Web Servers: All major web servers, IIS 7.x.
3. Databases: Oracle 11g, all major relational databases.
4. Network and Security: Firewall / IPS / UTM, web content filter, mail messaging security, antivirus, L3 switches / ACLs, etc.
5. Mail: Zimbra Suite.
6. User / client software: Adobe PDF reader, Crystal Viewer, IE / Chrome / Firefox, MS Office, Mail client(s), etc.

Detailed Scope of Work and Technological landscape shall be shared with bidders who successfully qualify in the EOI.

On the letterhead of the bidder

<Location, Date>

ECGC IT Division,

The Metropolitan,

7th Floor, C – 26/27, E Block,

BKC, Mumbai – 400 051

Kind Attn.: **Shri. Subramanian N, DGM - IT**

Dear Sir,

We, the undersigned, hereby offer our Expression of Interest. We understand that you are not bound to accept any proposal you receive. We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading, we are liable to be barred from the EOI selection process, the RFP process, or termination of the contract during the service period. We agree to abide by the conditions set forth in this EOI. We hereby declare that our proposal submitted in response to this EOI is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

Sincerely,

<Applicant's Name with seal>

Name: <<Insert Name of Contact>>

Title: <<Insert Title of Contact>>

Signature: <<Insert Signature>>

BIDDER'S SIGNATURE WITH SEAL

Basic Information

1.	Name of the Bidder	
2.	Address for Communication	
3.	Telephone Numbers	
4.	Name and Mobile number of signatory / Authorized contact	
5.	Email ID	
6.	Type of Organization (Partnership / Proprietorship / Public Ltd. / Private Ltd. etc.)	
7.	PAN	
8.	GST / VAT No. (as applicable, for Maharashtra)	
9.	Registered Address	

Bidders are requested to reply to the following criteria in terms of compliance / non-compliance, and also substantiate the same with relevant documentation:

Sr. No.	Criterion	Complied / Not Complied
1	Bidders Company should be in existence for at least ten years.	
2	Bidders Company should have at least 100 full-time employees.	
3	Bidder's average turnover during last 3 years ending 31st March 2017 should be at least Rs. 30 Cr and should provide Audited / Certified Balance sheet, Profit & Loss account for past 3 years ending 31st March 2017. (Bidder should be profitable.)	
4	Bidder should have proven capability on infrastructure, network, security, ERP and web-based applications, and Databases. (Please provide at least three verifiable references, with value and volume.)	
5	Bidder should have presence across at least five locations across India, including Mumbai.	
6	Bidder should not have been delisted / blacklisted by Government of India / Public Sector Undertaking / Public Sector Enterprise / Banks / Financial Institutions / State Government / Local Government / Quasi Government bodies.	