HLL LIFECARE LIMITED

(A Government of India Enterprise)
Healthcare Services Division
Corporate Head Office, Poojappura P.O,
Thiruvananthapuram – 695012,
Kerala, India
Ph. : 0471- 2354949 Ext. : 266 , 224
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CORRIGENDUM NOTICE

Sub: Amendment No – 1

TENDER INVITING QUOTATIONS FOR SELECTION OF MANAGED SERVICE PROVIDER/CLOUD SERVICE PROVIDER FOR PROVIDING CLOUD SERVICES FOR HOSTING TELERADIOLOGY APPLICATIONS/RADIOLOGY IMAGES.

Ref: Tender No. HLL/CHO/HCS/IT/2019/65 Dated: 08/07/2019

The following points in the tender document are amended based on the pre-bid meeting discussion held on

12/07/2019 at 2.00pm.

CORRIGENDUM – 1

Point No: 1 : Existing

ANNEXURE- I

Indicative cloud requirements

Sl. NO	Service Type	Drive/Server Details	Base Requirements
1	Virtual Machine	Server Capacity	64 GB RAM x 24 x7 Full time Access ; Windows OS Only
2	Processor specification	Server Capacity	Xeon dual multicore processor,64 bit Octa / Hexa.
2	Storage Accounts	C Drive	Managed Disks, Standard HDD, 512 GB Disk Type 1 Disks
3	Storage Accounts	D Drive	Managed Disks, Standard HDD, 512 GB Disk Type 1 Disks
4	Storage Accounts	E Drive	Managed Disks, Standard HDD, 1 TB Disk Type 1 Disks
5	Storage Accounts	F Drive	Managed Disks, Standard HDD, 4 TB Disk Type 1 Disks

Read As

ANNEXURE- I

Indicative cloud requirements

Sl. NO	Service Type	Drive/Server Details	Base Requirements
1	Virtual Machine	Server Capacity	8 Core 64 GB RAM; Windows OS Only
2	Processor specification	Server Capacity	Xeon dual multicore processor, 64 bit.
3	Storage Accounts	Primary	**Managed Disks, Standard SSD, 2 TB**.
4	Storage Accounts	Secondary	**Managed Disks, Standard SSD, 4 TB**
5	Internet Bandwidth		**6 Mbps (1:1) with unlimited upload and down load. 2 numbers of static ip.**

Point No: 2 - Existing

2.3 Operations & Maintenance Services

Vii.Back Up

a. Configure, schedule, monitor and manage backups of all the data including application and database but not limited to files, images and databases as per the policy finalized by Health Care services IT.
b. Restore from the backup where required.

Read as

2.3 Operations & Maintenance Services

Vii.Back Up

a. Configure, schedule, monitor and manage backups of all the data including application and database but not limited to files, images and databases as per the policy finalized by Health Care services IT.
b. Restore from the backup where required.
c. **The backup of 3 months' data only required. This back up should be a mirror image of "Streaming Data". After 3 months the data should be moved to offline storage arranged by HLL Lifecare Limited. The CSP/MSP should transfer the data to the storage facility arranged HLL Lifecare Limited without charging any additional cost to HLL Lifecare Limited.**

Definition: Streaming data means, those data/images/reports which has been received from client locations.
d. Back up need not be in cloud it can be a dedicated server space also.

Point No:3 : Existing

2.1 Technical Features

i.   **Financial analysis recommendation engine**

CSP/MSP must offer a service by which recommendations are made to the customer about configurations the customer can make to optimize their financial spend with the provider. The service provider must provide customer-specific recommendations based on current or historical patterns at the provider and must not be customer-generic. Recommendations must be actionable, tied to specific assets and documented as having a certain amount of financial savings. This service must be offered directly by the provider and not require the customer to seek third-party partners.

ii.   **Content Delivery network**

CSP/MSP must offer a service for global content delivery networking. The CDN service must be offered in self-service fashion with all maintenance offered by the provider.

iii.   **Hadoop as a service**

Cloud Service Providers must offer a Hadoop environment that is provided for the customer as a fully automated self-service turnkey offering. This must be a full service, not simply a "one click install" of Hadoop or the like.

iv.   **Relational DBaaS**

Cloud Service provider must offer a relational database as a service (DBaaS), provided as a fully automated, self-service turnkey offering. In this service, the customer should not have access to the underlying instance, and the database maintenance must be done entirely by the provider. At a minimum, the service must support two open-source database (either MySQL and PostgreSQL) and two enterprise database (either Microsoft SQL Server and Oracle). CSP must offer relational DBaaS in a locally redundant fashion, meaning that the customer database is automatically replicated across multiple data centers within a single geography.

v.   **Local identity management and granular role-based authorization**

CSP/MSP must include, at a minimum, a local identity management system (that is, local accounts) with granular role-based authorization for network services in both the service interfaces and management console. At a minimum, the role-based authorization must support assigning authorization based on individual users and groups of users and delineation must be assignable per

firewall, load balancer, IP address and network segment and support, as applicable, the following granular actions: create, delete and configure.

vi.   SIEM integration or service

CSP/MSP must offer out-of-the-box integration with leading SIEM products or provide a self-service, turnkey offering by which customers can configure real-time analysis and alerting of security events. At a minimum, the integration or service must support alerting, log retention and some form of forensic analysis that is able to search across logs and periods of time for patterns.

vii.   Customer VPN connectivity

CSP/MSP must allow customers to access the cloud service via an IPsec VPN tunnel or Secure Sockets Layer (SSL) VPN tunnel over the public Internet. This must be a self-service capability from the provider side, although customers will have to make configurations on their end.

viii. Bulk data import/export with encryption

CSP/MSP must provide a portable storage device for bulk data import/export. Customer must be able to encrypt the data prior to transport and then decrypt it upon arrival. The encryption service must be built into the storage device and not left to the customer.

Read as

2.1Technical Features

i, Financial analysis recommendation engine

CSP/MSP must offer a service by which recommendations are made to the customer about configurations the customer can make to optimize their financial spend with the provider. The service provider must provide customer-specific recommendations based on current or historical patterns at the provider and must not be customer-generic. Recommendations must be actionable, tied to specific assets and documented as having a certain amount of financial savings. This service must be offered directly by the provider and not require the customer to seek third-party partners.

ii.Content Delivery network- (This point Removed).

iii. Hadoop as a service - (This point Removed)

iv,Relational DBaaS

Cloud Service provider must offer a relational database as a service (DBaaS), provided as a fully automated, self-service turnkey offering. In this service, the customer should not have access to the underlying instance, and the database maintenance must be done entirely by the provider. At a minimum, the service must support two open-source database (either MySQL and PostgreSQL) and two enterprise database (either Microsoft SQL Server and Oracle). CSP must offer relational DBaaS in a locally redundant fashion, meaning that the customer database is automatically replicated across multiple data centers within a single geography.

v. **Local identity management and granular role-based authorization – This point removed.**

Vi. SIEM integration or service – This point removed.

vii, Customer VPN connectivity

CSP/MSP must allow customers to access the cloud service via an IPsec VPN tunnel or Secure Sockets Layer (SSL) VPN tunnel over the public Internet. This must be a self-service capability from the provider side, although customers will have to make configurations on their end.

viii,Bulk data import/export with encryption

CSP/MSP must provide a portable storage device for bulk data import/export. Customer must be able to encrypt the data prior to transport and then decrypt it upon arrival. The encryption service must be built into the storage device and not left to the customer.

Point No: 4: Existing

3. **COMMERCIAL BID- PRICING SUMMARY SHEET –**
Total Cost for the commercial evaluation is the sum of Part A (One Time Charges) and Part B (Recurring Charges) and Part D (One time charges for the end of the contract).

Charges mentioned under Part C is considered only for additional requirements.

Part A: RECURRING CHARGES

Sl. No	Description	Hourly Charges(INR) excluding Taxes and Duties	GST %	Monthly Charges(INR) excluding Taxes and Duties	Yearly Charges(INR) including all taxes and duties
1	Infrastructure Charges as per Annexure-I				
2	Internet bandwidth charges (including unlimited download & upload charges)				
	Total Amount(Figures)				
	Total Amount(words)				

PART B: One Time Miscellaneous charges

Sl.No	Description	Charges(INR) excluding Taxes and Duties	GST in %	Total amount (INR) inclusive of all taxes and duties
1	One time Miscellaneous charges if any			
	Total Amount(Figures)			
	Total Amount(words)			

PART C : RECURRING CHARGES FOR FUTURE ADDITIONAL REQUIREMENTS

Sl. No	Description	Hourly Charges(INR) excluding Taxes and Duties	GST in %	Monthly Charges (INR) including all taxes and duties	Yearly Charges(INR) including all taxes and duties
1	8 GB RAM Module				
2	1 TB Storage Space				
3	DR (100 %) Charges for the offered infrastructure				
	Total Amount(Figures)				
	Total Amount(words)				

PART D : ONE TIME CHARGES FOR THE END OF CONTRACT

Sl. N o	Description	Charges(INR) excluding Taxes and Duties	GST in %	Total amount (INR) inclusive of all taxes and duties
1	Migration Charges at the end of the contract			
2	Exit Management Charges at the end of the contract			
	Total Amount(Figures)			
	Total Amount(words)			

i)Total Amount for (Part A+Part B+Part D) in figures = Rs………………………..

ii)Total Amount for (Part A+Part B+Part D) in Words = Rs……………………….

The lowest responsive bidder will be evaluated based on the total price shown in Serial Number(i)-**Total Amount for (Part A+Part B+Part D)**

Read as

3.   COMMERCIAL BID- PRICING SUMMARY SHEET

Total Cost for the commercial evaluation is the sum of **Part A (RECURRING CHARGES), Part B (One Time Miscellaneous charges), Part C (Recurring Charges for Future Additional Requirements) and Part D (One-time charges for the end of the contract).**

Part A: RECURRING CHARGES

Sl. No	Description	Hourly Charges(INR) excluding Taxes and Duties	GST (%)	Monthly Charges (INR) Including Taxes and Duties	Yearly Charges(INR) Including all Taxes and Duties
1	Infrastructure Charges as per Annexure-I				
2	Internet bandwidth charges for 6 Mbps LL dedicated connection (including unlimited download & upload charges)				
	Total Amount (Figures)				
	Total Amount(words)				

PART B : ONE TIME MISCELLANEOUS CHARGES

Sl. No	Description	Charges(INR) Excluding Taxes and Duties	GST (%)	Total amount (INR) Inclusive of all taxes and duties
1	One-time Miscellaneous charges if any			
	Total Amount (Figures)			
	Total Amount(words)			

PART C : RECURRING CHARGES FOR FUTURE ADDITIONAL REQUIREMENTS

Sl. No	Description	Hourly Charges(INR) Excluding Taxes and Duties	GST %	Monthly Charges (INR) Inclusive all taxes and duties	Total Yearly Charges(INR) Inclusive all taxes and duties
1	8 GB RAM Module				
2	1 TB Storage Space				
3	Charges for each additional 1 Mbps speed other than 6 Mbps initial requirement of internet band width				
	Total Amount (Figures)				
	Total Amount(words)				

PART D : ONE TIME CHARGES FOR THE END OF CONTRACT

Sl. No	Description	Charges(INR) Excluding Taxes and Duties	GST in %	Total amount (INR) Inclusive of all taxes and duties
1	Migration Charges at the end of the contract			
2	Exit Management Charges at the end of the contract			
	Total Amount (Figures)			
	Total Amount(words)			

PART E : DISASTER RECOVERY CHARGES

Sl. No	Description	Hourly Charges(INR) Excluding Taxes and Duties	GST %	Monthly Charges (INR) Inclusive all taxes and duties	Total Yearly Charges(INR) Inclusive all taxes and duties
1	DR (100 %) Charges for the offered infrastructure				
	Total Amount (Figures)				
	Total Amount(words)				

i)Total Amount for (Part A + Part B + Part C + Part D) in figures = Rs…………………..…….

ii)Total Amount for (Part A + Part B + Part C + Part D) in Words = Rs…………………..…….

Note:

- **Total Amount for Part A will be Yearly Charges (INR) including all Taxes and Duties**
- **Total Amount for Part B will be Total Amount (INR) including all Taxes and Duties.**
- **Total Amount for Part C will be Total Yearly Charges (INR) including all Taxes and Duties.**
- **Total Amount for Part D will be Total amount (INR) including all Taxes and Duties.**

The lowest responsive bidder will be evaluated based on the total price shown in Serial Number (i) - **Total Amount for (Part A + Part B + Part C + Part D).**

Point No: 5

Existing
4.1 Pre-qualification Criteria for Managed Service Provider (MSP).

SL. NO	PRE-QUALIFICATION CRITERIA FOR MSP	DOCUMENTS REQUIRED
1	The MSP as a single legal entity must be incorporated and registered in India under the Indian companies' act 1956 or Limited Liability partnership (LLP) registered under the LLP act, 2008 0r Indian partnership act 1932 and should have been in operation in India for minimum 3 years.	a) Copy of certificate of incorporation or certified copy of partnership deed. b) GST registration certificate.
2	The MSP as a single legal entity or its holding company, must have a positive net worth in each of the last three financial years(2016-17,17-18,18-19)	Copy of audited balance sheet and profit and loss statement with signature and seal of the statutory auditors.
3	The MSP should have an annual turnover of INR 20 crore from IT services and should be profitable over the last three financial years(2016-17,17-18,18-19)	Letter from statutory auditors in their letterhead mentioning the annual revenue from IT infrastructure services.
4	The MSP must have strength of 50 IT Professionals (Data center/ Networking/ System Administration/ Cloud service Professional/ Cloud security experts) on their payroll as on the date of submission of this bid. At least 10 of these professionals must have experience(of minimum 3 years) in maintenance of cloud solutions/Virtual server administration/System administration, Virtualization, Security, database etc.	Certificate from HR head on the letter head of MSP certifying the availability of resources on their payroll as on the date of submission of this bid as per the requirement.
5	The MSP Should have managed or managing the IT infrastructure for data center/Cloud services to at least 5 clients(Private/PSU/Central Government/State Govt or any other organization or agencies) in India during the last three financial years (2016-17,17-18,18-19).The minimum work order value should be Rs.5 lakhs.	**Copy of client certificate, work order, completion certificate or extract from the contract mentioning the scope of work**.
6	The MSP should not have been black listed by any Private/PSU/Central Government/State Govt or any other organization or agencies in India at the time of submission of the bid.	Letter from authorized signatory on the letterhead of MSP regarding non-black listing.
7	a) The agreement between cloud service provider and managed cloud service provider . The CSP has authorized the MSP to participate and enter in to contract with purchaser based on this tender conditions. b) The managed service provider should submit a declaration that the cloud service provider for them, meeting the requirements mentioned in the pre-qualification criteria for the CSP.(Ref; **4.2**)	a) Authorization letter certified by the cloud service provider. b) Declaration letter by Managed service provider and documentary evidence that the CSP is meeting requirements mentioned in the pre-qualification criteria for the CSP.(Ref; **4.2**).

4.2 Pre-qualification criteria for Cloud service provider.

SI. No	Pre-qualification criteria for CSP	Documents required

1	The CSP as a single legal entity must be incorporated and registered in India under the Indian companies act 1956 or Limited Liability partnership (LLP) registered under the LLP act, 2008 0r Indian partnership act 1932 and should have been in operation in India minimum 3 years.	a) Copy of certificate of incorporation or certified copy of partnership deed. b) GST registration certificate.
2	The CSP must have experience of provisioning infrastructure as a service(Iaas) on their cloud for at least five clients from private/PSU/Central Govt/State Govt or any other organizations or agencies in India.The minimum work order value should be Rs.5 lakhs.	Copy of client certificate, work order, completion certificate or extract from the contract mentioning the scope of work.
3	The Data center facility (or each of the facilities were the cloud service offerings are proposed to be offered) must meet the following criteria;	a) Cloud service provider should provide a self-signed certificate on their letterhead from authorized signatory in case the data center facility is owned or provide data center facility vendor signed certificate for contracted capacity for the number of racks.
	a) The data center facility must be within India, should be currently operational and have a minimum capacity of 50 racks owned or contracted.	b) CSP to provide a self-signed certificate on their letterhead from authorized signatory mentioning the data center facilities at the data center along with a copy of the following certificates.
	b) The data center facility shall at a minimum have	i) Data center Tier III certificate, certified under TIA 942 or uptime institute certifications by a third party.
	i) Routers, firewalls, LAN, WAN, Internet access and hosting centers, Backup, operations management and Data Management.	ii) Cloud platform certificate for the latest version of ISO 27001 (Year 2013 by a competent auditing authority).
	ii) Security and data privacy(Data and network security including antivirus, virtual firewall, multi factor authentication, VPN, IPS, log **analyzer/Sys log**, **SSL, DDOS Protection**, HIDS/NIDS, rights management, SIEM, Integrated vulnerability assessment, SOC, Private virtual zones, Data privacy, Data encryption, Certifications and compliance, authentication and authorization, auditing and accounting.	iii) Copy of certificate issued by a third party for periodic inspections / audit.
	iv) Conform to at least Tier III standard, certified under TIA 942 or uptime institute certifications by a third party.	c) Undertaking on the security and data privacy on the letterhead of authorized signatory mentioning the compliance following-Data and network security including anti-virus, virtual firewall, multi factor authentication, VPN, IPS, log analyzer/Sys log, SSL, DDOS Protection, HIDS/NIDS, rights management, SIEM, Integrated vulnerability assessment, SOC, Private virtual zones, Data privacy, Data encryption, Certifications and compliance, authentication and authorization, auditing and accounting.
	iv) Assured protection with security built at multiple levels.	d) copy of latest certification or letter from auditor regarding third party infection may provide.

	v) Cloud platform should be certified for the latest version of ISO 27001(Year 2013) by a competent auditing authority.	
	vi) Reports of periodic third party inspections/audits and the certification should be available online or shared on demand for scrutiny.	
4	The CSP is complained with IT act 2000(including 43A) and amendments.	Letter from authorized signatory on the letterhead of CSP mentioning the compliance.
5	The CSP must be operating in multiple data centers in India the DC and DR should be in different seismic zones.	Letter from authorized signatory on the letterhead of CSP mentioning the address of the proposed data center(DC) and Disaster recovery(DR)
6	The CSP or the data center facility provider where the CSP has cloud should not be blacklisted by private/PSU/Central Govt/State Govt or any other organizations or agencies in India. Also both CSP and data center facility provider should not be under any legal action for indulging in corrupt practices, fraudulent practices, coercive practice, undesirable practices, restrictive practice in any private/PSU/Central Govt/State Govt or any other organizations or agencies in India.	Letter from authorized signatory on the letterhead of CSP regarding non-black listing.

Read As

4.1 Pre-qualification Criteria for Managed Service Provider (MSP).

SL. NO	PRE-QUALIFICATION CRITERIA FOR MSP	DOCUMENTS REQUIRED
1	The MSP as a single legal entity must be incorporated and registered in India under the Indian companies act 1956 or Limited Liability partnership (LLP) registered under the LLP act, 2008 Or Indian partnership act 1932 and should have been in operation in India for minimum 3 years.	c) Copy of certificate of incorporation or certified copy of partnership deed. d) GST registration certificate.
2	The MSP as a single legal entity or its holding company, must have a positive net worth in each of the last three financial years(2016-17,17-18,18-19)	Copy of audited balance sheet and profit and loss statement with signature and seal of the statutory auditors.
3	The MSP should have an annual turnover of INR 20 crore from IT services and should be profitable over the last three financial years(2016-17,17-18,18-19)	Letter from statutory auditors in their letterhead mentioning the annual revenue from IT infrastructure services.
4	The MSP must have strength of 50 IT Professionals (Data center/ Networking/ System Administration/ Cloud service Professional/ Cloud security experts) on their payroll as on the date of submission of this bid. At least 10 of these professionals must have experience(of minimum 3 years) in maintenance of cloud solutions/Virtual server administration/System administration, Virtualization, Security, database etc.	Certificate from HR head on the letter head of MSP certifying the availability of resources on their payroll as on the date of submission of this bid as per the requirement.

5	The MSP Should have managed or managing the IT infrastructure for data center/Cloud services to at least 5 clients(Private/PSU/Central Government/State Govt or any other organization or agencies) in India during the last three financial years (2016-17,17-18,18-19).The minimum work order value should be Rs.5 lakhs.	Copy of client certificate/ work order/ completion certificate or extract from the contract mentioning the scope of work.
6	The MSP should not have been black listed by any Private/PSU/Central Government/State Govt or any other organization or agencies in India at the time of submission of the bid.	Letter from authorized signatory on the letterhead of MSP regarding non-black listing.
7	c) The agreement between cloud service provider and managed cloud service provider. The CSP has authorized the MSP to participate and enter in to contract with purchaser based on this tender conditions. d) The managed service provider should submit a declaration that the cloud service provider for them, meeting the requirements mentioned in the pre-qualification criteria for the CSP.(Ref; **4.2**)	c) Authorization letter certified by the cloud service provider. d) Declaration letter by Managed service provider and documentary evidence that the CSP is meeting requirements mentioned in the pre-qualification criteria for the CSP. (Ref; **4.2**).

4.2 Pre-qualification criteria for Cloud service provider.

Sl. No	Pre-qualification criteria for CSP	Documents required
1	The CSP as a single legal entity must be incorporated and registered in India under the Indian companies act 1956 or Limited Liability partnership (LLP) registered under the LLP act, 2008 0r Indian partnership act 1932 and should have been in operation in India minimum 3 years.	c) Copy of certificate of incorporation or certified copy of partnership deed. d) GST registration certificate.
2	The CSP must have experience of provisioning infrastructure as a service(Iaas) on their cloud for at least five clients from private/PSU/Central Govt/State Govt or any other organizations or agencies in India.The minimum work order value should be Rs.5 lakhs.	**Copy of client certificate/ work order/ completion certificate or extract from the contract mentioning the scope of work.**
3	The Data center facility (or each of the facilities were the cloud service offerings are proposed to be offered) must meet the following criteria;	b) Cloud service provider should provide a self-signed certificate on their letterhead from authorized signatory in case the data center facility is owned or provide data center facility vendor signed certificate for contracted capacity for the number of racks.
	a) The data center facility must be within India, should be currently operational and have a minimum capacity of 50 racks owned or contracted.	b) CSP to provide a self-signed certificate on their letterhead from authorized signatory mentioning the data center facilities at the data center along with a copy of the following certificates.
	b) The data center facility shall at a minimum have	i) Data center Tier III certificate, certified under TIA 942 or uptime institute certifications by a third party.
	vii) Routers, firewalls, LAN, WAN, Internet access and hosting centers, Backup, operations management and Data Management.	ii) Cloud platform certificate for the latest version of ISO 27001 (Year 2013 by a competent auditing authority).

	viii) Security and data privacy(Data and network security including antivirus, virtual firewall, multi factor authentication, VPN, IPS, log analyzer/Sys log, Private virtual zones, Data privacy, Data encryption, Certifications and compliance, authentication and authorization, auditing and accounting.	ix) Copy of certificate issued by a third party for periodic inspections / audit.
	x) Conform to at least Tier III standard, certified under TIA 942 or uptime institute certifications by a third party.	c) Undertaking on the security and data privacy on the letterhead of authorized signatory mentioning the compliance following-Data and network security including anti-virus, virtual firewall, multi factor authentication, VPN, IPS, log analyzer/Sys log, Private virtual zones, Data privacy, Data encryption, Certifications and compliance, authentication and authorization, auditing and accounting.
	iv) Assured protection with security built at multiple levels.	d) copy of latest certification or letter from auditor regarding third party infection may provide.
	xi) cloud platform should be certified for the latest version of ISO 27001(Year 2013) by a competent auditing authority.	
	xii) Reports of periodic third party inspections/audits and the certification should be available online or shared on demand for scrutiny.	
4	The CSP is complained with IT act 2000(including 43A) and amendments.	Letter from authorized signatory on the letterhead of CSP mentioning the compliance.
5	The CSP must be operating in multiple data centers in India the DC and DR should be in different seismic zones.	Letter from authorized signatory on the letterhead of CSP mentioning the address of the proposed data center(DC) and Disaster recovery(DR)
6	The CSP or the data center facility provider where the CSP has cloud should not be blacklisted by private/PSU/Central Govt/State Govt or any other organizations or agencies in India. Also both CSP and data center facility provider should not be under any legal action for indulging in corrupt practices, fraudulent practices, coercive practice, undesirable practices, restrictive practice in any private/PSU/Central Govt/State Govt or any other organizations or agencies in India.	Letter from authorized signatory on the letterhead of CSP regarding non-black listing.

POINT -6 : EXISTING

8.5 GUIDELINES FOR SUBMITTING TENDER DOCUMENTS: -

The Tender Document consists of Three Parts: Pre-Qualification Documents, Technical Bid, and Price Bid.

These duly filled-in tender forms shall be placed in three separate packets as detailed below:

i. **Packet A** – EMD along with documents required to meet the pre-qualification criteria.

ii. **Packet B** – Proof of fulfilling Technical evaluation parameters along with duly signed tender document, Annexure IV&V.

iii. Packet **C**- Commercial bid –Price Summary Sheet

Packet A;- Earnest Money Deposit (EMD) of Rs. 50,000/-, (Rupees Fifty thousand only) along with all documentary evidence to meet the pre-qualification criteria. The Cover should super scribed as Packet A, Prequalification Ref: HLL/CHO/HCS/IT/2019/65 Dated: 08.07.2019.

Packet B: - Technical Bid:The bid document duly signed should be kept in Technical Bid along with ,Annexure-IV&V,general Conditions of Contract, Additional Conditions duly signed in all pages should be kept in a Cover and super scribed as Packet –B,Technical Bid Ref: HLL/CHO/HCS/IT/2019/65 Dated: 08.07.2019.

No indication of the Prices will be made in the Technical Bid.

Packet C: - Price Bid: Only Price Bid should be kept in this Cover and no other document should be enclosed with the Price Bid. The Bidder must sign the Price Bid and also affix company seal. The cover containing duly filled-in Price Bid should be sealed and super scribed as **PRICE BID** with Name of the work: and Packet –C,Tender Ref: HLL/CHO/HCS/IT/2019/65 Dated: 08.07.2019.

Main Cover: Packets A,B and C should further be put in a Master envelope sealed and super scribed with the name of the work and Tender Ref: HLL/CHO/HCS/IT/2019/65 Dated: 08.07.2019.

The Bidder must sign all the pages of Annexures enclosed and furnish all details.

This should be submitted to Associate Vice President (M), Corporate and Registered Office, HLL Bhavan, Poojappura, Thiruvananthapuram – 695 012, Phone: 0471- 2354949. on or before the due date for submission 15.00 Hrs of 22.07.2019. and the same will be opened at 15.30 Hrs on the same day at the same venue in the presence of the representative of the bidder who chooses to attend. If the bid opening day is declared as holiday for HLL, the bid will be opened at the next working day of HLL.

Thanking you

Yours faithfully,

Associate Vice President (Marketing)

HLL Lifecare Limited

BID SUBMISSION DETAILS:

Sl. No.	Particulars	Description
1	Pre-bid meeting.	12/07/2019,2.00 pm
2	Last Date & Time for submission of bid	22/07/2019, 3.00 PM
3	Date & Time of opening of Bid - Prequalification Documents	22/07/2019, 03.30 PM
4	Technical Presentation	Will inform to – Pre-qualified bidders.
5	Date & Time of opening Financial bid	Will be intimated later to technically qualified bidders
6	EMD	INR 50000/-
7	Place of submission & opening of Bids	Health Care Services Division, HLL Lifecare Limited, Corporate Head Office, HLL Bhavan , Poojappura, Thiruvananthapuram -695012. Phone-04712-354949

Read As

8.5 GUIDELINES FOR SUBMITTING TENDER DOCUMENTS: -

The Tender Document consists of Three Parts: Pre-Qualification Documents, Technical Bid, and Price Bid.

These duly filled-in tender forms shall be placed in three separate packets as detailed below:

i. **Packet A** – EMD along with documents required to meet the pre-qualification criteria.

ii. **Packet B** – Proof of fulfilling Technical evaluation parameters along with duly signed tender document, Annexure IV&V.

iii. **Packet C**- Commercial bid –Price Summary Sheet

Packet A;- Earnest Money Deposit (EMD) of Rs. 50,000/-, (Rupees Fifty thousand only) along with all documentary evidence to meet the pre-qualification criteria. The Cover should super scribed as Packet A, Prequalification Ref: HLL/CHO/HCS/IT/2019/65 Dated: 08.07.2019.

Packet B: - Technical Bid: The bid document duly signed should be kept in Technical Bid along with ,Annexure –IV & V, general Conditions of Contract, Additional Conditions duly signed in all pages should be kept in a Cover and super scribed as Packet –B, Technical Bid Ref: HLL/CHO/HCS/IT/2019/65 Dated: 08.07.2019.

No indication of the Prices will be made in the Technical Bid.

Packet C: - Price Bid: Only Price Bid should be kept in this Cover and no other document should be enclosed with the Price Bid. The Bidder must sign the Price Bid and also affix company seal. The cover containing duly filled-in Price Bid should be sealed and super scribed as **PRICE BID** with Name of the work: and Packet –C,Tender Ref: HLL/CHO/HCS/IT/2019/65 Dated: 08.07.2019.

Main Cover: Packets A,B and C should further be put in a Master envelope sealed and super scribed with the name of the work and Tender Ref: HLL/CHO/HCS/IT/2019/65 Dated: 08.07.2019.

The Bidder must sign all the pages of Annexures enclosed and furnish all details.

This should be submitted to Associate Vice President (M), Corporate and Registered Office, HLL Bhavan, Poojappura, Thiruvananthapuram – 695 012, Phone: 0471- 2354949. on or before the due date for submission 15.00 Hrs of **26.07.2019**. and the same will be opened at **15.30** Hrs on the same day at the same venue in the presence of the representative of the bidder who chooses to attend. If the bid opening day is declared as holiday for HLL, the bid will be opened at the next working day of HLL.

Thanking you

Yours faithfully,

Associate Vice President (Marketing)

HLL Lifecare Limited

BID SUBMISSION DETAILS:

SI. No.	Particulars	Description
1	Pre-bid meeting.	12/07/2019,2.00 pm
2	Last Date & Time for submission of bid	**26/07/2019, 3.00 PM**
3	Date & Time of opening of Bid - Prequalification Documents	**26/07/2019, 03.30 PM**
4	Technical Presentation	Will inform to – Pre-qualified bidders.
5	Date & Time of opening Financial bid	Will be intimated later to technically qualified bidders
6	EMD	INR 50000/-
7	Place of submission & opening of Bids	Health Care Services Division, HLL Lifecare Limited, Corporate Head Office, HLL Bhavan, Poojappura, Thiruvananthapuram -695012. Phone-0471-235-4949 Extn :266, 224

POINT: 7 : Existing

2.3 Operations & Maintenance Services

V. Monitoring Performance and Service Levels.
a. Provide and implement tools and processes for monitoring the availability of assigned applications, responding to system outages with troubleshooting activities designed to identify and mitigate operational issues.
b. Reviewing the service level reports, monitoring the service levels and identifying any deviations from the agreed service levels.
c. Monitoring of service levels, including availability, uptime, performance, application specific parameters, e.g. for triggering elasticity, request rates, number of users connected to a service.
d. Detecting and reporting service level agreement infringements.
e. Monitoring of performance, resource utilization and other events such as failure of service, degraded service, availability of the network, storage, database systems and operating Systems including API access within the cloud service provider's boundary.

Read as

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b. Reviewing the service level reports, monitoring the service levels and identifying any deviations from the agreed service levels.
c. Monitoring of service levels, including availability, uptime, performance, application specific parameters, e.g. for triggering elasticity, request rates, number of users connected to a service.
d. Detecting and reporting service level agreement infringements.
e. Monitoring of performance, resource utilization and other events such as failure of service, degraded service, availability of the network, storage, database systems and operating Systems including API access within the cloud service provider's boundary.
f. **The bidder should provide a webpage/dashboard which should clearly indicate the usage of cloud related resources. The Cloud Resources dashboard has designed as a one-stop destination for the cloud admin users to manage all cloud related resources. We expect role-based graphical view of the cloud resources assigned to the user or a group of user belongs to. It should also show the storage space utilization, Graphical reports on VMs Volumes, and Stacks along with an Underutilized Resources report. The system should also show the internet bandwidth utilization with filtering option. All the Interactive filters for Location/users and all other parameters which is directly related to cloud solution.**

POINT: 8: EXISTING

5.1 TECHNICAL EVALUATION PARAMETERS

5.1.1 BIDDERS EXPERIENCE

Sl. No	Evaluation Criteria	Criteria	Maximum Marks
1	**Bidders experience of managing/provisioning IT infrastructure as a service (IaaS) to atleast 5 clients (Private/PSU/Central Govt/State Govt. or any other organization or agencies) in India**	Copy of client certificate, work order, completion certificate or extract from the contract mentioning th e scope of work. 5 clients = 10 Marks 4 clients = 8 Marks 3 clients = 6 Marks 2 clients = 4 Marks 1 clients = 2 Marks	10

5.1.2 NO: OF CAPABILITIES TO MONITOR THE PROVISIONED CLOUD SERVICES SUPPORT BY CSP/MSP

Sl. No	Evaluation Criteria	Criteria	Maximum Marks
1	Visibility into the performance and availability of the cloud services being used, as well as alerts that are automatically triggered by changes in the health of those services.	Alert Messages - 2 marks No alerts - 0 marks	2
2	Event-based alerts, to provide proactive notifications of scheduled activities, such as any changes to the infrastructure powering the cloud resources	Alert Messages - 1 marks No alerts - 0 marks	**2**
3	System-wide visibility into resource utilization, application performance, and operational health through proactive monitoring (collect and track metrics, collect and monitor log files, and set alarms) of the cloud resources.	Monitoring Mechanism - 1marks No facility - 0 marks	**2**
4	Ability to discover all of the provisioned resources and view the configuration of each. Notifications should be triggered each time a configuration change, and departments should be given the ability to dig into the configuration history to perform incident analysis.	Configuration change messages and logs - 2 marks No facility - 0 marks	**2**

| 5 | Automated security assessment service to help improve the security and compliance of applications deployed on cloud by automatically assessing applications for vulnerabilities or deviations from best practices. | Automated security assessment service - 2 Marks
No facility - 0 marks | 2 |

5.1.7 TECHNICAL PRESENTATION

Sl. No	Evaluation Criteria	Criteria	Maximum Marks
1	Technical presentation	The bidders will be required to give the technical presentation covering the following: - a. Bidders understanding of the scope of work b. Technical solution. c. Data Migration. d. Demonstration of the cloud solution. e. People/Resource	30

Read As

5.1 TECHNICAL EVALUATION PARAMETERS

5.1.1 BIDDERS EXPERIENCE

Sl. No	Evaluation Criteria	Criteria	Maximum Marks
1	**Bidders experience of managing/provisioning IT infrastructure as a service (IaaS) to atleast 5 clients (Private/PSU/Central Govt/State Govt. or any other organization or agencies) in India**	Copy of client certificate, work order, completion certificate or extract from the contract mentioning the e scope of work. **No: of clients ≥ 10 = 10 Marks** **10 > No: of clients ≥ 7 = 7Marks** **7>No: of clients≥5 = 5 Marks**	10

5.1.2 NO: OF CAPABILITIES TO MONITOR THE PROVISIONED CLOUD SERVICES SUPPORT BY CSP/MSP

Sl. No	Evaluation Criteria	Criteria	Maximum Marks
1	Visibility into the performance and availability of the cloud services being used, as well as alerts that are automatically triggered by changes in the health of those services.	Alert Messages - 2 marks No alerts - 0 marks	2
2	Event-based alerts, to provide proactive notifications of scheduled activities, such as any changes to the infrastructure powering the cloud resources	**Alert Messages - 2 marks** **No alerts - 0 marks**	**2**
3	System-wide visibility into resource utilization, application performance, and operational health through proactive monitoring (collect and track metrics, collect and monitor log files, and set alarms) of the cloud resources.	**Monitoring Mechanism – 2 marks** **No facility - 0 marks**	**2**
4	Ability to discover all of the provisioned resources and view the configuration of each. Notifications should be triggered each time a configuration change, and departments should be given the ability to dig into the configuration history to perform incident analysis.	Configuration change messages and logs - 2 marks No facility - 0 marks	**2**
5	Automated security assessment service to help improve the security and compliance of applications deployed on cloud by automatically assessing applications for vulnerabilities or deviations from best practices.	Automated security assessment service - 2 Marks No facility - 0 marks	**2**

5.1.7 TECHNICAL PRESENTATION

Sl. No	Evaluation Criteria	Criteria	Maximum Marks
1	Technical presentation	The bidders will be required to give the technical presentation covering the following: - a. Bidders understanding of the scope of work – 3 Marks b. Technical solution – 10 marks c. Data Migration – 3 Marks d. Demonstration of the cloud solution – 10 Marks e. People/Resource – 4 Marks	**30**

POINT: 9: EXISTING

10. GENERAL TERMS AND CONDITIONS:

e.HLL Lifecare Limited shall reserve the right to verify the operation and performance of cloud service facility by the Bidder and the Bidder shall permit HLL to do so. The HLL will evaluate the information submitted by the Bidder with regard to Bidder's capacity. **The Bidder cannot subcontract the work at any stage without prior written approval from the** HLL Lifecare Limited**.**

Read As

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e.HLL Lifecare Limited shall reserve the right to verify the operation and performance of cloud service facility by the Bidder and the Bidder shall permit HLL to do so. The HLL will evaluate the information submitted by the Bidder with regard to Bidder's capacity. **The Bidder cannot subcontract the work at any stage.**

ASSOCIATE VICE PRESIDENT(HCS)