

REQUEST FOR PROPOSALS FOR IT UPGRADATION AT ARMY WELFARE HOUSING ORGANISATION (AWHO)

Introduction

1. The Army Welfare Housing Organisation (AWHO) invites proposals from qualified vendors to modernize and enhance its IT infrastructure. This initiative aims to improve operational efficiency, ensure system security, and support the organization's expanding technological needs.

Scope of Work

2. **Visualised IT Architecture.** The project architect should be as under:-

(a) The proposals must be scalable to evolving scope of operations, modular to address various requirements, have minimum trainability, future proof for next 10-15 years and facilitate ease of implementation.

(b) The entire hardware and software will be based on two different networks, one physically isolated for internal usage and second based on the internet for communication with customers and offices based in other parts of the country. The exchange of information between the two networks will be by tape drives and a standalone sanitation PC to check for any threats, before the data is transferred to the isolated network.

(c) The software for the internal network must be web based instead of the client-based system currently in use. Majority of staff would be based on thin clients whereas select appointments would be provided high performance PCs to execute higher functions. Internet access by the external network will be restricted to select appointments of AWHO.

(d) Two set of physically data servers located within AWHO would serve the separate needs of internal and external networks. Cloud storage solutions are not acceptable.

3. **Hardware Upgrade.**

(a) Procurement and installation of new **8 high performance desktops, 60 thin clients, 03laptops, 2 servers, and peripherals.**

(b) Integration of high-performance network equipment such as routers, manageableswitches, and firewalls.

(c) Network existing printers consisting of MFDs and other printers. Existing IT hardware where feasible must be integrated.

(d) Procurement and installation of backup (tape drive or better) and storage (file servers) solutions.

(e) **No Chinese hardware or hardware with Chinese parts is acceptable.**

4. **Software Upgrade.**

- (a) Upgrade existing **Windows 7 operating systems** to be compatible with minimum **Windows 11 or better**.
- (b) Upgrade legacy database management software **Oracle 9i to SQL or Oracle 12 or better**.
- (c) All software must confirm to **CERT standards** and must incorporate robust security standards for a defence organisation.
- (d) The software upgrade must integrate with **existing SAHAJ accounting ERP**.

5. **Data Migration and Security**

- (a) Safe migration of existing data to new systems.
- (b) Robust security measures to protect sensitive information.

6. **IT Support and Maintenance**

- (a) Provision of ongoing technical support.
- (b) Scheduled maintenance of hardware and software systems.
- (c) Training for AWHO staff to ensure smooth adoption of new technologies.

7. **Eligibility Criteria.** Vendors must meet the following requirements:-

- (a) Proven experience in delivering IT upgrade projects of similar scale.
- (b) Adequate technical expertise and resources.
- (c) Valid certifications for hardware and software procurement.
- (d) Compliance with government and industry standards.

Proposal Requirements

8. Interested parties are to submit detailed proposals to include the fwg:-:-

- (a) **Company/ Firm Overview.**
 - (i) Background, history, and credentials.
 - (ii) Relevant projects completed.

- (b) **Technical Solution.**
 - (i) Detailed plan for hardware and software upgrades.
 - (ii) Proposed technologies and products.
- (c) **Implementation Plan.**
 - (i) Timeline and milestones.
 - (ii) Resource allocation.
- (d) **Budget and Costing.**
 - (i) Comprehensive cost breakdown.
 - (ii) Payment terms and conditions.
- (e) **Support and Warranty.**
 - (i) Post-implementation support.
 - (ii) Warranty details for hardware and software.

9. The hardware and software upgrade may be carried out by a single entity or may be awarded separately based on the merit of the proposal.

Evaluation Criteria

10. Proposals will be evaluated based on fwg aspects:-
- (a) Technical parameters.
 - (b) Cost-effectiveness.
 - (c) Implementation timeline.
 - (d) Vendor reputation and references.
11. **Pre Bid Conference.** A pre bid conference will be given by competent authorities **at AWHO at 1000hrs on 10 Jan 25** to explain the overall requirements of AWHO and address any queries by interested parties.
12. **Twin Bid System.** Proposals are to be fwd **by 1700 hrs 15 Jan 2025** in twin bid system in sealed envelopes as under separately both for hardware and software.
- (a) **Hardware**
 - (i) **Bid 1.** Technical Proposal.

(ii) **Bid 2.** Financial Bid. (inclusive of all taxes, GST, cess, carriage etc)

(b) **Software**

(i) **Bid 1.** Technical Proposal

(ii) **Bid 2.** Financial Bid. (inclusive of all taxes, GST, cess, carriage etc)

13. **Briefing on Proposals.** A 30 min briefing by all bidders on the '**Technical Proposals**' to vet would be undertaken between **20- 21 Jan 2025** at HQ AWHO to the Board of Officers responsible for vetting the technical proposals.

14. **Financial Bid.** Financial bid will be opened only of those bidders who qualify the technical bid.

15. **Submission Guidelines**

(a) Proposals must be submitted physically in sealed envelopes to AWHO by **by 1700 hrs 15 Jan 2025.**

(b) A tender box will be placed at main gate of 'Kashmir House' from 1000 hrs to **by 1700 hrs 15 Jan 2025.**