HIGH COURT FOR THE STATE OF TELANGANA

TENDER NOTIFICATION

FOR PROVIDING

SERVER AND NETWORK ADMINISTRATION

AND

SOFTWARE DEVELOPMENT

IN THE
HIGH COURT FOR THE STATE OF TELANGANA: HYDERABAD

ROC No.619/CS/2022 Dated:13-12-2022

The Registrar (IT-cum-Central Project Coordinator) High Court for the State of Telangana invites sealed quotations from reputed service providers/agencies with good experience in providing I.T. services viz., Server Administration, Network administration and software development to the High Court, initially for a period of one year.

SCOPE OF WORK

System Administration.

Network Administration.

Software Development.

SENIOR SYSTEM ADMINISTRATOR – (One) (Experience 5 years and above):

Roles and responsibilities of Senior System Administrator:

Experience in managing Linux – Ubuntu, Windows, AD / LDAP, Backup / Replication, VMware ESXi Management, HPE Proliant & Dell Power Edge Servers & HPE Storage (including any other brand of servers), System Hardening, Proxy Server, DB – Postgress & Oracle, Nagios, Samba, Slony and AV.

Should be Linux certified.

Manage and administrate all operating systems and their corresponding or associated software. Understanding of Linux Operating system, Windows operating system and should be able to solve Linux issues and Windows issues; also manage communications and connectivity solutions, including local area networks, Websites, intranet, and Internet applications.

Implementation of concepts like DHCP, DNS and Network Protocols.

Manage and ensure the integrity of host computers, multiple databases, and data transfer. Should be able to Handle Asset Management software application. Monitor system resource utilization, trending and capacity planning.

Oversee installation, configuration, maintenance, and troubleshooting of end-user issues with the assistance of the High Court's team.

Distribute and supervise server storage (SAN, SAMBA) space allotments.

Design and implement a disaster recovery plan for operating systems, databases, networks, servers, and software applications.

Analyze system or application usage and plan for growth or increases in network capacity. Assess the need for any system reconfigurations (minor or significant) and execute them if required.

Conduct research on emerging products, services, protocols, and standards in support of systems software procurement and development efforts.

Administer and maintain end-user accounts, permissions, and access rights.

Monitor and test server software performance and provide statistics and reports. Recommend, schedule, and perform software improvements, upgrades, and/or purchases. Perform system backups.

Provide on-call technical support.

Junior System Administrators should assist the Senior System Administrator and the Senior Network Administrator in their roles and shall coordinate with the Senior System Administrator & Senior Network Administrator.

(All other Services which are required for proper professional Server Administration)

SENIOR NETWORK ADMINISTRATOR (One) (Experience – 5 years and above):

Roles and responsibilities of Senior Network Administrator.

Experience in managing NW Devices – L2/L3 Switches – Cisco & Rukus, Routers, Firewalls, Wireless – Cisco & Aruba etc., - NMS Softwares – Monitoring & Altering, setting up best practices for NW security.

CCNA and/or JNCIA certified.

Configure and install various network devices and services (e.g., routers, switches, firewalls, load balancers, VPN, QoS)

Perform network maintenance and system upgrades including service packs, patches, hot fixes and security configurations.

Should have good knowledge of Video Conferencing and live streaming concepts.

Monitor performance and ensure system availability and reliability

Provide Level-2/3 support and troubleshooting to resolve issues

Work within established configuration and change management policies to ensure awareness, approval and success of changes made to the network infrastructure

Select and implement security tools, policies, and procedures in conjunction with the client's security team.

Strong knowledge of TCP/IP.

Firm knowledge of IPv4 and IPv6 (desirable).

Good knowledge of OSPF, VPN (IPSec, SSL), ACL, routing and switching, support and troubleshooting techniques is a must.

Thorough understanding of LAN/WAN technologies and protocols including but not limited to OSPF, BGP, IPSEC, FTP, TCP and Spanning Tree

Knowledge and understanding of the OSI model.

Strong experience with routers, switches, firewalls. Unified threat management experience and VoIP is desirable.

Experience with the following vendors: Cisco, Fortinet.

Hands on with CLI-based configuration of network and network security devices.

Experience with debugging network/firewall issues is highly desirable.

Experience with traffic sniffing tools like Wireshark is desirable.

Experience with NMS – Zabbix or Nagios – desirable.

Proactive, self-driven person and good communication and customer facing skills.

(All other Services which are required for proper Network Administration)

JUNIOR NETWORK ADMINISTRATOR (One) - (Experience 3 years and above):

Roles and responsibilities of Junior Network Administrator.

Assisting the Senior System Administrator and the Senior Network Administrator in the day to day system administration and network administration.

Should have good hands on experience on minimum system administration and network trouble shooting.

Should be Linux certified.

SOFTWARE DEVELOPERS:

Position : Senior Software programmer (One).

Experience: Minimum 7 Yrs of experience out of which 4 years of specific experience in Software Development Life Cycle.

Skill Set:

- Knowledge and experience in Core Java/J2EE/Servlets/JSP/JavaScript, OOPS, struts Framework is compulsory.
- Should have good knowledge in PHP, PostgreSQL.
- Mobile Applications, web services.
- Spring Framework, Hibernate technologies desirable
- Process methodologies – MVC, SOA Architecture
- Good working knowledge on Tomcat server.
- Should have contributed in all phases of the development life cycle.

Roles & Responsibilities:

- Advice and offer input on process to design, develop, modify, and adapt system architecture, network systems for customer use.
- Ensure designs are in compliance with specifications and guide the developers and based on the requirement actively participate in coding.
- Assess new technologies to enhance development process and optimize application delivery.
- Should involve in requirements analysis, requirements development, delivery, support & analysis and documentation.
- Involve functional expertise in design reviews and key decisions as well as risk strategies.
- Track and report on progress to plan.
- Establish and publish clear priorities among project activities.
- Provide input on the performance of project team members to their supervisors.
- Should involve and be responsible for all the stages of Software Development Life Cycle.
- Actively participate in discussions with team members in design, development and implementation
- Evaluate and increase the program effectiveness
- Document the tasks assigned
- Testing the application in real situations

Position : Software Developer (One)

Experience: Minimum 4 years in hands on Software Development.

Skill Set:

- Knowledge and experience in Core Java/J2EE/Servlets/JSP/JavaScript, OOPS, Struts Framework is compulsory.
- Good knowledge and programming in HTML.
- Spring Framework, Hibernate technologies desirable
- Should have good knowledge in PHP, PostgreSQL.
- Knowledge in mobile application development desirable
- Fullstack Developer
- Process methodologies – MVC, SOA Architecture
- Good working knowledge on Tomcat/JBoss servers
- Should have contributed in all phases of the development life cycle

Roles & Responsibilities:

- Should involve and be responsible for all the stages of Software Development Life Cycle.
- Actively participate in discussions with team members in design, development and implementation.
- Evaluate and increase the program effectiveness
- Document the tasks assigned
- Testing the application in real situations

Position : PHP – Software Developer

Experience: Minimum 5 Yrs of experience out of which at least 3 years of experience in Software Development.

Skill Set:

- Knowledge and experience in PHP, Code Igniter, CakePHP, HTML5, CSS3, JavaScript and OOPS
- Process methodologies – MVC, SOA Architecture
- Should have good knowledge in MySQL, PHP, PostgreSQL.
- Should have contributed in all phases of the development life cycle
- Knowledge in developing Web Services and mobile application development desirable.

Roles & Responsibilities:

- Should involve and be responsible for all the stages of Software Development Life Cycle.
- Working closely with Project leader, business analysts, designers and other team members throughout the SDLC
- Actively participate in discussions with team members in design, development and implementation
- Evaluate and increase the program effectiveness
- Document the tasks assigned
- Testing the application in real situations

CONDITIONS:

1. The intending bidders are required to enclose photocopies of the following documents (duly self attested and sealed), failing which their bids shall be summarily rejected and will not be considered any further :-

    (a) Copy of the GST certificate of the Service Provider issued by the competent authority;

    (b) Copy of latest GST return.

    (c) Copy of PAN/GIR card;

    (d) Copy of the IT returns filed and Audit Certificates for the last three consecutive financial years duly certified by the Chartered Accountant.

    (e) Copies of EPF and ESIC certificates.

    (e) The vendor should have minimum 05 years of experience in providing IT professional/personnel services in Government Organization / Reputed Pvt. Firms. Necessary proof in this regard is to be enclosed with the bid.

    (f) Amounts quoted in figures should be repeated in words and in case of any discrepancy, the amounts stated in words shall prevail.

2. All the prospective bidders are requested to submit the bid with all relevant documents in hard bound with proper indexing and shall be consecutively numbered having signature of the authorized signatory on each page. The bids submitted through e-Mail / Fax will be summarily rejected. In case the tender document is signed by the authorized signatory, a copy of the power of attorney/authorization shall be enclosed along with the tender. Failure to follow the above conditions will entail the rejection of the bid. Conditional bids shall not be considered and will be out rightly rejected in the very first instance.

3. The registered office or one of the branch offices of the Service Provider should be located within the jurisdiction of the High Court.

4. The Service provider shall be liable for all kinds of dues payable in respect of the personnel provided under the contract and the High Court shall not be liable for any dues for availing the I.T., services. It will be duty of the service provider to make the payment to the technical manpower latest by 07th of every month. Payment will be released to the agency at the end of every month or as mutually agreed through bank account. The bills will not be processed until the service provider produces proof of up to date payment of EPF & ESI contribution and other certificates as per statutory Laws.

5. The bidder shall provide all the services mentioned above. No piece meal bids are entertained.

6. The High Court reserves the right to call for any document in original to verify the veracity of the documents attached.

7. The average financial turnover of the firm / company during last 03 financial years should be at least 05 Crores in providing technical manpower services to the Government Organization / Reputed private firms.

8. TA/DA expenses which may be incurred by the respective Manpower shall be paid by the service provider only. The technical manpower shall use their own transport facility for coming to the High Court and going back to their residences. No transport of any kind will be provided by the High Court.

9. The contract shall be initially for a period of 01 year and the services can be extended for further years depending on the satisfactory performance of the agency. In case the services of the manpower provided are not

satisfactory, the High Court reserves its right to impose penalty as mutually agreed.

10. The agency under all circumstances shall be responsible and liable for the conduct and quality of the services of the manpower deployed.

11. The place of work will be at the High Court for the State of Telangana, besides City College, Hyderabad and the timing will be from 09:00 AM to 09:00 PM (to be adjusted among the aforesaid technical manpower) on all working days of High Court. All or any of the aforesaid technical manpower shall attend the High Court on holidays and also beyond the aforesaid working hours in case of any emergency. No additional payment will be made in this regard.

12. In case of absence of any of the Technical Manpower as above beyond 3 working days, the agency shall provide substitute manpower with the required domain knowledge and skill. However, on any working day, minimum two manpower shall be present in the High Court.

13. Service Level Agreements will be incorporated in the Contract Agreement with the successful bidder containing all terms and conditions.

INFORMATION TO BE FURNISHED

1. Name of Service Provider:

2. Status (Proprietory/Partnership/Limited Company):

3. Full Address of Registered Office:
   Telephone No.
   E-Mail Address:

4. Full address of Operating/Branch Office:
   Telephone No.:
   E-Mail Address

5. Name & telephone no. of Authorized officer/person to liaise:

6. Banker of the Service Provider:

7. PAN No.: (Attach attested copy)

8. GST Registration No. : (Attach attested copy)

9. E.P.F. Registration No. : (Attach attested copy)

10. E.S.I. Registration No. : (Attach attested copy)

11. Latest GST return detail: (Attach attested copy)

12. Additional information, if any:
    (Attach separate sheet, if space provided is insufficient)

13. Give details of such contracts handled by the Service Provider if any during the last three consecutive years in the following format (if the space provided is insufficient, a separate sheet may be attached) :

    a) Name of the client.
    b) Address and contact details:
    c) Nature of the contract
    d) Amount of the contract.
    e) Duration
    f) Remarks.

DECLARATION

I, _____ Son/wife/Daughter/of _____ Proprietor/ Director/ Authorized Signatory of the Service Provider mentioned above, am competent to sign this declaration and execute this tender document.

I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them.

The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Date: Signature of authorized person
Place: Name:
                                                   Seal:

FINANCIALS

Bid Amount for all the above services put
together: (In Rupees only and in both
figures and words inclusive of GST and
all statutory liabilities, levies, cess etc for
all the above IT services put together)

Date: Signature of the authorized
person
Place: Name:

                                                  Seal:

     The list of Computer Hardware available in the High Court is attached to
this Notification.

     The sealed cover superscribed with the words **"Quotation for Technical
Services"** with name of the firm shall be submitted through post or in person to
the under signed on or before 24/12/2022 during the office hours. The High
Court is not responsible for the postal delays. Late bid shall be out rightly
rejected.

     Further the High Court reserves its right to accept or reject any or all the
bids, without assigning any reason.

REGISTRAR (I.T.)-cum-
CENTRAL PROJECT COORDINATOR

Annexure -1

List of the Hardware installed at High Court

Servers :

Physical Servers			
Make	Model	Qty	Type
DELL	Power Edge R720	8	Rack Server
HPE	ProLiant DL 380 Gen 10	10	Rack Server
HPE	Nimble Storage(SAN)	1	Rack Server

Operating Systems			
OS	Version	Qty	Type
Ubuntu	16.04.x	10	Rack Server
Redhat	7.x	4	Rack Server
ESXi/VMWare	7.x	4	Rack Server

Network:

Fully structured network for approximately 1000 nodes scattered in the Campus

In High Court for the state of Telangana we have 1 Firewall, 2 Core Switches (Virtual Stacking), 2 Distribution Switches (Physical Stacking) and 86 Access Switches.

Find the Network Switches Details Below.

Firewall:
We have Cisco ASA 5525-X FTD firewall.
1. Make: Cisco
2. Model: Cisco ASA5525-X Threat Defense (75) Version 6.6.5 (Build 81)
3. Rules update version: 2022-10-26-001-vrt
4. VDB version: 359

Core Switch:

We have 2 Core Switches with Virtual Stacking through Fiber.

1. Make: Cisco
2. Model: Cisco 4500 L3 Switch
3. IOS version: 03.11.06.E

In Core Switch we configured IP Access list, Vlans Ids, DHCP etc.

Distribution Switch:

We have Distribution Switches with Physical Stacking.

1. Make: Cisco
2. Model: Cisco WS-C3850-24
3. IOS version: 16.12.05b