

REQUEST FOR PROPOSAL (RFP)

SUPPLY and INSTALLATION of Four Servers For Implementation of DNS Services at IDRBT Hyderabad and Navi Mumbai



Institute for Development and Research in Banking Technology,

Castle Hills, Road No. 1, Masab Tank, Hyderabad-57

<http://www.idrbt.ac.in>

Introduction

Institute for development & Research in Banking Technology is an Autonomous body Established by Reserve bank of India to offer a robust communication backbone for Indian banking sector. Thus it owns and operates a closed user group wide-area network – INFINET, The SFMS comprises to facilitate inter-connectivity between the Banks' Switches, and Inter-Bank Payment Gateway for authentication & routing the payment details of various e-commerce transactions, e-government activities, etc. The SFMS allows connecting directly to the individual bank's switch or through their shared ATM Network Switches.

Tender for Procurement of Four (4) Servers with Rack Mount Support

The IDRBT invites technically complete and commercially competitive proposals from reputed vendors for supply, installation of 04(Four) Servers with Rack mount Support for DNS Server service requirement at IDRBT – **Hyderabad -2no's** & DR Site **Mumbai — 2No's**. The Technical Specifications for Server is enclosed in the Annexure I as Item 1 & 2

Bid Submission

The Technical and Commercial bids shall be submitted in separate sealed envelopes clearly super scribing on the envelope “Technical Bid for purchase of 04 (Four) Servers with rack support for DNS services as per Tender No IDRBT/SFM/GR/13.10/640/2013-2014 & “Commercial Bid for purchase of 04 (Four) Servers with Rack mount support for, IDRBT as per **Tender No. IDRBT/SFM/GR/13.10/640/2013-2014, dated Aug 28, 2013 on or before 12.00 Noon of Sep 28, 2013.**

The Commercial Bid should contain the following:

The vendors are required to submit a copy of the Technical Bid highlighting the features to be supplied along with the Commercial Bid. The format of Commercial Bids to be submitted is as follows:

Commercial Specifications for Item 1,2 & 3

S.No	Description	Make & Model	Part No.	Location	Qty .	Unit Price	Taxes (If any)	Total Amount
1	Servers as per Annexure -I			IDRBT, Hyderabad	2			
				IDRBT, Belapur, Navi Mumbai	2			
2	Operating System - Windows 2012 Enterprise with Media			IDRBT, Hyderabad	2			
				IDRBT, Belapur, Navi Mumbai	2			
3	Operating System - Linux Enterprise Latest			IDRBT, Hyderabad	2			
				IDRBT, Belapur, Navi Mumbai	2			
Grand Total								

Please Note : The above commercial includes Supply, Installation, Configuration and Customization of the deliverables mentioned in description.

Taxes if any should be explicitly stated in the Commercial Bid along with the delivery schedule and three years (03) AMC charges after the warranty period.

Bids sealed in accordance may be sent by registered post or hand delivered so as to be received at the following address:

**The Director,
Institute for Development and Research in Banking Technology,
Road No. 1, Castle Hills, Masab Tank, Hyderabad -500057.**

Bidding Process

A two stage bidding procedure will be followed. The response to the present tender will be submitted in two parts i.e. the Technical Bid and the Commercial Bid.

In the first stage, only the 'Technical Bids' will be opened and evaluated. Those bidders satisfying the technical requirements of the servers and operating systems, as determined by the IDRBT and as per the requirements/specifications and the terms and conditions of this document, shall be short-listed.

In Second Stage, Commercial bids of technically qualified vendors will be opened

Bidders Eligibility Criteria

Bidders must meet the following eligibility requirements. Bids of non-compliant Bidders will not be technically or financially evaluated.

1. The Bidder shall provide evidence that it is a current legal entity.
2. The Bidder/ System Integrator should be the authorized representative / dealer / distributor of the OEM. The proof in support of the same must be enclosed along with the technical bid as per the Annexure -2 of RFP.

3. Bidder must have back-to-back support relation with the OEM's whose products are offered by the bidder to IDRBT. The proof in support of the same must be enclosed.
4. The bidders and its associates should be able to arrange adequate inventory of the spares and other related equipments to ensure minimum downtime.
5. The bidder should be profit-making company.
6. The Bidder must organize the bid in accordance with the format specified in the tender document.
7. The cost of bidding and submission of tender documents is entirely the responsibility of bidders, regardless of the conduct or outcome of the tendering process.

Terms & Conditions:

1. All bids and supporting documentation shall be submitted in English.
2. IDRBT will not take into consideration, any variation in the \$ price.
3. All costs and charges, related to the bid, shall be expressed in Indian Rupees only and the above total cost is inclusive of installation charges and customization charges.
4. Entry/Octroi will be paid at actuals on production of invoices for the same and should not be included in the total amount.
5. The supply of 04(Four) servers should be done within 03 -04 weeks from the date of purchase order.
6. The Bidder is liable to be rejected if any commercial details are found along with the technical bid.
7. The cost of bidding and submission of the bids is entirely the responsibility of the Bidders, regardless of the conduct or outcome of the tendering process.
8. Three years on-site comprehensive warranty.
9. After the warranty period, the vendor has to provide the acceptance for extending AMC support for further 3 years.
10. The bidder may submit quotation directly or through its top 5 channel partners having presence in both locations.
11. The name, address and contact numbers of the channel partners to whom you would be asking to quote, also should be informed to us.
12. The Vendors should be the Original Manufacturer of the Equipments or authorized supplier/ representative in India. An Authorization letter from the manufacturer to this effect should be furnished as enclosed in Annexure II.
13. IDRBT reserves the right to reject all or any of the quotations without assigning any reason thereof.
14. IDRBT reserves the right to split the order.
15. The decision of IDRBT shall be final.

Period of Validity

All the prices and other terms and conditions of the offer proposed by the Bidder should be **Valid** for a **minimum** period of **Three months**.

Correction of Errors

Arithmetic errors in bids will be treated as follows:

Where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern.

Where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate will govern unless, in the opinion of IDRBT, there is obviously a gross error such as misplacement of a decimal point, in which case the line item total will govern.

Where there is a discrepancy between the amount mentioned in the bid and the line item total present in the Bill of Material, the amount obtained on totaling the line items in the Bill of Materials will govern.

The amount stated in the tender form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall tender price to rise, in which case the bid price shall govern.

Acceptance or Rejection of the Bid

IDRBT reserves the right not to accept any bid, or to accept or reject a particular bid at its sole discretion without assigning any reason whatsoever. The tenders not submitted in the prescribed format or incomplete in any sense are likely to be rejected.

Confidentiality

Bidder / Vendor agrees that all mails, data, financial, mail architecture and personnel data relating to IDRBT' s business and other information identified as confidential by the IDRBT (IDRBT Confidential Information), the same shall be kept confidential and shall not be shared with any third party without prior written approval from IDRBT

Site Visits

Visits to reference sites may be sought at the discretion of IDRBT. Bidder shall provide, in addition to customer sites, an invitation to IDRBT to visit Bidder's own site.

Right to Verification

The IDRBT reserves the right to verify any or all statements made by the Vendor in the tender document and to inspect the Vendor' s facility, if necessary, to establish to its satisfaction about the Vendor' s capacity to perform the job.

Insurance

Insurance for all the hardware components supplied under the contract shall be arranged by the Bidder at his own risk and cost throughout the period of delivery, implementation and final acceptance process.

IDRBT will not be responsible for any loss/damage/theft of any systems/goods due to any reasons whatsoever, claims etc., if the Bidder himself will deal any. Evidence of the insurance policy shall be submitted to IDRBT.

6. Payment Terms:

- a) A payment of Ninety percent (90%) of the contracted sum, would be payable on successful installation, integration and issue of acceptance certificate to that effect by the Institute.
- b) A payment of 10% of the order value would be payable to the supplier on expiry of the warranty period or against bank guarantee of the same amount valid till the last date of the warranty period.
- c) All payments will be released based on separate invoices submitted to Institute by the vendor.

1. Order Cancellation:

- a. IDRBT reserves its right to cancel the order in the event of one or more of the following situations:
- b. Delay in delivery beyond the specified period.
- c. Delay in installation beyond **03-04** weeks from the date of Purchase Order.

2. Penalty for Delay in supply:

For any delay in installation and commissioning of the equipments beyond the specific period, IDRBT will charge penalty @ 0.5% of the order per week or part thereof, subject to a maximum of 6%. In case, the amount equal to 6% of the order value is deductible as penalty and the vendor is still unable to complete successful Installation, the Institute reserves the right to cancel the order and no payment will be made to the vendor.

3. Penalty for downtime

Any equipment that is reported to be down should be either fully repaired or replaced by temporary substitute (of equivalent configuration) within 3 working days.

In case vendor fails to meet the above standards of maintenance, there will be a penalty chargeable in **rupees per day** from 4th day of the problem complained as specified in the table below.

Sl.No.	Item	Penalty chargeable per day (Rs)
1	Server	5000

If the problem is not resolved even after a week from the day complained, then the Institute reserves the right to invoke the bank guarantee or the equivalent amount will be deducted from the 30% of the total amount with held by IDRBT till the completion of warranty period.

The contractor shall provide onsite service of the equipment (except spares) once in every 3 months during the warranty period.

4. Repeated failure

If, during the warranty period, any system as a whole or any subsystem has any failure on two or more occasions in a period of 3 months, it shall be replaced by equivalent new equipment or any alternative steps are to be taken which would serve the purpose to the Institute.

5. Every quarterly engineer has to visit and check the server performance or any corrective maintenance or patch updates required for smoother operation and also as and when desired by the institute for technical help or installation help.
6. Three years on-site comprehensive warranty should be provided by the vendor for all the equipments quoted.
7. The Vendors should be the original manufacturer of the equipments or authorized supplier/representative in India. An Authorization letter from the manufacturer to this effect should be **compulsorily** furnish as enclosed in **Annexure II without which the bid may be rejected.**

The vendors are required to adhere to tendering norms and no undue explanation, request for change in due date of bid submission, etc. will be offered by the Institute. Any request of any kind from the vendor before the bid submission due date must be forwarded to the undersigned in writing. The Institute reserves the right to accept or reject the vendor request without offering any explanation or reason for the acceptance or rejection. However, in case of any change/amendment in the tender content, all vendors participating in the tendering process would be informed in writing and sufficient time would be provided to adhere to such change/amendment

Annexure – I

PARAMETER	DESCRIPTION
Make	Must be specified
Model	Must be specified. All the relevant product brochures and manuals must be submitted
Processor	1*Intel Xeon Processor E5-2600 or E5-2600V2 Family
Form Factor	2U
Memory Minimum required	8 (2GB*4) GB DDR3 RAM
Memory Up gradable up to	128 GB DDR3 RAM
Cache	2.5MB per core
Hard disk Drive	3 X 320 GB SAS with 10,000-RPM HOT-PLUG
RAID Controller	RAID 5 Support 64 Bit or Higher PCI Card
CD-ROM	48x
Display Controller	Integrated Graphics card with 1024 X 768 resolution with 8 MB of Video RAM
SLOTS	7 PCIe slots: <ul style="list-style-type: none"> • One x16 full-length, full-height • Three x8 full-length, full-height • Three x8 half-length, half-height
PORTS	USB/Serial
Network Adapter	10/100/1000 Gigabit + Fault tolerant Card
Mouse	Mentioned
Key-board	Mentioned
Certification	Microsoft® Windows Server® 2012 Microsoft Windows Server 2008 R2 SP1, x64 (includes Hyper-V®) Microsoft Windows® Small Business Server 2011 Novell® SUSE® Linux Enterprise Server Red Hat® Enterprise Linux® Virtualization options: Citrix® XenServer® VMware vSphere® ESXi™ Red Hat Enterprise Virtualization®
Power Supply	1+1 (Redundant) With HOT-PLUG
Operating System	A. Windows 2012 Enterprise with Media – 4 no's B. Linux Enterprise Latest – 4no's
Warranty	3 year Onsite Warranty

- **Mention Chipset details**
- **Mention details of your Server Management Software's**

Annexure II

MANUFACTURER'S AUTHORISATION FORM (MAF)

No. _____ Dated _____

To

We _____ who are established and reputable manufactures of _____ Having offices at _____ and _____ do here by authorize _____ (Name and address of Agent/Dealer) to offer M/S_ their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

We hereby extend our full guarantee and warranty as per the terms and conditions of the tender and the contract for the equipment and services offered against this invitation for tender offer by the above firm.

Yours faithfully,

(Name) for and on behalf of M/s _____
(Name of manufacturers)

Note: This letter of authority should be on the letterhead of the manufacturing concern and should be signed by a competent person of the manufacturer.