

REQUEST FOR PROPOSAL (RFP)

SUPPLY AND INSTALLATION OF SAN STORAGE FOR INDIAN BANKING COMMUNITY CLOUD PROJECT IDRBT DR-Site Belapur MUMBAI



**Institute for Development and Research in Banking Technology
IDRBT, Castle Hills,
Road No.1, Masab Tank, Hyderabad – 500057, A.P.,
<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 (INFINET and SFMS).

Tender for Procurement of SAN Storage (1) with Rack Mount Support

The IDRBT invites technically complete and commercially competitive proposals from reputed vendors for supply, installation of 01(One) SAN Storage with Rack mount Support for Indian Banking Community Cloud(IBCC) Project, IDRBT DR-SITE Belapur MUMBAI. The Technical Specifications for SAN Storage is enclosed in the Annexure I

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 01(One) SAN Storage Servers with Rack mount for IBCC project, IDRBT DR-SITE Belapur MUMBAI as per Tender No IDRBT/SYS/13.10/1360/2013-2014 & "Commercial Bid for purchase of 01 (One) Servers with Rack mount support for Cloud Community Project, IDRBT DR-SITE Belapur MUMBAI as per Tender No. IDRBT/SYS/GR/13.10/1360/2013-2014, dated Feb 19, 2014 on or before **17.00 hrs of March 7, 2014.**

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

| S.No. | Part No. | Make & Model | Description | Qty. | Amount in Rs. | |
|-------|----------|--------------|----------------------------|------|---------------|--------------|
| | | | | | Unit Price | Total Amount |
| 1. | | | | | | |
| 2. | | | | | | |
| | | | Total Amount | | | |
| | | | Add: Taxes (If any) | | | |
| | | | Grand Total | | | |

Taxes if any should be explicitly stated in the Commercial Bid along with the delivery schedule.

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 storage server with rack mount kit, 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 last three financial years' audited Balance Sheet and Profit and Loss reports shall be provided.
7. The Bidder must organize the bid in accordance with the format specified in the tender document.
8. 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 01(One) SAN Storage should be done within 04 (Four) 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. We would like you to quote directly but in case you need your channel partners to quote for this tender, you may ask your top 4/5 partners to quote.
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 through out 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 Eighty percent (80%) 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 20% 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 **02** 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 | Storage | 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 on site 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

| SI No | Parameters | Description | Compiled | Remarks |
|-------|-------------------------------|---|----------|---------|
| 1 | Storage Architecture | Storage System with NSPoF (No single point of failure) Architecture. The storage system should support FC-SAN. The architecture should allow modular upgrades of hardware and software for investment protection. The architecture should allow modular upgrades of hardware and software for investment protection | | |
| 2 | Storage Controller | The array should be equipped with N+N(with minimum of 2 array controllers) Nos. of array controllers for better performance redundancy and Failover capabilities | | |
| 3 | Controller Cache Requirements | The system should have minimum 16 GB cache across redundant controllers with an ability to protect data on cache. Cache should be mirrored and battery backed. Cache battery backup should be atleast 48 hours. | | |
| 4 | Storage Features | The Storage System should be configured with. 600GB 10K RPM SAS 6 Gbps HDDs. The storage system should be scalable to greater than 150 disks. Each controller to have atleast two nos of 6Gbps drive ports for attaching disk expansion enclosures | | |
| | | Should support: * atleast 512 LUN for mapping to hosts * Should support more than 100 hosts * It should be possible to create a single LUN of minimum 10TB | | |
| | | The Storage System shall have the capability to support Storage Tiering to automatically manage Hot Spots in the system. | | |
| | | The storage system should support Mix of FC-8Gbps, iSCSI-1/10Gbps, FCoE without performing any controller upgrades. The ethernet ports should allow link aggregation/teaming for high availability and failover | | |
| | | The SAN must support synchronous, asynchronous replication. Further, the replication must be bi-directional to support multiple replication options. | | |
| | | The SAN must allow any LUN provided to a system configured with both types of server connectivity (fiber channel or iSCSI) and must be capable of mapping volumes from one connectivity type to the other without changing or copying the data. | | |
| 5 | Raid Levels | Offered Storage Subsystem shall support Raid 0, 1 , 1+0, 5 and Raid 6 | | |

| | | | | |
|----|-------------------------------------|---|--|--|
| 6 | Disk Drive Support | Offered Storage Array shall support 6Gbps dual-ported 300 / 450 / 600 / 900GB hot-pluggable Enterprise SAS hard drives, Minimum of 200GB SSD Drives along with SAS /SATA - 1TB / 2TB / 3TB / 4TB drives. | | |
| 7 | Performance | The offered storage system shall have capability to use more than 30 drives per array group or raid group for better performance. | | |
| | | Should offer real time performance monitoring tools giving information on CPU utilization, volume throughput, I/O rate and latency | | |
| 8 | Storage Capacity | System should be configured with minimum 5TB useable capacity based on 15K RPM Disk Drives on RAID5. | | |
| 9 | Management Software | Vendor shall provide Storage Array configuration and web based Management software. Any Maintenance / Upgrade of firmware and management software should be performed with any disruption/downtime in the service | | |
| 10 | Global Hot Spare | Storage Array shall support distributed Global hot Spare for offered Disk drives. Hot Spares should be provisioned with not less than one hot spare for every 30 drives. | | |
| 11 | Storage Scalability | The array should be scalable to a minimum of 150 disks of the offered configuration of the disk count behind the same controller pair | | |
| 12 | Protocol Support | System should be configured with CIFS, NFS, iSCSI, FCoE etc Protocols. All the required licenses should be offered. | | |
| 13 | Snapshots and FullCopy (Snap Clone) | The Storage array should support controller based functionality for pointer based snap copies. The pointer based snap copies should require minimal space for creation of snapshot. Required license to take snapshot and restore snap, a license for file-level Data should be provided. | | |
| 14 | Data Deduplication | Offered Storage System to support file-level or block level Data-deduplication | | |
| 15 | OS Support | The storage array should support industry-leading Operating System platforms including: Windows Server 2008, Windows 2012, VMware, Sun Solaris, HP-UX, IBM-AIX, and Linux. | | |
| 16 | Thin Provisioning and Compression | Offered Storage System to have Thin Provisioning for file-level data. | | |

| | | | | |
|----|---|--|--|--|
| 17 | Disaster Recovery / Replication Support | Storage array should support long distance data replication at storage level, if required through optional software license. | | |
| | | The storage array should support hardware based data replication at the array controller level across all models of the offered family. | | |
| | | The Storage array shall also support multi-way (Across Data Centers located over long distances) replication to ensure zero RPO in native fashion (LUN to LUN) without using any additional replication appliance. | | |
| | | Replication shall support incremental replication after resumption from Link Failure or failback situations. | | |
| 18 | Storage Tiering | Offered storage shall support dynamic migration of Volume from one Raid set to another set while keeping the application online | | |
| 19 | Built in Redundancy | The system shall support Fully Redundant & Hot Swappable Fans & Power Supplies. There shall be support for Non Disruptive Microcode Update & Non Disruptive Parts Replacement | | |
| 20 | AC Power | 200-240VAC,50Hz | | |
| 21 | Form Factor | The proposed system should be Rack mountable | | |

For any questions/clarifications related to requirements, please contact us at IBCC@idrbt.ac.in

Annexure II

MANUFACTURER'S AUTHORISATION FORM (MAF)

No. _____ Dated _____

To

We _____ who are established and reputable manufactures of _____ Having offices at _____ and _____ do hereby authorize M/S _____ (Name and address of Agent/Dealer) to offer 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.