



**Institute for Development and Research in  
Banking Technology**  
(Established by Reserve Bank of India)

## **Request for Proposal (RFP)**

**For**

**Supply, Installation, Support/Services and Maintenance of Servers, Firewalls, Red Hat Enterprise Linux with Smart Virtualization and Management, Premium (2-sockets) and MySQL Software Subscription for IDRBT at Hyderabad and Mumbai.**

**Institute for Development and Research in Banking Technology  
IDRBT, Castle Hills,  
Road No.1, Masab Tank, Hyderabad – 500057, TS.**

September 2019

NOTE: This document contains 35 pages

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## Disclaimer

This Request for Proposal (RFP) is not an offer by the IDRBT, but an invitation to receive response from eligible interested bidders for **Supply, Installation, Support/Services and Maintenance of Servers, Firewalls, Red Hat Enterprise Linux with Smart Virtualization and Management, Premium (2-sockets) and MySQL Software Subscription for IDRBT at Hyderabad and Mumbai**. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by IDRBT with the successful bidder. This document should be read in its entirety.

Any product name / function used in this document are meant to be generic and do not refer to the product of any particular company. In case such proprietary terms have been inadvertently mentioned then such terms should be taken to refer to the generic technology. Bidders with industry standard equivalent product name / function /feature under any other name will also be eligible to submit response to RFP.

## Statement of Purpose

IDRBT invites sealed tenders for **Supply, Installation, Support/Services and Maintenance of Servers, Firewalls, Red Hat Enterprise Linux with Smart Virtualization and Management, Premium (2-sockets) and MySQL Software Subscription for IDRBT at Hyderabad and Mumbai.** IDRBT is looking for bidders from reputed companies having previous experience in handling successfully similar projects for Banks/FI/ Insurance companies in India.

### 1. Introduction

Institute for Development & Research in Banking Technology (IDRBT) is an autonomous body Established by Reserve Bank of India. The primary goal of the Institute is, as follows:

1. Development & Research on Banking Technology.
2. The systemic requirements of the banking system
3. Offer training in banking technologies for Indian Banking sector
4. Act as a CA (Certifying Authority) for Bankers.

### 2. Objective of the project

IDRBT has comprehensively employed technology over the years to efficiently discharge its duties in day to day functioning. IT applications are centrally hosted and the main objective of this RFP is for Supply, Installation, Support/Services and Maintenance of Servers, Firewalls, Red Hat Enterprise Linux with Smart Virtualization and Management, Premium (2-sockets) and MySQL Software Subscription for IDRBT at Hyderabad and Mumbai for hosting IT Applications and providing high uptime of the application services on 24x7 basis to Member banks over INFINET & INTERNET network and IDRBT staff.

### 3. Bid schedule:

<b>Tender Reference number</b>	IDRBT/CA/GR/516/2019 – 2020
<b>Issue of RFP</b>	From 6 <sup>th</sup> September 2019
<b>Pre-Bid meeting with Vendors</b>	13 <sup>th</sup> September 2019 12:00 PM
<b>Time and Last Date for receipts of bids</b>	16 <sup>th</sup> October 2019 3:30 PM
<b>Place of Opening tender offers</b>	Institute for Development and Research in Banking Technology, Road No. 1, Castle Hills, Masab Tank, Hyderabad –500057.
<b>Address of Communication</b>	The Director, Institute for Development and Research in Banking Technology, Road No. 1, Castle Hills, Masab Tank, Hyderabad 500057
<b>Contact Telephone Numbers</b>	Phone : 040 – 23294210 Fax: 040 – 23536370

#### 4. Bid Submission

The Technical and Commercial bids shall be submitted in separate sealed envelopes clearly super scribing on the envelope “Technical Bid for **Supply, Installation, Support/Services and Maintenance of Servers, Firewalls, Red Hat Enterprise Linux with Smart Virtualization and Management, Premium (2-sockets) and MySQL Software Subscription for IDRBT at Hyderabad and Mumbai** as per Tender No IDRBT/CA/GR/516/2019 – 2020 dated 6<sup>th</sup> September 2019” & “Commercial Bid for **Supply, Installation, Support/Services and Maintenance of Servers, Firewalls, Red Hat Enterprise Linux with Smart Virtualization and Management, Premium (2-sockets) and MySQL Software Subscription for IDRBT at Hyderabad and Mumbai** as per Tender No IDRBT/CA/GR/516/2019 – 2020 dated 6<sup>th</sup> September 2019” on or before 3:30 PM of 30<sup>th</sup> September 2019.

#### 5. 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 /partner of respective OEM products. The proof in support of the same must be enclosed.
3. The Bidder should have experience in the following fields:
  - a. **Supply, Installation, Support/Services and Maintenance of Servers, Firewalls, Red Hat Enterprise Linux with Smart Virtualization and Management, Premium (2-sockets) and MySQL Software Subscription** for the organizations.
4. The Bidder must warrant that key project personnel, should have minimum OEM certified engineers or equivalent certification on supplied Bill of Material, to be employed in this project have been sufficiently involved in similar past installation.
5. The 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.
6. The bidder should be profit-making company.
7. The last three financial years' audited Balance Sheet and Profit and Loss reports shall be provided duly signed by concerned authorities.
8. The Bidder must demonstrate that it has been engaged in providing similar services for other large National /International Financial / Banking Institutions.

9. The Bidder shall provide references (including Referee names and contact details) in respect of major projects of similar type completed in the last three (3) years by the Bidder in any large organization and having its offices/branches across India.
10. The Bidder must warrant that there is no legal action being taken against it for any cause in any legal jurisdiction. If such an action exists and the Bidder considers that it does not affect its ability to deliver the RFP requirements, it shall provide details of the action(s).
11. 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.
12. Details regarding the fulfillment of the eligible criteria should be submitted as per Annexure – I.

#### 4 Terms & Conditions:

1. All bids and supporting documentation shall be submitted in English.
2. 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. IDRBT will not take into consideration, any variation in the \$ price.
3. The **Supply, Installation, Support/Services and Maintenance of Servers, Firewalls, Red Hat Enterprise Linux with Smart Virtualization and Management, Premium (2-sockets) and MySQL Software Subscription for IDRBT at Hyderabad and Mumbai** should be completed within 04 (Four) weeks from the date of purchase order.
4. 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.
5. IDRBT reserves the right to reject all or any of the quotations without assigning any reason thereof.
6. The bidder should work in close association with other vendors/service providers working for IDRBT.
7. The decision of IDRBT shall be final.

#### 5 Bidding Process

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

##### a. The Technical Bid:

The Technical Specifications of Servers, Firewalls and Software is enclosed as **Annexure II, III and IV**.

The bidders are required to submit a Technical Bid highlighting the features of proposed Bill of Material and compliance. The bidders can use the same Technical Bid format sheet for submitting Technical Bid compliance.

#### b. The Commercial Bid:

The bidders are required to submit a Commercial bid as per the Commercial Bid format enclosed as **Annexure V**.

In the first stage, only the 'Technical Bids' of those who fulfill the **Eligibility Criteria** will be opened and evaluated. Those bidders satisfying the technical requirements of Annex – II, III and IV 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 the technically qualified vendors will be opened. The commercial bids will be evaluated based on L1 criteria. The bidder who quote the lowest price shall be considered as L1. Total cost of ownership on which L1 will be decided is equal to the initial cost plus periodic cost including AMC discounted at 8 %.

The Bidder must organize the bid in accordance with the format specified in the tender document. The cost of bidding and submission of tender documents is the responsibility of bidders, regardless of the conduct or outcome of the tendering process.

The Bid is liable to be rejected if any commercial details are found along with the technical bid.

#### c. List of Annexures:

Sno	Formats	Description	Submission
1	Annexure - I	Bidder Eligibility Criteria	Mandatory
2	Annexure - II	Technical Specification for Servers	Mandatory
3	Annexure – III	Technical Specifications for Firewalls	Mandatory
4	Annexure – IV	Technical Specifications for Red Hat Enterprise Linux with Smart Virtualization and Management, Premium (2-sockets) and MySQL Software Subscription	Mandatory
5	Annexure – V	Commercial Bid Format	Mandatory
6	Annexure – VI	Manufacturer's Authorization Form (MAF).	Mandatory
7	Form "A"	Performance Bank Guarantee.	Mandatory
8	Form "B"	Technical Deviation Statement.	Mandatory

## 6 Technical and Solution requirement Specifications

### Overview

The bidder is required to propose the Bill of Material supporting features/functionality as indicated in **Annexures**.

The Bill of Material shall be hosted at IDRBT, Hyderabad and Mumbai. In case any of hardware reaches its 'End of Support' date during the period of the contract, the Bidder shall be required to replace the hardware. The bidder will bear the cost of replacing all hardware.

## 7 Scope of Work

**The minimum specified scope of work to be undertaken by the selected bidder is mentioned below:**

1. The "Scope of Work" will include **Supply, Installation, Support/Services and Maintenance of Servers, Firewalls, Red Hat Enterprise Linux with Smart Virtualization and Management, Premium (2-sockets) and MySQL Software Subscription for IDRBT at Hyderabad and Mumbai.**
2. Supply of Bill of Material as per technical specification mentioned in **Annexures II, III and IV** of this RFP.
3. The Successful bidder has to Supply, Installation, Support/Services and Maintain the following for IDRBT at Hyderabad and Mumbai.

### 3.1 Servers

- a. Should rack mount the servers in the rack identified by IDRBT
- b. Should install the Red Hat Enterprise Linux with Smart Virtualization and Management, Premium (2-sockets) provided by IDRBT and create a virtual environment as per IDRBT requirements in the servers.
- c. Should integrate these servers with newly procured firewalls at Hyderabad and Mumbai.
- d. Should enable communication between the following in the virtual environment.
  - i. LAN to Servers and Virtual Machines.
  - ii. Between Virtual Machines
  - iii. Server Virtual Machine to WAN Network - INFINET and INTERNET.
  - iv. Virtual Machines in DMZ to Virtual Machines in Trusted Zone.
  - v. Enable security features to restrict access between Virtual Machine.

### 3.2 Red Hat Enterprise Linux with Smart Virtualization and Management, Premium (2-sockets) and MySQL Software Subscription

- a. Should install and configure Red Hat Enterprise Linux with Smart Virtualization and Management, Premium (2-sockets)
- b. Create Virtual Machines and allocate resources based on requirement
- c. Configure routing/switching/bridging in the server based on requirement
- d. Integrate servers and Virtual Machines with firewalls, switches, LAN and WAN networks (INFINET and INTERNET)
- e.



### 3.3 Firewalls

- a. Should rack mount the firewalls in the rack identified by IDRBT
- b. Should configure and harden the IOS of firewall and enable configuration required for integrating Servers and Firewall in coordination with IDRBT.
- c. Should enable communication between following
  - i. LAN to Servers
  - ii. Servers to WAN network - INFINET and INTERNET
  - iii. Servers in DMZ to Servers in Trusted Zone.

### 3.4 MySQL Software Support and Subscription

- a. Should install and configure the MySQL Enterprise Edition and Standards Edition on the identified servers at IDRBT and harden it.
  - b. Should provide support and subscription services in coordination with IDRBT.
4. The proposed solution should be agnostic to the underlying hardware, storage, network, operating system, and Hypervisors. In addition, it should integrate with the existing infrastructure management setup currently deployed at IDRBT.
  5. The proposed Bill of Material should have provision of handshake / interface / integration with IDRBT's existing hardware, software and network.
  6. The bidder should fix all the technical problems, provide and implement upgrades, updates free of cost to IDRBT, as and when released by the OEM during warranty and AMC period.
  7. The bidder to have back-to-back arrangement with OEM for Warranty and AMC, Certificate for the same to be provided along with Technical bid. A Letter of warranty and support from respective Original Equipment Manufacturer's (OEM) shall also be submitted in addition to a letter from respective Manufacturer's Authorization Form for the contract period.
  8. The OEMs should also provide certificate that all Equipment's offered are not be declared End of Life and End of Support for a minimum of 6 years from the date of acceptance.
  9. The bidder shall address statutory requirements, network and security audit recommendations suggested by IDRBT from time to time on regular basis without additional cost to IDRBT.
  10. The bidder to provide all necessary hardware and software required to make this solution work strictly as per following technical specifications. The specifications given are minimum. Bidder can quote equivalent or higher technical specifications to the IDRBT's requirements. However, no weight age would be given for higher configurations.
  11. The successful bidder will be required to provide AMC services for a period of 4 years after expiry of 3 years warranty period from the UAT/acceptance of the solution. The

bidder at his own cost, including the cost of transport, shall replace defective hardware.

12. The proposed BoM should be compatible for mounting to popular Modular DC type racks and finalized system integrator should shift/migrate to Modular Data Center type at no additional cost to IDRBT, based on the inputs from IDRBT.
13. IDRBT shall promptly notify the successful bidder in writing of any claims arising under this warranty. Upon receipt of such notice, the bidder shall with all reasonable speed, repair or replace the defective products or part thereof without cost to the IDRBT.
14. System maintenance, Support and Preventive maintenance:
  - a) The bidder shall provide free maintenance services during the period of warranty. After warranty period, the successful bidder will do maintenance of the entire system, during the contract period by deputing qualified maintenance engineer under the AMC contract.
  - b) The successful bidder shall ensure that faults and failures intimated by IDRBT as above are set right within 24 hours of being informed of the same.

## 8 Training

A Comprehensive training shall be the key to successful Operations and Maintenance; hence, the successful bidder is required to provide training (for three days) to IDRBT nominated Officials at IDRBT, Hyderabad The training documents, including Operating Manuals, Standard Operating Procedures (SOP) for the proposed solution shall be prepared and shared by the successful bidder with IDRBT. The successful Bidder is free to propose the training plan. However, at a minimum, the plan shall include the following:

Sr No	Training Description
1	Overview of the components Installed
2	Technical Architecture
3	Operating procedure Hardware and Software
4	Technical and Operational Manual of the solution
5	Handling worst case scenarios

The above plan is only indicative; the final training plan shall be finalized between the successful bidder and IDRBT.

No separate charges will be paid for training.

## 9 User Acceptance Test

The implementation shall be deemed as completed in all respects only after

- a. as per the intent of this RFP;

- b. Enabling all the functionalities mentioned therein, i.e., go-live; and
- c. All the related trainings are completed and post training assessment carried out by IDRBT
- d. The successful bidder is expected to state the implementation plan and methodology and IDRBT's team and the successful bidder shall jointly decide the roll out methodology.
- e. IDRBT, prior to the initiation of the Operationalization phase, shall undertake a detailed UAT process.
- f. The User acceptance test will be carried out as per mutually agreed Acceptance Test Plan (ATP) against the systems requirements.
- g. The system will be considered accepted (supplied, installed and operationalized) only after ATP is completed as per the agreed plan and is duly signed/certified by the IDRBT and the successful bidder.

## 10 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 **Six months**.

## 11 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.

## 12 Confidentiality

Bidder 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, the

same shall be kept confidential and shall not be shared with any third party without prior written approval from IDRBT

### 13 Right to Verification

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

### 14 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.

### 15 Delivery & Installation Period

The following time schedule for completion of the activities from the date of placement of orders should be strictly adhered to. Delay in delivery and installation may invite penalties for the vendors.

a)	Delivery	≤ 4 Weeks
b)	Installation and Operationalization	≤ 4 Week

### 16 Warranty & AMC

**Three years' on-site comprehensive warranty** covering all parts & labor from the date of acceptance of the systems by IDRBT. During the warranty period, the successful bidder will have to undertake comprehensive maintenance of the entire hardware, hardware components, systems software and accessories supplied by the vendor.

1. Three years on-site comprehensive warranty should be provided.
2. After the warranty period, the vendor has to provide the acceptance for extending AMC support for further 3 years.
3. For Software Redhat and MySQL Support and Subscription is for one year.

### 17 Payment Terms:

1. Hardware items: A payment of 90 percent (90%) of the contracted sum, would be payable on successful installation, integration and issue of acceptance certificate to that effect by the Institute.

2. 10 percent (10%), would be payable after successful warranty period is over from the date of acceptance or payable against PBG of the contracted sum valid for 3 years.
3. IDRBT shall pay the AMC charges for the hardware devices on quarterly basis, after deducting the penalty amount and on successful discharge of service.
4. Software items: 100% payment will be made to the vendor on delivery of licenses & installation. The Software support charges will be paid annually in advance.
5. All payments will be released based on separate invoices submitted to Institute by the vendor.

## **18 Obligations of Successful Bidder**

- a. The successful bidder has to supply all the components, services and licenses to make solution complete and operational.
- b. The successful bidder is liable to supply, install and maintain any new location(s), which may come up in future anywhere in the country under this RFP, within the contract period. The successful bidder shall clearly specify warranty period and AMC for the remaining period of the contract period. The warranty/any benefit from the OEM shall be passed on to IDRBT directly.
- c. The successful bidder shall deploy their own computing resources and trained and experienced engineers for implementing, managing and maintaining the system.
- d. Whenever any new threats / vulnerabilities become public, The successful bidder shall bring this to the notice of IDRBT immediately and help/guide IDRBT in plugging the same. Once the call has been attended, successful bidder engineers shall put their maximum efforts and deploy their best resources to resolve all calls at the earliest possible time frame at both locations and ensure appropriate uptime.
- e. The successful bidder to ensure that during implementation of complete, the critical services hosted at IDRBT, Hyderabad and Mumbai shall not face any downtime due to security breach, security incident, improper configuration of security units/appliances/ components.

## **19 Order Cancellation:**

IDRBT reserves its right to cancel the order in the event of delay in delivery and installation beyond the stipulated time.

## **20 Penalty for Delay:**

For any delay in installation and commissioning of the equipment 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.

## 21 Penalty for downtime

Any equipment viz (Servers, Firewalls, Network) that is reported to be down should be either fully repaired or replaced by temporary substitute (of equivalent configuration) within 1 working days. In case vendor fails to meet the above standards of maintenance, there will be a penalty chargeable as specified in the table below.

Sl.No.	Item	Penalty chargeable per day (Rs)	No of Days
1	Servers/Firewalls	1,000/-	>1 and <=
2	Servers/Firewalls	2,000/-	>= 4

## 22 Repeated failure

During the warranty period if 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. Every quarter 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.

The bidders 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 bidder before the bid submission due date must be forwarded to the undersigned in writing. The Institute reserves the right to accept or reject the bidder 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

## 23 Resolution of Disputes

IDRBT and the bidder shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations, IDRBT and the bidder have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution by formal arbitration.

## 24 Indemnification

1. The bidder/ successful bidder at its own cost and expenses defend and indemnify the Institute against all third-party claims including those of the infringement of Intellectual

Property Rights, including patent, trademark, copyright, trade secret or industrial design rights, arising from use of the Products or any part thereof in India.

2. The bidder shall expeditiously meet any such claims and shall have full rights to defend itself there from. If the Institute is required to pay compensation to a third party resulting from such infringement, the bidder shall be fully responsible therefore, including all expenses and court and legal fees.
3. The Institute will give notice to the Bidder of any such claim and shall provide reasonable assistance to the bidder disposing of the claim.
4. The bidder shall also be liable to indemnify the Institute, at its own cost and expenses, against all losses/damages, which the Institute may suffer on account of violation by the bidder/successful bidder of any or all national/international trade laws, norms, standards, procedures, etc.

## 25 Liquidated Damages

The liquidated damages is an estimate of the loss or damage that the Institute may have suffered due to delay in performance or non-performance of any or all the obligations (under the terms and conditions of the purchase contract relating to supply, installation, operationalisation, implementation, training, support/services, acceptance, maintenance, etc., by the bidder/successful bidder and the bidder/successful bidder shall be liable to pay the Institute a fixed amount for each day of delay / non-performance of the obligations by way of liquidated damages, details of which will be specified in the RFP. Without any prejudice to the Institute's other rights under the law, the Institute shall recover the liquidated damages, if any, accruing to the Institute, as above, from any amount payable to the Bidder either as per the RFP, executed between the parties or under any other purchase agreement / contract, the Institute may have executed / shall be executing with the bidder/successful bidder.

## 26 Force Majeure

The bidder/successful bidder or the Institute shall not be responsible for delays or non-performance of any or all contractual obligations, caused by war, revolution, insurrection, civil commotion, riots, mobilizations, strikes, blockade, acts of God, Plague or other epidemics, fire, flood, obstructions of gation by ice of Port of dispatch, acts of government or public enemy or any other event beyond the control of either party, which directly, materially and adversely affect the performance of any or all such contractual obligations.

If a Force Majeure situation arises, the bidder/successful bidder shall promptly notify the Institute in writing of such conditions and any change thereof. Unless otherwise directed by the Organization in writing, the bidder/successful bidder shall continue to perform his obligations under the contract as far as possible, and shall seek all means for performance of all other obligations, not prevented by the Force Majeure event.

## **27 Jurisdiction**

The jurisdiction of the courts shall be Hyderabad.

**For any questions/clarifications related to requirements, please contact us at [eravinder@idrbt.ac.in](mailto:eravinder@idrbt.ac.in)**



## Annexure I

Tender No IDRBT/CA/GR/516/2019 – 2020 dated 6<sup>th</sup> September 2019

Sno	Bidders Eligibility Criteria	Full Compliance (Y/N)	Provide Documentary evidence
1	The Bidder shall provide evidence that it is a current legal entity.		
2	The Bidder/System Integrator should be the authorized representative /partner of respective OEMs. The proof in support of the same must be enclosed.		
3	The Bidder should have experience in the following fields: <b>Supply, Installation, Support/Services and Maintenance of Servers, Firewalls, Red Hat Enterprise Linux with Smart Virtualization and Management, Premium (2-sockets) and MySQL Software Subscription</b> for the organizations across India.		
4	The Bidder must warrant that key project personnel, should have minimum OEM certified engineers or equivalent certification on supplied Bill of Material, to be employed in this project have been sufficiently involved in similar past installation.		
5	The 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.		
6	The bidder should be profit-making company.		
7	The last three financial years' audited Balance Sheet and Profit and Loss reports shall be provided duly signed by concerned authorities.		
8	The Bidder must demonstrate that it has been engaged in providing similar services for other large National /International Financial / Banking Institutions.		
9	The Bidder shall provide references (including Referee names and contact details) in respect of major projects of similar type completed in the last three (3) years by the Bidder in any large organization and having its offices/branches across India.		
10	The Bidder must warrant that there is no legal action being taken against it for any cause in any legal jurisdiction. If such an action exists and the Bidder considers that it does not affect its ability to deliver the RFP requirements, it shall provide details of the action(s).		
11	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.		
12	Details regarding the fulfillment of the eligible criteria should be submitted as per Annexure – I.		



**Annexure – II**Tender No IDRBT/CA/GR/516/2019 – 2020 dated 6<sup>th</sup> September 2019**Technical Specification and Technical bid format for Hardware Server**

Sl. No	Parameter	Specification for Server	Full Compliance (Y/N)	Provide Documentary evidence
1	Make	Bidder to specify		
2	Model	Bidder to specify		
3	Form Factor	Maximum 2U Rack form factor with sliding rails to fit into industry standard Rack and Should be compatible with 3rd party smart racks.		
4	CPU	Intel Xeon 2 x 12 Core CPU @ 2.10 GHz or higher		
5	Chipset	Latest Intel chipset supporting above processor		
6	Motherboard	OEM make Server class motherboard		
7	Disk Drives	Minimum 5 x 1.2 TB/SAS Drive		
8	Controller	Integrated SAS RAID Controller		
9	Video Controller	On board video controller of atleast 16 MB.		
10	Raid	Raid 1, 0, 1+0, 5,6		
11	Cache	Minimum 16.5 MB L3 Cache or higher		
12	USB Port	5 USB 2.0/3.0 ports, 1 Serial, graphics (DB-15). Keyboard, Mouse shall be supported with the same USB.		
13	Cooling Fans	Redundant hot swap and redundant cooling fans		
14	RAM	Minimum 8x16 GB (2666 MT/s Dual Rank or Higher ) Should be upgradable		
15	DIMM Slots	24 or higher		
16	PCI Slots	Minimum of 3 PCI 3.0 slots expansions		
17	Bus Slots	Bus slots should support for Dual/Quad Gigabit, Dual 10Gbps for increased bandwidth and additional network port requirements.		
18	Network	The system should supply with 4 ports of 1G on board Ethernet port and 2 Nos of 10G PCI Ethernet and dedicated management port.		
19	Diagnostics	Pre Failure Notification for all active and important components like processors, Memory, Hard drives, etc. and automatic calls logging.		
20	Optical Drive	External USB – DVD RW.		
21	Security	Power-on password, administrator password secure firmware update, trusted platform module.		
22	OS	Should support Red Hat Enterprise Linux with		

Sl. No	Parameter	Specification for Server	Full Compliance (Y/N)	Provide Documentary evidence
		Smart Virtualization and Management, Premium (2-sockets)		
23	Systems Management and Diagnostics	Standard management features by Server OEM only. Vendor should provide unified management suite that can monitor and manage all the servers deployed by vendor at delivery site using a single console. The server should come with systems management software to provide update management, configuration management, patch management and virtualization management. The software should be able to Cap data based on the report.		
24	Power Supply	Redundant Power Supply with necessary power cables/cords		
25	Warranty	3 year onsite warranty with 4 Years AMC. Offered server should carry direct warranty from OEM (24 x 7 call logging with 6 hours call to resolution cycle) and the same should be substantiated by necessary supporting document.		
26	Accessories	The system has to be supplied with standard documentation, cables, Rack Mount Kit and necessary accessories should be supplied.		

**Annexure – III**Tender No IDRBT/CA/GR/516/2019 – 2020 dated 6<sup>th</sup> September 2019**Technical Specification and Technical bid format for Firewalls**

Sr.No	Firewall Specifications	Full Compliance (Y/N)	Provide Documentary evidence
1	<b>General</b>		
2	The proposed OEM should be in Leaders Quadrant in latest Gartner Magic Quadrant Report for Enterprise firewalls for atleast 2 years.		
3	The firewall OEM should be ICSA labs certified for firewall.		
4	The OEM should be having recommended rating from NSS Labs Next Generation Firewall from past 2 years		
5	The proposed firewall IOS should be IPv6 Phase II Ready certified.		
6	<b>Hardware</b>		
7	The proposed firewall must be an appliance based		
8	Network security appliance should support "Stateful" policy inspection technology. It should also have application intelligence for commonly used TCP/IP protocols like telnet, ftp etc., Capabilities in a single appliance from day one.		
9	The appliance hardware can have a multi-core CPU with a hardened 64 bit operating system to support higher memory		
10	The platform must be supplied with 6 x 10/100/1000Base-T RJ45 ports		
11	The Appliance should have USB & Console Ports		
12	<b>Firewall Performance</b>		
13	Should have firewall throughput of 3 Gbps		
14	IPSec VPN throughput should be 1 Gbps		
15	Proposed IPS throughput with TCP and UDP traffic blend, with recommended IPS Policy, scanning all part of sessions in both directions must be atleast 500 Mbps		
16	Must support atleast 1 million concurrent sessions		
17	Must support atleast 15,000 or more Connections per second.		
18	Firewall should have local in-built storage of atleast 240 GB		
19	<b>Firewall Features</b>		
20	Should operate both in bridge mode or transparent mode apart from the standard NAT mode.		

21	Firewall should support IPSec NAT traversal.		
22	Secure communications between site-to-site and remote users with IPsec and SSL VPN.		
23	Should provide NAT functionality including PAT. Should support NAT 66, NAT 64, DNS 64, Static NAT IPv4 to IPv6 and vice versa, IPv6-IPv4 tunnelling or dual stack.		
24	Should support IPv4 & IPv6 policies.		
25	It should support the IPSec VPN for both site-site and remote access VPN		
26	Antivirus, Anti-bot, IPS, App Control, URL Filtering, SSL VPN, licenses to be provided as a bundle along with the Firewall appliance		
27	Following latest protocols must be supported -- IPSec / GRE, DES, 3DES, AES (128,192,256),MD5, SHA-1,SHA -2,Diffie-Hellman Groups, IKE v1, v2 algorithms.		
28	- FTP, HTTP, HTTPS, SNMP, SMTP, DHCP, DNS		
29	The firewall should support transparent (Layer 2) firewall or routed (Layer 3) firewall Operation		
30	Firewall should support minimum VLANS 1024		
31	Firewall should support static NAT, policy based NAT and PAT		
32	<b>Authentication</b>		
33	Should support User-Group based authentication (Identity based Firewalling) & Scheduling.		
34	Should support authentication servers- RADIUS, LDAP and Active Directory.		
35	Support for RSA SecureID or other Token based products.		
36	<b>Intrusion Prevention System</b>		
37	Should have a built-in Signature and Anomaly based IPS engine on the same unit		
38	IPS should have event correlation technology for detection, blocks multi-event attacks and malware in real time.		
39	Should have protection for more than 7500 signatures		
40	Signature based detection using real time updated database		
41	The proposed solution must be able to detect and prevent DoS.		
42	Supports user-defined signatures with regular expressions.		
43	<b>Gateway Anti-Virus</b>		
44	Antivirus protection with real-time virus signatures and		

45	Solution should be able to detect & Prevent bot outbreaks.		
46	Solution should be able to detect & Prevent the Bot communication with Command & Control Server.		
47	Anti-Spam protection to protect the email infrastructure - defending organizations from a wide variety of virus and malware threats delivered within email.		
48	Should have configurable policy options, Possible to select traffic to scan for viruses.		
49	The gateway anti-virus should be supported fro real-time detection of viruses and a malicious code for all popular web/internet protocols.		
50	<b>Application Control</b>		
51	Web site access control with application control. Must Identify, allow, block or limit the use of thousands of applications, including Web 2.0 and social networking, regardless of port, protocol or evasive technique used to traverse the network.		
52	Should have application control features for 2500 or more applications.		
53	Should perform traffic shaping of popular P2P applications.		
54	Should control popular IM/P2P applications regardless of port/protocols.		
55	The solution should provide the protection from zero day attacks, known & un-known attacks.		
56	The proposed solution shall support DNS proxy		
57	The proposed appliance should have rich Security Management features for managing, monitoring and maintenance of the		
58	3-year onsite warranty with 4 Years AMC. Offered firewall should carry direct warranty from OEM -24 x 7 call logging with 6 hours call to resolution cycle) and the same should be substantiated by necessary supporting document.		

**Annexure – IV**

**Tender No IDRBT/CA/GR/516/2019 – 2020 dated 6<sup>th</sup> September 2019**

**Technical Specifications for Red Hat Enterprise Linux with Smart Virtualization and Management, Premium (2-sockets) and MySQL Software Subscription**

<b>Sr.No</b>	<b>Software Specifications</b>	<b>Full compliance (Y / N)</b>	<b>Provide documentary evidence</b>
1	Technical Specifications for MySQL Enterprise Edition Latest version with Support and Subscription for 2 Socket Server		
2	Technical Specifications for MySQL Standard Edition Latest version with Support and Subscription for 2 Socket Server		
3	Red Hat Enterprise Linux with Smart Virtualization and Management, Premium (2-sockets) - MCT2989		





## Annexure – V

Tender No IDRBT/CA/GR/516/2019 – 2020 dated 6<sup>th</sup> September 2019

<b>Commercial Bid Format Supply, Installation, Support/Services and Maintenance of Servers, Firewalls, Red Hat Enterprise Linux with Smart Virtualization and Management, Premium (2-sockets) and MySQL Software Subscription</b>							
Sno	Description	Qty (a)	Unit Price (b)	Total Amount in Rs (c) = a*b	Taxes in % (d)	Taxes e=d*c	Total Amount in Rs f= e+c
1	Servers with 3 Years warranty	2					
2	Red Hat Enterprise Linux with Smart Virtualization and Management, Premium (2-sockets) – Part No MCT2989 per annum	2					
3	a) Server AMC for 4 <sup>th</sup> Year	2					
	b) Server AMC for 5 <sup>th</sup> Year	2					
	c) Server AMC for 6 <sup>th</sup> Year	2					
	d) Server AMC for 7 <sup>th</sup> Year	2					
4	Firewalls with 3 Years warranty	2					
5	a) Firewalls AMC for 4 <sup>th</sup> Year	2					
	b) Firewalls AMC for 5 <sup>th</sup> Year	2					
	c) Firewalls AMC for 6 <sup>th</sup> Year	2					
	d) Firewalls AMC for 7 <sup>th</sup> Year	2					
6	a) MySQL Enterprise Edition latest version Support and Subscription Charges per annum	2					
	b) MySQL Standard Edition latest version Support and Subscription Charges per annum	2					
7	Installation Charges						
8	<b>Grand Total in Rs Inc taxes</b>						

For TCO calculation, the NPV will be calculated at a discounted factor of 8% for all the AMCs.



**Annexure – VI****MANUFACTURER'S AUTHORISATION FORM (MAF)**

No. \_\_\_\_\_ Dated \_\_\_\_\_

To

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_**Tender No IDRBT/CA/GR/516/2019 – 2020 dated 6<sup>th</sup> September 2019 for Supply, Installation, Support/Services and Maintenance of Servers, Firewalls, Red Hat Enterprise Linux with Smart Virtualization and Management, Premium (2-sockets) and MySQL Software Subscription for IDRBT at Hyderabad and Mumbai.**

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.



**PERFORMANCE BANK GUARANTEE**

The Director,

Institute for Development and Research in Banking Technology,  
Road No. 1, Castle Hills,  
Masab Tank,  
Hyderabad –500057

Dear Sirs,

**PERFORMANCE BANK GUARANTEE – for Tender No IDRBT/CA/GR/516/2019 – 2020 dated 6<sup>th</sup> September 2019 Supply, Installation, Support/Services and Maintenance of Servers, Firewalls, Red Hat Enterprise Linux with Smart Virtualization and Management, Premium (2-sockets) and MySQL Software Subscription for IDRBT at Hyderabad and Mumbai.**

**WHEREAS**

M/s. (name of System Integrator), a company registered under the Companies Act, 1956, having its registered and corporate office at (address of the System Integrator), (hereinafter referred to as "our constituent", which expression, unless excluded or repugnant to the context or meaning thereof, includes its successors and assigns), entered into a Purchase Agreement dated.. (hereinafter, referred to as "the said Agreement") with you (IDRBT) for Supply, Installation, Support/Services and Maintenance of Servers, Firewalls, Red Hat Enterprise Linux with Smart Virtualization and Management, Premium (2-sockets) and MySQL Software Subscription for IDRBT at Hyderabad and Mumbai as detailed in the said Agreement.

We are aware of the fact that in terms of sub-para (...), Section (...), Chapter (...) of the said Agreement, our constituent is required to furnish a Bank Guarantee for an amount Rs..... (in words and figures), being 10% of the Contract Price of Rs. ... (in words and figures), as per the said Agreement, as security against breach/default of the said Agreement by our Constituent.

In consideration of the fact that our constituent is our valued customer and the fact that he has entered into the said Agreement with you, we, (name and address of the bank), have agreed to issue this Performance Bank Guarantee.

Therefore, we (name and address of the bank) hereby unconditionally and irrevocably guarantee you as under :

- I. In the event of our constituent committing any breach/default of the said Agreement, which breach/default has not been rectified within a period of thirty (30) days after receipt of written notice from you, we hereby agree to pay you forthwith on demand such sum/s not exceeding the sum of Rs..... (in words and figures) without any demur.
- II. Notwithstanding anything to the contrary, as contained in the said Agreement, we agree that your decision as to whether our constituent has made any such default/s / breach/es, as afore-said and the amount or amounts to which you are entitled by reasons thereof, subject to the terms and conditions of the said Agreement, will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Performance Bank Guarantee, but will pay the same forthwith on your demand without any protest or demur.
- III. This Performance Bank Guarantee shall continue and hold good till the completion of the contracted period for the 'Total Solution' i.e. (date), subject to the terms and conditions in the said Agreement.
- IV. We bind ourselves to pay the above said amount at any point of time commencing from the date of the said Purchase Agreement until the completion of the contracted period for the Total Solution as per said Agreement.
- V. We further agree that the termination of the said Agreement, for reasons solely attributable to our constituent, virtually empowers you to demand for the payment of the above said amount under this guarantee and we have an obligation to honour the same without demur.
- VI. In order to give full effect to the guarantee contained herein, we (name and address of the bank), agree that you shall be entitled to act as if we were your principal debtors in respect of your claims against our constituent. We hereby expressly waive all our rights of surety ship and other rights, if any, which are in any way inconsistent with any of the provisions of this Performance Bank Guarantee.
- VII. We confirm that this Performance Bank Guarantee will cover your claim/s against our constituent made in accordance with this Guarantee from time to time, arising out of or in relation to the said Agreement and in respect of which your claim is lodged with us on or before the date of expiry of this Performance Guarantee, irrespective of your entitlement to other claims, charges, rights and relief's, as provided in the said Agreement.
- VIII. Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by

post, it shall be deemed to have been given to us after the expiry of 48 hours when the same has been posted.

- IX. If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent under intimation to you (IDRBT)
  - X. This Performance Bank Guarantee shall not be affected by any change in the constitution of our constituent nor shall it be affected by any change in our constitution or by any amalgamation or absorption thereof or therewith or reconstruction or winding up, but will ensure to the benefit of you and be available to and be enforceable by you.
  - XI. Notwithstanding anything contained hereinabove, our liability under this Performance Guarantee is restricted to Rs..... (in words and figures) and shall continue to exist, subject to the terms and conditions contained herein, unless a written claim is lodged on us on or before the afore-said date of expiry of this guarantee.
  - XII. We hereby confirm that we have the power/s to issue this Guarantee in your favour under the Memorandum and Articles of Association/ Constitution of our bank and the undersigned is/are the recipient of authority by express delegation of power/s and has/have full power/s to execute this guarantee under the Power of Attorney issued by the bank in his/their favour.
2. We further agree that the exercise of any of your rights against our constituent to enforce or forbear to enforce or any other indulgence or facility, extended to our constituent to carry out the contractual obligations as per the said Agreement, would not release our liability under this guarantee and that your right against us shall remain in full force and effect, notwithstanding any arrangement that may be entered into between you and our constituent, during the entire currency of this guarantee.

Notwithstanding anything contained herein:

- I. Our liability under this Performance Bank Guarantee shall not exceed Rs. .... (in words and figure) ;
- II. this Performance Bank Guarantee shall be valid only up to ..... (date, i.e., completion of contracted period for the Total Solution) ; and
- III. we are liable to pay the guaranteed amount or part thereof under this Performance Bank Guarantee only and only if we receive a written claim or demand on or before .... (date i.e. completion of the contracted period for the Total Solution).



This Performance Bank Guarantee must be returned to the bank upon its expiry. If the Performance Bank Guarantee is not received by the bank within the above-mentioned period, subject to the terms and conditions contained herein, it shall be deemed to be automatically cancelled.

Dated ..... this ..... day ..... 2019.

Yours faithfully,

For and on behalf of the ..... Bank,

(Signature)

Designation

(Address of the Bank)

**Note:**

- a) This guarantee will attract stamp duty as a security bond under Article 54(b) of the Mumbai Stamp Act, 1958.
- b) A duly certified copy of the requisite authority conferred on the official/s to execute the guarantee on behalf of the bank should be annexed to this guarantee for verification and retention thereof as documentary evidence in the matter.

Form "B"

**Technical Deviation Statement**

Tender No    dated    .

**Supply, Installation, Support/Services and Maintenance of Servers, Firewalls, Red Hat Enterprise Linux with Smart Virtualization and Management, Premium (2-sockets) and MySQL Software Subscription for IDRBT at Hyderabad and Mumbai.**

The following are the particulars of deviations from the requirements of the tender specifications:

<b>Sno</b>	<b>Clause</b>	<b>Annexure No</b>	<b>Deviation</b>	<b>REMARKS (Including justifications)</b>

The technical specifications furnished in the bidding document shall prevail over those of any others document forming a part of our bid except only to the extent of deviations furnished in this statement.

Dated -----

Signature and seal of the

Bidder

**Note:** Where there is no deviation, the statement should be returned duly signed with an endorsement indicating "No Deviations".

