



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

**Tender No: IDRBT/SYS/ER/782/2020 – 2021 dated 5<sup>th</sup> June, 2020**

**Request for Proposal (RFP)**

**For**

**Supply, Installation and Maintenance of Servers with Operating System, Virtualization  
Software and SAN Storage**

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

**June 2020**



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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, Maintenance of Servers with Operating System, Virtualization Software and SAN Storage for IDRBT, Hyderabad**. 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.



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# Request for Proposal

IDRBT invites sealed tenders for **Supply, Installation, Maintenance of Servers with Operating System, Virtualization Software and SAN Storage for IDRBT**. 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 and Research in Banking Technology (IDRBT) is an autonomous body Established by Reserve Bank of India. The primary goal of the Institute is, as follows:

- 1.1. Development & Research on Banking Technology.
- 1.2. The systemic requirements of the banking system
- 1.3. Offer training in banking technologies for Indian Banking sector
- 1.4. 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 providing high uptime of the application services on 24x7 basis to Member banks over INFINET & INTERNET network and IDRBT staff. The main objective of this RFP is to replace old servers and adding additional servers with SAN Storage, for hosting IT Applications.

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### 3. Bid Schedule

<b>Tender Reference number</b>	IDRBT/SYS/ER/782/2020 – 2021 dated 5 <sup>th</sup> June 2020
<b>Issue of RFP</b>	5 <sup>th</sup> June 2020
<b>Pre-Bid meeting with Vendors</b>	15 <sup>th</sup> June 2020 11:00 AM (Will be held physically or through webex depending upon the Covid-19 lockdown position.)
<b>Time and Last Date for receipts of bids</b>	30 <sup>th</sup> June 2020 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 – 23294010 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, Maintenance of Servers with Operating System, Virtualization Software and SAN Storage for IDRBT at Hyderabad as per Tender No IDRBT/SYS/ER/782/2020 – 2021 dated 5<sup>th</sup> June, 2020**” and “**Commercial Bid for Supply, Installation, Maintenance of Servers with Operating System, Virtualization Software and SAN Storage for IDRBT at Hyderabad as per Tender No IDRBT/SYS/ER/782/2020 – 2021 dated 5<sup>th</sup> June, 2020**” on or before 3:30 PM of 30<sup>th</sup> June 2020.

### 5. Bidders Eligibility Criteria

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

Sr.No	Basic Requirement	Bidders Eligibility Criteria	Documentary evidence required
1	Legal Entity	The Bidder shall provide evidence that it is a current legal entity.	Attested copy of the Certificate of Incorporation/Registration of the Bidder
2	Duration of past experience	The Bidder should have experience in the following fields: Supply, Installation, Maintenance of Servers with Operating System, Virtualization Software and SAN Storage for the organizations across India.	The Bidder should submit documentary evidence in support of minimum experience of 5 years (Copies of Purchase Order and Completion certificate to be attached)
3	Annual Turnover	The OEM / Bidder should have a minimum annual turnover of at least Rs.12 Crores in each of the last three financial years (i.e. 2017-18, 2018-19, & 2019-20).	Certificate from the statutory auditor
4	Net worth	The Bidder should have positive net worth in the last three financial years (i.e. 2017-18, 2018-19, & 2019-20).	Certificate from the statutory auditor
5	Technical Capability	<p>Bidder must have successfully completed in the last five years at least the following numbers of similar IT infrastructure Implementation engagement(s) of value specified herein:</p> <ul style="list-style-type: none"> <li>• One project of similar nature not less than the amount Rs.1 Crore</li> <li><b>OR</b></li> <li>• Two projects of similar nature not less than the amount equal Rs.60 Lakhs</li> <li><b>OR</b></li> <li>• Three projects of similar nature not less than the amount equal Rs.50 Lakhs</li> </ul>	Copies of POs and completion certificate from client

Sr.No	Basic Requirement	Bidders Eligibility Criteria	Documentary evidence required
6	General / Legal Status	The company should not be blacklisted by any Government agency / Banks / Other Financial Institutions in India.	Self-declaration on the company letter head signed by Company Secretary or Board approved Authorized Signatory.
7	OEM's Authorization	Bidder should be a OEM Authorized partner/ System Integrator.	Bidder has to provide an Ink Signed MAF for the quoting OEM along with Technical Bid
8	Support	Bidder should have a local entity in Hyderabad to provide better support during the warranty	Documentary proof to be enclosed.

5.2 Details regarding the fulfillment of the eligible criteria should be submitted as per **Annexure IV**.

5.3 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.

5.4 The Bidder/System Integrator should be the authorized representative /partner of respective OEMs. As proof in support of the same, Partner certificate copy/MAF should be enclosed.

## 6. Terms & Conditions

6.1 All bids and supporting documentation shall be submitted in English.

6.2 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.

6.3 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.

6.4 IDRBT will not take into consideration, any variation in the \$ price.



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- 6.5 IDRBT reserves right to change the Quantity of the Items.
  - 6.6 The Supply and Installation of Hardware and Software should be completed within 12 (Twelve) weeks from the date of issue of purchase order.
  - 6.7 IDRBT reserves the right to reject all or any of the quotations without assigning any reason thereof.
  - 6.8 The bidder should work in close association with other vendors/service providers working for IDRBT.
  - 6.9 The RFP also includes buy back of existing infrastructure that will be replaced, which includes dismantling and shifting from the site. The list of servers under buy-back is as per **Annexure XVIII**.

## **7. Criteria for evaluation**

- 7.1 The objective of the evaluation process is to evaluate the bids to select an effective and best fit solution at a competitive price. The decision of the IDRBT shall be final.

### **7.2 Two Stage evaluation process**

- i. Bidder has to submit complete bid before the stipulated time given in the RFP document. For the purpose of the evaluation and selection of bidder for this project, a two-stage evaluation process will be as followed:
- ii. **Stage I** - Examination of bidders' eligibility –The IDRBT will evaluate the documents viz. eligibility criteria, Non-Disclosure Agreement (NDA) and other documents submitted along with Technical bid. In the first stage, only the 'Technical Bids' of those who fulfill the **Eligibility Criteria** will be evaluated. Bidders have to submit BoQ without prices and also indicating the compliance to specifications as the technical bid. Those bidders satisfying the technical requirements of **Annexure – IX to XV** as determined by the IDRBT and as per the requirements / specifications and the terms and conditions of this document, shall be short-listed.
- iii. **Stage II** - Commercial Bids evaluation – 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.
- iv. IDRBT will notify the name of the Successful Bidder only.

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### 7.3 Technical Bid

- i. The Technical Specifications of Servers and Software are to be submitted as per **Annexure IX to XV**.
- ii. The bidders are required to submit a Technical Bid indicating the specifications and compliance to the specifications.
- iii. The Bidder must warrant that key project personnel, should have minimum OEM certified engineers (certified for RHEL/ Microsoft Windows Server) or equivalent certification on supplied Bill of Material, to be employed in this project who have been sufficiently involved in similar past installation.
- iv. The Bidder has to submit the list of members of the project team and copies of their certifications.
- v. The Bid is liable to be rejected if any commercial details are found along with the technical bid.

### 7.4 The Commercial Bid:

- i. The bidders are required to submit a Commercial bid as per the Commercial Bid format enclosed as **Annexure XVII**.
- ii. The Bidder must organize the bid in accordance with the format specified in the tender document.

## 8. List of Annexures:

Sno	Formats	Description	Submission
1	Annexure - I	Document Submission Checklist	Mandatory
2	Annexure - II	Bidder's application Form	Mandatory
3	Annexure – III	Bidders profile Form	Mandatory
4	Annexure – IV	Bidder Eligibility Criteria	Mandatory
5	Annexure – V	Bidders Queries Pro-forma	Mandatory
6	Annexure – VI	Bidder's Undertaking	Mandatory
7	Annexure VII	Manufacturer's Authorization Form (MAF)	Mandatory
8	Annexure VIII	Non-Disclosure Agreement	Mandatory
9	Annexure IX	Technical Specification for Servers Type I	Mandatory
10	Annexure X	Technical Specification for Servers Type II	Mandatory
11	Annexure XI	Technical Specification for Servers Type III	Mandatory

Sno	Formats	Description	Submission
12	Annexure XII	Technical Specifications for SAN Storage	Mandatory
13	Annexure XIII	Technical Specifications for SAN Switch	Mandatory
14	Annexure XIV	12 Port KVM Switch	Mandatory
15	Annexure XV	Technical Specifications for Virtualization Software	Mandatory
16	Annexure XVI	Format for Deviations from Technical Specifications and Terms and Conditions of the RFP	Mandatory
17	Annexure XVII	Commercial Bid Format	Mandatory
18	Annexure XVIII	List of servers for buy-back	Mandatory
19	Annexure XIX	Performance Bank Guarantee	Mandatory

The Bill of Material shall be hosted at IDRBT, Hyderabad. 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.

## 9. Scope of Work

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

- 9.1. The "Scope of Work" will include Supply, Installation, and Maintenance of Servers with Microsoft Windows Server / RHEL software and SAN Storage.
- 9.2. Supply of Bill of Material as per technical specification mentioned in **Annexures IX to XV** of this RFP.
- 9.3. The Successful bidder has to Supply, Installation, Support/Services and Maintain the following for IDRBT at Hyderabad.
- 9.4. The existing applications have to be ported to the new servers.
- 9.5. The hardware and software to be supplied are:

### 9.5.1. Servers

- i. Should rack mount the servers in the rack (Stulz Smart Rack) identified by IDRBT
- ii. Should install the Microsoft Windows Server /RHEL and create a virtual environment as per IDRBT requirements in the servers.

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- iii. Integrate servers and Virtual Machines with firewalls, switches, LAN and WAN networks (INFINET and INTERNET)
  - iv. Should enable communication between the following in the virtual environment.
    - a. LAN to Servers and Virtual Machines.
    - b. Between Virtual Machines
    - c. Server Virtual Machine to WAN Network - INFINET and INTERNET.
    - d. Virtual Machines in DMZ to Virtual Machines in Trusted Zone.
    - e. Enable security features to restrict access between Virtual Machine.

#### **9.5.2. Microsoft Windows Server 2019 / RHEL**

- i. Should install and configure OS
- ii. Should install and configure Virtualization Software
- iii. Create Virtual Machines and allocate resources based on requirement
- iv. Configure routing/switching/bridging in the server based on requirement

#### **9.5.3. Installation and integration of SAN Switch and SAN Storage with servers.**

#### **9.5.4. Installation and integration of KVM switch with servers and rack.**

- 9.6. The successful bidder is expected to submit the implementation plan and methodology and IDRBT's team and the successful bidder shall jointly decide the roll out methodology.
- 9.7. The scope includes the dismantling and removal of all equipment, cables, etc. being replaced at no extra cost.
- 9.8. 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.
- 9.9. 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.
- 9.10. 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 7 years from the date of acceptance.
- 9.11. The bidder shall address statutory requirements, network and security audit

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recommendations suggested by IDRBT from time to time on regular basis without additional cost to IDRBT.

9.12. The specifications given are minimum. Bidder can quote equivalent or higher technical specifications to the IDRBT's requirements. However, no weightage would be given for higher configurations.

9.13. The successful bidder will be required to provide comprehensive 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.

9.14. 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.

## 10. 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.

Sr.No	Description	Period
a	Delivery	≤ 6 Weeks
b	Installation and Operationalization	≤ 6 Week

## 11. 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.

11.1. Three years on-site comprehensive warranty should be provided for all hardware equipment.

11.2. After the warranty period, the vendor has to provide AMC support for further 4 years.

11.3. For Software Redhat and Microsoft Windows Server Support and Subscription is

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for one year.

11.4. The 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.

## **12. System maintenance, Support and Preventive maintenance:**

12.1. 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.

12.2. 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.

## **13. 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.

## **14. Penalty for downtime**

Any equipment viz (Servers, SAN Switch, SAN Storage) 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.

<b>Sl.No</b>	<b>Item</b>	<b>Penalty chargeable per day (Rs)</b>	<b>Response Time</b>
1	Servers/SAN Storage/SAN Switch	1,000/-	>6 Hrs and ≤ 1 day
		2,000/-	>1 and ≤ 4 days
		5,000/-	≥ 4 days

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## 15.Repeated failure

15.1.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.

15.2.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

## 16.Training

16.1.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:

<b>Sr No</b>	<b>Training Description</b>
1	Overview of the components Installed
2	Technical Architecture
3	Operating procedure Hardware and Software
4	Technical and Operational Manuals
5	Handling worst case scenarios

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

16.3. No separate charges will be paid for training.

## **17. User Acceptance Test**

17.1. IDRBT, prior to the initiation of the Operationalization phase, shall undertake a detailed UAT process.

17.2. The User acceptance test will be carried out as per mutually agreed Acceptance Test Plan (ATP) against the systems requirements.

17.3. 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.

## **18. 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**.

## **19. Correction of Errors**

Arithmetic errors in bids will be treated as follows:

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

19.2. 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.

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

19.4. 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.



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## 20. 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.

## 21. Right to Verification

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

## 22. Insurance

- 22.1. 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.
- 22.2. 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.

## 23. Payment Terms:

- 23.1. Hardware items: A payment of 90 percent (90%) of the contracted sum would be payable on successful installation, integration and issue of acceptance certificate by the Institute.
- 23.2. 10 percent (10%), would be payable after successful warranty period is over from the date of acceptance or payable against PBG valid for 3 years.
- 23.3. IDRBT shall pay the AMC charges for the hardware devices on quarterly basis, after deducting the penalty amount (if any) and on successful discharge of service.
- 23.4. 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.
- 23.5. All payments will be released based on the invoices submitted to Institute by the vendor.

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## **24. Obligations of Successful Bidder**

- 24.1. The successful bidder has to supply all the components, services and licenses to make solution complete and operational.
- 24.2. The successful bidder shall deploy their own computing resources, trained and experienced engineers for implementing, managing and maintaining the system.
- 24.3. 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.
- 24.4. The successful bidder to ensure that during the implementation, the critical services hosted at IDRBT, Hyderabad shall not face any downtime due to improper configuration.

## **25. Order Cancellation:**

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

## **26. 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.

## **27. Indemnification**

- 27.1. 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

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industrial design rights, arising from use of the Products or any part thereof in India.

27.2. 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.

27.3. The Institute will give notice to the Bidder of any such claim and shall provide reasonable assistance to the bidder disposing of the claim.

27.4. 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.

## **28. 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.

## **29. 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

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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.

### **30. 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)**

### Document Submission Checklist

The bidder has to ensure that the following have been submitted as a part of the RFP submission process. Failure to provide any of the documents as detailed below could lead to the disqualification of the bidder from the bid.

The following documents/items need to be submitted:

Sr.No	Description	Submitted (Bidder)	Verified (IDRBT)
1	Bidder's application Form	<input type="checkbox"/>	<input type="checkbox"/>
2	Bidders profile Form	<input type="checkbox"/>	<input type="checkbox"/>
3	Bidders Eligibility Format	<input type="checkbox"/>	<input type="checkbox"/>
4	Technical Bid Forms - BILL OF MATERIAL WITHOUT PRICES	<input type="checkbox"/>	<input type="checkbox"/>
5	Deviations from Technical Specifications and Terms and Conditions of the RFP	<input type="checkbox"/>	<input type="checkbox"/>
6	Bidders Queries Pro-forma	<input type="checkbox"/>	<input type="checkbox"/>
7	Bidder's Undertaking	<input type="checkbox"/>	<input type="checkbox"/>
8	Manufacturers' Authorization Form	<input type="checkbox"/>	<input type="checkbox"/>
9	Non-Disclosure Agreement	<input type="checkbox"/>	<input type="checkbox"/>
10	Commercial Bid	<input type="checkbox"/>	<input type="checkbox"/>
11	Performance Bank Guarantee	<input type="checkbox"/>	<input type="checkbox"/>



**Bidder's application Form**

[On the Letterhead of the Applicant]

Place:

Date:

To,

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

Dear Sir,

**Tender No : IDRBT/SYS/ER/782/2020 – 2021 dated 5<sup>th</sup> June,2020**

**Request for Proposal (RFP) for Supply, Installation and Maintenance of Servers with Operating System, Virtualization Software and SAN Storage**

Being duly authorized to represent and act on behalf of .....  
(hereinafter referred to as "the Applicant"), and having reviewed and fully understood all of the qualification requirements and information provided, the undersigned hereby apply **Request for Proposal (RFP) for Supply, Installation and Maintenance of Servers with Operating System, Virtualization Software and SAN Storage**. The details as per the requirements of the RFP enquiry are enclosed for your consideration.

Yours faithfully,

\_\_\_\_\_  
(Signature of Authorized Signatory)  
**<NAME, TITLE AND ADDRESS>**

FOR AND ON BEHALF OF  
**<NAME OF THE APPLICANT ORGANISATION>**





## Bidders profile Form

Tender No : IDRBT/SYS/ER/782/2020 – 2021 dated 5<sup>th</sup> June,2020

BIDDER DETAILS		
1	The registered name of the bidding	
2	Business address for correspondence	Location
		Street
		Locality
		City
		Pin Code
		Country
		Telephone
		Facsimile
		Email
	Other	
3	Name of the Bidder's Contact	
4	Contact's position with Bidder	
5	Contact addresses if different from above	Location
		Street
		Locality
		City
		Pin Code
		Country
		Telephone
		Facsimile
		Email
	Other	
6	Business structure	
7	Bid Company's registered address	
8	Details of company registration	
9	Names of Directors	Chairman President/Managing Director Directors
10	Include a structure chart reflecting the organization	
	<b>Experience in Similar Projects:</b> (Give details with respect to Virtualized environment and Infrastructure Management projects– a minimum of two projects.	

11	<b>Project Name:</b>		
12	<b>Project Location:</b>		
13	<b>Client Name:</b>		
14	<b>Client address:</b>		
15	<b>Client contact/reference person(s):</b>	Name	
		Address – if different from above	
		Telephone Facsimile	
		Mobile Phone	
		Email address	
16	<b>Project started (month/year):</b>		
17	<b>Project elapsed time – months- vis-à-vis Project schedule:</b>		
19	<b>Name of senior project staff:</b>		
		Project Director	
		Project Manager	
		Other	
20	<b>Nature of the Project:</b>		
31	<b>Details of deliverables, other than “Deliverables” specified by the Bank, the bidder proposes with specific reference to the scope of work.</b>		

## Bidder Eligibility Criteria

Tender No: IDRBT/SYS/ER/782/2020 – dated 5<sup>th</sup> June,2020

Sno	Basic Requirement	Bidders Eligibility Criteria	Documentary evidence required	Compliance (Y/N)
1	Legal Entity	The Bidder shall provide evidence that it is a current legal entity.	Attested copy of the Certificate of Incorporation/Registration of the Bidder	
2	Duration of past experience	The Bidder should have experience in the following fields: Supply, Installation, Maintenance of Servers with Operating System, Virtualization Software and SAN Storage for the organizations across India.	The Bidder should submit documentary evidence in support of minimum experience of 5 years (Copies of Purchase Order and Completion certificate to be attached)	
3	Annual Turnover	The OEM / Bidder should have a minimum annual turnover of at least Rs.20 Crores in each of the last three financial years (i.e. 2017-18, 2018-19, & 2019-20).	Certificate from the statutory auditor	
4	Net worth	The Bidder should have positive net worth in the last three financial years (i.e. 2017-18, 2018-19, & 2019-20).	Certificate from the statutory auditor	
5	Technical Capability	Bidder must have successfully completed in the last five years at least the following numbers of similar IT infrastructure Implementation engagement(s) of value specified herein: One project of similar nature not less than the amount Rs.1 Crore <b>OR</b> Two projects of similar nature not less than the amount equal Rs.60 Lakhs <b>OR</b> Three projects of similar nature not less than the amount equal Rs.50 Lakhs	Copies of POs and completion certificate from client	

Sno	Basic Requirement	Bidders Eligibility Criteria	Documentary evidence required	Compliance (Y/N)
6	General / Legal Status	The company should not be blacklisted by any Government agency / Banks / Other Financial Institutions in India.	Self-declaration on the company letter head signed by Company Secretary or Board approved Authorized Signatory.	
7	OEM's Authorization	Bidder should be a OEM Authorized partner/ System Integrator.	Bidder has to provide an Ink Signed MAF for the quoting OEM along with Technical Bid	
8	Support	Bidder should have a local entity in Hyderabad to provide better support during the warranty	Documentary proof to be enclosed.	

Bidders Queries Proforma

Tender No: IDRBT/SYS/ER/782/2020 – 2021 dated 5<sup>th</sup> June,2020

Contact Details

<b>Name</b>	
<b>Position</b>	
<b>Name of Organization submitting request (Enter Full Legal Entity name)</b>	
<b>Full formal address of the organization</b>	
<b>Tel</b>	
<b>Fax</b>	
<b>Email</b>	

<b>Sr No</b>	<b>RFP Section Numbe</b>	<b>RFP Page Number</b>	<b>RFP Point Number</b>	<b>Query Description</b>



**Bidder's Undertaking  
(On letterhead of the Bidder)**

Date:

To,

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

Dear Sir,

**Tender No: IDRBT/SYS/ER/782/2020 – 2021 dated 5<sup>th</sup> June,2020**

We, the undersigned, as bidder, having examined the complete RFP document (along with its annexes), do hereby offer to produce, deliver, install, support and maintain Board Meeting Solution in full conformity of your requirements as elaborated in above said RFP for the amounts mentioned by us in the Commercial Bid or such other sums as may be agreed to between us.

We hereby agree to all the terms and conditions stipulated in the RFP except for the variations and deviations of requirements as mentioned by us in the Compliance Statement, submitted along with our Technical Proposal.

We agree to abide by our Offer for a period of **180 days** from the date of last day of Bid submission and it shall remain binding on us for acceptance at any time before the expiration of this period.

We understand that you are not bound to accept the lowest or any bid you may receive.

We undertake, if our Bid is accepted, to provide Performance Bank Guarantee as per the prescribed format within the times stipulated in the RFP.

We undertake as a part of this contract for successful operation of the **Supply, Installation and Maintenance of Servers with Operating System, Virtualization Software and SAN Storage at IDRBT** during the warranty and AMC period (if contracted).

Yours faithfully,

(Authorized Signatory)

In the capacity of \_\_\_\_\_

Duly authorized to sign the Bid for and on behalf of \_\_\_\_





**Manufacturer's Authorisation Form (MAF)**

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

To

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Tender No: IDRBT/SYS/ER/782/2020 – 2021 dated 5<sup>th</sup> June,2020 for Supply, Installation and Maintenance of Servers with Operating System, Virtualization Software and SAN Storage**

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.



**Non - Disclosure Agreement (On ₹ 100 stamp paper)**

Date:

To,

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

[Salutation]

**Confidentiality Undertaking**

We acknowledge that during the course of bidding for Request for Proposal (RFP) floated for **Tender No: IDRBT/SYS/ER/782/2020 – 2021 dated 5<sup>th</sup> June,2020 for Supply, Installation and Maintenance of Servers with Operating System, Virtualization Software and SAN Storage at IDRBT.** we may have access to and be entrusted with Confidential Information. In this letter, the phrase "Confidential Information" shall mean information (whether of a commercial, technical, scientific, operational, administrative, financial, marketing, business, or intellectual property nature or otherwise), whether oral or written, relating to IDRBT and its business that is provided to us pursuant this Agreement. In consideration of you making Confidential Information available to us, we agree to the terms set out below:

1. We shall treat all Confidential Information as strictly private and confidential and take all steps necessary (including but not limited to those required by this Agreement) to preserve such confidentiality.
2. We shall use the Confidential Information solely for the preparation of our response to the RFP and not for any other purpose.
3. We shall not disclose any Confidential Information to any other person or firm, other than as permitted by item 5 below.
4. We shall not disclose or divulge any of the Confidential Information to any other client of [name of product vendor / implementation partner]
5. This Agreement shall not prohibit disclosure of Confidential Information:
  - To our partners/directors and employees who need to know such Confidential Information to assist with the bidding for RFP floated for **Supply, Installation and Maintenance of Servers with Operating System, Virtualization Software and SAN Storage**
  - With your prior written consent, such consent not to be unreasonably withheld;
  - To the extent that such disclosure is required by law;
  - To the extent that such disclosure is required by any rule or requirement of any

~~regulatory authority with which we are bound to comply; and~~

- To our professional advisers for the purposes of our seeking advice. Such professional advisers will be informed of the need to keep the information confidential.
6. Upon your request we shall arrange delivery to you of all Confidential Information, and copies thereof, that is in documentary or other tangible form, except:
    - For the purpose of a disclosure permitted by item 5 above; and
    - To the extent that we reasonably require to retain sufficient documentation that is necessary to support any advice, reports, or opinions that we may provide.
  7. This Agreement shall not apply to Confidential Information that:
    - Is in the public domain at the time it is acquired by us; Enters the public domain after that, otherwise than as a result of unauthorized disclosure by us;
    - Is already in our possession prior to its disclosure to us; and
    - Is independently developed by us.
  8. This Agreement shall continue perpetually unless and to the extent that you may release it in writing.
  9. We acknowledge that the Confidential Information will not form the basis of any contract between you and us
  10. We warrant that we are acting as principal in this matter and not as agent or broker for any person, company, or firm.
  11. We acknowledge that no failure or delay by you in exercising any right, power or privilege under this Agreement shall operate as a waiver thereof nor shall any single or partial exercise thereof or the exercise of any other right, power, or privilege.
  12. This Agreement shall be governed by and construed in accordance with Indian law and any dispute arising from it shall be subject to the exclusive jurisdiction of the Mumbai courts.

We have read this Agreement fully and confirm our agreement with its terms

Yours sincerely

Signature and Stamp of Company

[Authorized Signatory (same as signing the proposal) –

Implementation Partner] Name:

Position :

Date :

**Tender No: IDRBT/SYS/ER/782/2020 – 2021 dated 5<sup>th</sup> June,2020**

**Type I -Technical Specification and Technical bid format for Server**

<b>Sr.No</b>	<b>Component</b>	<b>Description</b>	<b>Complied Yes/No</b>	<b>Comments</b>
1	Make, Model & Part Number	Bidder to Specify		
2	Chipset	Latest Intel chipset supporting above processor		
3	Form Factor	Max. 2U rack mounted with sliding rails		
4	Motherboard	OEM make Server class motherboard		
5	Configured CPU	2x Intel Xeon Gold 6226R 2.9G, 16C/32T, 10.4GT/s, 22 M Cache, Turbo, HT (150W) DDR4-2933 or higher.		
6	Memory slots	Atleast 12 DDR4 DIMM slots RDIMMS & LR DIMMS supporting speeds minimum 2666MT/s.		
7	Memory configured	4 Nos x 32 GB RDIMM, 2933MT/s, Dual Rank, with atleast 50% slots free for future expansion, scalable to 512GB.		
8	RAID Controller	12Gbps PCIe 3.0 with RAID 1, 5, 6,10, 50		
9	Disks supported	At least 8 x SAS/SATA/SSD (2.5in / 3.5in)		
10	Disks configured	4Nos x 2.4 TB 10K RPM SAS 12Gbps 512 n/e (2.5in/ 3.5in) Hot-plug Hard Drive		
11	HBA	Dual Port 16Gb Fibre Channel HBA		
12	I/O slots	Atleast 3x PCIe Gen3 Slots		
13	Ethernet ports	The system should supply with 2 ports of 1G on board Ethernet port and 2 Nos of 10G PCI Ethernet and dedicated management port.		
14	Certification and compliances	Microsoft Windows Server, Hyper-V, VMWare, Red Hat Enterprise Linux (RHEL), SUSE Linux Enterprise Server (SLES)		
15	Power Supply	Platinum rated redundant, hot plug Power Supply and redundant hot plug fans		
16	SD Modules slots	Dual SD Module slots supporting redundant configuration		

Sr.No	Component	Description	Complied Yes/No	Comments
17	Management integration	Support for integration with Microsoft System Center		
18	Power & temperature	Real-time power meter, graphing, thresholds, alerts & capping with historical power counters. Temperature monitoring & graphing		
19	Pre-failure alert	Should provide predictive failure monitoring & proactive alerts of actual or impending component failure for fan, power supply, memory, CPU, RAID, NIC, HDD		
20	Configuration & management	<ul style="list-style-type: none"> <li>• Real-time out-of-band hardware performance monitoring &amp; alerting</li> <li>• Agent-free monitoring, driver updates &amp; configuration, power monitoring &amp; capping, RAID management, external storage management, monitoring of FC, HBA &amp; CNA &amp; system health</li> <li>• Out-of-band hardware &amp; firmware inventory</li> <li>• Zero-touch auto configuration to auto deploy a baseline server configuration profile</li> <li>• Automated hardware configuration and Operating System deployment to multiple servers</li> <li>• Zero-touch repository manager and self-updating firmware system</li> <li>• Virtual IO management / stateless computing</li> <li>• Support for Redfish API for simple and secure management of scalable platform hardware</li> </ul>		
21	LCD panel	Should display system ID, status information and system error error code followed by descriptive text. LCD background should light up in different colours during normal system operation & error conditions.		
22	HTML5 support	HTML5 support for virtual console & virtual media without using Java or ActiveX plugins		

Sr.No	Component	Description	Complied Yes/No	Comments
23	Server security	<p>Should have a cyber resilient architecture for a hardened server design for protection, detection &amp; recovery from cyber-attacks. Should protect against firmware which executes before the OS boots. Should provide effective protection, reliable detection &amp; rapid recovery using:</p> <ul style="list-style-type: none"> <li>- Silicon-based Hardware Root of Trust</li> <li>- Signed firmware updates</li> <li>- Secure default passwords</li> <li>- Configuration and firmware drift detection</li> <li>- Persistent event logging including user activity</li> <li>- Secure alerting</li> <li>- Automatic BIOS recovery</li> <li>- Rapid OS recovery</li> <li>- System erase</li> </ul> <p>Configuration upgrades should be only with cryptographically signed firmware and software</p> <p>Should provide system lockdown feature to prevent change (or “drift”) in system firmware image(s) &amp; prevent malicious modification of server firmware</p>		
24	Intrusion alert	Intrusion alert in case chassis cover being opened		
25	Warranty	3 years On-site comprehensive warranty with 24x7x365 remote hardware support. Offered server should carry direct warranty from OEM (24 x 7 Call logging with 6 hour call to resolution cycle)		
26	Accessories	The system has to be supplied with standard documentation, cables, Rack Mount Kit and necessary accessories should be supplied.		





Tender No: IDRBT/SYS/ER/782/2020 – 2021 dated 5<sup>th</sup> June,2020**Type II - Technical Specification and Technical bid format for Server**

Sr.No	Component	Description	Complied Yes/No	Comments
1	Make, Model and Part Number	Bidder to Specify		
2	Chipset	Latest Intel chipset supporting above processor		
3	Form Factor	Max. 2U rack mounted with sliding rails		
4	Motherboard	OEM make Server class motherboard		
5	Configured CPU	2x Intel Xeon Gold 6226R 2.9G, 16C/32T, 10.4GT/s, 22 M Cache, Turbo, HT (150W) DDR4-2933 or higher.		
6	Memory slots	Atleast 12 DDR4 DIMM slots RDIMMS & LR DIMMS supporting speeds minimum 2666MT/s.		
7	Memory configured	4 Nos x 32 GB RDIMM, 2933MT/s, Dual Rank, with atleast 50% slots free for future expansion, scalable to 512GB.		
8	RAID Controller	12Gbps PCIe 3.0 with RAID 1, 5, 6,10, 50		
9	Disks supported	Atleast 8 x SAS/SATA/SSD (2.5in / 3.5in)		
10	Disks configured	3Nos x 600GB 10K RPM SAS 12Gbps 512 n/e (2.5in/ 3.5in) Hot-plug Hard Drive		
11	HBA	Dual port 16Gbps FC HBA to be connected to the SAN Storage with FC C ables.		
12	I/O slots	Atleast 3x PCIe Gen3 Slots		
13	Ethernet ports	The system should supply with 2 ports of 1G on board Ethernet port and 2 Nos of 10G PCI Ethernet and dedicated management port.		
14	Certification and compliances	Microsoft Windows Server, Hyper-V, VMWare, Red Hat Enterprise Linux (RHEL), SUSE Linux Enterprise Server (SLES)		
15	Power Supply	Platinum rated redundant, hot plug Power Supply and redundant hot plug fans		

Sr.No	Component	Description	Complied Yes/No	Comments
16	SD Modules slots	Dual SD Module slots supporting redundant configuration		
17	Management integration	Support for integration with Microsoft System Center		
18	Power & temperature	Real-time power meter, graphing, thresholds, alerts & capping with historical power counters. Temperature monitoring & graphing		
19	Pre-failure alert	Should provide predictive failure monitoring & proactive alerts of actual or impending component failure for fan, power supply, memory, CPU, RAID, NIC, HDD		
20	Configuration & management	<ul style="list-style-type: none"> <li>• Real-time out-of-band hardware performance monitoring &amp; alerting</li> <li>• Agent-free monitoring, driver updates &amp; configuration, power monitoring &amp; capping, RAID management, external storage management, monitoring of FC, HBA &amp; CNA &amp; system health</li> <li>• Out-of-band hardware &amp; firmware inventory</li> <li>• Zero-touch auto configuration to auto deploy a baseline server configuration profile</li> <li>• Automated hardware configuration and Operating System deployment to multiple servers</li> <li>• Zero-touch repository manager and self-updating firmware system</li> <li>• Virtual IO management / stateless computing</li> <li>• Support for Redfish API for simple and secure management of scalable platform hardware</li> </ul>		
21	LCD panel	Should display system ID, status information and system error error code followed by descriptive text. LCD background should light up in different colours during normal system operation & error conditions.		
22	HTML5 support	HTML5 support for virtual console & virtual media without using Java or ActiveX plugins		

Sr.No	Component	Description	Complied Yes/No	Comments
23	Server security	<p>Should have a cyber resilient architecture for a hardened server design for protection, detection &amp; recovery from cyber-attacks. Should protect against firmware which executes before the OS boots. Should provide effective protection, reliable detection &amp; rapid recovery using:</p> <ul style="list-style-type: none"> <li>- Silicon-based Hardware Root of Trust</li> <li>- Signed firmware updates</li> <li>- Secure default passwords</li> <li>- Configuration and firmware drift detection</li> <li>- Persistent event logging including user activity</li> <li>- Secure alerting</li> <li>- Automatic BIOS recovery</li> <li>- Rapid OS recovery</li> <li>- System erase</li> </ul> <p>Configuration upgrades should be only with cryptographically signed firmware and software</p> <p>Should provide system lockdown feature to prevent change (or “drift”) in system firmware image(s) &amp; prevent malicious modification of server firmware</p>		
24	Intrusion alert	Intrusion alert in case chassis cover being opened		
25	Warranty	3 years On-site comprehensive warranty with 24x7x365 remote hardware support. Offered server should carry direct warranty from OEM (24 x 7 Call logging with 6 hour call to resolution cycle)		
26	Accessories	The system has to be supplied with standard documentation, cables, Rack Mount Kit and necessary accessories should be supplied.		



Tender No: IDRBT/SYS/ER/782/2020 – 2021 dated 5<sup>th</sup> June,2020**Type III - Technical Specification and Technical bid format for Server**

Sr.No	Component	Description	Complied Yes/No	Comments
1	Make & Model	Bidder to Specify		
2	Chipset	Latest Intel chipset supporting above processor		
3	Form Factor	Max. 2U rack mounted with sliding rails		
4	Motherboard	OEM make Server class motherboard		
5	Configured CPU	2x Intel Xeon Gold 5218R 2.1G, 20C/40T, 10.4GT/s, 27.5 M Cache, Turbo, HT (125W) DDR4-2666 or higher		
6	Memory slots	Atleast 24 DDR4 DIMM slots RDIMMS & LR DIMMS supporting speeds minimum 2666MT/s.		
7	Memory configured	6 Nos x 32 GB RDIMM, 2933MT/s, Dual Rank, scalable to 1 TB.		
8	RAID Controller	12Gbps PCIe 3.0 with RAID 1, 5, 6,10, 50		
9	Disks supported	Atleast 8 x SAS/SATA/SSD (2.5in / 3.5in)		
10	Disks configured	4Nos x 2.4 TB 10K RPM SAS 12Gbps 512 n/e (2.5in/ 3.5in) Hot-plug Hard Drive		
11	HBA	Dual port 16Gbps FC HBA to be connected to the SAN Storage, including FC cables.		
12	I/O slots	Atleast 3x PCIe Gen3 Slots, 5 USB ports, 2 Video Ports, 1 Serial Port		
13	Ethernet ports	The system should supply with 2 ports of 1G on board Ethernet port and 2 Nos of 10G PCI Ethernet and dedicated management port.		
14	Certification and compliances	Microsoft Windows Server, Hyper-V, VMWare, Red Hat Enterprise Linux (RHEL), SUSE Linux Enterprise Server (SLES)		
15	Power Supply	Platinum rated redundant, hot plug Power Supply and redundant hot plug fans		

Sr.No	Component	Description	Complied Yes/No	Comments
16	SD Modules slots	Dual SD Module slots supporting redundant configuration		
17	Management integration	Support for integration with Microsoft System Center		
18	Power & temperature	Real-time power meter, graphing, thresholds, alerts & capping with historical power counters. Temperature monitoring & graphing		
19	Pre-failure alert	Should provide predictive failure monitoring & proactive alerts of actual or impending component failure for fan, power supply, memory, CPU, RAID, NIC, HDD		
20	Configuration & management	<ul style="list-style-type: none"> <li>• Real-time out-of-band hardware performance monitoring &amp; alerting</li> <li>• Agent-free monitoring, driver updates &amp; configuration, power monitoring &amp; capping, RAID management, external storage management, monitoring of FC, HBA &amp; CNA &amp; system health</li> <li>• Out-of-band hardware &amp; firmware inventory</li> <li>• Zero-touch auto configuration to auto deploy a baseline server configuration profile</li> <li>• Automated hardware configuration and Operating System deployment to multiple servers</li> <li>• Zero-touch repository manager and self-updating firmware system</li> <li>• Virtual IO management / stateless computing</li> <li>• Support for Redfish API for simple and secure management of scalable platform hardware</li> </ul>		
21	LCD panel	Should display system ID, status information and system error error code followed by descriptive text. LCD background should light up in different colours during normal system operation & error conditions.		
22	HTML5 support	HTML5 support for virtual console & virtual media without using Java or ActiveX plugins		

Sr.No	Component	Description	Complied Yes/No	Comments
23	Server security	<p>Should have a cyber resilient architecture for a hardened server design for protection, detection &amp; recovery from cyber-attacks. Should protect against firmware which executes before the OS boots. Should provide effective protection, reliable detection &amp; rapid recovery using:</p> <ul style="list-style-type: none"> <li>- Silicon-based Hardware Root of Trust</li> <li>- Signed firmware updates</li> <li>- Secure default passwords</li> <li>- Configuration and firmware drift detection</li> <li>- Persistent event logging including user activity</li> <li>- Secure alerting</li> <li>- Automatic BIOS recovery</li> <li>- Rapid OS recovery</li> <li>- System erase</li> </ul> <p>Configuration upgrades should be only with cryptographically signed firmware and software</p> <p>Should provide system lockdown feature to prevent change (or “drift”) in system firmware image(s) &amp; prevent malicious modification of server firmware</p>		
24	Intrusion alert	Intrusion alert in case chassis cover being opened		
25	Warranty	3 years On-site comprehensive warranty with 24x7x365 remote hardware support. Offered server should carry direct warranty from OEM (24 x 7 Call logging with 6 hour call to resolution cycle)		
26	Accessories	The system has to be supplied with standard documentation, cables, Rack Mount Kit and necessary accessories should be supplied.		





Tender No: IDRBT/SYS/ER/782/2020 – 2021 dated 5<sup>th</sup> June,2020**Technical Specification and Technical Bid Format for SAN Storage device:**

Sl. No	Features	Specifications	Compliance Yes / No	Comments
1	Make / Model	Same from Server Brand only		
2	Storage Controller	The Storage System shall have a dual controller configuration running in an active-active mode configured as a 2-Way Cluster with automatic failover capabilities in case of one controller failure.		
3	Controller Cache Requirements	The system should be configured with 16 GB cache across the two controllers with an ability to protect data on cache. In the event of unplanned power failure, data in the cache should be safely de-staged to the disks to protect data from loss. Storage system should support add on SSD based cache up to 2TB.		
4	Capacity	Storage should be configured with 10 TB usable capacity with RAID level 6 with 1 hotspare drive using 1.2TB / 1.8TB 10K SAS drives		
5	Raid Level Support	The storage system should support raid levels 0,1,5,6,10 and option for distributed dynamic raid for faster rebuild		
6	Host Interface Support	The Storage System Shall have support for FC & iSCSI Host Connectivity Protocols. The Storage System shall be configured with minimum of 4 no. of universal iSCSI ports that can be used as either 10G iSCSI. The storage system shall be able to support choice of additional 4 no. of 16G FC/10G iSCSI/12Gb SAS host ports.		
7	Drive Technology Support	The Storage System should have support for SSD, 10K SAS and 7.2K NL-SAS Drives. Disk Drives should be available inline with the industry		

Sl. No	Features	Specifications	Compliance Yes / No	Comments
		standards. The Storage System shall support a mix & match of different drive types in the same storage.		
8	Storage Capacity	The storage system should be capable to scale up to minimum 35 drives and atleast 50TB of capacity.		
9	Storage Functionality	The Storage System shall have the ability to expand LUNS/Volumes on the storage online and instantly		
		The storage shall have the ability to create logical volumes without physical capacity being available (Thin Provisioned) or in other words system should allow over-provisioning of the capacity. The feature should be made available for the maximum supported capacity		
		The Storage System should be configured with the Capability to support creation of instantaneous or Point In Time Snapshot copies of volumes and also creation of full copy clones. The Copy feature needs to support incremental, thin-provisioned and reverse copy operations.		
		The Storage System shall have the capability to support global SSD caching to automatically manage Hot Spots in the system. The feature should automatically detect and cache frequently access data across controllers on global SSD cache to improve the performance of random read workloads.		
		The Storage System Should provide support for host multi-pathing drivers		
10	Additional Advanced Software Features Supported	The Storage System shall support Synchronous & Asynchronous Replication for DR Strategy.		
		The storage system should support non-distructive dynamic expansion of configured raid.		
		Storage system should support adjustable cache block size to align the cache with target application.		

Sl. No	Features	Specifications	Compliance Yes / No	Comments
		Storage system should be capable of automatically adjusting volume controller ownership to correct any load imbalance issues when workloads shift across the controllers		
11	Management	<p>Easy to use GUI based and web enabled administration interface for configuration, storage management.</p> <p>The GUI interface should be able to provide real time system performance data like IOPS, Bandwidth and response time.</p>		
12	OS Support	Support for industry-leading Operating System platforms including: LINUX , Microsoft Windows and Vmware		
13	Built Redundancy in	The system shall support Fully Redundant & Hot Swappable Fans & Power Supplies. There shall be support for Non-Disruptive Microcode Update & Non-Disruptive Parts Replacement		
14	Antivirus Support	Storage should support Integration with third-party anti-virus software		
15	Encryption	Should support data at rest encryption		
16	Warranty	<ol style="list-style-type: none"> <li>3 Years warranty, 24/7 Support with 4 Hours Response Time and same day replacement support from OEM</li> <li>Bidder should provide Support for proposed servers including hardware and software components</li> <li>Bidder must back-align support with respective OEM mandatorily during warranty period and also during AMC period. Bidder must provide documentary proof.</li> </ol>		
17	End of Life	All the products quoted should be of the latest generation and End of Life should not be announced for the products and components being quoted.		



Tender No: IDRBT/SYS/ER/782/2020 – 2021 dated 5<sup>th</sup> June,2020**Technical Specification and Technical Bid Format for SAN Switch:**

Sl. No	Features	Specifications	Compliance Yes / No	Comments
1	Make/Model	Same from Server Brand only		
2	Interface	FC		
3	Number of Ports	SAN Switch should support minimum 12 ports and should be supplied with 8 ports activated with required SWL SFP+ transceivers		
4	Connectivity Speed	Should support 32Gbps and 16Gbps speed		
5	Monitoring	Switch shall support POST and online/offline diagnostics, including RASrtrace logging, environmental monitoring, non-disruptive daemon restart, FCping and Pathinfo (FC traceroute), port mirroring (SPAN port).		
6	FC Support	Should support 32Gbps with auto-sensing to 32/16/8 and 16Gbps with auto-sensing to 16/8/4		
7	Intelligent Networking	Offered SAN switch shall support services such as Quality of Service (QoS) to help optimize application performance in consolidated, virtual environments. It should be possible to define high, medium and low priority QOS zones to expedite high-priority traffic		
8	Intelligent Networking	The switch shall be able to support ISL trunk up to 128 Gbit/sec between a pair of switches for optimal bandwidth utilization and load balancing.		
9	Intelligent Networking	SAN switch shall support to restrict data flow from less critical hosts at preset bandwidths.		
10	Intelligent Networking	It should be possible to isolate the high bandwidth data flows traffic to specific ISLs by using simple zoning		
11	Intelligent Networking	The Switch should be configured with the Zoning and shall support ISL Trunking features when cascading more		

Sl. No	Features	Specifications	Compliance Yes / No	Comments
		than 2 numbers of SAN switches into a single fabric.		
12	Intelligent Networking	Offered SAN switches shall support to measure the top bandwidth-consuming traffic in real time for a specific port or a fabric which should detail the physical or virtual device.		
13	Warranty	<ol style="list-style-type: none"> <li>1. 3 Years warranty, 24/7 Support with 6 Hours Response Time</li> <li>2. Bidder should provide Support for proposed servers including hardware and software components</li> <li>3. Bidder must back-align support with respective OEM mandatorily during warranty period and also during AMC period. Bidder must provide documentary proof.</li> </ol>		
14	End of Life	All the products quoted should be of the latest generation and End of Life should not be announced for the products and components being quoted.		

**Annexure –XIV**

**Tender No: IDRBT/SYS/ER/782/2020 – 2021 dated 5<sup>th</sup> June,2020**

**Technical Specification and Technical Bid Format for 12 Port KVM Switch**

<b>Sr.No</b>	<b>Parameter</b>	<b>Specifications</b>	<b>Compliance Y/N</b>	<b>Comments</b>
1	Make	Bidder to specify		
2	Model	Bidder to specify		
3	Computer Connections	Must be able to connect minimum 12 servers (Direct)		
4	Port Selection	OSD, Hotkeys, Pushbuttons		
5	Connectors on switch	To connect 12 servers to their VGA port for display and USB port for connecting Keyboard, mouse and monitor of LCD KVM Switch		
6	Video	Color Video 1280x1024 @ 75 Hz or higher resolution		
7	Switching Controls	Keyboard Hot Keys or Port Select Push Button		
8	Auto-Scan	Required		
9	Rack mounting kit	Must be included		
10	Cables	All required cables to connect up 12 servers must be included in the offer with following Connector type: TO PC/Source Interface : HDB-15 (VGA) Male and USB A Type Male Cable Length: 3 meter min.		
11	Monitor	Required. Should be rack mountable		
12	Keyboard & Mouse	Required. Should be rack mountable.		





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**Annexure –XV**

**Tender No: IDRBT/SYS/ER/782/2020 – 2021 dated 5<sup>th</sup> June,2020**

**Technical Specifications and Technical Bid Format for Virtualization Software**

<b>Sr.No</b>	<b>Software Specifications</b>	<b>Compliance (Y / N)</b>	<b>Comments</b>
1	Microsoft Windows Server 2019 – Data Center Edition Academic License (16 Core)		
2	Red Hat Enterprise Linux with Smart Virtualization, Standard (2-socket) Part No: MCT2930		



Tender No: IDRBT/SYS/ER/782/2020 – 2021 dated 5<sup>th</sup> June,2020

**Format for Deviations from Technical Specifications and Terms and Conditions of the RFP**

S.No.	RFP Clause	Technical Specification or terms and conditions in the Tender document	Deviation offered	Reasons and whether deviation adds to the operational efficiency in case of the systems
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

**Note:**

- i. Above information in detail should be furnished in case of each system offered separately.
- ii. Also in case of deviations from any of the terms and conditions of the tender document should be specified.
- iii. If any deviations from the technical specifications are warranted, reasons for such variations should be specified and
- iv. Whether such variations add to improvement of the overall performance of the systems, if any, should be specifically mentioned and supported by relevant technical documentation as required above



## Annexure – XVII

**Tender No: IDRBT/SYS/ER/782/2020 – 2021 dated 5<sup>th</sup> June,2020 for Supply, Installation, and Maintenance of Servers with Microsoft Windows Server software and SAN Storage at IDRBT Hyderabad**

**Commercial Bid Format**

(Amount in Rs.)

Sno	Description	Qty (a)	Unit Price (b)	Total Amount (c) = a*b	Taxes in % (d)	Taxes (e) =d*c	Total Amount (f)= e+c
<b>1</b>	<b>Servers with 3 Years warranty – Type – I</b>	3					
a	Server AMC for 4 <sup>th</sup> Year	3					
b	Server AMC for 5 <sup>th</sup> Year	3					
c	Server AMC for 6 <sup>th</sup> Year	3					
d	Server AMC for 7 <sup>th</sup> Year	3					
<b>2</b>	<b>Servers with 3 Years warranty – Type – II</b>	4					
a	Server AMC for 4 <sup>th</sup> Year	4					
b	Server AMC for 5 <sup>th</sup> Year	4					
c	Server AMC for 6 <sup>th</sup> Year	4					
d	Server AMC for 7 <sup>th</sup> Year	4					
<b>3</b>	<b>Servers with 3 Years warranty – Type – III</b>	4					
a	Server AMC for 4 <sup>th</sup> Year	4					
b	Server AMC for 5 <sup>th</sup> Year	4					
c	Server AMC for 6 <sup>th</sup> Year	4					
d	Server AMC for 7 <sup>th</sup> Year	4					
<b>4</b>	<b>SAN Storage</b>	1					
a	SAN Storage AMC for 4 <sup>th</sup> Year	1					
b	SAN Storage AMC for 5 <sup>th</sup> Year	1					
c	SAN Storage AMC for 6 <sup>th</sup> Year	1					
d	SAN Storage AMC for 7 <sup>th</sup> Year	1					
<b>5</b>	<b>SAN Switch</b>	2					
a	SAN Switch AMC for 4 <sup>th</sup> Year	2					

Sno	Description	Qty (a)	Unit Price (b)	Total Amount (c) = a*b	Taxes in % (d)	Taxes (e) =d*c	Total Amount (f)= e+c
b	SAN Switch AMC for 5 <sup>th</sup> Year	2					
c	SAN Switch AMC for 6 <sup>th</sup> Year	2					
d	SAN Switch AMC for 7 <sup>th</sup> Year	2					
<b>6</b>	<b>12 Port KVM Switch</b>	<b>2</b>					
<b>7 a</b>	Microsoft Windows Server 2019 – Data Center Edition Academic License <b>16Core</b>	14					
<b>7 b</b>	Microsoft Windows Server 2019 – Data Center Edition Academic License <b>2Core</b>	16					
<b>8</b>	Red Hat Enterprise Linux with Smart Virtualization, Standard (2-socket) Part No: MCT2930	5					
<b>9</b>	Installation Charges						
<b>10</b>	<b>Grand Total</b>						
<b>11</b>	<b>Buy-Back of Old Servers</b>	18					
<b>12</b>	<b>TCO</b>	<b>[Grand Total(f) – Buy-Back (f)]</b>					
<b>13</b>	<b>Add on Prices</b>						
a	RAM - 32GB RDIMM, 2933MT/s, Dual Rank	1					
b	HDD 2.4 TB SAS 2.5"	1					
c	HDD 2.4 TB SAS 3.5"	1					

For Total Cost of Ownership (TCO) on which L1 will be decided is equal to the initial cost plus AMC discounted at 6%.

Tender No: IDRBT/SYS/ER/782/2020 – 2021 dated 5<sup>th</sup> June,2020

## List of servers for buy-back

Sl.No	Product SI No	Make	Model	Configuration	Date of Purchase
1	6Q3YGZ1	DELL	PoweredgeR910	Intel Xeon CPU*4/246GB RAM/16*600 GB SAS HDD/DVD RW	11-12-2013
2	26VDTS1	DELL	PoweredgeR910	Intel Xeon CPU*4/256GB RAM/16*600 GB SAS HDD/DVD RW	24-5-2012
3	3HTXGZ1	DELL	Poweredge 720	Intel XeonCPU*2/32GB RAM/3*300 GB SAS HDD/DVD RW	03-01-2014
4	4HTXGZ1	DELL	Poweredge 720	Intel XeonCPU*2/32GB RAM/3*300 GB SAS HDD/DVD RW	09-01-2014
5	9X1SD02	DELL	Poweredge R910	12x600 GB SAS HDD/DVD RW	18-06-2012
6	7P2LVS1	DELL	Poweredge R710	Intel XeonCPU*2/32GB RAM/4*300 GB SAS HDD/DVD RW	27-06-2012
7	FW5LVS1	DELL	Poweredge R710	Intel XeonCPU*2/32GB RAM/4x300 GB SAS HDD/DVD RW	17-06-2012
8	GN2LVS1	DELL	Poweredge R710	Intel XeonCPU*2/32GB RAM/4*300 GB SAS HDD/DVD RW	27-06-2012
9	HC5MVS1	DELL	Poweredge R710	Intel XeonCPU*2/32GB RAM/4*300 GB SAS HDD/DVD RW	18-06-2012
10	9HB452S	DELL	Poweredge R900	Intel Xeon CPU*24/96GB RAM/5*900GB SAS HDD/DVD RW	16-04-2010

Sl.No	Product SI No	Make	Model	Configuration	Date of Purchase
11	GJ6FVS1	DELL	Poweredge R710	Intel XeonCPU*2 4C/32GB RAM/4*300 GB SAS HDD/DVD RW	18-06-2012
12	3516819	HP	pro dl 380 G7	6x300 GB SAS	14-02-2003
13	99C1562	IBM	systemx3650	6x73GB	14-02-2003
14	7NYBTS1	DELL	Poweredge R710	6x300GB SAS	24-02-2012
15	I00SLNVA0L	HP	Compaq	ML350T03 x 2.4, 512 MB, 109 GB	14-02-2003
16	I001LNVA0K	HP	Compaq	ML350T03 x 2.4, 512 MB, 109 GB	14-02-2003
17	SGH537X1PC	HP	Proliant DL380	2x 72.8 GB	23-09-2005
18	M02VLYPN56	HP	Storage Smart Array 500G2	10 x 72.8 GB	14-02-2003
19	8063A106819	HCL	2700 Xeon Server		14-02-2003
20	8063A1035814	HCL	2700 Xeon Server		14-02-2003
21	99-ZWN87	IBM	X Series 230		14-02-2003
22	7201FPW10078	Compaq			14-02-2003
23	8063A1036818	HCL			
24	GTDVZ18	Dell	Power Edge 2950		

- Note: SL 17 -24 are not in working condition



**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/SYS/ER/782/2020 – 2021 dated 5<sup>th</sup> June,2020 for Supply, Installation and Maintenance of Servers with Operating System, Virtualization Software and SAN Storage.**

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 and Maintenance of Servers with Operating System, Virtualization Software and SAN Storage 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

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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:

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- 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 ..... 2020.

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.