



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

Tender No: IDRBT/SYS/VR/172/2022 – 2023 dated 17th October, 2022

Request for Proposal (RFP)

For

Supply, Installation and Maintenance of Hardware Server (I) and Accessories at IDRBT

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

October 2022

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 and Maintenance of Hardware Servers (I) and Accessories at IDRBT**. 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.

Request for Proposal

IDRBT invites sealed tenders for **Supply, Installation and Maintenance of Hardware Servers (I) and Accessories at IDRBT** 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 by IDRBT. The main objective of this RFP is to design and implement vKYC Project at IDRBT using the proposed servers. The summary of the requirement is as under.

Sno	Description	Qty
1	Hardware Servers (I)	2

3. Bid Schedule

Sr.No.	Subject	Date/time
1	RFP Tender No. & Date	IDRBT/SYS/VR/172/2022-2023 17 th October 2022.
2	Last Date for receipt of Queries	20 th October 2022
3	Pre bid meeting	21 st October 2022 (on-line)
4	Last date for receipt of Bidding Documents	11 th November 2022 3:30 PM

Sr.No.	Subject	Date/time
5	Venue / Address for Pre-bid meeting, submission of Bid & Place of opening of Bids	Institute for Development and Research in Banking Technology, Road No. 1, Castle Hills, Masab Tank, Hyderabad –500057. Phone : 040 – 23294010
6	E-mail address for communication	itprocurement@idrbt.ac.in The participating bidders should mandatorily confirm their participation by email on or before 20 th October 2022 15:00 Hrs for attending to pre-bid meeting.

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 and Maintenance of Hardware Servers (I) and Accessories at IDRBT as per Tender No: IDRBT/SYS/VR/172/2022 – 2023 dated 17th October, 2022**” and “**Commercial Bid for Supply, Installation and Maintenance of Hardware Servers (I) and Accessories at IDRBT as per Tender No: IDRBT/SYS/VR/172/2022 – 2023 dated 17th October, 2022**” on or before 3:30 PM of 11th November 2022.

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 and Maintenance of Hardware Servers for the organizations across India.	The Bidder should submit documentary evidence in support of a minimum experience of 3 years (Copies of Purchase Order and Completion certificate to be attached).

Sr.No	Basic Requirement	Bidders Eligibility Criteria	Documentary evidence required
3	Annual Turnover	The OEM / Bidder should have a minimum annual turnover of at least Rs. 1 Crores in each of the last three financial years (i.e. 2019-20,2020-2021 & 2021-2022).	Certificate from the statutory auditor
4	Net worth	The Bidder should have positive net worth in the last three financial years (i.e. 2019-20,2020-2021 & 2021-2022).	Certificate from the statutory auditor
5	Technical Capability	<p>Bidder must have successfully completed in the last three years at least the following numbers of similar IT infrastructure Implementation engagement(s) of value specified herein:</p> <ul style="list-style-type: none"> • One project of similar nature not less than the amount Rs.1 Crore <p>OR</p> <ul style="list-style-type: none"> • Two projects of similar nature not less than the amount equal Rs.60 Lakhs <p>OR</p> <ul style="list-style-type: none"> • Three projects of similar nature not less than the amount equal Rs.50 Lakhs 	Copies of POs and completion certificate from client
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 / Representative.	Bidder has to provide an Ink Signed MAF from the quoting OEM along with Technical Bid
8	Support	Bidder should have a local entity in Hyderabad to provide better support during the warranty and AMC period.	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.

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 total cost is inclusive of installation charges and customization charges.
- 6.4 IDRBT will not take into consideration, any variation in the \$ price.
- 6.5 IDRBT reserves right to change the Quantity, the quantity mentioned in the RFP is indicative.
- 6.6 The **Supply, Installation and Maintenance of Hardware Servers (I) and Accessories at IDRBT** should be completed within 8 (Eight) 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.

7. Criteria for evaluation

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

7.2 Two Stage evaluation process

- i. Bidders has to submit their complete bid on or 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** 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 bidders 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.

7.3 Technical Bid

- i. The Technical Specification of **Hardware Servers (I)** are to be submitted as per **Annexure – IX**.
- ii. The bidders are required to submit a Technical Bid indicating the specifications and compliance to the specifications, supporting document.
- iii. The Bidder must warrant that key project personnel for implementation, should have a minimum OEM certified engineers (certified in OEM Products proposed in the solution) on supplied Bill of Material, to be employed in this project and 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 Bidder must organize the bid and submit their Commercial bid in accordance with the format specified, the Commercial Bid format as **Annexure XI**.

8. List of Annexures:

Sno	Formats	Description	Qt	Submissio
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

Sno	Formats	Description	Qt	Submissio
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 Hardware Server (I)	2	Mandatory
10	Annexure X	Format for Deviations from Technical Specifications and Terms and Conditions of the RFP	-	Mandatory
11	Annexure XI	Commercial Bid Format	-	Mandatory
12	Annexure XII	Performance Bank Guarantee	-	Mandatory

9. Scope of Work

The minimum specified Scope of Work to be under taken by the selected bidder is mentioned below:

1. The “Scope of Work” will include **Supply, Installation and Maintenance of Hardware Servers (I) and Accessories at IDRBT, is with the successful bidder.**
2. Supply of Bill of Material as per technical specification mentioned in **Annexures – IX** of this RFP.
3. The bidder / System Integrator shall engage the services of respective OEMs for Plan & Design of the Solution. The System Integrator shall implement the solution as per the plan and design provided by the respective OEMs involved in the solution for their respective components.
4. The bidder needs to take into account the detailed technical specifications as stated in the Technical Specification Annexure from IX with Indicative Bill of Material stated in Annexures, while proposing for a solution.
5. The Bidder needs to provide complete end to end solution including hardware, software, necessary accessories, active and passive components for efficient functioning of the proposed solution.
6. The bidder shall also engage the services of the respective OEMs for post implementation audit, validation and certification by the OEM that the solution has been implemented as per the plan & design provided by them.
7. **For Hardware Servers (I) not limited to:**
 - a. Should rack mount the servers in the rack identified by IDRBT.
 - b. Should install, configure and maintain the Bill of Material/equipment supplied to IDRBT.

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- c. Should submit Plan of Action for implementing of the servers using popular virtualization software (open source)
 - d. Should provide backup and restore facility in tamper resistant hardware of the newly configured device.
 - e. Should integrate with LAN and enable communication between the Application and the devices like vKYC Servers, Virtual Machines, Network HSM, firewalls and L2/L3 Switches.
 - f. Should submit relevant documentation for handling the devices with escalation matrix.
8. The successful bidder should ensure 7-year warranty from the UAT/acceptance of the solution. The bidder at his own cost, including the cost of transport, shall replace defective hardware.
 9. The successful bidder to ensure that OEM 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.
 10. Should ensure have back-to-back arrangement with OEM for Warranty, Certificate for the same to be provided along with Technical bid. A Letter of warranty and support from respective Original Equipment Manufacturers (OEM) shall also be submitted in addition to a letter from respective Manufacturer's Authorization Form for the contract period.
 11. 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 period.
 12. Should ensure address statutory requirements, network and security audit recommendations suggested by IDRBT from time to time on regular basis without additional cost to IDRBT.
 13. Should ensure all necessary hardware and software required to make this solution work strictly as per following technical specifications. The specifications given are a minimum. The Bidder can quote equivalent or higher technical specifications to the IDRBT's requirements.
 14. 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.
 15. Hardware Servers 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.
 - 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.
 - c) Should install and confirm the devices and appliances with latest and hardened IOS from OEM and create environment as per IDRBT requirements in the devices and appliances.

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	≤ 2 Week

11. Warranty

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. 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.

11.2. The details of On-site comprehensive warranty should be provided for all devices proposed in this RFP, is as under.

Should ensure 7-year warranty from the UAT/acceptance of the solution.

12. System maintenance, Support and Preventive maintenance:

12.1. The successful bidder should provide free maintenance of the entire BoM proposed in this RFP, during the warranty period by deputing qualified maintenance engineer under the 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 (Hardware Servers (I)) that is reported to be down should be either fully repaired or replaced by temporary substitute (of equivalent configuration) within 1 working day. 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	Response Time	Penalty chargeable per day (Rs)
1	Hardware Servers (I)	>6 Hrs and ≤ 1 day	2,000/-
		>1 and ≤ 4 days	4,000/-
		≥ 4 days	10,000/-

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 should serve the purpose to the Institute. Every quarter engineer from successful bidder has to visit and check the Hardware Servers 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 bidders 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:

Sr No	Training Description
1	Overview of the components Installed
2	Technical Architecture
3	Operating procedure of Hardware and Software including, but not limited to: a. Common Use Cases b. System Installation and Configuration c. Basic Configuration d. High Availability e. Backup and Restore Methods f. Troubleshooting g. Audit and Logging h. Disaster Recovery i. Server Tools
4	Technical and Operational Manual of the solution
5	Handling worst case scenarios

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).

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.

20. Confidentiality

Bidder agrees that all mails, data, financial, mail, security 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 as per warranty period.

23.3. All payments will be released based on the invoices submitted to Institute by the vendor.

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 handover the complete and operational solution to IDRBT for monitoring, maintenance and management.

24.3. The successful bidder shall deploy their own computing resources, trained and experienced engineers for implementing, managing and maintaining the system.

24.4. 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 and ensure appropriate uptime.

24.5. 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 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 thereof 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 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 itprocurement@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.

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 Format	<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/VR/172/2022 – 2023 dated 17th October, 2022

Request for Proposal (RFP) for Supply, Installation and Maintenance of Hardware Servers (I) and Accessories at IDRBT.

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 Hardware Servers (I) and Accessories at IDRBT.** 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/VR/172/2022 – 2023 dated 17th October, 2022

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	
	Experience in Similar Projects: (Give details with respect to Virtualized environment and Infrastructure Management projects– a minimum of two projects.	

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

Format for Bidder Eligibility Criteria

Tender No: IDRBT/SYS/VR/172/2022 – 2023 dated 17th October, 2022

S.No	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 and Maintenance of Hardware Servers Type – I & II for the organizations across India.	The Bidder should submit documentary evidence in support of minimum experience of 3 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. 1 Crores in each of the last three financial years (i.e. 2019-20,2020-2021 & 2021-2022).	Certificate from the statutory auditor	
4	Net worth	The Bidder should have positive net worth in the last three financial years (i.e. 2019-20,2020-2021 & 2021-2022).	Certificate from the statutory auditor	
5	Technical Capability	<p>Bidder must have successfully completed in the last three years at least the following numbers of similar IT infrastructure Implementation engagement(s) of value specified herein:</p> <ul style="list-style-type: none"> • One project of similar nature not less than the amount Rs.1 Crore <p>OR</p> <ul style="list-style-type: none"> • Two projects of similar nature not less than the amount equal Rs.60 Lakhs <p>OR</p> <ul style="list-style-type: none"> • Three projects of similar nature not less than the amount equal Rs.50 Lakhs 	Copies of POs and completion certificate from client	

S.No	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	
7	OEM's Authorization	Bidder should be a OEM Authorized partner/System Integrator / Representative.	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 and AMC period.	Documentary proof to be enclosed.	

Bidders Queries Proforma

Tender No: IDRBT/SYS/VR/172/2022 – 2023 dated 17th October, 2022

Contact Details

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

Sr No	RFP Section Numbe	RFP Page Number	RFP Point Number	Query Description

**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/VR/172/2022 – 2023 dated 17th October, 2022

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 Hardware Servers (I) and Accessories at IDRBT** during the warranty 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/VR/172/2022 – 2023 dated 17th October, 2022 for Supply, Installation and Maintenance of Hardware Servers (I) and Accessories at IDRBT.

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/VR/172/2022 – 2023 dated 17th October, 2022 for Supply, Installation and Maintenance of Hardware Servers (I) and Accessories 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 Hardware Servers (I) and Accessories at IDRBT.** 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/VR/172/2022 – 2023 dated 17th October, 2022**Technical Specification and Technical bid format for Hardware Servers**

Sr.No	Parameters	Technical Specifications of Hardware Servers	Compliance Y/N	Comments/ Supporting Documents
1	Make & Model	Bidder to Specify and the proposed server should be technically compatible with popular SAN Switches/SAN Storages.		
2	Qty	2		
3	Chipset	System on Chip		
4	Chassis	Rack mountable server with sliding rails		
5	Processor	Latest Processor - 128 Physical Core with minimum 2GHz or better		
6	RAM - Memory Configured	1TB, 3200MT/s, Dual Rank with 30% free slot available for expansion.		
7	Disks supported	2.5" / 3.5" Chassis		
8	RAID Controller	RAID Controller should support RAID 1, 5, 6,10, 50 and 60 with 8GB Cache		
9	SSD	10X1.92TB SSD Server grade Hot Swappable		
10	Fiber Cable HBA	1X32 Gb Dual Port Fibre Channel HBA with cables / accessories.		
11	GPU	4 (four) x NVIDIA A100 80GB with SXM4 or better		
12	I/O slots	Minimum number of slots 4.		
13	Ethernet ports	Minimum required 2 x 1GbE Ethernet LAN, 2 x 10G Ethernet LAN Ports		
14	Operating Systems	Should support and technical compatible with popular Operating Systems and Virtualization Software.		
15	Ports	2 USB 3.0 Ports, 1 VGA or better.		
16	Power Supply	Platinum rated redundant Power Supply and cooling fans		
17	Secure Alerts	Should provide proactive real time monitoring and alerts of critical components of a servers in a secure way.		
18	Configuration & management	The proposed should support OEM specific Configuration, Management & deployment features not limited to driver updates, Virtual I/O, power monitoring & capping, storage management, monitoring of FC, HBA, CAN etc.,		
19	Web based support	Web based support for virtual console & virtual media without using Java or ActiveX plugins		

Sr.No	Parameters	Technical Specifications of Hardware Servers	Compliance Y/N	Comments/ Supporting Documents
20	Server security	Should have a cyber resilient architecture for a hardened server design for protection, detection & recovery from cyber attacks on firmware and hardware.		
		Should provide effective protection, reliable detection & rapid recovery using OEM specific tools/software/configuration. The bidder has to elaborate features.		
		Configuration upgrades should be only with cryptographically signed firmware and software		
		Should provide system lockdown feature to prevent change (or “drift”) in system firmware image(s) & prevent malicious modification of server firmware		
21	Warranty	7 years On-site comprehensive warranty with 24x7x365 remote hardware support. Post installation, 7-year product warranty should be listed in OEM web site.		

Tender No: IDRBT/SYS/VR/172/2022 – 2023 dated 17th October, 2022

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

Tender No: IDRBT/SYS/VR/172/2022 – 2023 dated 17th October, 2022 for Supply, Installation and Maintenance of Hardware Servers (I) and Accessories at IDRBT.

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
1	Hardware Servers (I) and Accessories with 7 year warranty	2					
	Grand Total						

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/VR/172/2022 – 2023 dated 17th October, 2022 for Supply, Installation and Maintenance of Hardware Servers (I) and Accessories at IDRBT.

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 Hardware Servers (I) and Accessories at IDRBT.** 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 2022.

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.