

**RFP Reference no:-NHB/ITD/RFP-Data Centre/9536/2014**

**Request For Proposal (RFP)  
For  
Data Centre Renovation and Shifting**

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## Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

### GLOSSARY

Abbreviation	Description
NHB	National Housing Bank
DC	Data Center Site, Delhi
DR	Disaster Recovery Site, Mumbai
HO	Head Office, Delhi
RRO	Regional Representative Office
ITD	Information and Technology Department
PSU	Public Sector Unit
PSB	Public Sector Bank
TCO	Total Cost of Ownership
EMD	Earnest Money Deposit
RFP	Request For Proposal
PBG	Performance Bank Guarantee
AMC	Annual Maintenance Cost
VESDA	Very Early Smoke Detection
WLED	Water Leak Detection System
PDU	Power Distribution System
SCVS	Servo Controlled Voltage Stabilizer
PAC	Precision Air Conditioner
LC	Large Corporate : An organization having 25 offices or above across India and having an average annual turnover of Rs. 500 Crore per annum or above during last three years will be considered as Large Corporate(LC) Sector for this RFP.

# Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

## Table of Contents

<b>A. IMPORTANT BID DETAILS .....</b>	<b>- 6 -</b>
<b>B. NATIONAL HOUSING BANK .....</b>	<b>- 7 -</b>
<b>C. PURPOSE .....</b>	<b>- 7 -</b>
<b>D. PRESENT SETUP.....</b>	<b>- 8 -</b>
<b>E. OBJECTIVE.....</b>	<b>- 9 -</b>
<b>F. INSTRUCTION TO BIDDERS .....</b>	<b>- 10 -</b>
1. GENERAL .....	- 10 -
2. SITE VISIT & PRE-BID MEETING .....	- 11 -
3. SOFT COPY OF TENDER DOCUMENT .....	- 12 -
4. NON-TRANSFERABILITY OF TENDER .....	- 12 -
5. ERASURES OR ALTERATIONS.....	- 12 -
6. AMENDMENT TO THE BIDDING DOCUMENT .....	- 12 -
7. LANGUAGE OF BID .....	- 13 -
8. MASKED COMMERCIAL BID.....	- 13 -
9. RIGHT TO ALTER LOCATION / QUANTITIES .....	- 13 -
10. DOCUMENTS COMPRISING THE BID.....	- 13 -
11. BID CURRENCY.....	- 14 -
12. EARNEST MONEY DEPOSIT (EMD).....	- 14 -
13. IMPLEMENTATION SCHEDULE.....	- 15 -
14. PERFORMANCE GUARANTEE .....	- 16 -
15. PERIOD OF VALIDITY OF BIDS .....	- 16 -
16. FORMAT AND SIGNING OF BIDS.....	- 16 -
17. SEALING AND MARKING OF BIDS .....	- 17 -
18. DEADLINE FOR SUBMISSION OF BIDS.....	- 17 -
19. LATE BIDS.....	- 17 -
20. MODIFICATION AND/OR WITHDRAWAL OF BIDS:.....	- 17 -
21. OPENING OF BIDS BY THE BANK .....	- 18 -
22. CLARIFICATION OF BIDS .....	- 18 -
23. PRELIMINARY EXAMINATIONS .....	- 18 -
24. PROPOSAL OWNERSHIP.....	- 19 -
25. PRICE COMPOSITION AND TOTAL COST OF OWNERSHIP (TCO).....	- 19 -
26. ORDER CANCELLATION .....	- 20 -
27. TIMELY AVAILABILITY OF SUPPORT SERVICES .....	- 20 -
28. MANUALS AND DRAWINGS.....	- 20 -
29. BID EVALUATION .....	- 20 -
30. MODIFICATION AND WITHDRAWAL .....	- 21 -
31. REVELATION OF PRICES.....	- 21 -
32. TERMS AND CONDITIONS OF THE BIDDING FIRMS.....	- 21 -
33. LOCAL CONDITIONS .....	- 21 -
34. VERIFICATION OF REFERENCE INSTALLATIONS .....	- 21 -

# Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

35. CONTACTING NHB OR PUTTING OUTSIDE INFLUENCE.....	- 22 -
36. PROPOSAL CONTENT .....	- 22 -
37. BANNED OR DELISTED SUPPLIER: .....	- 22 -
38. PACKING:.....	- 22 -
39. INSPECTION AND TEST: .....	- 22 -
40. FALSE / INCOMPLETE STATEMENT: .....	- 22 -
<b>G. SCOPE OF WORK.....</b>	<b>- 22 -</b>
1. GENERAL .....	- 22 -
<b>H. BID EVALUATION METHODOLOGY.....</b>	<b>- 25 -</b>
1. INTRODUCTION .....	- 26 -
2. MINIMUM ELIGIBILITY CRITERIA .....	- 26 -
3. EVALUATION OF TECHNICAL BIDS.....	- 27 -
4. MARK DISTRIBUTIONS.....	- 28 -
<b>I. COMMERCIAL TERMS AND CONDITIONS .....</b>	<b>- 30 -</b>
1. COST OF RFP .....	- 30 -
2. CURRENCY.....	- 31 -
3. PRICE .....	- 31 -
4. ACCEPTANCE .....	- 31 -
5. PAYMENT TERMS.....	- 31 -
6. PAYMENT IN CASE OF TERMINATION OF CONTRACT .....	- 32 -
7. DELIVERY AND INSTALLATION .....	- 32 -
8. INSURANCE.....	- 32 -
<b>J. GENERAL TERMS AND CONDITIONS.....</b>	<b>- 32 -</b>
1. TERMINATION & PENALTY CLAUSE .....	- 35 -
2. ACCEPTANCE OF ORDER.....	- 36 -
3. TAXES .....	- 36 -
4. GOVERNING LAWS AND DISPUTES.....	- 36 -
5. USE OF CONTRACT DOCUMENTS AND INFORMATION .....	- 37 -
6. PATENT RIGHTS .....	- 37 -
7. ASSIGNMENT .....	- 37 -
8. DURATION OF CONTRACT.....	- 37 -
9. WARRANTY .....	- 38 -
10. TERMINATION OF CONTRACT.....	- 41 -
<b>ANNEXURES.....</b>	<b>- 42 -</b>
<b>ANNEXURE - I.....</b>	<b>- 43 -</b>
<b>ANNEXURE - II.....</b>	<b>- 45 -</b>
<b>ANNEXURE - III .....</b>	<b>- 47 -</b>
<b>ANNEXURE - IV.....</b>	<b>-48-</b>
<b>ANNEXURE - V.....</b>	<b>-49-</b>

**Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank**

ANNEXURE-VI.....-50-

ANNEXURE -VII..... - 51 -

ANNEXURE -VIII ..... - 54 -

ANNEXURE -IX..... - 55 -

ANNEXURE -X ..... - 59 -

ANNEXURE -XI.....-60-

ANNEXURE XII ..... - 61 -

ANNEXURE XIII..... - 62 -

ANNEXURE-XIV.....-63-

**Appendices**

For all abbreviations/terminology/definitions, please refer to GLOSSARY at Page No 2.

## Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

### A. IMPORTANT BID DETAILS

1.	Date of commencement of sale of Bidding Documents	27/06/2014
2.	Site visit of vendor	03/07/2014 1100 Hrs to 1230 Hrs
3.	Pre-Bid meeting with Bidders (Date and Time)	07/07/2014 15:00 hrs
4.	Last date and time for sale of Bidding Documents	21/07/2014 18:00 hrs
5.	Last date and time for receipt of Bidding Documents	21/07/2014 18:00 hrs
6.	Date and Time of Technical Bid Opening	22/07/2014 12:00 hrs
7.	Cost of RFP	Rs. 5000/- (non-refundable) (Please refer to clause no. F.12 for payment details)
8.	Earnest Money Deposit Amount	Rs.100,000/- (Rs. One Lac Only) (Please refer to clause no. F.12 for payment details)
9.	Place of opening of Bids	National Housing Bank, Information Technology Department Head Office Core 5-A, 3 <sup>rd</sup> Floor, India Habitat Centre, Lodhi Road, New Delhi - 110003

**Note: - Technical bids will be opened in the presence of bidders who choose to attend as above. The above schedule is subject to change. Notice of any changes will be provided through e-mail from designated contact personnel only or publishing on Bank's website. Further, please note that Commercial Bid opening Date, Time & Venue will be intimated to the technically qualified Bidders at a later date.**

## Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

### **B. National Housing Bank**

National Housing Bank (NHB), a statutory institution is a wholly owned subsidiary of the Reserve Bank of India, established under an Act of the Parliament.

- a. NHB has been established to achieve, inter alia, the following objectives –
  - To promote a sound, healthy, viable and cost effective housing finance system to cater to all segments of the population and to integrate the housing finance system with the overall financial system.
  - To promote a network of dedicated housing finance institutions to adequately serve various regions and different income groups.
  - To augment resources for the sector and channelize them for housing.
  - To make housing credit more affordable.
  - To regulate the activities of housing finance companies based on regulatory and supervisory authority derived under the Act.
  - To encourage augmentation of supply of buildable land and also building materials for housing and to upgrade the housing stock in the country.
  - To encourage public agencies to emerge as facilitators and suppliers of serviced land, for housing.
- b. The head office of NHB is located in New Delhi and a regional office located at Mumbai. It has representative offices located at Hyderabad, Chennai, Bengaluru, Kolkata, Lucknow, Ahmedabad, Patna, Bhopal, Bhubaneswar & Nagpur.

### **C. Purpose**

- National Housing Bank (NHB) (hereinafter referred to as the Bank) with Head Office at New Delhi proposes to invite Request for Proposal (RFP) tenders from the eligible vendors for its **Data Centre Renovation and Shifting** as described under scope of work. This includes supply, installation and commissioning of Data Centre equipment, training, procurement, support & maintenance, shifting of the existing DC to the renovated area. The invitation for RFP document is now being issued to enable vendors to submit their responses to the Bank.
- The purpose of this RFP is to select a vendor for supply, installation and commissioning of Data Centre equipment, training, procurement, support & maintenance, shifting of the existing DC to the renovated area and support for five years.
- The Request for Proposal document contains statements derived from information that is believed to be relevant at the date but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with NHB. Neither NHB nor any of its employees, agents, contractors, or advisers gives any representation or warranty, express or implied, as to the accuracy or completeness of any information or statement given or made in this document. Neither NHB nor any of its employees, agents,

## Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

contractors, or advisers has carried out or will carry out an independent audit or verification exercise in relation to the contents of any part of the document.

- Subject to any law to the contrary, and to the maximum extent permitted by law, NHB and its officers, employees, contractors, agents, and advisers disclaim all liability from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any information including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the loss or damage arises in connection with any negligence, omission, default, lack of care or misrepresentation on the part of NHB or any of its officers, employees, contractors, agents, or advisers.

### **D. Present Setup**

NHB has centralized setup with **Data Center [DC] at New Delhi** and **Disaster Recovery [DR] Site at Mumbai**. All the other offices are on the WAN through MPLS network. All applications, are hosted at Data Centre, New Delhi and are accessed by all offices/locations over MPLS VPN. All locations including DC and DR sites are interconnected with MPLS network. Presently the bandwidth between these DC & DR centers is 2 Mbps and all RROs are connected over 512Kbps link. The bandwidth is under upgradation at all locations.

#### **Existing Infrastructure:**

- Bank has setup Data Centre for providing various IT services to Bank officers. The services include VC, SAP, Email, File servers etc. All services are information based services wherein data is transferred from one end to another. Bank has Disaster Recovery (DR) site at MRO to ensure continuous delivery of key operations.
- The current DC is hosted in the Bank premises and will be shifted to a new location within the premises. The existing infrastructure in the DC are mentioned as under:

<b>Sl No</b>	<b>Description</b>	<b>Quantity</b>
1.	Racks	Six Racks
2.	Servers	More than 34 ( Including Two Blade Chassis )
3.	Network devices	CISCO Switches and Routers ( More than 25)
4.	UPSs	Two : Make APC
5.	PAC units	Two :Make Stulz
6.	Other facilities	APC DCIM Solution
7.	Voltage Stabilizer	Four
8.	Net Botz Camera Pod 160	Two
9.	Net Botz Rack Monitor 550	One

## Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

10.	NetBotz Door Switch Sensor for rooms or 3 <sup>rd</sup> party Racks	One
11.	Netbotz Smoke sensor	One
12.	APC 24 port 10/100 Ethernet Switch	One
13.	APC Alarm Beacon	One
14.	APC Temperature and Humidity Sensor with Display	One
15.	Rack IBM	One
16.	Rack APC	Five

Category wise details of DC infrastructure is as under:

**Current lay out diagram is given in Appendix A.**

### **Data Centre Infrastructure Equipment details**

Location/Device	Make	Model
UPS	APC	SYAF16KRM1 ( Under Replacement)
UPS	APC	SYAF16KRM1 ( Under Replacement)
PAC	STULZ	BAS - 181A (S. No . N.M.08.02)
PAC	STULZ	BAS - 181A (S. No . N.M.08.01)
RackPDU	APC	Metered, ZeroU, 16A, 230V, (20)C13 & (4)C19; IEC C20 (AP7852)
Voltage Stabilizer	Hindustan Electronics , Kirti Nagar	

### **E. Objective**

1. NHB intends to engage vendor for supply, installation and commissioning of Data Centre equipment, related civil work, training, procurement, support & maintenance, shifting of the existing DC to the renovated area and support for five years.
2. This service includes for supply, installation and commissioning of Data Centre equipment (Precision Air Conditioners (PAC), UPS, Racks, Stabilisers etc.), training, procurement, support & maintenance, shifting of the existing DC to the renovated area and support for five years, documentation etc. with SLA binding the Bidder and service quality commitments.
3. The period of contract will be for 5 years with annual review.
4. The bidder has to provide onsite support for equipment supplied and installed, health check etc. for 5 years, starting from the date of project implementation (sign off). The cost

## **Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank**

towards repair/replacement of any device covering under this RFP should be borne by bidder only.

5. The selected Bidder has to submit proof for back to back warranty / support for all the DC equipment for this tender.
6. The selected Bidder to upgrade the requisite software/patches/applications regularly on the devices as applicable from time to time.
7. The proposed solution should have latest DC equipment such as PAC, UPS, Rack, monitoring devices etc. as applicable in the proposed solution.
8. The selected bidder is to ensure that proposed solution/devices/infrastructure is of latest configuration.
9. The purpose behind issuing this RFP is to invite technical and commercial bids for selection of service provider for providing DC Renovation and Shiting Services.
10. It may also be noted that all the activities in the IT operation are subject to audit /inspection by Security Auditors. Selected Bidder must take same into consideration while delivering the desired services.
11. The bidder has to implement suitable solution which will ensure that setup is done in fast, efficient & reliable manner without putting much load on the existing infrastructure.

### **F. Instruction to Bidders**

#### **1. General :-**

The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents may result in rejection of its bid and will be at the bidder's own risk.

- All costs and expenses incurred by Respondents in any way associated with the development, preparation, and submission of responses, including but not limited to; the attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by NHB, will be borne entirely and exclusively by the Respondent.
- No binding legal relationship will exist between any of the Respondents and NHB until execution of a contractual agreement.
- Each Recipient acknowledges and accepts that NHB may in its absolute discretion apply selection criteria specified in the document for evaluation of proposals for short listing /

## Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

selecting the eligible vendor(s). The RFP document will not form part of any contract or arrangement, which may result from the issue of this document or any investigation or review, carried out by a Recipient.

- A Recipient will, by responding to NHB for RFP, be deemed to have accepted the terms of this Introduction and Disclaimer.
- Recipients are required to direct all communications related to this RFP, through the Nominated Point of Contact persons, mentioned below:

<b><u>S K Padhi</u></b> Asstt. General Manager (IT) Email : padhisk@nhb.org.in Mobile : 9717691287 Telephone : +91 - 11 - 24626383 Fax : +91 - 11 - 24649432	<b><u>Sachin Sharma</u></b> Dy. Manager (IT) Email : sachins@nhb.org.in Mobile : 9910009628 Telephone : +91 - 11 - 24649031 - 353 Fax : +91 - 11 - 24649432
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- NHB may, in its absolute discretion, seek additional information or material from any Respondents after the RFP closes and all such information and material provided must be taken to form part of that Respondent's response.
- Respondents should provide details of their contact person, telephone, fax, email and full address(s) to ensure that replies to RFP could be conveyed promptly.
- If NHB, in its absolute discretion, deems that the originator of the question will gain an advantage by a response to a question, then NHB reserves the right to communicate such response to all Respondents.
- Queries / Clarification if any, may be taken up with the contact persons detailed above before the deadline for submission of bids between 10.00 am to 6.00 pm on Monday to Friday .
- NHB may, in its absolute discretion, engage in discussion or negotiation with any Respondent (or simultaneously with more than one Respondent) after the RFP closes to improve or clarify any response.
- Vendor should not have been blacklisted/debarred from participation in the bid process by any of the Govt Departments/PSU/Banks/Financial Institutes in India.
- NHB will notify all short-listed Respondents in writing or by mail or by publishing in its website as soon as practicable about the outcome of their RFP. NHB is not obliged to provide any reasons for any such acceptance or rejection.

### 2. Site visit & Pre-Bid Meeting

For the purpose to have a proper understanding of requirement vendor may visit NHB HO

## Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

on 03/07/2014. For the purpose of clarification of doubts of the bidders on issues related to this RFP, NHB intends to hold a Pre-Bid meeting on the date and time as indicated in the RFP. The queries of all the bidders, in writing, should reach by e-mail or by post on or before 06/07/2014 on the address as mentioned above. It may be noted that no queries of any bidder shall be entertained received after the Pre-Bid meeting. Clarifications on queries will be given in the Pre-Bid meeting on 07/07/2014. Only the authorized representatives of the bidders, will be allowed to attend the Pre-Bid meeting.

### 3. Soft Copy of Tender Document

The soft copy of the tender document will be made available on NHB's website <http://www.nhb.org.in>. The bidders will need to pay the non-refundable fee of Rs. 5000/- (Rupees Five Thousand Hundred only) by way of ECS as described in F.12.

The proof of the payment should be enclosed and put in the envelope containing the Technical Bid; in the absence of which the bid may not be considered for further evaluation.

### 4. Non-Transferability of Tender

This tender document is not transferable.

### 5. Erasures or Alterations

The offers containing erasures or alterations may not be considered. Any interlineations', erasures or overwriting may be considered at the discretion of the Bank only if they are initialed by the person signing the Bids. However any interlineations', erasures or overwriting in any form will not be accepted in the commercial bid. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled up. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as "OK", "accepted", "noted", "as given in brochure/manual" is not acceptable. NHB may treat offers not adhering to these guidelines as unacceptable. NHB may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. This shall be binding on all bidders and NHB reserves the right for such waivers.

### 6. Amendment to the bidding document

- At any time prior to the deadline for submission of Bids, the Bank, for any reason, may modify the Bidding Document, by amendment.
- The amendment will be posted on Banks website [www.nhb.org.in](http://www.nhb.org.in)
- All Bidders must ensure that all amendments/enhancements (if any) in the RFP have been considered by them before submitting the bid. Bank will not have any responsibility in case some omission is done by any bidder.

## Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

- The bank at its discretion may extend the deadline for the submission of Bids.
- The Bank shall not be liable for any communication gap. Further the Bank reserve the right to scrap the RFP or drop the tendering process at any stage without assigning any reason.

### 7. Language of Bid

The bid prepared by the Bidders, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the Bank and supporting documents and printed literature shall be written in English.

### 8. Masked Commercial Bid

The bidder should submit a copy of the actual price bid (as per the format specified by NHB) being submitted to NHB by masking the actual prices. This is mandatory. The bid may be disqualified if it is not submitted by masking it properly. NHB reserves the right to cancel the bid at the time of commercial evaluation, if the format/detail (except price) of 'Masked Commercial Bid' does not match with the format/detail of actual Commercial Bid submitted.

### 9. Right to Alter Location / Quantities

NHB reserves the right to alter the proposed location/s specified in the tender. NHB also reserves the right to add/delete one or more location/s from the list specified in the tender.

### 10. Documents Comprising the Bid

- The bid consists of two proposals viz., technical proposal and commercial proposal.
- Documents comprising the **TECHNICAL PROPOSAL** should be:
  - Documentary evidence establishing that the Bidder is eligible to Bid and is qualified to perform the contract i.e., minimum eligibility criteria as per **Annexure -V**.
  - Technical Bid as per **Annexure -VII**. Any technical Bid containing price information will be rejected.
  - The proof of e payment of Rs. 5000/- (non-refundable) made to **NATIONAL HOUSING BANK**. (Pl refer F.12 )
  - The proof of e payment of Rs. 1,00,000/- (refundable) made to **NATIONAL HOUSING BANK**. (Pl refer F.12 )
  - Soft copy of minimum eligibility criteria, technical bid, masked commercial bid.
  - Masked Price Bid listing all the components as listed in Commercial Bid, without indicating the price as per **Annexure -IX**.
  - Manufacturer Authorisation Form as per **Annexure -XIII**.
  - **Bids without the RFP cost and EMD amount will be rejected.**
- Documents comprising the **COMMERCIAL PROPOSAL** should be:
  - Complete Commercial bid as per **Annexure -IX with covering letter as per Annexure VIII** .

## Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

- Soft copy of commercial bid Price bids containing any deviations or similar clauses may be summarily rejected.
- Any Other information may be furnished in separate Annexures.

### 11. Bid Currency

Bids to be quoted in Indian Rupee only.

### 12. Earnest Money Deposit (EMD)

- All the responses must be accompanied by a refundable interest free security deposit of Rs. 1,00,000/- (Rs. One Lac only), by way of an e-payment in favour of **National Housing Bank**.

The Accounts details are given below:

S.No	Type	Particulars
1	Beneficiary Name	National Housing Bank
2	Beneficiary Address	Core 5A, 4th Floor, India Habitat Centre, Lodhi Road, New Delhi 110 003
3	Beneficiary Bank Name	State Bank of Hyderabad
4	Beneficiary Bank Branch Address	Pragati vihar Delhi Branch, Ground Floor, Core-6, Scope Complex, Lodhi Road, New Delhi - 110 003
5	Type of Bank Account	Current account
6	Beneficiary Bank A/C No	52142903844
7	IFCS code of Bank branch	SBHY0020511
8	MICR No	110004005

- The proof of the payment should be enclosed and put in the envelope containing the Technical Bid; in the absence of which the bid may not be considered for further evaluation. The bidders are also required to submit ECS Mandate Form as enclosed in Annexure-XI.
- Any bid received without EMD in proper form and manner shall be considered unresponsive and rejected.
- Request for exemption from EMD will not be entertained.
- The EMD amount of all unsuccessful bidders would be refunded on completion of the tendering process.

## Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

- vi. Successful Bidder will be refunded the EMD amount after execution of SLA and submission of Performance Bank Guarantee for 10% of total contract value.
- vii. The EMD security may be forfeited:
  - o If a Bidder withdraws its bids during the period of bid validity
  - o If a Bidder makes any statement or encloses any form which turns out to be false/incorrect at any time prior to signing of the contract
  - o In case of successful Bidder, if the Bidder fails to Sign the contract.

### 13. Implementation schedule

- The Bidder shall have to start the work within 14 days from the date of work order.
- The Bidder shall be responsible for delivery and installation of the ordered item(s) at the site and for making them fully operational at no extra charge within 6-10 weeks of the date of purchase order. Appropriate insurance to cover the ordered item(s) for the transit period and till the time of its acceptance by the Bank at the respective site is to be taken by the Bidder.
- At the discretion of the Bank, there will be an acceptance test conducted by the Bidder in presence of the Bank official(s) and/or its nominated consultant(s) after installation of complete item(s). In case of serious discrepancy in the offered equipment supplied, the Bank may cancel the entire purchase order and return the item(s) back to the Bidder at Bidder's costs and risks. The Bidder shall give acceptance of the order within two days from the date of order. Bank has right to cancel the order, if the same is not accepted within the stipulated period from the date of order. The Bank will arrange for power source and other facilities as per the feasibility, if any, at the locations. As it is a time bound project no delay in the below schedule will be accepted by the Bank.
- Billing cycle will commence after successful completion of acceptance testing for all locations.

S.No	Purchase Order for	Delivery Schedule (From date of acceptance of Order)
1.	Initiation of civil work	2-6 weeks
2.	Delivery of DC infrastructure	4-6 weeks
3.	Project Completion period at DC , New Delhi i.e. installation, commissioning, integration, testing	6-10 weeks

- Bidder to implement the solution within **TEN WEEKS FROM THE DATE OF WORK ORDER.**

## Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

- NHB would carry out acceptance testing for a period of 7 working days.
- Billing cycle will commence after successful completion of acceptance testing.

### 14. Performance Guarantee

1. The selected Bidder will be required to provide a 10% of the total five year cost of project as Performance Guarantee, in the form of bank guarantee from a scheduled commercial bank. The performance guarantee should be valid till at least three months period beyond the expiry of contract period of five years.
2. For the applicable warranty/AMC/support period (as applicable) bidder has to provide PBG for the equal value for the advance payment for that year/period (as applicable).

### 15. Period of Validity of Bids

- Prices and other terms offered by Bidders must be valid for an acceptance period of 6 months from the last date of submission of bid.
- In exceptional circumstances the Bank may solicit the Bidders consent to an extension of the period of validity. The request and response thereto shall be made in writing. The Bid security provided shall also be extended.

### 16. Format and Signing of Bids

Each bid shall be in two parts:

- Part I: consists of MINIMUM ELIGIBILITY CRITERIA, TECHNICAL BID and MASKED COMMERCIAL BID [price bids without any price]. The above contents will be referred to as **“TECHNICAL PROPOSAL”**.
- Part II : covering only the COMMERCIAL BID herein referred to as **“COMMERCIAL PROPOSAL”**
- The Original Bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. The person or persons signing the Bids shall initial all pages of the Bids, except for un-amended printed literature.

## Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

### 17. Sealing and Marking of Bids

- The envelop shall be addressed to the Bank at the address given below:  
The General Manager, IT Department  
National Housing Bank  
Core 5A, 3<sup>rd</sup> Floor, India Habitat Centre  
Lodhi Road  
New Delhi - 110003
- All envelopes should indicate on the cover the name and address of bidder along with contact number.
- The Bidder shall seal the envelopes containing Technical and Commercial proposals separately.
- The envelope should be non-window and separately super scribed as "Technical Proposal for Data Centre Renovation and Shifting " and "Commercial Proposal for Data Centre Renovation and Shifting ", as applicable.
- **If the envelop is not sealed and marked, the Bank will assume no responsibility for the Bid's misplacement or its premature opening.**
- **Bids not sealed properly shall not considered and will stand rejected without recourse.**

### 18. Deadline for submission of Bids

- The bids must be received by the Bank at the addressed specified, not later than the last date of bid submission as indicated above.
- In the event of the specified date for the submission of bids, being declared a holiday for the Bank, the bids will be received up to the appointed time on the next working day.
- The Bank may, at its discretion, extend the deadline for submission of Bids by amending the Bid Documents, in which case, all rights and obligations of the Bank and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

### 19. Late Bids

Any bid received by the Bank after the deadline for submission of bids prescribed by the Bank will be rejected and returned unopened to the bidder.

### 20. Modification and/or Withdrawal of Bids:

## **Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank**

- The Bidder may modify or withdraw its bid after the bid's submission, provided that written notice of the modification including substitution or withdrawal of the bids is received by the Bank, prior to the deadline prescribed for submission of bids.
- The Bidder modification or withdrawal notice shall be prepared, sealed, marked and dispatched. A withdrawal notice may also be sent by Fax, but followed by a signed confirmation copy, postmarked no later than the deadline for submission of bids.
- No bid may be modified after the deadline for submission of bids.
- No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the bidder on the bid form. Withdrawal of a bid during this interval may result in the bidders' forfeiture of its EMD.
- Bank has the right to reject any or all tenders received without assigning any reason whatsoever. Bank shall not be responsible for non-receipt / no delivery of the bid documents due to any reason whatsoever.

### **21. Opening of Bids by the Bank**

- On the scheduled date and time, bids will be opened by the Bank Committee in presence of Bidder representatives who will attend the meeting on the specified date.
- The Bidder name and presence or absence of requisite EMD, RFP cost and such other details as the Bank, at its discretion may consider appropriate will be announced at the time of technical bid opening.

### **22. Clarification of bids**

During evaluation of Bids, the Bank, at its discretion, may ask the Bidder for clarification of its Bid. The request for clarification and the response shall be in writing (Fax/e-Mail), and no change in the substance of the Bid shall be sought, offered or permitted.

### **23. Preliminary Examinations**

- The Bank will examine the Bids to determine whether they are complete, the documents have been properly signed; supporting papers/documents attached and the bids are generally in order.
- The Bank may, at its sole discretion, waive any minor infirmity, nonconformity or irregularity in a Bid which does not constitute a material deviation, provided such a waiver does not prejudice or affect the relative ranking of any Bidder.
- The decision of the Bank is final towards evaluation of the bid documents.

## Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

### 24. Proposal Ownership

The proposal and all supporting documentation submitted by the vendors shall become the property of NHB unless NHB agrees to the vendor's specific request/s, in writing, that the proposal and documentation be returned or destroyed.

### 25. Price Composition and Total Cost of Ownership (TCO)

The price quoted should be in Indian Rupees on a fixed price basis and should include the followings: Cost of equipment, software licenses, etc., (including their warranty and implementation costs), etc., inclusive of all taxes, levies, duties, service tax, other charges, etc. The cost should include consultancy for site preparation, layout design and installation, Facility Management Charges to setup and manage offered solution at Bank's Head Office and in Mumbai.

- The prices quoted shall be inclusive of all transportation and insurance costs i.e., on CIF basis, till the time of installation and commissioning at the respective designated locations, in respect of all the equipment and software and training to the staff members of NHB.
- All prices should be itemized. Unit price should be given in detail for each and every item offered. Total Cost of Ownership (TCO) will be calculated taking all the items as mentioned in Annexure - IX, excepting optional items, if any, which may be shown separately.
- In case the equipment is to be imported, the vendor is required to do and complete all such processes without involving NHB in any manner at any stage. It will be the responsibility of the vendor to abide by all statutory requirements like payment of all taxes, duties etc., without any reference to the Bank. NHB accepts no responsibility or liability in this regard.
- The vendor should clearly furnish the cost matrix strictly as per the structure provided in the Annexure IX. Any deviation may lead to bid rejection.
- All the DC equipment will be covered by a comprehensive on-site OEM warranty of 3 years from the date of installation. All the Software Components will be covered by a comprehensive OEM Subscription of 3 year from the date of installation.
- Date of implementation of project shall be date of the sign-off. The same date shall be considered for renewal of support services etc, if applicable.

## **26. Order Cancellation**

The Bank reserves the right to cancel the purchase order in the event of one or more of the following situations:

- Delay in supply, installation, integration and maintenance of Hardware, Software & related equipment, completion of project beyond the specified period.
- Deviations of the equipment for solution proposed from those mentioned in the RFP including non-integration of these equipment with Bank's infrastructure as mentioned in Scope of Work above to the satisfaction of the Bank.
- In the event of order cancellation the Bidder shall be responsible to take back the faulty equipment at their cost & expenses. In the event of cancellation of order, the Bank shall also invoke the Performance Bank Guarantee (PBG) submitted by the bidder.

## **27. Timely availability of Support Services**

The vendor should have proper and adequate support mechanism in place at New Delhi and Mumbai to provide all necessary support under this project.

## **28. Manuals and Drawings**

The vendor shall provide complete technical and other documentation/s for the equipment supplied. All the manuals shall be in English and the drawings should be clearly indicative of equipment supplied.

## **29. Bid Evaluation**

- The Bank may use the services of external consultant for normalization of bids and evaluation of bids
- Evaluation criteria proposed to be adopted will be Quality cum Cost Based System (QCBS) where Technical Bid Score is qualifying (Minimum Score should be 80) with full weightage to the Commercial. The final selection will be on the commercial bid only.
- Detailed bid evaluation methodology and selection of bidder is given in **Chapter H**.
- Arithmetic errors correction:
  - Arithmetic errors, if any, in the price breakup format will be rectified on the following basis:

## **Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank**

- If there is discrepancy between the unit price and the total price, which is obtained by multiplying the unit price with quantity, the unit price shall prevail and the total price shall be corrected unless it is a lower figure. If the supplier does not accept the correction of errors, its bid will be rejected.
- If there is discrepancy in the unit price quoted in figures and words, the unit price, in figures or in words, as the case may be, which corresponds to the total bid price for the item shall be taken as correct.
- If the vendor has not worked out the total bid price or the total bid price does not correspond to the unit price quoted either in words or figures, the unit price quoted in words shall be taken as correct.
- Bank may waive off any minor infirmity or nonconformity or irregularity in a bid, which does not constitute a material deviation, provided such a waiving, does not prejudice or effect the relative ranking of any bidder.
- Figures mentioned in words will be treated as final in case there is mismatch between price quoted in figures and price quoted in words.

### **30. Modification and Withdrawal**

Bids once submitted will be treated, as final and no further correspondence will be entertained on this. No bid will be modified after the deadline for submission of bids. No bidder shall be allowed to withdraw the bid, if bidder happens to be successful bidder.

### **31. Revelation of Prices**

The prices in any form or by any reasons should not be disclosed in the technical or other parts of the bid except in the commercial bid. Failure to do so will make the bid liable to be rejected.

### **32. Terms and Conditions of the bidding firms**

The bidding firms are not required to impose their own terms and conditions to the bid and if submitted will not be considered as forming part of their bids. The bidders are advised to clearly specify the deviations as per section Annexure-III, in case terms and conditions of the contract applicable to this invitation of tender are not acceptable to them. The bidders should also describe clearly in what respect and up to what extent the equipment and services being offered differ/ deviate from the specifications laid down in the specifications and requirements.

### **33. Local conditions**

The bidder must acquaint himself with the local conditions and factors, which may have any effect on the performance of the contract and / or the cost.

### **34. Verification of reference installations**

NHB may, if deemed necessary, conduct verification of reference installation to satisfy themselves on the performance of the equipment / services offered with reference to their requirements.

## **Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank**

### **35. Contacting NHB or putting outside influence**

Bidders are forbidden to contact NHB or its Consultants on any matter relating to this bid from the time of submission of commercial bid to the time the contract is awarded. Any effort on the part of the bidder to influence bid evaluation process, or contract award decision may result in the rejection of the bid.

### **36. Proposal Content**

The vendors' proposals are central to the evaluation and selection process. Therefore, it is important that the vendors carefully prepare the proposal. The quality of the vendors' proposal will be viewed as an indicator of the vendor's capability to provide the solution and vendors interest in the project.

### **37. Banned or Delisted Supplier:**

The bidder has to give a declaration that they have not been banned or delisted by any Government, Quasi Government agencies, PSUs or PSBs and its subsidiaries. If a bidder has been banned by any Government, Quasi Government agencies, PSUs or PSBs and its subsidiaries, this fact must be clearly stated .If this declaration is not given, the bid will be rejected as non-responsive. This declaration will be submitted along with the Technical Bid

### **38. Packing:**

Packing of all the materials shall conform to the requirements of the carriers.

### **39. Inspection and Test:**

The inspection shall be carried out by GM-ITD or his authorized representative. NHB shall have the right to inspect and/or to test the material to confirm their conformity with the contract and in case any inspected /tested goods fail to perform to the specifications, the purchaser may reject them and the supplier shall either replace the rejected goods or make alteration necessary to meet the specifications free of cost to the purchaser.

### **40. False / Incomplete statement:**

Any statement/declaration made by the tenderer, if proved wrong or false or incomplete or such as to withhold any information relevant to the award of the tender, at any stage of the tender or in the event of his tender having been accepted at any stage of the contract, shall render his/their tender(s)/contract(s) liable to be cancelled/rescinded, in addition to the followings:

- a. If such statement is found at the tender stage, his total earnest money shall be forfeited and tender will be summarily rejected.
- b. In case such a statement is found at the contract stage appropriate action as decided by the Bank shall be applicable.

## **G. Scope of Work**

### **1. General :**

The broad Scope of Work required to be implemented in the project are listed as below.

## Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

Bidders need to refer the following in connection with the scope of work.

Existing DC Diagram - Appendix A

Proposed DC area with dimension - Appendix B

Proposed work to be carried out in DC : Appendix C

Specification of work and Scope of work: Appendix D

Infrastructure setup to be provided to the vendor - Appendix - E

The RFP is intended for procurement of:

Data Centre Renovation and Shifting with 5 year back to back OEM support.

- The Bidder shall be responsible for Supply, Installation, Integration, Rollout, Operational configuration, failover testing and Maintenance of total solution.
- Complete end to end implementation of the solution including hardware, software, civil work etc.
- Bidder shall be responsible for setting up DC infrastructure.
- Bidder will have to supply and install PACs, Cameras, Racks, PDUs, Rodent repellants, DCIM solution, SCVSS etc. Vendor will ensure compatibility of Hardware & Software and will be responsible for resolving any issue arising off above.
- The bidder shall provide the architecture of the proposed solution including features and functionality designed to minimize impact on network bandwidth.
- The bidder shall be responsible for ensuring that the setup is configured based on optimized configuration setting based on Bank's requirement.
- The offered solution should have the capability of implementing and supporting all latest DC standard and should be future ready to adopt integration with prevailing international standards.
- The bidder shall be responsible for free of cost upgradation of software in the Bank as and when the same arrives in the market during the contract period. The same is to be affected with 15 days of its availability from OEM. This also includes upgrading software for all DC equipment to be in line with the latest offering from OEM.
- The Bidder shall manage & provide on-site support for the complete DC Infrastructure & solution including hardware, software etc. for a contract period of 5 years.

## Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

- The successful vendor will enter into contract with the bank for the above as per models and specification approved by the Bank.
- The accessories associated for the equipment should also be specified.
- Any delay in providing support may lead to levy of penalty or cancellation of contract as per Penalty clause mentioned in this RFP document.
- After sales support and maintenance of the complete system to provide prescribed uptime. The bidder is to ensure that the OEM support service for DC infrastructure in the proposed solution is available for tenure of at-least 5 years from the date of signoff. In case of any support/software/equipment issue, Bidder shall not only inform the Bank beforehand but also shall provide the replacement solution/equipment of same/advanced model at no cost to Bank.
- The bidder shall impart training to the Bank's identified ITD officials, at Delhi on the following areas:-
  - Deployed Solution Architecture and flow
  - Configuring DC solution (HW/SW).
  - Functionalities & configuring of DCIM Solution
  - Functionalities & configuring of all DC equipment
  - Any other IT level feature which deemed necessary to use the proposed DC solution
  - Basic user level troubleshooting
- Training infrastructure would be provided by the Bank at Head office. The bidder will have to ensure that training is imparted in a professional manner through qualified personnel's and Course materials would have to be provided for the same.
- The bidder shall be responsible for generation and submission of necessary documents required during various phases of project viz. planning, installation, commissioning, rollout, acceptance testing, project diagrams and other reports etc. All such documents shall commence only after the same is approved by Bank.
- The bidder should provide a detailed pert/activity chart with project plan in terms of activity and phase wise timelines (no. of days required) required for executing the project with the details of deliverables and milestones including the delivery of components for DC solution. The bidder shall inform the name of the project manager who would be the single point of contact during the complete project implementation.
- The bidder shall provide detailed drawing of the installed setup after completion of the project. This will also include the printout/soft copies of important configuration settings of the DC equipment.

## Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

- Bidder will inform the various infrastructure requirements to the Bank which have to be provided for commissioning and smooth commissioning of the equipment.
- The bidders shall utilize the existing hardware and software operational at Bank's locations hardware to the extent possible. It also may be noted that Bank is having two UPS for DC , which will be used by the Bidder and will be installed by the bidder in new proposed DC; installation related cabling , manpower , shifting arrangement will be done by the Bidder only. Bank will provide power connection till UPS room only, distribution in DC and UPS & PAC room will be responsibility of the Bidder.

**Note:-**The technology partners, including OEM will be required to submit an undertaking, explicitly stating their commitment to provide full technical, spares, MAF, operational and maintenance support to Bank during the warranty and AMC period.

- The successful bidder would need to configure the following as a part of the execution plan. In case any other configuration is required for a successful implementation, the bidder would have to include it as a part of his execution plan.
- Bidder will be responsible for proactively monitor the overall health of the solution during first 2 months of implementing the solution at Delhi. The associated engineer is required to visit onsite on fortnightly basis to proactively check any cracks in DC infrastructure and its capability. Bidder shall be responsible for arranging for resolution of issues, if any, during the five years of AMC.
- The BOM and BOQ must be quoted in Commercial Bids.
- The hardware should be scalable in all technical and functional aspects. All hardware must be IPv6 ready.
- The hardware supplied by the bidder should be robust and reliable, as per technical specifications. Bidder should also specify the lifetime of hardware. The bidder must guarantee that all equipment delivered are brand new. Further all software to be supplied/delivered and installed must be of latest version.
- The equipment will have to be supplied with all the manuals/guides in electronic form and/or printed booklet(s) as provided by the respective Original Equipment Manufacturers. All the manuals/guides should be in English only.

### **H. Bid Evaluation Methodology**

## Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

### 1. Introduction

The objective of evaluation methodology is to facilitate the selection of the technically superior solution at optimal cost.

To meet NHB's requirements, as spelt out in the RFP, the selected Bidder must have the requisite experience in providing services in the field of Information and Communication Technology, the technical know-how, and the financial wherewithal that would be required to successfully set-up the required infrastructure and provide the services sought by NHB, for the entire period of the contract. The evaluation process of the bids proposed to be adopted by NHB is indicated below. The purpose of it is only to provide the Bidder an idea of the evaluation process that NHB may adopt. NHB reserves the right to modify the evaluation process at any time during the Tender process (before submission of technical and commercial responses by the prospective bidder), without assigning any reason, whatsoever, and without any requirement of intimating the Bidders of any such change. Any time during the process of evaluation NHB may seek specific clarifications from any or all the Bidder.

**It may please be noted that NHB reserves the right to reject any proposal in case same is found incomplete or not submitted in the specified format given in this RFP document.**

The details of 'Minimum Eligibility Criteria', provided by the vendor in its response to this RFP, will be evaluated first, based on the criteria described in section H.2. The technical and commercial responses to this RFP will be considered further only for those vendors who meet the **Minimum Eligibility Criteria**. Vendors must provide their responses in the format given in **Annexure -V**.

The technical and commercial response evaluation will be based on the criteria described in following section onwards.

### 2. Minimum Eligibility Criteria

Proposals not complying with minimum eligibility criteria, as enumerated below, will be rejected and will not be considered for evaluation of technical bid. The proposal should adhere to the following minimum eligibility criteria:

Sr. No.	Financial and other Requirements of the Bidder/firm
1	Should have been in existence for and must be engaged in the business of " Data Center Building" for at least 5 years as on January 01, 2014 in India . Referred <b>Data Center should have more than 250 sq ft of area.</b>
2	Should have positive net worth during last 3 years. (Financial years ending March 2014,2013,2012)**.

## Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

3	Should have experience of Data Center Building & post implementation support,in at least two All India Public Financial Institutions / Scheduled Commercial Banks/Central Government or State Govt. Institution/LC 1). Order value of referred services should not be less than 50 Lakhs. 2) Satisfactory Service Certificate/sign off documents must be submitted.
4	Must be having its own service support centre setup in Delhi/NCR with skilled resources from where the governance of this project shall be carried out.
5	The bidder should not have been black-listed/ barred by any Public Sector Bank, RBI or IBA or any other Government agencies.

**(Bidder's** in house data centers shall not be considered; Bidders who have built their own Internet Data Centre (IDC), for commercial use will be considered if he falls under All India Public Financial Institutions / Scheduled Commercial Banks/Central Government or State Govt. Institution/LC).

\*\* In case, the company/bidder does not have the approved Balance Sheet for period ending March 2014, provisional balance sheet certified by their Statutory Auditors will be acceptable.

### Note:

- ✓ **The bidder must submit the Compliance Statement (Annexure - IV) and Deviation Statement (Annexure - III) as per, failing which the bids may not be taken for further evaluation.**
- ✓ **Vendor must submit documentary evidence in respect of all above mentioned criteria while submitting the proposal. Proposal of vendor who do not fulfill the above criteria or who fail to submit documentary evidence thereon would be rejected.**
- ✓ **Along with the above the bidder has to provide the Manufacture Authorisation Form (MAF) as per Annexure - XIII from all the OEM for this tender and also , failing which the bids may not be taken for further evaluation.**

### 3. Evaluation of Technical Bids

- i. Minimum Eligibility Criteria bids received from the Bidder will be opened in the presence of representatives of the bidders who choose to be present as per the schedule notified by NHB. A detailed analysis will be subsequently carried out by NHB. Based on responses to 'Minimum Eligibility Criteria', Bidder will be short listed for technical evaluation further.

## Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

- ii. The technical bid will be analyzed and evaluated, based on which the Relative Technical Score (RTS) shall be assigned to each bid. Technical Bids receiving a RTS greater than or equal to a score of 80 (cut-off marks) will be eligible for consideration in the subsequent round. The Parameters of the Technical evaluation are broadly as follows:

### 4. Mark Distributions

**Maximum Points: 100**

	Criteria Points	(Max Marks)
1. Registration Certificate from Registrar of Firms / Company		Max Marks 15
a. Proprietorship	05	
b. Partnership	05	
c. Pvt. Ltd. Co.	10	
d. Ltd. Company (Public)	15	
2. List of Data Centers and locations (where the vendor has carried out Data Centre Building /Renovation/Shifting activities on turnkey basis) Sign off /Satisfactory Service certificate must be provided.		Max Marks 15
• For 6 or more Govt. Sector / PSU/Banks/FIs/LC with Centralized Data Centre with a DC area not less than 250 sq ft.	15	
• For 4 to 5 Govt. Sector / PSU/Banks/FIs/LC with Centralized Data Centre with a DC area not less than 250 sq ft.	10	

## Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

<ul style="list-style-type: none"> <li>For 2 to 3 Govt. Sector / PSU/Banks/FIs /LC with Centralized Data Centre with a DC area not less than 250 sq ft.</li> </ul>	05	
<p>3. Satisfactory Services Certificate for completion of Data Center Building /Renovation/Shifting on turnkey basis or sign off certificate by the clients ( Project value should be more than 50 lakh.</p> <p>Clients : Govt. Sector / PSU/Banks/FIs/LC</p>		Max Marks 15
<ul style="list-style-type: none"> <li>Satisfactory Services Certificate by 5 or more</li> </ul>	15	
<ul style="list-style-type: none"> <li>Satisfactory Services Certificate by 2 to 4 Clients</li> </ul>	10	
<p>4. Track of being in the Data Centre designing Business for at least 5 years. (Bidder's in house data centers shall not be considered; Bidders who have built their own Internet Data Centre (IDC), for commercial use will be considered).</p>		Max Marks 15
<ul style="list-style-type: none"> <li>Being in the Business for more than 8 yrs</li> </ul>	15	
<ul style="list-style-type: none"> <li>Being in the Business for more than 5 yrs and less than 8 yrs.</li> </ul>	10	
<p>5. Experience in building /Renovation of ISO 27001 certified Data Center on turnkey basis. (Bidder's in house data centers shall not be considered; Bidders who have built their own Internet Data Centre (IDC), for commercial use will be considered).</p>		Max Marks 05
<ul style="list-style-type: none"> <li>Yes</li> </ul>	05	
<ul style="list-style-type: none"> <li>No</li> </ul>	00	
<p>6. Turnover/income for Last 3 years from DC projects only(Financial years ending March 2014,2013,2012)**..</p>		Max Marks 15

## Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

• Above 5 Crores each year	15	
• 1 Crore to 5 Crores each year	10	
7. Technical Presentation on proposed design of the DC infrastructure	20	

(Bidder's in house data centers shall not be considered; Bidders who have built their own Internet Data Centre (IDC), for commercial use will be considered if he falls under All India Public Financial Institutions / Scheduled Commercial Banks/Central Government or State Govt. Institution/LC).

**\*\* In case, the company/bidder does not have the approved Balance Sheet for period ending March 2014, provisional balance sheet certified by their Statutory Auditors will be acceptable.**

### Note:

- i. Bidders have to provide copies of supporting documents against each criterion mentioned above, without which bid may be rejected.
- ii. Technical Bids receiving a total score greater than or equal to a score of 60 out of Total 80 marks (Excluding the marks for presentation) will be eligible for making presentation.
- iii. The minimum qualification score for the Technical Bids would be 80 (cut-off marks) out of Total 100 marks (Including marks for presentation) and only these bids getting score more than cut off marks will qualify for commercial evaluation.
- iv. Bidder should have back to Back agreement of the OEM for the complete Turn Key Job of DC. All the warranty certificates from respective OEM covering complete warranty period need to be submitted before handover and final payment.

### Final Processing:

- Proposals would be ranked according to their commercial evaluation.(Refer Annexure IX)
- Financial bid with lowest value of commercial evaluation will be called for negotiation, if required. The work order will be issued to such successful final bidder accordingly.
- The Bank reserves the right to revise the evaluation criteria, methodology, distribution points and weightage; if it finds it necessary to do so.

### I. Commercial Terms and Conditions

Bidders are requested to note following commercial terms and conditions for this project.

#### 1. Cost of RFP

Price of the bid has been fixed at Rs. 5000/-. Bidder has to necessarily deposit Rs. 5000/- (Rs. Five Thousand Hundred) in the envelope of 'Technical Proposal', (Pl refer F.12). Any

## **Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank**

bid received without the proof of e payment shall be considered unresponsive and rejected.

### **2. Currency**

The Bidder is requested to quote in Indian Rupees ('INR'). Bids in currencies other than INR may not be considered.

### **3. Price**

- i. The Price quoted by the Bidder should include all type of costs.
- ii. The price should be inclusive of all taxes, duties, levies charges, transportation, insurance, octroi etc.
- iii. Bid submitted with adjustable price quotation will be treated as non-responsive and will be rejected.
- iv. Based on the contracted rates, NHB will place order annually after performance review of the previous year.
- v. During renovation of DC and installation of Infrastructure any addition of quantity order will be placed at the contracted rate as mentioned in the Commercial Proposal.

### **4. Acceptance**

The acceptance test will be carried out as per Acceptance Test Plan [ATP], which will be issued after issuing work order. The solution will be accepted only after acceptance testing is completed as per the agreed plan and is duly signed/certified by the Bank and the service provider.

### **5. Payment Terms**

Any payment will be released only after submission of PBG (Pl refer F.14) & post-signing of SLA & NDA.

Payment terms are as follows:

- A. 50% of total Infrastructure Cost in advance subject to submission of PBG of equal value with a validity of 12 months. The same is required to be renewed consecutively for 3 months, in case the project sign off gets delayed.
- B. If PBG submitted against 5.A further 35 % payment will be released on delivery of the infrastructure or 50% payment will be released on delivery of the infrastructure after submission of another PBG of 15% of infrastructure cost for 3 months. The same is required to be renewed consecutively for 3 months, in case the project sign off gets delayed.

## **Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank**

- C. If PBG not submitted against 5.A further 85 % payment will be released on delivery of the infrastructure or 100% payment will be released on delivery of the infrastructure after submission of another PBG of 15% of infrastructure cost for 3 months. The same is required to be renewed consecutively for 3 months, in case the project sign off gets delayed.
- D. AMC/Warranty cost will be released in advance subject to submission of PBG of equal value with a validity of 12 months. The same is required to be renewed consecutively for 3 months, in case the project sign off gets delayed.
- E. The annual AMC for Hardware shall be paid by NHB on quarterly basis at the end of each quarter. The quarterly AMC charges may be paid in advance only after submission of PBG of the equal value valid till the applicable period of services.

*\*Installation means: The equipment is ready for operation and its integration over DC infrastructure to the satisfaction of Bank.*

In case of delayed delivery or incorrect delivery, then date of receipt of the correct and final component shall be treated as delivery date for penalty and other calculation.

### **6. Payment in case of Termination of contract**

In case the contract is terminated payment towards services will be made on pro rata basis, for the period services have been delivered, after deducting applicable penalty and TDS/other taxes.

### **7. Delivery and installation**

Bank will not arrange for installation neither will provide any manpower for the same. The items must be delivered at the respective locations at bidders own cost and Bank will not make any payment towards the same. The road permit, way bill etc. wherever necessary has to be arranged by the bidder only and Bank will not provide any support for the same neither will make any payment towards the same.

### **8. Insurance**

The equipment supplied under the contract shall be fully insured by the bidder against loss or damage incidental to manufacture or acquisition, transportation, storage, delivery and installation. Bank will not be responsible for any loss to bidder on account of non-insurance to any equipment or services.

## **J. General Terms and Conditions**

- The Bidder is expected to peruse all instructions, forms, terms and specifications in this RFP and its Annexures. Failure to furnish all information required in the RFP Documents, in the formats prescribed or submission of a proposal not substantially responsive or

## Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

submission of unnecessary additional information as part of response to this RFP Document may result in rejection of the proposal.

- At any time prior to the deadline for submission of Bids NHB may, for any reason, whether at his own initiative or in response to a clarification requested by prospective Bidders, modify the RFP by amendment, which will be placed on the bank's website for information of all prospective Bidders.
- All such amendment shall become part of the RFP and same will be notified on bank's website. The Bidders are required to have a watch on bank's website for any such amendment.
- Bidder must take into consideration each and every line of this RFP document while preparing technical and commercial proposal for the project. Bidder is requested to get any issue clarified by NHB before submitting the responses. The bids submitted should be complete in all respect meeting all deliverables under the project. It will be sole responsibility of the selected service provider to deliver each and everything as per the scope of the project during the contracted period. NHB will not be responsible in case of any requirement is underestimated or any requirement is not interpreted in right direction.
- NHB reserves the right to extend the dates for submission of responses to this document with intimation on the bank's website.
- NHB reserves the right to change the requirement specifications and ask for the revised bids or the tendering process without assigning any reasons.
- NHB shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers including those received late or incomplete offers, without assigning any reason whatsoever. NHB reserves the right to make any changes in the terms and conditions of purchase. NHB will not be obliged to meet and have discussions with any bidder, and or to listen to any representations. NHB reserves the right to accept or reject, fully or partially, any or all offers without assigning any reason. The decision of NHB in this regard is final and no further correspondence in this regard will be entertained.
- If any issue is observed with level of performance during the contract period, bidder will be responsible to resize/upgrade the h/w and s/w at free of cost.
- Although service window has been defined as 9am to 9pm, service provider must provide services on beyond the above time in case of urgent requirement of the bank without any extra cost.

## Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

- Service Level Requirement and Penalty in not achieving the same have been described in the 'Service Level Requirement' chapter.
- Notwithstanding anything to the contrary contained in the contract, NHB shall be at liberty to invoke the Performance Bank Guarantee in addition to other remedies available to it under the contract or otherwise if the selected Bidder fails to fulfill any of the terms of contract / order or commits breach of any terms and conditions of the contract.
- On faithful execution of contract in all respects, the Performance Guarantee of the Bidder shall be released by NHB.
- These responses would be deemed to be legal documents and will form part of the final contract. Bidders are requested to attach a letter from an authorized signatory attesting their competence and the veracity of information provided in the responses. Unsigned responses would be treated as incomplete and could be rejected. Format of letter is given in.
- Bidder must deploy manpower having requisite qualification, experience, skill-set etc. for the project.
- NHB reserves the right to call for any additional information and also reserves the right to reject the proposal of any Bidder if in the opinion of NHB, the information furnished is incomplete or the Bidder does not qualify for the contract.
- The scope of the proposal shall be on the basis of single point responsibility, completely covering the products and services specified under this RFP, on end-to-end solution basis.
- The Commercial and Technical bids will have to be signed on all pages of the bid by the authorized signatory. Unsigned bids would be treated as incomplete and would be rejected.
- By submitting a proposal, the Bidder agrees to promptly contract with NHB for any work awarded to the Bidder. Failure on the part of the awarded Bidder to execute a valid contract with NHB, will relieve NHB of any obligation to the Bidder, and a different Bidder may be selected.
- Any additional or different terms and conditions proposed by the Bidder would be rejected unless expressly assented to in writing by NHB.
- Time and quality of the service are the essence of this agreement. Failure to do so will be considered as breach of the terms and conditions of the contract.

## Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

- The selected bidder will sign **Service Level Agreement (SLA) and Non-Disclosure Agreement (NDA)** with NHB.

### 1. Termination & Penalty Clause

#### A. Termination Clause

NHB reserves its right to terminate the contract partially or fully in the event of one or more of the following situations:

- i. Shortfall in achieving the Service Level requirement successively in two quarters or any three quarters in a financial year.
- ii. If services of DC interrupts two or more in one month / five or more in one quarter due to malfunctioning of supplied DC equipments.
- iii. Bidder fails to perform any other obligation(s) under the contract.
- iv. Any threat is perceived or observed on the security of bank's data / property out of any action by the staff deployed for monitoring / configuration etc., by service provider.
- v. However either party, in the case of termination, will give 3 months notice to the other party.
- vi. The Bank, at its discretion, may terminate the contract by giving written notice to the bidder if the bidder fails to implement the project after elapsing 10 weeks from the target date of project implementation, due to any reason.
- vii. The Bank may, at any time terminate the contract by giving written notice to the Service provide if the service provider becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Service Provider, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Bank.

#### B. Penalty Clause

The Bank shall have the right to impose penalty on vendor as under:

- i. In case of late delivery of equipment/solution, the bidder will be liable to 1% of the value of undelivered / Uninstalled portion of the order value for every week of delay beyond the scheduled delivery date by way of liquidated damages. Cap on liquidated damages shall be 10% of the undelivered/uninstalled value of the order.
- ii. In case of any problem in the solution and/or systems (Hardware & Software) during its AMC/support period post installation, it should be rectified in maximum 1 calendar day. Failure to do so will attract penalty of 1% of the cost of the equipment subject to maximum of 10% of the cost of the equipment. Delay of more than 10 days in this regard may lead to cancellation of contract at Bank's discretion

## Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

followed by forfeiting all charges due, invoking of PBGs submitted, EMD amount deposited to Bank. Post termination, no claim/return, whatsoever, from the bidder shall be entertained by the Bank.

- iii. The Bank, at its discretion, may terminate the contract by giving written notice to the bidder if the bidder fails to implement the project after elapsing 10 weeks from the target date of project implementation, due to any reason. In case of termination, Bank may forfeit the EMD money deposited by the bidder along-with invoking PBGs submitted by the vendor. Post termination, no claim/return, whatsoever, from the bidder shall be entertained by the Bank.
- iv. If, during the contract period, any DC equipment fails to function properly due to any reason except force majeure event or if the equipment has been repaired for four or more times in a quarter, the bidder shall arrange replacement of the same by new equipment of equivalent or higher configuration, at no cost to the Bank within one month . Failure to do so will attract penalty of 1% of the cost of the equipment per week delay subject to maximum of 10% of the cost of the equipment. Delay of more than 10 weeks in this regard may lead to cancellation of contract at Bank's discretion followed by forfeiting all charges due, invoking of PBGs submitted, EMD amount deposited to Bank. Post termination, no claim/return, whatsoever, from the bidder shall be entertained by the Bank.
- v. The Bank reserves the right to invoke the PBG and forfeit the entire amount in case the uptime is not maintained properly.

Exclusion :

Down time due to following situations will not be considered for the purpose of penalty calculation

- i. Schedule maintenance by the bidder with prior intimation.
- ii. Force majeure events including on site power failures.

### **2. ACCEPTANCE OF ORDER**

The vendor shall give acceptance within 3 days from the date of order. However, Bank has a right to cancel the order, if the same is not accepted within the stipulated period from the date of the order.

### **3. TAXES**

The Quoted price/cost/amount should be inclusive of all Taxes and all charges like installation, labor, octroi etc. (Refer F.15 & F.26)

### **4. GOVERNING LAWS AND DISPUTES**

All disputes or differences whatsoever arising between the parties out of or in relation to the

## **Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank**

construction, meaning and operation or effect of these Tender Documents or breach thereof shall be settled amicably. If, however, the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the applicable Indian Laws, and the award made in pursuance thereof shall be binding on the parties. The Arbitrator/Arbitrators shall give a reasoned award. Any appeal will be subject to the exclusive jurisdiction of courts at Delhi. The vendor shall continue work under the Contract during the arbitration proceedings unless otherwise directed in writing by the Bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator or the umpire, as the case may be, is obtained. The venue of the arbitration shall be Delhi. This is applicable to successful bidder only.

### **5. USE OF CONTRACT DOCUMENTS AND INFORMATION**

The supplier shall not, without the Bank's prior written consent, make use of any document or information provided by Purchaser in Bid document or otherwise except for purposes of performing contract.

### **6. PATENT RIGHTS**

- The supplier shall indemnify the Purchaser against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods, or any part thereof in India.
- The supplier shall, at their own expense, defend and indemnify the Bank against all third party claims or infringement of intellectual Property Right, including Patent, trademark, copyright, trade secret or industrial design rights arising from use of the products or any part thereof in India or abroad.
- The supplier shall expeditiously extinguish any such claims and shall have full rights to defend it there from. If the Bank is required to pay compensation to a third party resulting from such infringement, the supplier shall be fully responsible therefore, including all expenses and court and legal fees.
- The Bank will give notice to the Supplier of any such claim without delay, provide reasonable assistance to the Supplier in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim.
- The Supplier shall grant to the bank a fully paid-up, irrevocable, non-exclusive license throughout the territory of India or abroad to access, replicate and use software (and other software items) provided by the supplier, including-all inventions, designs and marks embodied therein in perpetuity.

### **7. ASSIGNMENT**

The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the Purchaser's prior written consent.

### **8. DURATION OF CONTRACT**

The contract will be valid for five years from the date of order. However, during the currency of the contract with the Bank if there is any general reduction in rates due to any change in

## Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

guidelines of any concerned government body or principal supplier(if any), then the proportionate benefit should be passed on to the Bank. Bank will enter into a service contract with successful bidder for a period of 5 years from the date of implementation of solution which will be reviewed on yearly basis and on satisfactory performance the same will be renewed for the subsequent years at Bank's discretion.

### 9. WARRANTY

#### i. Software Support\*

The Bidder shall provide all the updates, patches etc. without any extra cost to the Bank for entire contract period.

#### ii. Hardware Warranty\*

The solution must include comprehensive on-site warranty, covering all parts, for minimum 5 years period starting from the date of installation and acceptance of the system by the Bank.

The Bidder shall be fully responsible for the warranty of all equipment, accessories, spare parts, software, etc. against any defects arising from design, material, manufacturing, workmanship or any act or omission of the manufacturer and/or Bidder any defect that may develop under normal use of supplied equipment during warranty period. During the Warranty period of equipment, bidder shall not assign any kind of maintenance like hardware, software, upgradation etc. related to these equipment to any third party.

Warranty should not become void if the purchaser buys any other supplemental hardware from third party and install it with/in these machines. However, the warranty will not apply to such hardware items installed.

#### \*Warranty should cover the following:-

- ✓ Service support should be available on 24\*7\*365 basis.
- ✓ The complaint should be resolved at the earliest with following uptime and conditions -
- ✓ Warranty should cover updates/maintenance patches/bug fixes (available from the original software Bidder) for system software & firmware patches/bug fixes, signatures, if any, for hardware.
- ✓ The bidder should provide onsite preventive maintenance on quarterly basis. However, engineer shall visit onsite on Monthly basis for proactive health check of DC equipment at Delhi.
- ✓ The bidder shall obtain written acknowledgement from the Bank after completion of warranty period for successful sign off of warranty period.

## **Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank**

### **iii. Annual Maintenance Contract (AMC)**

After expiry of the 1 year warranty period, Bank may enter into a contract with the Bidder(s) for Post Warranty Support required for proper maintenance of DC Equipment supplied by them and quoted AMC prices. The Bidder(s) must undertake to provide support with back to back OEM warranty/support for all equipment and arrange for spare parts during the 5 year contract period. A separate declaration from OEM in this matter compulsorily would be provided by the Bidder. The AMC shall include similar support for the hardware and software as provided under warranty. The preventive maintenance of the supplied hardware equipment is to be done once in three months. All the tools, test equipment and fixtures etc. (If any) required for the onsite comprehensive maintenance of equipment, shall be provided by the bidder.

The bidder shall not outsource the maintenance work assigned by the Bank, to any third party and shall arrange attending of all complaints registered by the Bank officials through its own service/support infrastructure only.

The payment for AMC charges shall be released to the Bidder on quarterly arrear basis as described in payment terms. The quarterly AMC charges may be paid in advance only after submission of the PBG of the equal value valid till the applicable AMC period.

The Bank reserves the right to terminate the comprehensive AMC/Support by issuing one month's notice to the bidder, if the services rendered by the bidder are found dissatisfactory. In that case, the bidder will refund the proportionate amount of AMC for the rest of the period of the AMC, if any.

Not following all that is mentioned above, the Bank reserves the right to outsource the hardware maintenance work to a third party or the Bank may decide to perform the same through its internal resources.

The responsibilities of the bidder during the AMC period are same as mentioned above in the section "Warranty". Any problem relating to the pre-loaded OS/ other software etc shall be attended by the bidder and reloading of such software shall be the responsibility of the bidder.

### **iv. Support**

The bidder is required to provide sound after-sales service/support by arranging timely attending of calls received from the HO where the DC equipment, Software & related hardware have been supplied & installed; and problem rectification through competent service engineers. The desired support time should be uniformly maintained.

The bidder must supply the details of its service/support infrastructure meant for registering the complaints along with the contact numbers like mobile nos., phone nos., electronic mail addresses and names etc. of its service engineers. The bidder is required to provide 24x7x365 after-sales

## Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

service/support for the complaints received from the bank. The following resolution matrix should be adhered to:

Situation	Expected response of Service Provider
Catastrophic business impact: Complete loss of a core (mission critical) business process and work cannot reasonably continue Needs immediate attention	1st call response immediate · Our Resources at Your site as soon as possible. · Continuous effort on a 24x7 basis · Rapid Escalation within OEM to Product teams · Notification of Our Senior Executives
Critical business impact: · Significant loss or degradation of services. · Needs attention within 1hour	1st call response in 1 hour or less · Our Resources at Your site as required. · Continuous effort on a 24x7 basis · Notification of Our Senior Managers
Moderate business impact: · Moderate loss or degradation of services but work can reasonably continue in an impaired manner. · Needs attention within 2 Business Hours	1st call response in 2 hours or less · Effort during Business Hours
Minimum business impact: · Substantially functioning with minor or no impediments of services. · Needs attention within 4 Business Hours	1st call response in 4 hours or less · Effort during Business Hours only

### v. Spare Parts

Bidder shall ensure availability of spare parts for the supplied DC equipment i.e. Hardware & Software for a minimum period of five years from the time of their acceptance.. If any of the peripherals, components like are not available or difficult to procure or the procurement is likely to be delayed for replacement, the replacement must be carried out with Peripheral/component of equivalent capacity or higher capacity at no additional charges to the Bank, within the stipulated time as mentioned in the section 'Warranty' above. However, lower capacity of such replacement shall be permitted by the Bank on case-to-case basis subject to practical limitations of DC equipment, Hardware & Software for which such replacement is required.

### vi. Failure of equipment

If, during the contract period, any DC equipment fails to function properly due to any reason except force majeure event or if the equipment has been repaired for four or more times in a quarter, the bidder shall arrange replacement of the same by new equipment of equivalent or higher configuration, at no cost to the Bank.

### vii. Upgradation of equipment

During the contract period, if OEM declares End of Support of any of the DC equipment/accessories in lines with evolution/replacement of technology/equipment. The

## **Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank**

bidder shall inform the Bank immediately and will arrange to replace the existing equipment with the new version of equipment across NHB locations, within 6 weeks of intimation to Bank. The same shall be installed, configured and put into use up-to the satisfaction of the Bank. Bidder will provide requisite training for such equipment to designated NHB's IT officers at Head office. Any delay in same will attract penalty as per penalty clause of this RFP. Failure to do so may lead to termination of the contract as per terms of this RFP at the discretion of Bank.

### **viii. Suspension of Work**

The Bank reserves the right to suspend and reinstate execution of the whole or any part of the work without invalidating the provisions of the contract. The Bank will issue orders for suspension or reinstatement of the work to the Bidder in writing. The time for completion of the work will be extended suitably to account for duration of the suspension.

### **10. TERMINATION OF CONTRACT**

The quality of support services given by the service providers will be reviewed by Bank every year and if the services are not found satisfactory, the Bank reserves the right to cancel the contract by giving one month's notice to the service provider. The decision of the Bank regarding quality of services shall be final and binding on the service provider.

### **11. Guarantees**

Bidder should guarantee that the DC Equipment, Hardware & Software delivered to the Bank are brand new & of latest version.

**Annexures**

## Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

### Annexure - I

#### **Bidder Information**

Please provide following information about the Company (Attach separate sheet if required): -

S. No.	Information	Particulars / Response		
1.	Company Name			
2.	Date of Incorporation			
3.	Type of Company [Govt/PSU/Pub. Ltd / Pvt. Ltd/partnership/proprietary]			
4.	Registration No. and date of registration. <b>Registration Certificate to be enclosed</b>			
5.	Address of Registered Office with contact numbers [phone / fax]			
6.	PAN No			
7.	<b>Contact Details of Bidder authorized to make commitments to NHB</b>			
8.	Name			
9.	Designation			
10.	FAX No			
11.	Mail ID			
12.	Company Head Office and Addresses Contact Person(s) Phone Fax E-mail Website			
13.	Provide the range of services /options offered by you covering service description and different schemes available for: o Implementation of DC Solution	Yes / No / Comments (if option is 'No')		
14.	Any pending or past litigation (within three years)? If yes please give details Also mention the details of claims and complaints received in the last three years (About the Company / Services provided by the company).	Yes/No/Comments (if option is 'Yes') (If option is 'Yes' Bidder may Not be considered)		
15.	Please mention turnover and Net Profit/Loss for last three years and	Year	Turnover	Net Profit/Loss(-)

**Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank**

include the copies of Balance Sheet in support of it.	2011-12		
	2012-13		
	2013-14		

**Audited/CA certificate of Balance sheet and Profit & Loss accounts for last 3 years to be submitted.**

**In case, the company/bidder does not have the approved Balance Sheet for period ending March 2014, provisional balance sheet certified by their Statutory Auditors will be acceptable.**

**Authorized Signatories**

**(Name & Designation, seal of the company)**

**Date:**

## Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

### Annexure - II

#### Bidder Experience Details

1.	Vendor's experience in design, supply, Implementation and maintenance of DC infrastructure facilities (in years)	
2.	a) Experience in India	
	b) Global experience	
3.	No. of DC projects carried out by the company during last three years in India (give details)	
4.	Total number of projects executed with DC area of 250 sq ft or more (give details)	
	a) Project 1	
	b) Project 2	
	c) Project 3	
5.	No. of qualified Project Manager employed	(Furnish the qualification details with number of engineers under each qualification)
6.	Number of own support centers of the Vendor in India	
7.	LIST of own support centers across the country.	(Please submit full list of support centers with addresses separately for own centers with details of contact person, contact numbers and email IDs)
8.	List of Franchisee Support Centers/Channel partners across the country	(Please submit full list of franchisee support centers with addresses separately for own centers with details of contact person, contact numbers and email IDs)
9.	Names of the DC projects currently implemented/managed (mention the names of the companies with location of their Head Office)	1. 2. 3.
10.	Name of the Bank / large financial Institutions / Government organization for	1. 2. 3.

**Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank**

	whom DC support facility is provided and is being maintained	
11.	Support center at New Delhi (if yes, please give full address of the support center with Contact person, phone nos. and email ID)	Yes / No

Authorized Signatories

(Name & Designation, seal of the company)

Date:

## Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

### Annexure - III

#### Deviation Statement :

We certify that the systems/services offered by us for tender confirms to the specifications stipulated in RFP by you with the following deviations :

Bidders are requested to provide details of all deviations, comments and observations or suggestions in the following format with seal and signature. You are also requested to provide a reference of the page number, state the clarification point and the comment/ suggestion/ deviation that you propose as shown below.

NHB may at its sole discretion accept or reject all or any of the deviations, however it may be noted that the acceptance or rejection of any deviation by NHB will not entitle the bidder to submit a revised bid.

List of deviations

- 1) \_\_\_\_\_
- 2) \_\_\_\_\_
- 3) \_\_\_\_\_

(If left blank it will be construed that there is no deviation from the specifications given above)  
(The decision of the Bank is final towards evaluation of the bid documents)

#### **Authorized Signatories**

**(Name & Designation, seal of the company)**

**Date:**

## **Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank**

### **Annexure - IV**

### **COMPLIANCE STATEMENT DECLARATION**

#### **Terms and Conditions**

We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in this RFP including all addendum, corrigendum etc. (Any deviation may result in disqualification of bids).

#### **Authorized Signatories**

**(Name & Designation, seal of the company)**

**Date:**

## Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

### Annexure - V

#### Minimum Eligibility

Following format has to be filled by the Bidder and has to be submitted in a separate envelope along with softcopy and relevant documentary proof.

Sr. No.	Financial and other Requirements of the Bidder/firm	Description of Documentary evidence
1	Should have been in existence for and must be engaged in the business of " Data Center Building" for at least 5 years as on January 01, 2014 in India . Referred <b>Data Center should have more than 250 sq ft of area.</b>	
2	Should have positive net worth during last 3 years (Financial years ending March 2014,2013,2012)**.	
3	Should have experience of Data Center Building & post implementation support,in at least two All India Public Financial Institutions / Scheduled Commercial Banks/Central Government or State Govt. Institution/LC 1). Order value of referred services should not be less than 50 Lakhs. 2) Satisfactory Service Certificate/sign off documents must be submitted.	
4	Must be having its own service support centre setup in Delhi/NCR with skilled resources from where the governance of this project shall be carried out.	
5	The bidder should not have been black-listed/ barred by any Public Sector Bank, RBI or IBA or any other Government agencies.	
6	Definition of large corporate	An organization having 25 offices or above across India and having an average annual turnover of Rs. 500 Crore per annum or above during last three years will be considered as Large Corporate(LC) Sector for this RFP.

**(Bidder's** in house data centers shall not be considered; Bidders who have built their own Internet Data Centre (IDC), for commercial use will be considered if he falls under All India Public Financial Institutions / Scheduled Commercial Banks/Central Government or State Govt. Institution/LC).

\*\* In case, the company/bidder does not have the approved Balance Sheet for period ending March 2014, provisional balance sheet certified by their Statutory Auditors will be acceptable.

#### Authorized Signatories

(Name & Designation, seal of the company)

Date:

Confidential

## Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

### Annexure - VI

#### Technical Bid Covering Letter

Date :

To  
The General Manager  
National Housing Bank,  
Information Technology Department  
Head Office  
Core 5-A, 3rd Floor, India Habitat Centre, Lodhi Road,  
New Delhi - 110003

Dear Sir,  
**Technical Bid**  
**Implementation of DC Renovation & Shifting Services**

We, the undersigned, offer to provide services for the above-mentioned project, in accordance with your RFP document [Insert RFP Number] dated [Insert Date]. We are hereby submitting our Proposal, which includes Minimum Eligibility Criteria, this Technical Proposal and a commercial Proposal . The minimum eligibility criteria and technical proposal are put in one envelope and the commercial proposal in separate envelope.

We also enclose masked Commercial Bid.

We understand you are not bound to accept any proposal you receive.

Dated at \_\_\_\_\_ / \_\_\_\_\_ day of \_\_\_\_\_ 2014.

Yours faithfully,

**For**

**Signature**

**Name:**

**Address:**

**(Authorised Signatory)**

## Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

### Annexure -VII

#### **Technical Bid Format**

Bidder response to the Technical Bid of this Tender document must be provided as detailed in chapter H.4. Any extra information may be provided as separate section at the end of Technical Bid document. Technical bid should be submitted with covering letter.

1. **Details as detailed under Chapter H.4**
2. **List of deviations** (as per Annexure -III )
3. **Technical Proposal Covering Letter** (as per Annexure -VI)

**Note:** Bidder must submit softcopy of complete technical bid inside the sealed envelope meant for 'Technical Proposal'.

#### **Mark Distribution Table**

	Criteria Points	(Max Marks)	Description of proof attached
1. Registration Certificate from Registrar of Firms / Company		Max Marks 15	
a. Proprietorship	05		
b. Partnership	05		
c. Pvt. Ltd. Co.	10		
d. Ltd. Company (Public)	15		
2. List of Data Centers and locations (where the vendor has carried out Data Centre Building /Renovation/Shifting activities on turnkey basis) Sign off /Satisfactory Service certificate must be provided.		Max Marks 15	
• For 6 or more Govt. Sector / PSU/Banks/FIs/LC with Centralized Data Centre with a DC area not less than 250 sq ft.	15		

## Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

<ul style="list-style-type: none"> <li>For 4 to 5 Govt. Sector / PSU/Banks/FIs/LC with Centralized Data Centre with a DC area not less than 250 sq ft.</li> </ul>	10		
<ul style="list-style-type: none"> <li>For 2 to 3 Govt. Sector / PSU/Banks/FIs</li> <li>/LC with Centralized Data Centre with a DC area not less than 250 sq ft.</li> </ul>	05		
<p>3. Satisfactory Services Certificate for completion of Data Center Building /Renovation/Shifting on turnkey basis or sign off certificate by the clients ( Project value should be more than 50 lakh.</p> <p>Clients : Govt. Sector / PSU/Banks/FIs/LC</p>		Max Marks 15	
<ul style="list-style-type: none"> <li>Satisfactory Services Certificate by 5 or more</li> </ul>	15		
<ul style="list-style-type: none"> <li>Satisfactory Services Certificate by 2 to 4 Clients</li> </ul>	10		
<p>4. Track of being in the Data Centre designing Business for at least 5 years as on June 30, 2014. (Bidder's in house data centers shall not be considered; Bidders who have built their own Internet Data Centre (IDC), for commercial use will be considered).</p>		Max Marks 15	
<ul style="list-style-type: none"> <li>Being in the Business for more than 8 yrs</li> </ul>	15		
<ul style="list-style-type: none"> <li>Being in the Business for more than 5 yrs and less than 8 yrs.</li> </ul>	10		
<p>5. Experience in building /Renovation of ISO 27001 certified Data Center on turnkey basis. (Bidder's in house data centers shall not be considered; Bidders who have built their own Internet Data Centre (IDC), for commercial use</p>		Max Marks 05	

## Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

will be considered).			
• Yes	05		
• No	00		
6. Turnover/income for Last 3 years from DC projects only. (Financial years ending March 2014,2013,2012)**.		Max Marks 15	
• Above 5 Crores each year	15		
• 1 Crore to 5 Crores each year	10		
7. Technical Presentation on proposed design of the DC infrastructure	20		

\*\* In case, the company/bidder does not have the approved Balance Sheet for period ending March 2014, provisional balance sheet certified by their Statutory Auditors will be acceptable.

**For**

**Signature**

**Name:**

**Address:**

**(Authorised Signatory)**

## Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

### Annexure -VIII

#### Commercial Bid Covering Letter

Date :

The General Manager  
National Housing Bank,  
Information Technology Department  
Head Office  
Core 5-A, 3rd Floor, India Habitat Centre, Lodhi Road,  
New Delhi - 110003

Dear Sir,

#### Commercial Bid - Implementation of DC Renovation & Shifting Services

We, the undersigned, offer to provide services for the above-mentioned project, in accordance with your Request for Proposal [\[Insert RFP Number\]](#) dated [\[Date\]](#), and our Proposal (Technical and Commercial Proposals). The Total fee is inclusive of all taxes, duties, charges and levies (as applicable and payable under the local laws) and out of pocket expenses that we might incur and there will be no additional charges.

Our commercial proposal shall be binding upon us, subject to the modifications resulting from contract discussions, up to expiration of the validity period of the Proposal, i.e., [\[Insert date\]](#).

Yours faithfully,

For .....

**Signature**

**Name**

**Address**

**(Authorised Signatory)**

## Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

### Annexure -IX

#### **Commercial Bid Format**

The structure of the Bidder's commercial response to this tender must be as per following order. The Commercial Bid Response must be submitted with Commercial Bid covering letter, format of which is given at the end this section.

- **Cost of Infrastructure (Hardware/software) and installation** (to be filled in Section A & B below)
- **Cost of AMC for DC Equipment (Proposed as per BOM)** (to be filled in Section C below)
- **Summary of commercial bid** (to be filled in Section D below )

Bidders are requested to note the following:

- All the details must be provided as per format. Incomplete formats will result in rejection of the proposal.
- Masked commercial bids must be given with technical bid. All the pages of commercial bids must be sealed and signed by authorized signatory.
- All the quoted costs must include all applicable taxes, charges and other levies.
- Bidder must submit softcopy of complete commercial bid inside the sealed envelope meant for 'Commercial Proposal'.
- All the rates must be quoted in INR.
- The prices in any form or by any reasons should not be disclosed in the technical or other parts of the bid except in the commercial bid. Failure to do so will make the bid liable to be rejected.
- The commercials quoted in the commercial bid are valid for six months from the last date of submission of bid.
- Qty mentioned in Annexure IX or Appendix D may vary.

#### **Authorized Signatories**

**(Name & Designation, seal of the company)**

**Date:**

Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

I. Present Requirement

A. Infrastructure Cost

Table A

Sl No	Item#	Qty.	Make/ Model / S.No	Unit Price	Total Cost /Net Value
1.	Civil work/Electrical work/Plumbing Work including fire rated partitions, thermal and vapour insulation etc. Pl provide the break up in separate annexure	As provided by the Bidder in BOM			
2.	42 U Network Rack	02			
3.	24 U rack	01			
4.	12U Rack	02			
5.	Power Distribution Units (PDU)	10			
6.	PDU with Indian socket	2			
7.	Cameras (APC)	3			
8.	Temperature Sensors	03			
9.	Net Precision Air Conditioners (PAC) price (W = T-V)				
	Precision Air Condition Solution offered (T)	2			
	Buy Back price for old PAC System (V)	2			
10.	Rodent Repellants	4			
11.	SCVS	4			
12.	Fire Suppression System FM 200	2			
13.	DCIM Solution with GPRS solution	1			
14.	VESDA	1 Set for DC			
15.	WLD	1 unit			
16.	Other HW such as electrical cabling , sockets , LED lights , Emergency Lights etc. (As defined under scope of RFP) , Pl provide the				

**Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank**

	detail in separate annexure				
17.	Total Cost (A)				
18.	Total Net Value (A') for Commercial evaluation(A'=A)				

<b>Total Cost (A) In words:</b>	
---------------------------------	--

**Note:**

- The above prices should be inclusive of the delivery, warranty, post-implementation support cost.

*#Items will be supplied at the location mentioned in Annexure XIV.*

**B. INSTALLATION, IMPLEMENTATION & COMMISSIONING CHARGES.**

**Table B**

SI No	Item Description	Total Cost/ Net Value
1.	Total cost towards Installation, Implementation, commissioning and training charges for the complete project including its testing	
2.	<b>Total Cost (B)</b>	

**C. TOTAL ANNUAL MAINTENANCE SUPPORT CHARGES FOR DC EQUIPMENT**

**Table C**

SI No	Item Description	Total Cost	Net Value
1	Warranty & AMC/Support Charges for 2 <sup>nd</sup> Year		
2	Warranty & AMC/Support Charges for 3 <sup>rd</sup> Year		
3	Warranty & AMC/Support Charges cost for 4 <sup>th</sup> Year		
4	Warranty & AMC/Support Charges cost for 5 <sup>th</sup> Year		
5	<b>Total Support Cost for proposed DC equipment</b>		

**Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank**

6	<b>FIRE EXTINGUISHING SYSTEM SINGLE REFILLING (FM 200)</b>		
	<b>Net Value of Total Support Cost for proposed DC equipment (C) for commercial evaluation</b>		

**D. SUMMARY OF COST TOWARDS PRESENT REQUIREMENT [X]**

SI No	Item Description	Total Cost	Net Value
1.	Total Cost towards items mentioned at Table A above		
2.	Total installation, Implementation and commissioning charges as per Table B above		
3.	Total Cost towards Warranty & AMC/Support for all DC infrastructure as per Table C above		
4.	<b>TOTAL COST [X=A+B+C] ( It will be considered for commercial evaluation.</b>		

**II. Summary of Cost :**

**Total Cost of Work order :**

SI No	Item Description	Total Cost	Total Cost in words**
1	Total Cost towards DC Solution and support services for Five years [X]		

**\*\* This is the total final cost of work order for five years to the successful bidder.**

**Authorized Signatories**

**(Name & Designation, seal of the company)**

**Date:**

## Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

### Annexure -X

#### Address and Contact Details

SI No	Location Details	Contact Details
1.	<b>Head Office:</b> <b>National Housing Bank</b> Core 5A, India Habitat Centre, 3rd-5th floor, Lodhi Road, <b>New Delhi - 110003</b> Phone No. +91-11-24649031 to 35 FAX No. +91-11-24646988, 24649041 e-mail : ho@nhb.org.in	Shri S K Padhi Asstt General Manager - IT Phone: 011-24626383, 24649031-35 Extn - 359 Mob : 09717691287  Shri Sachin Sharma Dy Manager - IT Phone:24649031-35 Extn - 353 Mob : 09910009628

*For latest address/contact pl refer Bank's Website: [www.nhb.org.in](http://www.nhb.org.in)*

# Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

## Annexure - XI

[To be submitted along with Technical Bid]

### ECS MANDATE FORM FOR PROVIDING DETAILS OF BANK ACCOUNT FOR CREDIT OF PAYMENT FROM NATIONAL HOUSING BANK

(Please fill in the information in CAPITAL LETTERS)

1. Name of the vendor/supplier \_\_\_\_\_

2. Address of the vendor/supplier \_\_\_\_\_

City \_\_\_\_\_ Pin Code \_\_\_\_\_

E-mail id \_\_\_\_\_

Phone /Mobile No. \_\_\_\_\_

Permanent Account Number (PAN) \_\_\_\_\_

Service Tax Registration No. \_\_\_\_\_

TIN No. \_\_\_\_\_

#### 3. Particulars of Bank Account

A. Name of Account same as in the Bank \_\_\_\_\_

B. Name of the Bank \_\_\_\_\_

C. Name of the Branch \_\_\_\_\_

D. Address of the Branch with Tel No. \_\_\_\_\_

E. Account No. (appearing in Cheque book) \_\_\_\_\_

F. Account Type (SB, Current, etc.) \_\_\_\_\_

G. MICR No. \_\_\_\_\_

H. IFSC Code of the bank branch (to be obtained from the respective branch) \_\_\_\_\_

I/We hereby authorize National Housing Bank to credit payment(s) to my/our above bank account by ECS. # (#ECS will accepted on centers where the facility is available).

I/We hereby declare that the particular given above are correct and complete. If the transaction is delayed or not effected at all by ECS for reasons of incomplete or incorrect information, I/we would not hold National Housing Bank responsible. I also undertake to advise any change in the particulars of my account to facilitate updation of records for purpose of credit of amount through RTGS/NEFT.

I also agree that without prejudice to the generality of the foregoing, in the event National Housing Bank is not able to carry out the ECS instructions given by me, National Housing Bank may make such arrangements for payment as deemed appropriate by it, for effecting the transaction.

Place:

Date: \_\_\_\_\_ Authorized Signatory/ies

Certified that the particulars furnished above are correct as per our records.

Bank's Stamp:

Date: \_\_\_\_\_ Signature of the Authorized Official of the Bank

## Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

### Annexure XII

#### **Letter of Competence Format**

[To be submitted along with Technical Bid]

[To be executed on a non judicial stamp paper]

Letter of Competence for Quoting against NHB's RFP No. / .....

This is to certify that we **[Insert name of Bidder]**, Address.....are fully competent to undertake and successfully deliver the scope of services mentioned in the above RFP. This recommendation is being made after fully understanding the objectives of the project and requirements like experience etc.

We certify that the quality and number of resources to be deployed by us for implementation will be adequate to implement the proposed solution correctly and provide the services professionally and competently.

We also certify that all the information given by in response to this RFP is true and correct.

#### **Authorized Signatories**

**(Name & Designation, seal of the company)**

**Date:**

**Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank**

**Annexure XIII**

**Manufacturers Authorisation Form**

[to be submitted along with Technical Bid]

Ref. No: Date:

To,  
The General Manager  
National Housing Bank,  
Information Technology Department  
Head Office  
Core 5-A, 3rd Floor, India Habitat Centre, Lodhi Road,  
New Delhi - 110003

Dear Sir,

**Sub:RFP No. Dated for Implementation of DC Solution**

We ..... who are established and reputable manufacturers of .....having factories at ..... and ..... do hereby authorize M/s .....[**Name and address of vendor**] to submit a bid and sign the contract with you for the goods manufactured by us against the above RFP No..... dated ..... We hereby extend our full guarantee and warranty of five years as per the clauses of contract based on the terms and conditions of the RFP for the goods and services offered for supply by the above firm against the RFP.

Yours faithfully

[ ..... ]

**Name of the manufacturer**

**Note:** This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. It should be included by the bidder in its bid.

## **Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank**

### **Annexure XIV**

#### **DC Equipment Delivery locations**

All the items are to be delivered at the following address

#### **Head Office:**

#### **National Housing Bank**

Core 5A, India Habitat Centre,

3rd-5th floor, Lodhi Road,

**New Delhi - 110003**

Phone No. +91-11-24649031 to 35

FAX No. +91-11-24646988, 24649041

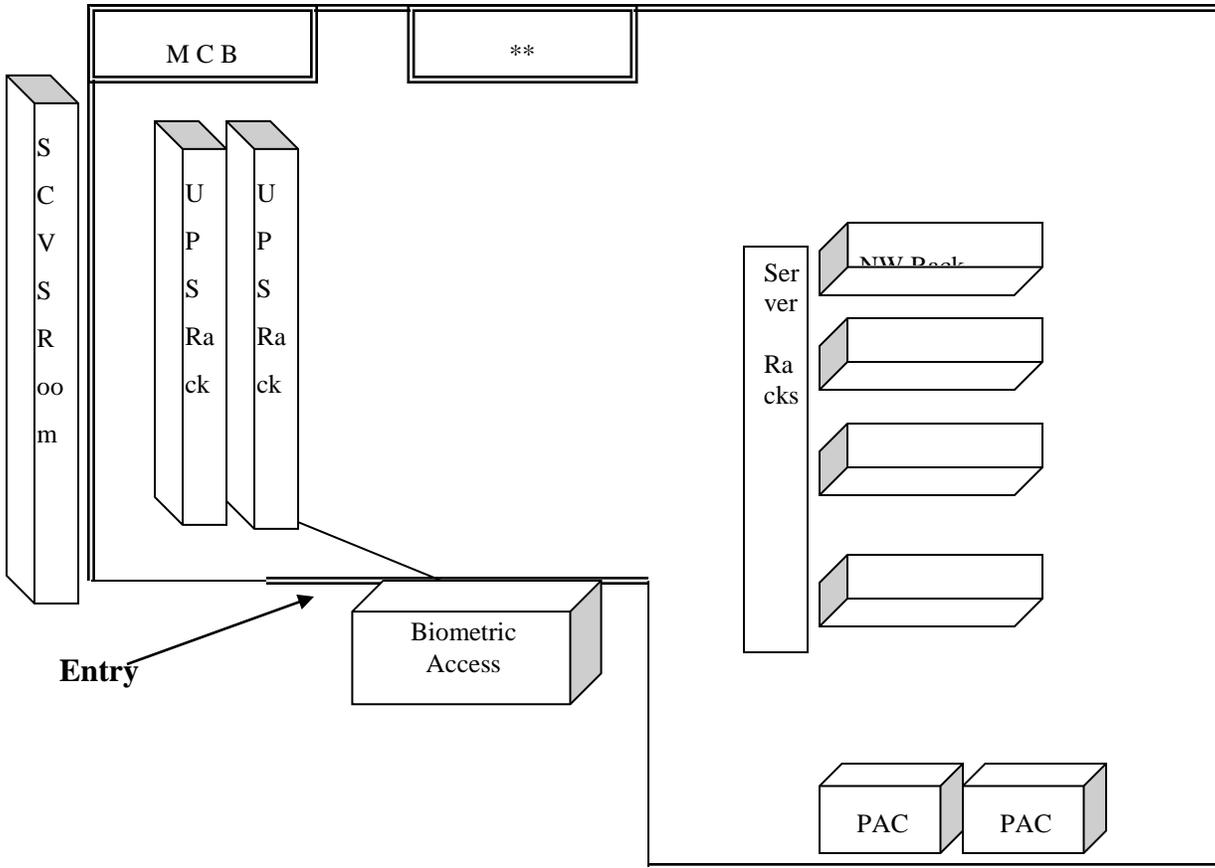
e-mail : ho@nhb.org.in

#### **Authorized Signatories**

**(Name & Designation, seal of the company)**

**Date:**

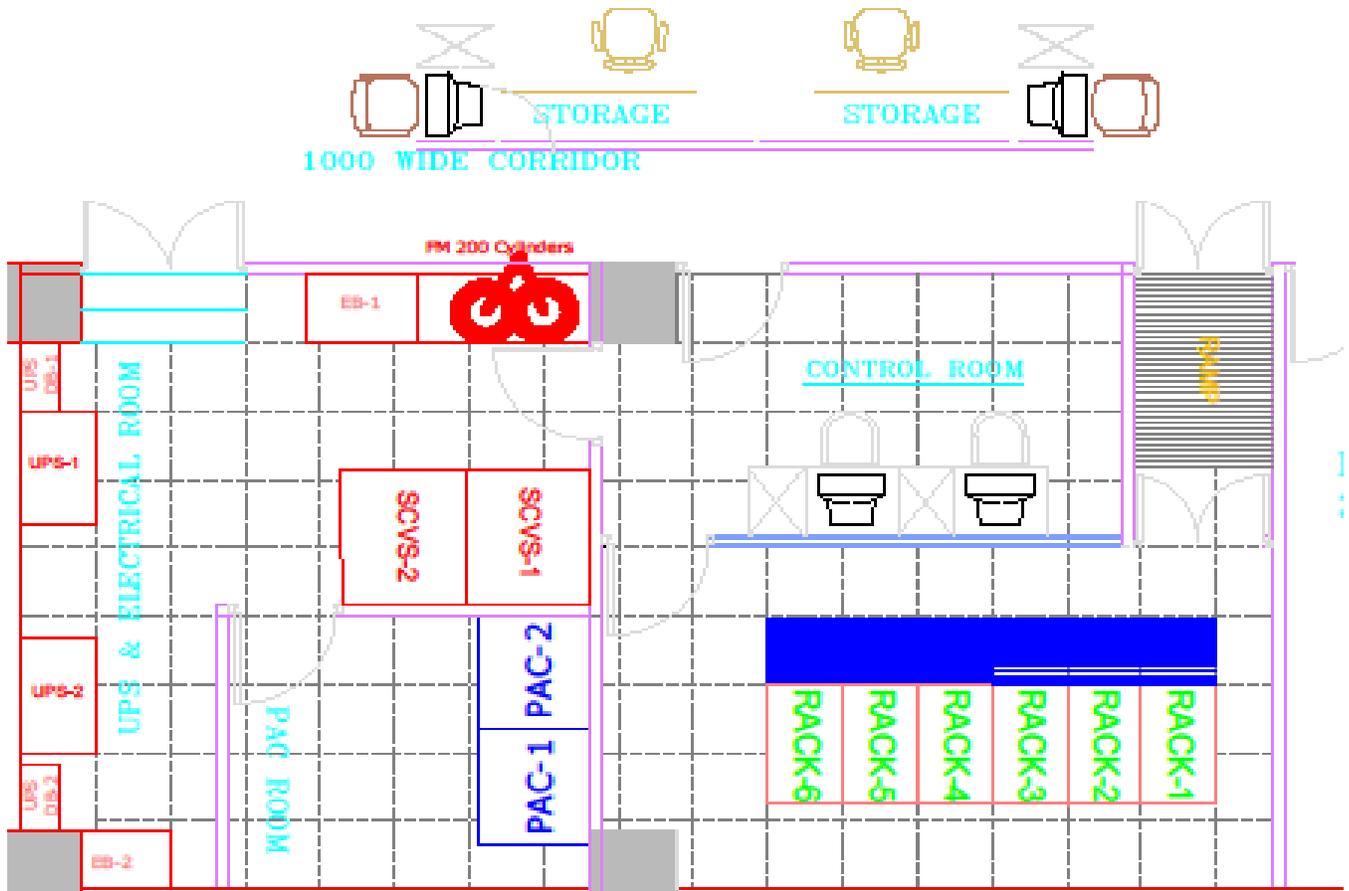
**Appendix A**  
**Data Centre Diagram (Existing)**



\*\* Duct for PAC pipes ( From Indoor Unit to Outdoor Unit , which is placed at 5<sup>th</sup> floor)

# Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

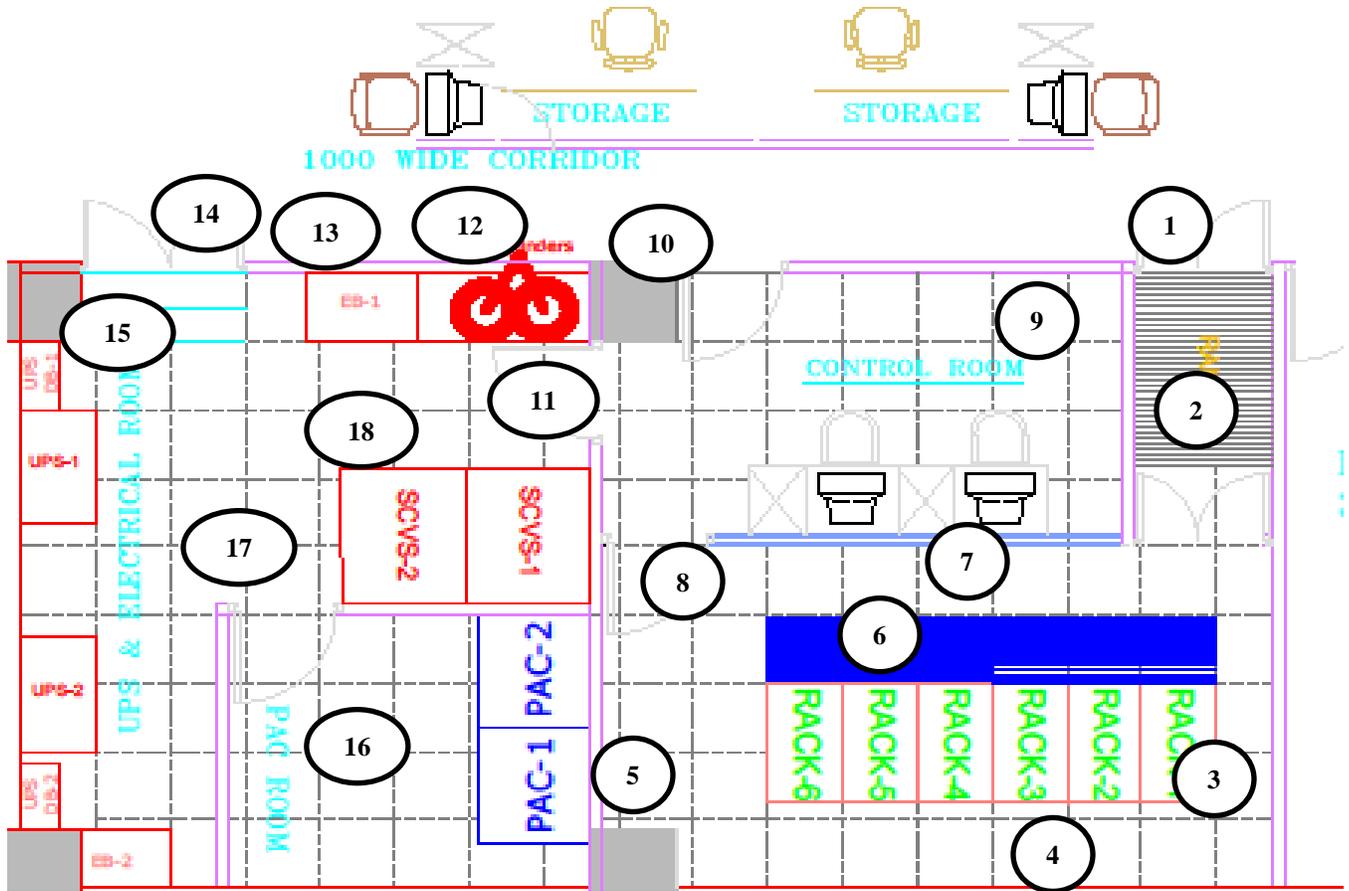
## Appendix-B Proposed DC area with dimension



Sl No	Description	Area in mm/Sqmtr
1.	Total area	10380x5690 (LxB) = 27.92 Sqmtr
2.	DC area	18.77 Sqmtr
3.	Electrical room	17.18 Sqmtr
4.	PAC room	7.5 Sqmtr
5.	Control Room	9.6 Sqmtr
6.	Emergency door size	2.7 Sqmtr
7.	Entry door size	2.0 Sqmtr
8.	True floor to true ceiling	3530 mm
9.	True floor to false floor	450 mm
10.	True ceiling to false ceiling	600 mm
11.	False floor to false ceiling	2830 mm

Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

Appendix-C  
Proposed DC area specification



Point No	Description	Configuration
	Ceiling	Thermal and vapour insulation treatment
	Flooring	Thermal and vapour insulation treatment
	False ceiling	2x2 Perforated metallic tiles fire rated with acoustic treatment
	False Floor	2x2 tiles chipboard fire rated
1.	Emergency door	Steel doors 2Hrs Fire rated
2.	Ramp	Fire rated chipboard and steel structure to support rack load.
3.	Asbestos Panel wth steel tube construction.	Wall panels shall be thermal and vapor resistant with 2 hrs fire rating capability
4.	Glass windows	To be covered with bison panel

## Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

5.	Partition	Opaque 2 hr fire rated
6.	Air Grills	Minimum 60% open steel including volume control damper, construction to match with floor/Ceiling pattern
7.	Half height partition	Partition with fire rated glass
8.	DC door	Opaque door with see through panel
9.	Staging area	As above
10.	Main entry	Steel door
11.	Electrical room entry	Opaque door with see through panel
12.	FM 200	Fire panel and cylinders as per site requirement.
13.	Water inlet/ outlet	Two outlet and one inlet termination points
14.	Electrical room emergency exit	Steel door
15.	Electrical equipment	UPS (3), DBs, ATS devices
16.	PAC units	7 TR x 2
17.	PAC room entry	Opaque door with see through panel
18.	Servo stabilisers	Two nos with <b>Rolling Contact Mechanism Technology</b> with Carbon Roller Assembly and linearly variable continuous Voltage regulator, efficiency should be > 99%.

## Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

### Appendix D

The Data Center to be designed to meet high availability and maintain uptime to keep business safe, secure and operational.

#### a. Design Consideration -

Location: New Delhi, India.

Design Indoor Conditions (DB) : 22 +/- 1deg C.

DC Lactation: Third floor

Distance between ODU and IDU: approx 30 Meter

Server Racks: 4 nos.

Network Racks: 2 nos

Power Load: 16 kva scalable to 20 kva

Design need to be prepared considering redundancy, remote manageability and scalability along with high efficiency green data center containing following essential elements -

- ✓ Cooling with accessories
- ✓ Rack with accessories
- ✓ Rack Power Distribution Units with accessories
- ✓ S&EMU (Security & Environmental Monitoring Unit) with accessories
- ✓ Data Centre Infrastructure Monitoring System with accessories
- ✓ Electrical Panel and Distribution
- ✓ Civil Works
- ✓ Fire Alarm System
- ✓ Biometric Door Access System
- ✓ Water Leakage System
- ✓ Rodent Repellant System
- ✓ Gas Based Fire Extinguish System
- ✓ VESDA Systems

Please note that the above listed scope is limited to data centre area only.

#### b. Cooling Solution for Server Room

Currently Bank is using STULZ 4.5 TR PAC. This PAC will be given to System Integrator at a buy back price quoted by him. PAC should be equipped with Latest-generation hermetic scroll compressors (air-cooled DX versions), characterized by a high COP (coefficient of performance) and high energy efficiency. The PAC should work on CFC Eco Friendly R 407C / R 410A refrigerant. ( Make : Uniflair, STULZ, EMERSON)

**Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank**

S/no.	Detailed Technical Specifications - <b>Cooling with accessories</b>	Complied, Yes/No	Deviations if any.
A	<p>SUMMARY- Air-conditioning units shall be designed to achieve the specific environmental operating requirements published by the OEMs. The design shall ensure that their devices will function properly by maintaining the minimum and maximum operating temperature at the server intake, and the quantity of airflow measured in CFM required at the server's intake. Bypass of airflow (conditioned air supplied from the precision air conditioning units is delivered directly back to the air conditioner's intake) like penetrating of air through cable cut-outs, holes under enclosures, or misplaced perforated tiles etc shall be completely blocked. Air leakage through holes/windows in the computer room perimeter walls and non-sealed doors shall be avoided. Proper sealing of computer room shall be mandatory. Recirculation of air (hot air exhausted from the rack-mounted computing device is fed back in to its own intake) shall be completely avoided. Positions of Indoor units shall be done wisely to reduce the distance of return air path from hot aisle to hot-air in-take of cooling units. Cooling units shall be positioned as closer to the heat load, so that any kind of recirculation of air can be avoided.</p>		
1	Make		
2	Model		
3	System capacity- Aprox 7 Tr		
4	Type of redundancy- 1w+ 1 s		
5	Qty- 2		
B	<b>Specification</b>		
1	<p>The indoor unit shall be floor mounted type consisting of Compressor, Cooling Coil, and Indoor fan. The casing shall be single skin design. The outer skin shall be minimum 18G sheet. The front panels are attached to the framework by means of rapid-coupling "fasteners". The standard panels shall be lined up with 15mm thick PUF insulation. Fiber glass is not acceptable in place of insulation.</p>		
2	<ul style="list-style-type: none"> <li>• <b>COMPRESSOR:</b> The sealed, hermetic scroll compressor/s shall be housed in the lower portion of casing. Each compressor shall be mounted on vibration isolator. The compressor shall be of the high efficiency complaint fixed scroll design with an E E R of not less than 11.1 BTUH/watt (C O P of not less than 3.25) at ARI rating conditions. Each compressor shall have in-built</li> </ul>		

**Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank**

	<p>overloads, HP and LP controllers and mounted on vibration isolators. Compressor can be single / double of the required capacity as per manufacturer standard. Crankcase heaters are not required as the compressor is mounted in the indoor unit. Compressors should be without Rota lock valves as Ball valves are provided in the refrigerant circuit for service purpose. Digital/Tandem scroll compressors which are generally used in comfort application i.e. (VRF/ VRV) where the load is fluctuating and hence these compressors should not be quoted for the Data centre/ Server room application</p>		
3	<p><b>POWER AND CONTROL PANEL:</b> the power and control panel for the unit shall be located within the casing. The panel shall be accessible from front. This panel shall have main power isolator, contactors for compressor/s, indoor fan/s, outdoor fan/s, humidifier /s, electric reheat etc., Terminal block with identification ferrules shall be provided to inlet and outlet circuits etc., to suit the equipment operation. The panel will be connected with main incoming 3 Ph + N power supply and all other distribution for different components of package unit should be taken from this panel only. The suction accumulator for each compressor near to it shall be installed. The control shall be of high end precision fully electronic type control that maintains the temperature within 0.5°C tolerance and the humidity within 5% tolerance.</p>		
4	<p><b>COOLING COIL:</b> Provide Single cooling coil constructed from copper tubes and aluminium fins with slits. The face velocity shall be limited to 2.7 m/s (550 fpm) with 5% tolerance, complete with a hydrophilic treatment to reduce the surface tension between the water and the metal surface, thus favouring film-wise condensation Shut off valve, Filter drier and Electronic or Thermostatic Expansion Valve for each circuit shall be installed in this chamber. The return air temperature sensor shall be fixed. If electronic or thermostatic expansion valve is used without any modulating capacity device in the compressor care shall be taken not to get liquid into compressor while trying to maintain set superheat. The condensate drain tray shall be of stainless steel and provided to cover full projected area of cooling coil to collect all the condensed water. 100% Coil should be front Accessible. A/V Shape coil is not accepted.</p>		
5	<p><b>FILTER:</b> The return air opening to the under floor discharge unit shall be at top of casing. The filter shall in V shape to provide maximum area and least pressure drop. The filter frame shall be</p>		

**Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank**

	<p>designed for easy mounting and dismantling of filter. The filter shall confirm to EU4. The media can be of pleated type if required. Filter shall arrest particles 3<math>\mu</math> to 10<math>\mu</math> size from 70% to 84.9% as per G4. The face area shall be sized for minimum pressure drop. For top discharge ducted units the return air inlet shall be either in front or at the rear with filter suitable located. Low airflow and clogged filter alarm sensors consisting of two pressure switches for controlling the operating conditions of the fans and the build-up of dirt on the air filters inside the unit.</p>		
6	<p><b>FAN:</b> Aluminium Double Inlet Double Width centrifugal electronically commuted EC fans with backward curved blades with EC should be used due to its high efficiency and capability to generate higher static pressures.. The fan motor shall be multi-speed type. For ducted top discharge unit it shall be located suitable in casing. The plug fan has an advantage of delivering air in any direction after the impeller position. Though the top discharge is standard arrangement should be made available to get the air discharge either from front / rear also. The outlet velocity from the unit shall be in the range of 7.5 to 8.5 m/s.</p>		
7	<p><b>ELECTRICAL HEATING:</b>  The electric heating elements shall operate at a level not exceeding 60 KW / sqm. The low watt density elements shall be of finned tubular nickel plated steel construction. The heating circuit shall include dual safety protection through loss of air and high temperature controls.  Electric heating with low watt density elements shall be of finned tubular nickel plated steel, complete with safety thermostat for manual resetting to cut off the power supply and trigger the alarm in the event of overheating. Thanks to the low surface temperature of the heating elements, the air ionization effects are also limited. This heating system serves a dual purpose:  - heating the air in order to reach and maintain the set point;  - reheating in the dehumidifying phase, so as to restore the air temperature to the set point. As a result, the installed heating capacity is sufficient to maintain the dry bulb temperature in the room during operation in dehumidifier mode.</p>		
8	<p><b>HUMIDIFIER:</b> Immersed-electrode humidifier for modulating sterile steam production with the automatic regulation of the concentration of salts in the boiler to allow for the use of untreated water. Proportional control of the humidifier's operation (achieved by controlling the electric current allowed to pass through the cylinder's electrodes) and the periodic flushing cycle (controlled</p>		

**Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank**

	(20% to 100%) by continuously monitoring the water's conductivity) guarantee a perfect efficiency of the system, a low energy consumption and a greater durability of the components.			
9	<p><b>REMOTE AIRCOOLED CONDENSER:</b> The Remote Air-cooled condenser shall consists of condenser coil/s constructed from copper tubes) enclosed in a powder coated CRCA frame. The condenser fan shall be propeller type driven directly by brushless direct current (BLDC) EC motor with multiple speed facility or AC Motor with variable speed controler.. One condenser shall be coupled to one Unit for high efficiency performance. This type of condenser is most suited for installation on terrace. Speed shall vary as per set pressure.</p> <p>The air discharge shall be horizontal. The air cooled condensers may be placed in 2 tiers 1 above the other wherever it is necessary.</p>			
10	<p><b>REFRIGERANT:</b> Refrigerant shall be CFC free with zero ODP. Accepted refrigerant shall be R 407C/R410 A. The refrigeration oil shall be synthetic type suitable for the refrigerant on which the unit is designed. Similarly the components shall be designed with safety factor to suit the operating pressure of corresponding refrigerant.</p>			
11	<p><b>Expansion Valve (EV)</b> controlled by the microprocessor with special software created and tested by the manufacture shall be provided. This enables to adjust the flow of refrigerant fluid through the evaporator, controlling the real evaporator superheating in relation to variations in the ambient conditions in the room being air-conditioned. Improving in this way precision of cooling and the energy efficiency of the cooling cycle. Dehumidification process should happen by lowering the ADP of the coil by controlling refrigerant through EV. Liquid receiver with safety plug installed inside the unit (in the air-cooled DX versions).</p>			
12	<p><b>UNIT MICROPROCESSOR CONTROLS:</b></p> <p>The microprocessor controller manages the unit operations autonomously. In direct expansion unit the algorithms permits integral management of the expansion valve (EV) with consequent optimization of energy saving, constant air flow during dehumidification and absolute operating stability. Units have been designed and developed to interact with all the most widely used Building Management Systems, exchanging data via the most common communication protocols through serial connections.</p> <p>It can be situated on board the machine or, on request, with a kit for wall mounting for the remote control of the unit. By means of the user terminal, you can set the air-conditioner's operating</p>			

## Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

parameters, monitor the trend of the main working parameters and read any alarm messages.

The controls have separate indications for

- a. Various modes of operation (cooling, heating)
- b. Alarm conditions (temperature high, wet floor and loss of air flow)
- c. Date, time and unit identification display
- d. Visual system alarm indication (along with mutable audio alarm as well)
- e. Programmable services interval indication display
- f. inbuilt sequencing of machines.

The system is a menu driven interface with supporting help screens and shall use

multi-protocol data communications. Access to the controller settings shall be protected with passwords to prevent against unauthorized access.

The unit is capable of communicating through an RS-232 communication support to link upto 99 units for monitoring and control purposes. The controller should also incorporate 2 additional spare alarm inputs for customer interface ( e.g. Unauthorized entry alarm, building fire alarm etc) manual override switches & selectable alarms. Local & remote alarms will be triggered in case of any alarm conditions being reached

The microprocessor control system can be supplied with the following optional cards:

- RS485 serial adapter for data transfer to a central supervisor system with STD protocol or MODBUS protocol;
- Clock card for managing scheduling operations and for the operations counter functions
- WATER LEAK DETECTOR comprising a control module installed on the electric switchboard and an external sensor.

Unit should start automatically functioning when power is restored after power failure.

Wherever the automatic motorized dampers are provided in the outlet of units the necessary logic shall be built in that unit indoor fan will start only when the damper is in open position. For units which do not have damper there should be facility to bypass this logic.

Fault and Alarm display for Single Phase / Phase reversal / HP - LP / TEMP sensor / Condenser fan MCB / Indoor fan overload.

Bidder has to visit the site for better clarity on piping.

## Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

### c. Rack with accessories

Standard enclosure for high density server and networking applications. Compact width to optimize data centre space with 42U height to easily roll through doorways. Vendor-neutral mounting for guaranteed compatibility with all EIA-310 compliant 19" equipment.

S/no.	Detailed Technical Specifications - <b>Rack with accessories</b>	Complied, Yes/No	Deviations if any.
A	SUMMARY		
	Make : APC		
	Model		
	Qty- 2 nos Network rack		
B	General Specifications.		
	1 The unit shall be designed to provide a secure, managed environment for server and networking equipment.		
	2 The unit shall conform to EIA-310 Standard or Indian equivalent		
	3 The unit shall be available with a vertical equipment mounting space of 42U or (1U=1.75" or 44.45mm).		
C	Physical Specifications		
1	The unit shall have 42U height with minimum 1070 depth. 750mm for network racks.		
2	The 42U and units shall support a static load of 1200KG.		
3	The front door of unit shall be reversible so that it may open from either side.		
4	The units shall have 3/2 perforated front door, perforated split rear doors, and removable side panels.		
5	All racks shall have IP20 protection and shall be inherently earthed or grounded directly to the frame.		
6	The unit shall provide adequate ventilation to provide airflow required by the major server manufacturers.		
7	The unit shall have clearance for wiring access of at least 3" between the inside surface of the front door and front mounting face of the vertical mounting		

**Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank**

S/no.	Detailed Technical Specifications - <b>Rack with accessories</b>	Complied, Yes/No	Deviations if any.
	rails.		
8	The unit shall have clearance for wiring access of at least 1.5" between the side panel and the vertical mounting rails.		
9	The unit shall include front door lock, rear door lock and side panel lock that are keyed the same		
10	The unit shall have mounting provisions for optional door alarm switch to monitor access to the enclosure doors.		
<b>D</b>	<b>Accessories</b>		
1	Power Cable Trough on the top of racks (all racks)		
2	Network Cable Partition on the top of racks (all racks)		
3	Vertical & horizontal cable managers and integrated electrical grounding (The roof, side panels and front and rear doors should be grounded to the frame of the enclosure. Minimum Eight additional electrical grounding inserts should located on the frame for external grounding including old racks).		
<b>E</b>	<b>Other racks &amp; accessories requirement</b>		
1	24 U Racks 1 nos for other networking device with basic PDU's		
2	12U racks 2 nos (Wall mounted racks ) with basic PDU's		
4	Rack Door sensor- Each networking rack should have rack door sensor.		

**d. Rack Power Distribution Units with accessories**

Two Nos. of Rack PDUs for each Rack. Rack PDU 2G, Metered, Zero U, 32/230V, (36) C13 & (6) C19) need to consider for server racks. PDUs will have IEC socket to avoid any loose connection. Bidder need to cross check the current server room rack PDU installed in racks and need to include the required new rack PDU. Here NHB requires two set of metered PDU for each rack.

**Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank**

S/no.	Detailed Technical Specifications - Rack Power Distribution Units	Complied, Yes/No	Deviations if any.
A	SUMMARY		
	Make : APC		
	Model		
	Qty- 2 nos on each rack		
B	General Specifications.		
	1 Remote Management Capabilities-Full-featured network management interfaces that provide standards-based management via Web, SNMP, and Telnet. Allows users to access, configure, and manage units from remote locations to save valuable time. Associated with this feature is the ability to quickly and easily upgrade the firmware via network download to installed units for future product enhancements.		
	2 Alarm Thresholds-Define alarm thresholds in order to avoid overloaded circuits. Network and visual alarms inform the user of possible problems.		
	3 Local Current Monitoring Display- The aggregate current draw per power distribution unit is displayed on the unit via a digital display. The local digital display helps installers avoid overloaded circuits by providing a visible warning when the current draw is close to the maximum amperage draw of the strip.		
	4 Load indicator LED -Indicates overload and warning conditions based on the user-defined alarm thresholds. Alerts users of potential overloaded circuits.		
C	Other specification		
1	<b>Input</b> (1) <b>Nominal Input Voltage- 230V</b> (2) <b>Input Frequency- 50/60 Hz</b> (3) <b>Input Connections- IEC 309 32A P N +E</b> (4) <b>Cord Length- 3 meters</b> (5) <b>Maximum Line Current per phase-32A</b>		
2	<b>Output</b> (1) <b>Nominal Output Voltage- 230V</b> (2) <b>Maximum Total Current Draw per Phase-32A</b> (3) <b>Output Connections-36 nos of IEC 320 C13 &amp;</b>		

**Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank**

S/no.	Detailed Technical Specifications - Rack Power Distribution Units	Complied, Yes/No	Deviations if any.
	6 nos of IEC 320 C19		
3	<b>Physical</b> (1) Rack Size- Zero U (2) Mounting- Vertical		
4	<b>Environmental</b> (1) Operating Environment- -5 to 45 °C (2) Operating Relative Humidity- 5 to 95% (3) Operating Elevation- 0 to 3000 meters		
5	<b>Conformance</b> (1) Regulatory Approvals- IEC 60950,VDE (2) Warranty- 2 years repair or replace (3) Environmental Compliance- RoHS, REACH: Contains No SVHCs, Contains Lithium Battery		
6	<b>Bidder need to consider 32A Rack Automatic Transfer Switch (min 2 set of C19 sockets &amp; min 15 nos C13 sockets) for network racks. Output of this ATS will be connected with normal PDU which is having Indian sockets.</b>		

**e. S&EMU (Security & Environmental Monitoring Unit) with accessories**

S & EMU should be an active monitoring solution design to protect against physical threats, environmental or human, that can cause disruption or downtime to IT infrastructure. The scalable suite of networked appliances, sensors, access controls and cameras is design to safeguard environments for to data centers.

NHB is using S & EMU system for current server room with one set of NetBotz Rack Monitor 550 (with 120/240V Power Supply), two set of NetBotz Camera Pod 160, one set of NetBotz Smoke Sensor - 10 ft, one set of APC Temperature & Humidity Sensor with Display, APC Alarm Beacon etc. These equipment but for Camera Pods need to be replaced for the new set up.

Bidder need to consider APC Make 3 set of new camera pod (for DC) along with dual temp and humidity sensors for each rack (Old & New racks). Also bidder needs to consider SMS alert system with GPRS options.

## Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

### f. Data Center Infrastructure Management Software with accessories

APC Make, scalable monitoring system which collects, organizes, and distributes critical alerts, surveillance video and key information, providing a unified view of complex physical infrastructure environments from anywhere on the network. Data Center Management System provides an efficient way for organizations to monitor their company-wide multi-vendor physical infrastructure: power, cooling, security, and environment. Real-time monitoring, user-defined reports and graphs, and instant fault notification and escalation enable quick assessment and resolution of critical infrastructure events that can adversely affect IT system availability. This centralized repository of critical information can be accessed by multiple users from anywhere on the network, creating a consolidated view of the physical infrastructure.

S/no.	Detailed Technical Specifications - <b>Data Center Management System with accessories</b>	Complied, Yes/No	Deviations if any.
A	<b>SUMMARY</b>		
	Make-APC		
	Model-Bidder need mention all the packages		
B	<b>Technical Specifications</b>		
	DCIM shall be a centralized virtual appliance, with a client console or web client.		
	For DCIM virtual appliance it will be delivered as an OVA (Open Virtualization Archive). The virtual appliance shall be fault tolerant with a 1 CPU configuration only, unless otherwise specified in the documentation for the virtual environment.		
	Node license key: 25		
C	<b>Scalability:</b>		
1	The system shall have an architecture that allows for increasing the number of devices it manages, up to 4000 devices on an Enterprise server appliance or virtual appliance equivalent.		
2	The System shall also be of an architecture that allows for monitoring of Multi-Vendor Simple Network Management Protocol (SNMP) devices, Modbus TCP devices, and Modbus RTU devices that are connected to a Modbus RTU-to-Modbus TCP gateway.		
D	The application shall provide Inventory management, Alarms within physical layout, Customizable view & Instant PUE reporting		
1	The application shall provide features to evaluate Future growth & expansions plans, Load Balancing,		

## Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

S/no.	Detailed Technical Specifications - <b>Data Center Management System with accessories</b>	Complied, Yes/No	Deviations if any.
	Tracing the phase wise distribution & maximum utilization of power as well as cooling		
2	The application shall provide operators to gain control over the data center environment by implementing organized moves, adds, and change work processes by providing an automated workflow system that can develop and assign work orders		
3	The application should provide current and historical Power Usage Effectiveness (PUE) values and full insight into current and historical energy efficiency.		
4	The application should have a report generator that provides reporting capabilities with transparency into key performance indicators		
5	The application should be able to identify any servers in the data center that are running but not really being used. You will save unnecessary power by identifying and consolidating or retiring these servers. The system uses the actual power draw rather than nameplate values to obtain much better accuracy.		
6	The application should provide an Energy Usage Report, which shows energy consumed within the data center by the kWh and cost per kWh, detailed to the rack level. The report will include data based on the filter selections of time period, Rooms, Organization, the entered kWh price.		
7	View key data center capacity parameters on temperature, humidity, power, cooling, space, and network as well as high level values on data center utilization on smart phone or tablet		

### **Additional Features for DCIM solution**

**Integration for new equipments-** DCIM solution should integrate with new components like rack PDU, UPS, PAC, S & EMU, Fire alarm systems, water leakage system, Rodent System etc.

**Alarms within physical layout-** Provides real-time device failures within floor layout and rack front view for live status of data center operations.

## Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

**Live dashboard**-Gain transparency to data center key performance indicators through easily configured web dashboards, displaying customizable management-level information.

**PUE/DCiE calculator**- Provides Power Usage Effectiveness (PUE) or Data Center Infrastructure Efficiency (DCiE) value for information on daily utilization of energy.

**Floor layout view**-View an accurate representation of NHB DC through the easy-to-use graphical floor layout and 3D view.

**Recommended Actions**-Intelligent alarm descriptions coupled with recommended resolutions reduces the need for training and mean time to repair.

### **g. Electrical Panel and Distribution**

NHB will provide the power up to the bidder's panel. NHB having 3 source of power ie one main power and two emergency powers. Bidder need to consider required change over to select the power from these sources. Since NHB is facing the issue with input voltage variation bidder need to provide two set of air cooled SCVS (Servo Control Voltage Stabilizer) with suitable capacity and proper input/output range to take care the seamless operation for UPS systems and PAC systems during low or high voltage situation. The SCVS unit should be designed with maintenance / change over switch by pass arrangement for the total capacity.

Output of SCVS will fed to modular UPS systems & PAC. UPS output distribution system with 2N redundancy. All the electrical panels should be housed in electrical room only.

NHB will provide electrical grounding system as required. All the power cabling for racks will be over head cablings and will be routed through ceiling only. Bidder need to consider required cable raceways for over head cablings.

**Raw Power DB** is used to power on Raw Power Sockets and lights. These sockets can be Used to power on for any cleaning equipment or non-IT equipment.

**Emergency DB**- Bidder need to consider LED lightings with auto motion detector as all lightings along with safety & security items like FAS, WLD, RRS & ACS.

### **h. Civil Works**

Create the existing main room in to server room, electric & NOC room with bricks wall. The entire brick wall should seal with bison board partition which is inside the server room. This will provides thermal insulation as well as a vapor control barrier to reduce condensation forming behind the lining. Main server room will host the servers and other IT equipments which will be installed on the server racks. Entry to the main server room will be through NOC room with access point and emergency exit for server room need to plan towards corridor with ramp. NOC room would be utilized by the onsite support team of the Data Centre and other operations staff.

## Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

NHB will take care the required furnishing, Networking I/O, UPS power socket, seat arrangement etc for NOC room. One 24U rack will be placed in this room uses as staging rack. Bidder need to consider the networking I/O, UPS power socket for this rack also.

Bidder need to consider required fire rated as per layout. Fire Rated Door for Server room with 2 hours fire rated metal single leaf Door of 1200 x 2100mm with vision panel of 300x200 2 hours fire rated clear glass. The cost shall include D type SS handles 450-600 mm, heavy duty door closure & all accessories complete as required. Fire rated Painting & Finishing of wall for DC. False ceiling (600X600mm Gypsum Fire retardant tile): P/F in position grid ceiling suspension system consisting of 15mm wide exposed metal grids T section with white powder coated exposed face flanges. The bidder should provide required partitions for Server, electrical and NOC room. Need to provide glass vision panel (Min 2 Sq Mtr) between NOC and Server room.

The access floor system to be installed shall provide a finished floor height of 450mm from the existing floor level. The system shall provide for suitable pedestal and understructure design to withstand various static loads and rolling loads subjected to it in an Data Center/ Server / DCS / Panel / Rack area. The entire Access floor system shall be made from steel and in filled cementitious material. Access Floor system shall provide for adequate fire resistance, acoustic barrier and air leakage resistance. The system shall be able to withstand a UDL of 1350 Kg/Sq.M and a Point Load of 450 Kg (USF 1500). The understructure should be able to accept a pedestal Axial load of 2200 Kg. Thermal Insulation: Supply & fixing of thermal insulation on the ceiling with 9mm thick XLPE/Nitrile rubber. Supply air Grill as per the requirement.

False Ceiling (600mmX600mm Gypsum Fire retardant tile) : P/F in position grid ceiling suspension system consisting of 15mm wide exposed metal grids T-section with white powder coated exposed face flanges.

Signage's made of letters/graphics etched on brushed steel plate (300mmX100mm) fixed by sliding in black Plastic cover. Displaying of floor drawing of A3 Size (Laminated ). Bidder should integrate 42" LED TV /monitor (NHB will provide LED TV/Monitor) with all major alarms.

Bidder can visit the site for understand detailed work on the date mentioned under the Bid detail.

### **i. Fire Alarm System.( (Make: Simplex, Cooper, EST, Bentle)**

<b>S No</b>	<b>Technical Specifications Required</b>	<b>Compliance Yes/No</b>	<b>Deviations if any</b>
12.	Rugged CRCA sheet with powder coated finish.		
13.	Operates on 220V, A.C supply		
14.	Battery backup with built in charging.		
15.	16 X 2 LCD Dot Matrix Display.		

**Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank**

16.	Evacuate and Key pad Enable, Disable Facility.		
17.	Low battery visual warning with audible tone.		
18.	Relay output for actuators.		
19.	Remote fire indication with Audible Tone.		
20.	Compatible to all types of conventional detectors.		
21.	Zone Disable (Isolation) facility with loop voltage cut off.		
22.	Resettable 24v DC output for 4 wire detectors (Optional).		
23.	Three 24V Hooter Output (Fire, after Cross zone, after gas release).		
24.	Two mode operation facility (Auto / Manual).		
25.	Programmable FAP input selection Facility.		
26.	Programmable Solenoid Output with On and OFF Timer.		
27.	Main / Standby Cylinder output Facility (Optional).		
28.	Gas Inhibition and Instant release facility.		
29.	Manual Gas Release with or without timer.		
30.	Actuator pressure low sensing facility.		
31.	Pressures switch facility.		

**j. Biometric Door Access System for each door. (Make : SPECTRA, BOSCH and HID)**

Ser No	Technical Specifications Required	Compliance Yes/No	Deviations if any
1.	Optical Fingerprint scanner with 500 dpi resolution		
2.	Registration Time <1 Sec , 1:1 Match < 1 sec, 1:N match <1 sec for 1000 templates		
3.	Equal Error Rate < 0.1%		
4.	User Database capacity of 30,000		
5.	Transaction storage capacity of last 60,000 events		
6.	Capacity to store 1900 fingerprint templates expandable up to 9000		
7.	Built in most accurate RTC (Real Time Clock) with Lithium cell backup		
8.	Built in Card reader for different authentication modes like only Finger , only Card, Card + Finger		
9.	Card reader options - HID iClass, Mifare.		
10.	RJ45 High speed Ethernet connectivity		

## Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank

11.	Interface for exit reader		
12.	Interface for door lock, exit switch & door sensor		
13.	Support of template on card mode with contactless smart card		
14.	Support of command cards for easy user management		
15.	Multicolor LED indication for successful match		
16.	Programmable Buzzer & LED control from controller		
17.	Sleek plastic molded enclosure		
18.	Operating voltage 12VDC		

### k. Rodent Repellant (Make: Maser, Rscat)

Ser No	Technical Specifications Required	Compliance Yes/No	Deviations if any
1.	Ultrasonic Rodent System consists of one main console, 12 transducers & a cable bundle of 0.25 Sq.mm 2 core cable. (4 set)		
2.	The main console is a microcontroller based system with embedded power electronic circuits to generate a pattern of ultrasound waves at 800mW power output per transducer. The Master Console is installed in the control room and the satellites in the problem area. The successful bidder shall make detailed working drawings and coordinate them with other agencies at site.		
3.	All parameters such as start frequency, end frequency, sweep time, wave pattern etc can be keyed in using smart keypad & alpha numeric LCD.		
4.	<b><u>Principle of Operation</u></b> The powerful high frequency sound waves (well above the 20 K Hz frequency which is the upper limit of the hearing range of human ear) generated by the satellites are within the hearing range of the many pests and cause them pain and discomfort and thereby, forcing them to abandon the protected area.		
5.	<b><u>Features</u></b>		
6.	<b><u>Master Console</u></b> The Master Console would need a power connection and should be equipped with a 3-pin power supply cord of 2.5 metres.		

**Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank**

	<p><b>Satellites</b> Each Satellite should cover an open area of 300sq. ft. when the average height of the ceiling is 10 ft. When installed in false ceiling / false flooring it should cover an approximate area of 150 sq. ft.</p> <ul style="list-style-type: none"> <li>• Each satellite should occupy a maximum of space of 24 cu.in. And could be mounted in any angle.</li> <li>• They should be mono-polar and there should be no risk of sparking</li> <li>• They should be able to withstand high temperatures in the false ceilings.</li> <li>• They would not need a power connection.</li> </ul>		
7.	<b>Power Supply.</b> Provision for 230 VAC and 24 VDC		

**1. Water Leak Detection (WLD) System (Make: Sontay, GE, Rittal)**

Water leak detection system shall be installed in the Data Center and UPS room to detect and raise alarm regarding presence of water. The technical specifications of water leak detection system are given below:

Sl. No.	Equipment Specification	Compliance
1.	The WLD system shall comprise of Cable sensors, Water leak detection modules, I/O modules connected to a control panel	
2.	The control panel shall have a minimum of 4 zones	
3.	The WLD system shall have one serial interface to connect to BMS in future . Presntly Bank is not having BMS system.	
4.	The WLD module shall be a single zone type. The module shall be resistant to oxidation and erosion. The module shall have relay output for connection to the controller	

**m. Fire Suppression System (FM200).**

Ser No	Technical Specifications Required	Compliance Yes/No	Deviations if any
1.	The system is designed for use in occupied areas Containing Server Room and Electrical room.		
2.	Alarm signals, system supervision, and agent		

**Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank**

	releasing output shall be by a control panel with battery stand-by, U.L. Listed		
3.	Release of FM-200 agent shall be accomplished by an electrical output from the control panel to solenoid operated releasing devices and shall be in accordance with the requirements set forth in the current edition of the National Fire Protection Association Standard.		
4.	<b>Manual Release Station-</b> The manual release station shall provide a means of manually discharging the automatic fire extinguishing system when used in conjunction with the control panel.		
5.	The manual pull station shall be the "dual action" type, to prevent accidental operation. The switch shall remain in the operated position until reset by means of a key or special tool.		
6.	<p><b>Abort Stations-</b></p> <ul style="list-style-type: none"> <li>(1) Operation of the abort switch shall send a "system aborted" indication to the panel when a fire condition exists.</li> <li>(2) A separate "trouble" indication shall result if the abort switch is operated when no alarm condition exists.</li> <li>(3) Audible alarm indications shall change when the abort switch is operated as an audible acknowledgment that the control panel has received the abort signal.</li> <li>(4) Abort switches shall be of the momentary "dead man" type, and shall only inhibit discharge when held in the operated position.</li> </ul>		
7.	<b>Audible Alarm Devices-</b> Upon entering the alarm mode, audible indication shall be supplied by the steady sounding of an Alarm bell (First stage) and alarm electronic sounder (Second Stage).		

**Request for Proposal: Data Centre Renovation and Shifting : National Housing Bank**

**n. Very Early Smoke Detection System (Make: Xtralis, Siemens, Tyco)**

Ser No	Technical Specifications Required	Compliance Yes/No	Deviations if any
1.	It is recommended to use early detection system for smoke detection in a Computer Room. VESDA System is considered for Server Room only The VESDA system shall be for early warning only, and shall be stand alone. The system shall contain High sensitive laser based particle system and also incorporate dust separation system.		
2.	The system shall contain High sensitive laser based particle system and also incorporate dust separation system.		
3.	This system shall not be integrated with Fire extinguishing system and shall work as a standalone system.		
4.	VESDA System includes aspiration tubes which collect the air samples from floor void, ceiling void and room void.		

**Note:**

1	<i>Proposed configuration of the systems and architecture indicated in this tender is to be treated as indicative only and design engineering of the complete solution has to be carried out by the bidder to fulfill the overall requirement of Data Centre and Disaster Recovery site, as per scope of work and BOM detailed in the RFP document.</i>
2	<i>The total responsibility for the complete implementation and support shall rest with the bidder during implementation and Warranty/ AMC period. In case any additional tools/equipment, software, cables. Connectors, licenses, services, configuration are required to achieve the overall desired functionality, the same has to be incorporated in the proposed solution or will be provided by the bidder only without any additional cost to NHB.</i>

**Appendix E**

**The following infrastructure will be provided by the Bank.**

- a. Brick partition from true floor to true ceiling around the DC area
- b. Electric MCBs from 3<sup>rd</sup>/ 4<sup>th</sup>/ 5<sup>th</sup> floors in UPS room.
- c. Two water outlet and one water inlet facilities in PAC room.
- d. Furniture in the Control room.
- e. 4 no. of Server racks (commercial says only two)
- f. Required permission from India Habitat Centre only , if any.

**-XX--- End of Document ---XX-**