

RFP Reference no:-NHB/ITD/RFP-Mail
Messaging Solution/10624/2012

Request For Proposal (RFP)
For
Upgradation and Implementation of MS
Exchange

Information Technology Department
Head Office, National Housing Bank
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Request for Proposal: Upgradation and Implementation of MS Exchange: National Housing Bank

GLOSSARY

Abbreviation	Description
DC	Data Center
DR	Disaster Recovery
ITD	Information and Technology Department
PSU	Public Sector Unit
PSB	Public Sector Bank

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

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A. BID DETAILS

1.	Date of commencement of sale of Bidding Documents	13/06/2012
2.	Pre-Bid meeting with Bidders (Date and Time)	25/06/2012 15:30 hrs
3.	Last date and time for sale of Bidding Documents	09/07/2012 17.00 hrs
4.	Last date and time for receipt of Bidding Documents	09/07/2012 17.00 hrs
5.	Date and Time of Technical Bid Opening	11/07/2012 12.00 hrs
6.	Cost of RFP	Rs. 2500/- (non refundable) (Please refer to clause no. F.12 for payment details)
7.	Earnest Money Deposit Amount	Rs.25,000/- (Rs. Twenty Five Thousand Only) (Please refer to clause no. F.12 for payment details)
8.	Place of opening of Bids	National Housing Bank, Information Technology Department Head Office Core 5-A, 3 rd Floor, India Habitat Centre,

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		Lodhi Road, New Delhi - 110003
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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 in writing, through e-mail or publishing on Bank's website wherever feasible. Further please note that Commercial Bid opening Date, Time & Venue will be intimated to the technically qualified Bidders at a later date.

B. National Housing Bank

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

NHB is the regulator for Housing Finance Companies (HFC). It also provides finance to financial institutions such as Banks, HFCs, Co-operative Sector Institutions, Housing Agencies, etc. under its various schemes benefiting the masses both in urban and rural areas.

The head office of NHB is located at New Delhi and a regional office is located at Mumbai. It has representative offices located at Hyderabad, Chennai, Bengaluru , Kolkata, Lucknow , Ahmedabad, Patna and Bhopal.

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 to provide Exchange Solution for NHB for high availability of corporate mail with features described under scope of work. This includes upgrade existing exchange platform, supply, installation and maintenance of Hardware for Implementation of MS Exchange 2010, Migration and Upgradation of MS Exchange 2007 to MS Exchange 2010, migration of domain from Windows 2003 to Windows 2008 including Active Directory and Management / Maintenance of the MS Exchange 2010 solution and its Hardware. 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 to upgrade existing exchange platform, supply, installation and commissioning of required infrastructure, training and support for five years etc.

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- 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, 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

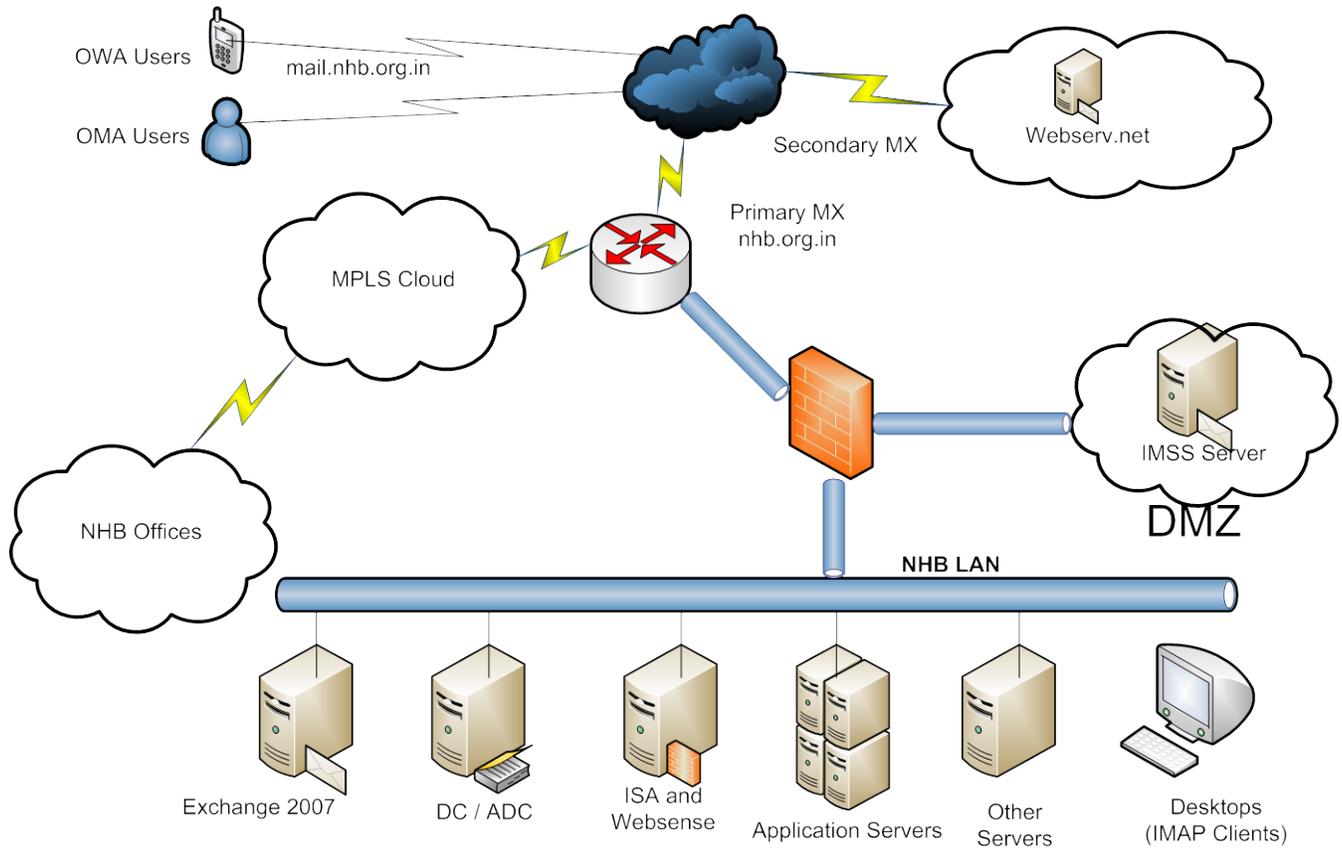
NHB has centralized setup with **DataCenter [DC] at New Delhi** and **Disaster Recovery [DR] Site at Mumbai**. All the other offices are on the WAN through MPLS network. All applications, Internet, Intranet etc., are hosted at Data Centre, New Delhi and are accessed by all offices/locations over WAN.

The bandwidth available at various locations is as follows.

Sl No	Location	Bandwidth
A.	Delhi	8 Mbps
B.	Mumbai	1 Mbps
C.	Hyderabad	512 Kbps
D.	Bengaluru	512 Kbps
E.	Chennai	512 Kbps
F.	Kolkata	512 Kbps
G.	Lucknow	512 Kbps
H.	Ahmedabad	512 Kbps
I.	Bhopal (To be implemented soon)	512 Kbps
J.	Patna	512 Kbps

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NHB Messaging Architecture



E. Objective

Bank has been using Microsoft Exchange 2007 since 2005 . It has been decided by the Bank to upgrade its MS Exchange 2007 based Mail Messaging Solution (MMS) to MS Exchange 2010 based MMS Solution. Presently the solution deployed in the Bank includes:-

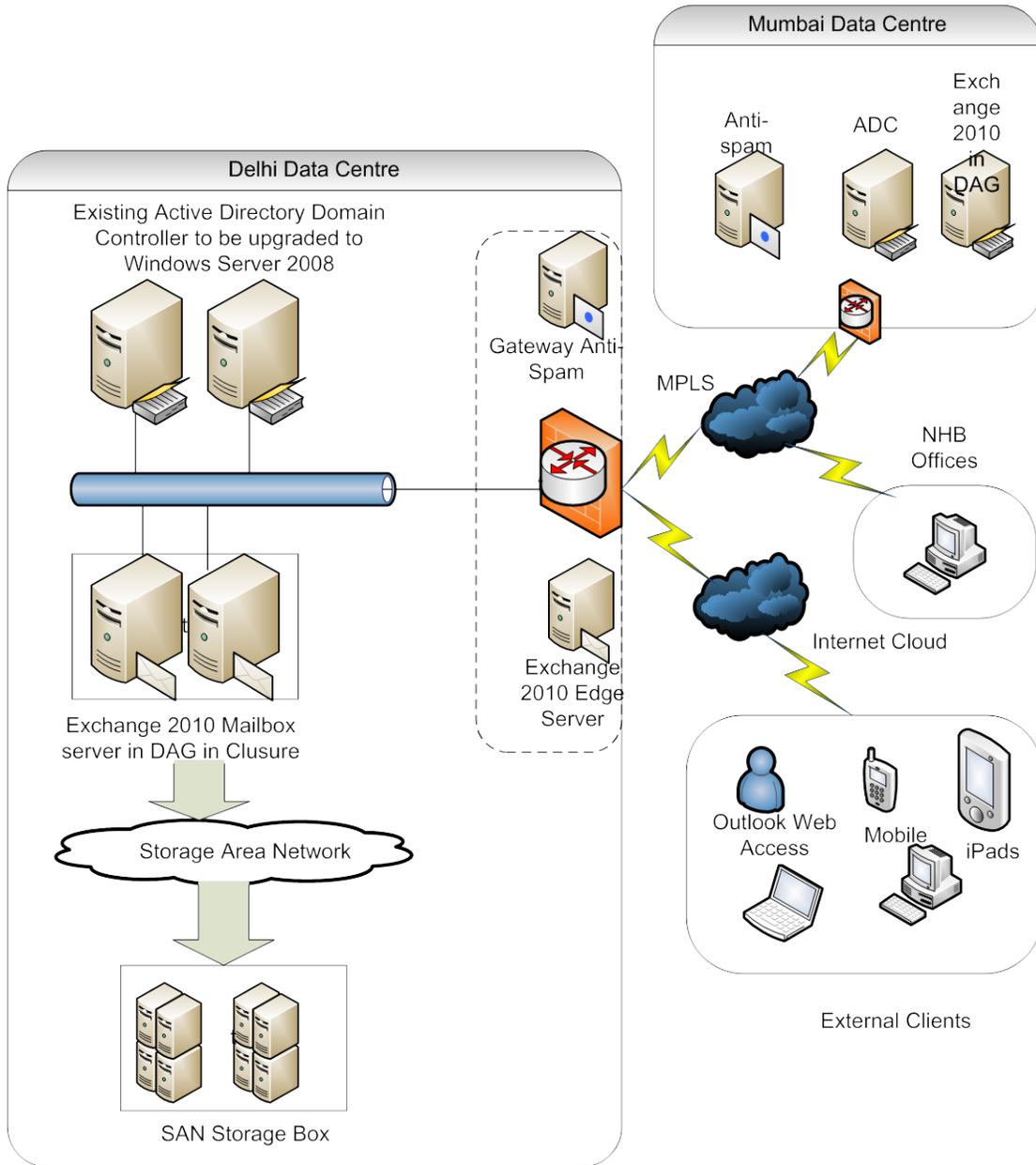
1. NHB is having a centralized data centre at Corporate Office, Delhi where all the servers are housed as primary datacenter and acting as SMTP gateway for which primary MX is created. Secondary MX is hosted to Net4 India.MMS solution is operational in the Bank at the DC only.The solution is based on OS Windows 2003 platform with MS Exchange 2007 server (Single Box). Banks domain is nhb.org.in
2. Mail server is supported by Windows 2003 based Active Directory and domain controller. The mail flow for Internet domain is performed through Data Centre , Delhi and anti spam /anti virus solution is also operational at the DC.
3. At present as per policy, attachment size has been restricted to 2 MB for sending and 5 MB for receiving mails, which may go up taking into account the futuristic requirements. There is a requirement of sending bulk mails also. Each user has been allotted a mailbox quota of 1 GB.
4. Keeping in view the Bank's existing and futuristic requirement the deployed solution should be Scalable & Highly available. The proposed solution should meet the current and futuristic requirement of the Bank.
5. NHB is having Windows Server 2003 Based Active Directory, Single Box MS Exchange 2007 set up .
6. The bidder to implement the solution at DC , New Delhi and DR site , Mumbai.
7. The period of contract will be for 5 years with annual review
8. The selected Bidder to upgrade the patches regularly.
9. The purpose behind issuing this RFP is to invite technical and commercial bids for selection of service provider for providing Exchange Upgrade& Implementation & Mail Messaging Solution

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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 secondary MX record to be mapped to the DR site and a third MX record will be mapped to Net4India DC. The mapping of MX record will be carried out by the Bank.
12. The bidder has to implement suitable solution which will pull emails form Net4India server on regular basis and populate the same to the exchange server.

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NHB Proposed Messaging Architecture



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 the 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 / 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 person:**

Contact : R K Pandey
Position : General Manager (IT)
Email : rkpandey@nhb.org.in
Telephone : +91 - 11 - 24649432
Fax : +91 - 11 - 24649432

Contact : S K Padhi
Position : Assistant General Manager (IT)
Email : padhisk@nhb.org.in
Telephone : +91 - 11 - 24626383
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.
- 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. Pre-Bid Meeting

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 22/06/2012 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. 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. 2500/- (Rupees Two Thousand Five Hundred only) by way of a e payment as described in F.12.

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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.
- 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.
- 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

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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. 2,500/- (non-refundable) made to **NATIOANL HOUSING BANK**. (Pl refer F.12)
 - The proof of e payment of Rs.25,000/- (refundable) made to **NATIOANL 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** .

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- 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. 25,000/- (Rs. Twenty Five Thousand only), by way of an e-payment in favour of **National Housing Bank**.

The Accounts details are given below:

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: Pragativihar 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.

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

13. Implementation schedule

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 8-10 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 equipments 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 electrical points and LAN cabling required, if any, at the locations. As it is a time bound project no delay in the below schedule will be accepted by the Bank.

S.No	Purchase Order for	Delivery Schedule (From date of acceptance of Order)
1.	Delivery of hardware, software, licenses etc.	4-6 weeks
2.	Project Completion period at DC , New Delhi i.e.installation, commissioning, integration,	6-8 weeks

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	testing, migration of all mail boxes, operationalization etc	
3.	Project Completion period at DR Site, Mumbai i.e.installation, commissioning, integration, testing, migration of all mail boxes, operationalization etc	8-10 weeks

- Bidder to implement the solution within **TEN WEEKS FROM THE DATE OF WORK ORDER.**
- NHB would carry out acceptance testing for a period of one week.
- Billing cycle will commence after successful completion of acceptance testing for all locations.

14. Performance Guarantee

The selected Bidder will be required to provide a 10% margin of the first year order value 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 warranty period. For the subsequent support period (If applicable) bidder has to provide PBG for the equal value for the advance payment for that year.

15. Period of Validity of Bids

Prices and other terms offered by Bidders must be valid for an acceptance period of six months from the date of opening of Commercial 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:

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- 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 authorised to bind the Bidder to the Contract. The person or persons signing the Bids shall initial all pages of the Bids, except for unamended printed literature.

17. Sealing and Marking of Bids

- The envelope should be NON-WINDOW, each superscribed with “ Upgradation and Implementation of MS Exchange” as the case may be.
- The envelop shall be addressed to the Bank at the address given below:
The General Manager, IT Department
National Housing Bank
Core 5A, 3rd 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 and The envelope should be non window and separately super scribed as “Technical Proposal for Upgradation and Implementation of MS Exchange” and “Commercial Proposal for Upgradation and Implementation of MS Exchange”, 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.**

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.

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- 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:

- 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 not 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 / nondelivery 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.

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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.

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 equipments, 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 equipments 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

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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. Also no options should be quoted other than as per the Bill of material. Wherever options are given, the bid is liable to be rejected. The product /service quoted individually be of one OEM /make.
- All the equipments will be covered by a comprehensive on-site OEM warranty of 3 years from the date of installation.

26. No Price Variation

The commercial offer shall be on a fixed price basis. No price variation should be asked for relating to increases in customs duty, excise tax, other taxes, foreign currency price variation, etc. However, if there is any reduction in government levies / taxes, during the validity of offer, the same shall be passed on to NHB.

27. 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 Mail Messaging Hardware, Software & related equipments, completion of project beyond the specified period.
- Deviations of the MMS equipments proposed from those mentioned in the RFP including non-integration of these equipments 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 equipments 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.

28. 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.

29. Manuals and Drawings

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

30. 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 will get a weightage of 70 and Commercial Bid Score a weightage of 30.
- 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:
 - 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

31. 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.

32. Revelation of Prices

The prices in any form or by any means 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.

33. 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-IV, 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.

34. 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.

35. 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.

36. 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.

37. 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.

38. 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

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will be rejected as non responsive. This declaration will be submitted along with the Technical Bid

39. Packing:

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

40. 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.

41. 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:

The Bidder shall be responsible for implementation of the Centralized Mail Messaging Solution in Single Domain architecture with High Availability.

The Bidder shall be responsible for Supply, Installation, Upgradation, Integration,

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Rollout, Operationalization, failover testing and Maintenance of total solution for implementation of MS Exchange 2010 based Mail Messaging Solution comprising Hardware, Software, Operating System and Data Base at Bank's Primary Data Centre Mumbai. The Bill of Material (BOM) has already been freeze and provided in the document.

Complete end to end implementation of the system including hardware, software etc.

Bidder shall be responsible for setting up infrastructure for publishing NHB email services to Internet and securing the same w.r.t messaging services. NHB shall assist bidder by providing IP link, networking equipment and interfacing with ISP provider for DNS record publishing and other setup needs. The required SAN certificate will be provided by the Bank for both DC and DR.

Bidder will configure HUB/CAS/DB in a cluster of two servers , one edge servers at DC , New Delhi . The servers are required to be configured to SAN box for storage and also need to be configured with the existing Terndmicro IMSS server (Gateway Server).

The bidder shall be responsible for migrating the existing Windows Server 2003 domain and Active Directory to Windows Server 2008 based domain and Active Directory.

The bidder shall be responsible for implementing Exchange in one box at DR Site and for implementation of Windows server 2008 AD in DR Site on one existing server.

The Bidder shall be responsible for migration of all existing MMS database and mail exchange records to the proposed MMS system. During migration of database and other records the bidder shall ensure to minimize the end user impact as much as possible. If there is any issue involved in migration bidder shall discuss the same with Bank and will plan accordingly. There should not be any data loss during migration. Further Bidder shall be responsible for deploying Exchange Edge server in the existing box.

The Bidder shall manage the complete Mail Messaging Infrastructure solution i.e. hardware, software, OS etc. for a period of 5 years .

After sales support and maintenance of the complete system to provide prescribed uptime.

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The bidder shall be responsible for de-installation, relocation, configuration/Re-configuration/Tuning of new/existing hardware/software for operationalization, failover testing of mail messaging solution.

The bidder shall impart training to the Bank's identified ITD officials on the following areas:-

- * Deployed Solution Architecture and flow
- * Active Directory Design, Deployment, Maintenance & Troubleshooting.
- * Monitoring & Maintaining Windows 2008 R2 Server and Exchange 2010 Server etc.
- * Recovery Planning for Windows 2008 R2AD and Exchange 2010 for any mishappening or disaster.
- * Any other user level feature which deemed necessary to use the mail messaging solution
- * Basic user level troubleshooting

Training infrastructure would be provided by the Bank. The Bank will decide the place of Training. The bidder will have to ensure that training is imparted in a professional manner through Exchange qualified personnel 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 mail messaging 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 review the current mail messaging policy of the Bank and should recommend the best practices to implement and rollout the same within the Bank.

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The bidder shall provide detailed drawing of the installed setup after completion of the project. This will also include the printout of important configuration settings of the servers.

The bidder should provide a detailed plan on the support for the Mail Messaging Solution to maintain the uptime of 99.5% to be calculated on monthly basis.

The Bidder shall be responsible for all patches/updates required in the offered solution for smooth installation of Exchange 2010 without any extra cost to the Bank.

The bidders shall utilize the existing mail messaging hardware and Software operational at Bank's Data Centre & DR site locations hardware to the extent possible.

To implement a secure, well-documented Active Directory Services and Exchange Server 2010 infrastructure.

To develop group policies, procedures, and standards suitable for the Bank.

Configure the new or upgraded AD-Domain with AD-integrated DNS and if necessary migrate the existing DNS forward and reverse lookup zones to the new server, and also migrate DHCP to the server running DNS. Also if needed, migrate the WINS data and run the WINS service on one of the servers. (Current server running DNS, DHCP, and WINS is to be retired after this project is completed).

Note:-The technology partners, including OEM will be required to submit an undertaking, explicitly stating their commitment to provide full technical, spares, 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. The proposed Architecture and Sizing of the hardware for MMS solution is detailed below.

The MMS Solution shall be deployed in Centralized Architecture with single Active Directory Domain. It would be placed at Data Centre, Delhi and DR Site, Mumbai. The

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solution should be scalable to Bank's requirements. It should be flexible enough to move from a centralized to a decentralized model in a phased manner for a particular node or entirely at any point of time, if required.

The Mail & Messaging Infrastructure would be based on a Microsoft Windows Server 2008 R2 with Exchange 2010 Server in Data Availability Group (DAG) with SAN OR SATA architecture.

Active Directory Services:

- o Configuring & deploying a proper domain architecture as per design
- o Defining policies for administration, security etc.

The Bank has present requirement of 100 mailboxes approx. which may increase up to total of 250 in a phased manner.

The average size of a mailbox should be 2 GB.

The complete Bill of Material has been given in "**Annexure III**".

Though the sizing and architecture has been freezed by the Bank, Bidder must own the same and should get it vetted from the OEM for the specific Sizing Parameters and Architecture given above and suggest changes required, if any, to meet the objective outlined in this document.

The additional BOM be quoted as optional in Technical & Commercial Bids. The offered solution should meet the Bank's requirement for a period of 5 years and there should not be any performance related issues.

The hardware should be scalable, if required like increase in memory, increase in storage space and processor etc. If the bidder feels that it would need to provide for additional hardware or/and software towards the superiority of overall solution, they should raise the query during the pre-bid meeting. All hardware should be compliant to 64 bit architecture.

The hardware supplied by the bidder should be robust and reliable, as per technical specifications. He should also specify the lifetime of hardware. The bidder must

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guarantee that Mail Messaging equipments delivered are brand new. Further all software to be supplied/delivered and installed must be of latest version.

The equipments 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.

The secondary MX record to be mapped to the DR site and a third MX record will be mapped to Net4India DC. The mapping of MX record will be carried out by the Bank.

The bidder has to implement suitable solution which will pull emails form Net4India server on regular basis and populate the same to the exchange server

H. Bid Evaluation Methodology

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

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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 the minimum eligibility criteria are liable to be rejected and will not be considered for evaluation of technical bid. The proposal should adhere to the following minimum eligibility criteria.

- A. The Bidder should preferably be a Firm/Company/Public Sector undertaking/Govt. Company incorporated in India and should have 5 years experience in implementation of Microsoft Exchange based mail messaging solution.
- B. The Bidder should have experience of already successfully implementing Microsoft Exchange based Mail Messaging Solution in at least one Public Sector Bank/Financial Institution or other large companies in India with minimum of 200 mailboxes in the last 5 years. Documentary proof should be submitted along with the Bid. The bidder should submit details like name of contact person, along with his phone number for above projects.

(LC stands for Large Corporate – Corporate having atleast 25 offices across the country)
- C. The bidding Company should have a valid ISO certificate.
- D. The Bidder should have National presence and should be able to provide support and maintenance for the offered solution and should have direct support office at Delhi and Mumbai.

Vendor should 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.

Note : Along with the above the bidder has to provide the Manufacture Authorisation Form (MAF) as per Annexure - XIII from the OEM for this tender and also has to submit the Compliance and Deviation Statement as per Annexure - IV , failing which the bids may not be taken for further evaluation.

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Note2: Bidders fulfilling all Minimum Eligibility Criteria will only be considered for further technical evaluation. Otherwise the bids will be rejected.

3. Evaluation of Technical Bids

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 stipulated 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. Proposals, which are not meeting the Minimum Eligibility Criteria as mentioned in section h.2 above, will not be considered further for technical evaluation.

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 75 (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)
The bidder should have implemented minimum 1 MS Exchange 2007/2010 migration project on Windows Server 2003 platform, (Only last 3 years contracts will be considered for points award) (LC stands for Large Corporate - Corporate having atleast 25 offices across the country)		Max Marks 10
<ul style="list-style-type: none">For 3 or more in Govt. Sector / PSU/Banks/FIs/LC in India	10	
<ul style="list-style-type: none">For 1 or More Govt. Sector / PSU/Banks/FIs/LC in India	05	
Satisfactory Services Certificate by atleast one Client where MS Exchange migration project was carried out (Should be current and valid) (Specific to MS Exchnage 2007/2010 migration)		Max Marks 10
<ul style="list-style-type: none">Satisfactory Services Certificate by 3 Clients	10	
<ul style="list-style-type: none">Satisfactory Services Certificate by 1 Clients	05	

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Track of being in the Business of MS Exchange Upgrade for at least 3 years (providing MS Exchange Solution)		Max Marks 10
<ul style="list-style-type: none"> • Being in the Business for more than 7 years • Being in the Business for 5 to 7 years 	10 05	
MCITP /MCTS qualified person (List to be provided with relevant certificate)		Max Marks 10
5 & above 3-5 MCITP qualified person 1-3 MCITP qualified person	10 07 03	
Mail box size in the implementation of MS Exchange 2007/2010 migration project on Windows Server 2003 platform, (Only last 3 years contracts will be considered for points award)		Max Marks 15
Mail box size more than 1000 Mail box size 500- 1000 Mail box size 200-500 Mail box size less than 200	15 10 05 00	
Technical & Qualified Manpower (Minimum Qualification: Degree/Diploma in engineering or its equivalent with minimum of 3 years work experience in MS Exchange , AD ,DNS) - List to be provided with their qualification		Max Marks 15
100 & above Qualified & Experienced Engineers	15	
76-100 Qualified & Experienced Engineers	10	
50-75 Qualified & Experienced Engineers	05	
Average Turnover for Last 3 years		Max Marks 10
13. > 100 14. 75+ to 100 15. 50 to 75	10 07 05	
Presentation on Proposed Solution Architecture and Backbone / NOC Infrastructure		Max Marks 20

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Bidders have to provide copies of supporting documents against each criteria mentioned above, without which bid may be rejected.

The minimum qualification score for the Technical Bid would be 75.

Financial Bid

Only firms successfully qualifying the requisite criteria of the Technical Bid process would be considered eligible for the Financial Bid Round. The evaluation of the Financial Bids would be as follows:

- ◆ The lowest bid will be assigned the maximum Financial Score of 100 points.
- ◆ The Financial Scores of the other Financial Bids will be computed relative to the lowest evaluated Financial Bid.
- ◆ The Financial Score computing methodology is as follows:

$$\text{Financial Score}_{\text{Bid under consideration}} = \frac{100 \times \text{Price}_{\text{Lowest Bid}}}{\text{Price}_{\text{Bid under consideration}}}$$

5. Final Processing

- ◆ Proposals would be ranked according to their Final Score arrived at by combining Technical and Financial Scores as follows:

$$\text{Final Score} = \text{Technical Score} \times T + \text{Financial Score} \times F$$

(T - Weightage given to the Technical Bid, F - Weightage given to the Financial Bid, T + F = 1)

- ◆ Weightage for the bids are as follows:

I. Technical Bid T	70%
II. Financial Bid F	30%
Total Weightage	100%

- ◆ The firm achieving the highest combined Technical and Financial Score will be invited

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for negotiations.

- **The Bank reserves the right to revise the evaluation criteria, methodology, distribution points and weightages; 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.2500/-. Bidder has to necessarily deposit Rs. 2500/- (Rs. Two Thousand Five Hundred) in the envelope of 'Technical Proposal', (Pl refer F.12) . Any 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

- The Price quoted by the Bidder should include all costs.
- The price should be valid for all the years.
- The price should be inclusive of all taxes, duties, levies charges, transportation, insurance, octroi etc.
- The price quoted by the Bidder shall be fixed during the Bidder's performance of the contract ie., for a period of five years and extended if required by NHB and shall not be subjected to variation on any account, including changes in taxes, duties, levies etc.
- Bid submitted with adjustable price quotation will be treated as non-responsive and will be rejected.
- Based on the contracted rates, NHB will place order annually after performance review of the previous year.
- For any addition of location / enhancement in bandwidth, order will be placed at the contracted rate as mentioned in the Commercial Proposal.

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4. Acceptance

The acceptance test will be carried out as per Acceptance Test Plan [ATP], which will be issued. The network 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 H.14)

Payment terms are as follows:

1. 60% of total cost of Hardware and Software on delivery excluding warranty/support cost .
2. 40% of total cost of Hardware and Software on installation of Hardware/software excluding warranty /support cost.
3. One time implementation charges will be released only after complete implementation and integration of existing Mail IDs/Mail Boxes / live operationalization and acceptance of Mail Messaging Solution.
4. The AMC/Support charges 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.

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.

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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 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

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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.
- 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.

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- The Commercial and Technical bids will have to be signed on all pages of the bid by the authorised 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.
- The selected bidder will sign **Service Level Agreement (SLA) and Non-Disclosure Agreement (NDA)** with NHB.

1. Termination & Penalty Clause

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

- Shortfall in achieving the Service Level requirement successively in two quarters or any three quarters in a financial year.
- Bidder fails to perform any other obligation(s) under the contract..
- 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.
- However either party, in the case of termination, will give 3 months notice to the other party.
- 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.

- **Penalty Clause**

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

- In case of late delivery of equipment the bidder, will be liable to pay a

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equal to 0.5% 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 5% of the undelivered/uninstalled value of the order.

In case of any problem in the equipment, it should be rectified in maximum 2 working days otherwise replacement should be given to the Bank immediately. Failure to do so will attract penalty of 1% of the cost of the equipment subject to maximum of 25% which will be deducted from AMC charges. For first year the penalty will be @ 1% of the cost of the equipment subject to maximum of 25% and PBG may be invoked.

The Bank expects an uptime of 99.5% for the complete solution on monthly basis. In case the uptime is not maintained with the uptime as stipulated, Bank shall charge the penalties as under:

Per Site Availability	Penalties (on monthly basis)
< 99.5% up to 99%	5000/-
< 99% up to 98%	10000/-
< 98% up to 97%	15000/-
< 97%	20000/-

The Bank reserves the right to invoke the PBG and forfeit the entire amount in case the uptime is not maintained properly.

Exclusions

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

- Schedule maintenance by the service provider with prior intimation
- Force majeure events

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 should be inclusive of all Taxes and all charges like installation , labor , octroi etc.

4 GOVERNING LAWS AND DISPUTES

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

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- 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 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.

9. Warranty

*** Software Support**

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

*** Hardware Warranty**

The solution must include comprehensive on-site warranty, covering all parts, for minimum 3 years period starting from the date of installation and acceptance of the system by the Bank. This includes updation of latest updates/patches of software as and when released by the OEM of equipments and Software will be supplied by the bidder.

The Bidder shall be fully responsible for the warranty of all equipments, 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 equipments, bidder shall not assign any kind of maintenance like hardware, software, upgradations etc. related to these equipments 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.

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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 -

Complaint must be rectify at the earliest of receipt of complaint to maintain uptime of 99.5% per month.

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 on site preventive maintenance on quarterly basis.

The bidder shall obtain written acknowledgement from the Bank after completion of warranty period for successful sign off of warranty period.

Annual Maintenance Contract (AMC)

After expiry of the 3 years warranty period, the Bank may enter into a contract with the Bidder(s) for Post Warranty Support required for proper maintenance of Mail Messaging (MMS) Hardware Equipments supplied by them. The Bidder(s) must undertake to provide support for equipments and arrange for spare parts for a minimum period of 2 years after expiry of warranty period. The AMC shall include similar support for the hardware and software as provided under warranty. The preventive maintenance of the supplied hardware equipments is to be done once in three months. All the tools, test equipments and fixtures etc. (If any) required for the onsite comprehensive maintenance of equipments, 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.

The Bank reserves the right to terminate the comprehensive AMC 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.

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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.

Whatever the case may be (either third-party maintenance or maintenance through internal resources), the Bidder(s) shall provide requisite maintenance training, technical know-how, and expert assistance to the persons and/or agencies, duly authorized by the Bank for this purpose. 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 and Exchange etc shall be attended by the bidder and reloading of such software shall be the responsibility of the bidder.

Support

The bidder is required to provide sound after-sales service/support by arranging timely attending of calls received from the branches/offices where the Mail Messaging Solution (MMS) Hardware, Software & related equipments have been supplied & installed; and problem rectification through competent service engineers. The desired support time should be uniformly maintained at all the sites. To meet up time the Bidder has to maintain sufficient inventory of spare parts/equipments at all the support centers to avoid unnecessary delay in obtaining the spare parts/equipments.

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 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 Microsoft 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

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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
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Spare Parts

Bidder shall ensure availability of spare parts for the supplied MMS equipments i.e. Hardware & Software for a minimum period of five years from the time of their acceptance. Thereafter, Bidder shall give at least twelve months notice prior to discontinuation of support services, so that the Bank may order its requirements of the spares, if desired. If any of the peripherals, components like expansion cards, memory etc., 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 Mail Messaging Solution (MMS) Server Hardware & Software for which such replacement is required.

Failure of equipments

If, during the warranty period as well as AMC period, any equipment fails to function properly two or more times during a quarter due to any reason except force majeure event, the bidder shall arrange replacement of the same by new equipment of same or higher configuration, at no cost to the Bank.

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 Page 31 of 53 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 six months 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 Mail Messaging Hardware & Software delivered to the Bank are brand new.

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Annexures

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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. Registration Certificate to be enclosed	
5.	Address of Registered Office with contact numbers [phone / fax]	
6.	PAN No	
7.	Contact Details of Bidder authorized to make commitments to NHB	
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	Yes / No / Comments (if option is 'No')

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	available for: <ul style="list-style-type: none"> o Implementation of MS Exchange 2007 and 2010 			
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 include the copies of Balance Sheet in support of it.	Year	Turnover	Net Profit/Loss(-)
		2008-09		
		2009-10		
		2010-11		

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

Signature of Bidder

Annexure - II

Bidder Experience Details

1.	Vendor's experience in Upgradation of MS Exchange to MS Exchange 2010 and Implementation of Mail Messaging Solutions	
2.	a) Experience in India	
	b) Global experience	
3.	No. of Exchange Projects carried out by the company during last three years	

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	in India (give details)			
4.	Total number of projects executed with minimum 200 Mailboxes (give details)			
5.	Details of minimum three major projects executed with minimum 200 mail boxes.	Name of the customer & Contact information	OEM of the products	No. of years in use
6.	Project 1			
7.	Project 2			
8.	Project 3			
9.	No. of qualified engineers employed (Minimum Qualification: (Degree/Diploma in engineering or its equivalent with minimum of 3 years work experience in MS Exchange , AD ,DNS) - List to be provided with their qualification)	(Furnish the qualification details with number of engineers under each qualification)		
10.	Availability of centralized help desk	Yes / No		
11.	Number of own support centers of the Vendor in India			
12.	Address of the Support Centre at Delhi and Mumbai with Contact Details			
13.	Details of Reference Sites	Customer name		
14.	Reference site 1			

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15.	Reference site 2	
16.	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)
17.	List of Franchisee Support Centres 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)
18.	Names of the Exchange Upgradation projects currently implemented/managed (mention the names of the companies with location of their Head Office)	1. 2. 3.
19.	Name of the Bank / large financial Institutions / Government organization for whom Exchange upgradation was carried out.	1. 2. 3.
20.	Support centre at New Delhi and Mumbai (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:

Annexure - III

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Technical Specifications

1.1 The project involves implementation of MAIL Messaging Solution (MMS) with single domain architecture for the entire Bank.

1.2 **Directory Services-** Bank requires that Mail Messaging Solution (MMS) be setup & configured with Active Directory Services of Windows Server 2008 R2. This will require upgrade from existing Windows Server 2003 Active Directory. The Directory Services should include features as listed below:

- * Compliant with LDAPv3 specifications.
- * Provide support for Group Policies and Software Restriction Policies.
- * Provide support for modifiable and extensible schema.
- * Support multi-master directory service replication features
- * Support security features, such as support for Kerberos, smart cards, public key infrastructure (PKI), and x.509 certificates etc.
- * Services should be extensible & should have capability to be extended for custom development as per future requirements raised by the Bank. Bank requires that MMS be setup & configured with Active Directory Services of Windows Server 2008. This will require and upgrade from the existing Windows Server 2000 Active Directory.

1.3 MMS should have support for integrated authentication mechanism and be configured for single sign on for messaging services and user authentication.

1. The solution provided should be compatible to Digital Certificates in MS Outlook 2007/2010 & Outlook Web Access. However the issuance/installation of the digital certificates will be taken care of by the BANK.

2. MMS should be configured for log shipping and relay capabilities for email database for database replication and redundancy.

3. MMS should provide appropriate clustering to provide server and application redundancy.

4. MMS should enable configuration of Deleted item recovery for end-user mail management. Bank will define the maximum period for which a mail, which has been removed from the recycle bin, be kept for the end user to recover.

5. MMS should support standard protocols like MAPI, POP3, IMAP4, SMTP, HTTPS etc for mail access and relay.

6. MMS should support features for Mail delivery commands to setup catchall, forwarding, "Forward to host" - push mail to another account on same/different server etc.

7. MMS should include features for the migration of existing mailboxes from different locations

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to appropriate server with their mailboxes, profiles etc.

8. Compliance- MMS should have inbuilt engine to enforce Bank's &/Government's security compliances & regulation policies requirements on all mail transactions. Some of the requirements are listed below:

- * Message Life Cycle Management for administration and compliance purposes.
- * The administrator should be able search mails across multiple mailboxes in an organization.
- * Should have capabilities to enforce enterprise, Govt. and Legal requirements through a sophisticated e-mail flow control and policy engine by controlling the retention and flow of the emails.

2. Functional Specifications

2.1 Address Book- Address Book of MMS should be displayed in alphabetical order. Address Book should be user friendly i.e. Addresses should be searched through display name, last name etc. Address book should be available for use by LDAP3 compliant desktop email client programs like MS Outlook, Outlook Express, Eudora, Mozilla, Netscape Messenger 4.x., Netscape 7.x. etc.

2.2 Group Policy- MMS should be configured for setting up for Distribution Groups to be able to communicate with a group of people in one transaction. The distribution group should support restricted access.

2.3 Anywhere Access- MMS should be configured using built in features for providing access to database in a variety of ways to access users' mailboxes from the Intranet, Internet or Windows Mobile devices etc.

2.4 Web Access- Web interface for accessing the mails through browser from LAN, WAN and Internet via IE, NS7.x, Mozilla, Google Chrome , NS Communicator 4.x. etc..

2.5 Mobile Access- MMS should be configured for Push based emails to Windows mobile based Smart & mobile devices messaging. It should support features for client to work in the Cached Messaging Server mode with support for workflow applications and integration with system. The user should be able to search the organization contact list from their mobile devices.

2.6 Calendaring- The MMS should support an integrated user-friendly calendaring feature that

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is able to support requirements as listed below:

- * Record Meeting Requests, Forward Meeting Requests and Generate Alerts.
- * Shared/Group Calendars, Schedule Reminders, Flexible Events.
- * Multiple Authors, Overlapping Event checking.
- * It should be able to suggest best timing for meetings based to participants availability by using Scheduling Assistant, Attendance Confirmation.
- * Import from Calendar, Diary System.
- * Schedulable Out of Office.
- * Group collaboration features.
- * Tasks & Notes feature using rich mail client.
- * Scheduling Assistant for suggesting best meeting time.

It should also be configured for resource Scheduling like conference rooms, projectors etc. The product should have wide administrative capabilities to control over calendaring.

2.7 The MMS should enable features to access the mail database and files i.e. MS Word, Excel, Power Point, PDF etc from remote locations without downloading or having any local installation of office.

2.8 The MMS should provide support for collaborative application development and support for integrated workflow scenarios and Web services.

2.9 Bidder will provide a solution for installation & Configuration of MS Outlook client on the identified desktops in an automated manner.

Clients Messaging suggested for working with the Server should provide for the following functionalities:

- * Sender should be able to verify which recipients have accepted, partially accepted, or declined meeting requests.
- * Prevent spammers from identifying valid e-mail addresses by links to external content by Block Web Beacons feature.
- * There should be feature for Sent messages to be recalled by the sender: Any unread Messages in the recipient's mailbox should be automatically deleted and replaced with another message, and an acknowledgement of recall success or failure is returned to the Sender.
- * Messaging client working with Server should have a feature for adding voting buttons.

2.10 Other Features- The MMS product should support some of the additional features as listed below:

- * Voice Messaging
- * Fax Messaging
- * Mail Forwarding on Phone devices

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* Speech enabled automated attendant.

* Multilingual-should support English as well as Indian languages.

2.11 Security Features:

Messaging System should be configured for Security Policy (Password Policies etc) enforcement and remote erase capability for Smartphone to protect data. Messaging solution should support end to end encryption of data i.e. Client-Server and Server-Server Encryption features for confidential messaging over all the mail transactions. The encryption features should be able to prevent spoofing, various malpractices etc. It should also support StartTLS encryption at gateway level. Messaging Client and Server should support Secure/Multipurpose Internet Mail Extensions (S/MIME), enabling users to digitally sign and encrypt emails and attachments.

2.12 Antivirus Solution- MMS should include advance protection features i.e. Anti-spam filtering and Extensibility for antivirus protection etc.

2.15 Storage Solution- The Bank intends to use the existing storage capacity at its datacenter for the mail database. The bidder needs to configure the storage required and the RAID configuration for the MMS database and the associated backup.

2.16 DPM Backup Solution - Suitable Backup Solution for the mail messaging solution. Backup solution should provide:

* Mailbox restoration, complete restoration of mailboxes, email server as well as operating system and anti-virus applications.

* Multiple backup jobs, with facility to backup to a remote NAS, SAN Drive.

* Automatic online backup and restore function with facility for scheduled backups to run automatically at predefined times.

* Support for Exchange 2010 DAG (Database availability Group).

* Ability to restore Exchange data directly back to the original server.

* Ability to copy database files to an alternate server.

* Ability to copy the database files to tape.

* Ability to restores mail database(s) to the latest 15 minute recovery point.

The Backup Schedules need to be configured as below:

1. Mailbox Server

-Weekly Full Backup (Database and System State)

-Daily Incremental Back (Database)

2. HUB/Client Access Server

-Weekly Backup (System State)

3. EDGE SERVER

-Weekly Backup (System State)

Confidential

4. Active Directory

-Weekly Backup (System State)

2.17 Availability- High availability of Mail Server(s). Availability of the email services should be 99.5% uptime on monthly basis.

2.18 Performance and Health Monitoring Features:

* The Solution should offer a comprehensive management Platform to manage the Health and performance of the Messaging application using the existing Microsoft System Center Operations Manager 2010, Underlying OS and the depending Directory services from a single centralized Management console. There should be provisions for a Web Based Operator Console also

* The Management solution should be able to proactively detect the health issues and service degradation/interruptions with the Messaging Platform (including the messaging application, underlying OS and the Directory) and should be able to create event / alerts to the relevant administrators through email, SMS etc. The Email Alert should have URL defined to look into the details of the event through Browser interface.

* The Management solution must come with a pre-configured and prepackaged set of management rules and policies to efficiently manage events and alerts from the messaging Platform. There should be provisions to suppress the redundant events for enhancing Due Diligence as per of the management policy.

* While alerting on a critical issue with the Messaging Platform, The solution must provide contextual knowledgebase intelligence against key alerts which should suggest the possible reasons of the alert and recommend best practice guidance to resolve the issue received on the console

* The manageability solution should have a provision to allow for the Messaging administrators of NHB to add / register their site specific knowledge on Messaging such that the acquired knowledge can be reused in future to resolve issues faster and better.

* The proposed solution should have capability to centrally collect, consolidate and aggregate the Audit Logs created in the distributed Messaging Servers and analyze it centrally through a set of management rules for audit exception reporting etc.

* The manageability solution should offer a Comprehensive Performance reporting facility and a reporting Data Warehouse. It should be able to generate scheduled historical performance reports containing the critical health parameters from the Messaging Application, Underlying OS and the directory services.

2.19 Administrative features-

* Messaging Solution should provide management from single console. It should also support remote management * Messaging Server should be able to provide graphical performance

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statistics using performance monitor.

- * Messaging Solution should provide for command line based easy to use administration & scripting interface for all administrative tasks.
- * The solution should allow administrators to manage individual domains like Users, quotas, groups etc.
- * Server should provide administrative groups for granular delegation of messaging administration across the organization.
- * Activity and error logging, mail delivery statistics and message tracking.
- * Problem diagnosis controls.
- * Archiving & Journaling: Messaging system should be able to provide archiving & journaling capabilities on per user, per distribution list and per database basis.
- * Health Monitor to generate periodic reports about the health of the system, security status, etc.
- * Email life Cycle Management: Messaging solution should be able to enforce email retention settings on users so emails can be retained/archived/deleted as per the policies.
- * Provide Mail Log Report – reports on number of mails including attachments sent/received by user wise / date wise / month wise / year wise – also logs on top 100 sent/received in volume and in size.
- * Administration control over encrypting/decrypting user's password.
- * Multiple mail queues for quick mail delivery.
- * Network Time Synchronization.

Note:

- The bidder should provide compliance statement for all the above specifications of technical requirements against each item.
- All relevant product information such as user manual, technical specifications sheet etc should be submitted along with the offer. Failure to submit this information could result in disqualification of the bid.
- Hard copy of supporting documents or documentary proof for all the above criteria i.e. Bidder's eligibility criteria, Technical Specifications etc. should be submitted in the envelope containing technical bid.

Part - I

Functional and Technical Requirements

Bill of Material (BOM)

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Hardware Detail

S.No	Description of Hardware	Qty	Location
1.	Server for MS Exchange 2010 Implementation	2	DC, New Delhi
2.	Server for MS Exchange 2010 Implementation	1	DR site , Mumbai

NOTE:-The bidders shall utilize the existing mail messaging hardware operational at Bank's Head Office, Data Centre & Regional Offices locations hardware to the extent possible.

Part - II

Hardware Configuration Detail: - All Server Hardware must be Rack mountable with proper rack kits.

Configuration	Qty
A. Server for MS Exchange 2010 Implementation	
2 U Rack Server: 2x E5645 or above 2.4 GHz(min)/ Hexa Core,12 MB of L3 Cache(min), Intel 5520 or above Chipset, 32 GB DDR-3 ECC Memory Upgradeable to 192 GB, Support for Advanced ECC memory protection, Memory mirroring, Integrated Hardware Raid Controller to supports Hardware RAID 0,1,5 , 3x300GB 10000RPM, 8MB SDRAM, 8 GBPS FC Dual Port HBA , 4 Ethernet Ports with TCP/IP Offload Engine (TOE), 1 PCI Slots should be Free after configuring the asked requirement for future upgradation , Redundant Power Supply, 3 Years Onsite 24X7 Comprehensive Warranty, Predictive Failure alert for Processor, Memory, HDDs, Fans ,RPS , VRM (Make: IBM/Dell/HP)	2 (To be Supplied at New Delhi Office)
2 U Rack Server: 2x E5645 or above 2.4 GHz(min)/ Hexa Core,12 MB of L3 Cache(min), Intel 5520 or above Chipset, 32 GB	1 (To be Supplied at Mumbai Office)

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<p>DDR-3 ECC Memory Upgradeable to 192 GB, Support for Advanced ECC memory protection, Memory mirroring, Integrated Hardware Raid Controller to supports Hardware RAID 0,1,5 , 7x300GB 10000RPM, 8MB SDRAM, 8 GBPS FC Dual Port HBA , 4 Ethernet Ports with TCP/IP Offload Engine (TOE), 1 PCI Slots should be Free after configuring the asked requirement for future upgradation , Redundant Power Supply, 3 Years Onsite 24X7 Comprehensive Warranty, Predictive Failure alert for Processor, Memory, HDDs, Fans ,RPS , VRM (Make:IBM/Dell/HP)</p>	
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Software Detail

S.No	Description of Software	License Qty	Location	Remark
1.	Microsoft Exchange 2010 Enterprise Edition Paper License	3	New Delhi	
2.	Microsoft Exchange 2010 Enterprise Edition - Paper License	1	Mumbai	
3.	MS Windows Server Enterprise Edition 2008 64 Bit R2 - Paper License	2	New Delhi	
4.	MS Windows Server Enterprise Edition 2008 64 Bit R2 - Paper License	1	Mumbai	
5.	Microsoft DPM Backup Solution Manger License Paper License	10 User License	New Delhi	
6.	Up gradation Cost for existing Exchange 2007 CALs to exchange 2010	100	New Delhi	
7.	MS Exchange 2010 CALs Paper License	50	New Delhi	

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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).

Signature:

Seal of company

Technical Specification

We certify that the systems/services offered by us for tender confirms to the specifications stipulated as per **Annexure - III** 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)

Signature:

Seal of company

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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.

S. N.	Minimum Eligibility Criteria	Bidder's Response
1.	<p>A. The Bidder should preferably be a Firm/Company/Public Sector undertaking/Govt. Company incorporated in India and should have 5 years experience in implementation of Microsoft Exchange based mail messaging solution.</p> <p>B. The Bidder should have experience of already successfully implementing Microsoft Exchange based Mail Messaging Solution in at least one Public Sector Bank/Financial Institution or other large companies in India with minimum of 200 mailboxes in the last 5 years. Documentary proof should be submitted along with the Bid. The bidder should submit details like name of contact person, along with his phone number for above projects.</p> <p>C. The bidding Company should have an valid ISO certificate.</p> <p>E. The Bidder should have National presence and should be able to provide support and maintenance for the offered solution and should have direct support office at Delhi and Mumbai.</p>	

Place :

Date :

Name and Signature with Seal

Note	<p>1. Bidder response should be complete, Yes/No answer is not acceptable..</p> <p>2. Documentary proof, sealed and signed by authorized signatory, must be</p>
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	<p>submitted</p> <ol style="list-style-type: none">3. Details of clients and relevant contact details are mandatory. Bidders may take necessary approval of the clients in advance before submission of related information. NHB will not make any separate request for submission of such information.4. Proposal of the bidders are liable to be rejected in case of incomplete information or wrong information or non-submission of documentary proof.
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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
Upgradation and Implementation of MS Exchange

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 _____ 20__.

Yours faithfully,

For
Signature

Name

Address

Confidential

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(Authorised Signatory)

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 -IV**)**
- 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'.

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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 - Upgradation and Implementation of MS Exchange

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)

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.

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.
- In case of shifting of DC /DR site the installation rate quoted under future requirement category will be taken for placing order during the period of next 5 years.
- 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.

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A. Infrastructure Cost

S.No	Item	Qty	Unit Price	Total /Charges	Price	Total Price
Hardware						
1.	Servers for MS Exchange 2010 Project implementation	03				
2.	Warranty support cost for three years for the servers	03 server				
3.	Total price /charges for HW with three years warranty support (A)					
Software						
4.	Microsoft Exchange 2010 Enterprise Edition 64 Bit (Paper License)	4				
5.	MS DPM Backup Solution (Paper License)	10 User License				
6.	MS Windows Server Enterprise Edition 2008 64 Bit R2 (Paper License)	3				
7.	Up gradation Cost for existing exchange 2007 CALs to exchange 2010	100				
8.	MS Exchange 2010 CALs (Paper License)	50				
9.	Total Software cost (B)					
Implementation cost						

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Total Implementation charges (C)		
10.	Solution Support Charges for 1 st Year	
11.	Solution Support Charges for 2 nd Year	
12.	Solution Support Charges for 3 rd Year	
13.	Total Solution Support charges for first three years (D)	
Solution Support charges /AMC charges for 4th and 5th Year		
14.	Support charges /AMC charges for 4th Year for the solution and infrastructure	
15.	Support charges /AMC charges for 5th Year for the solution and infrastructure	
16.	Total Support charges /AMC charges for 4th and 5th Year for the solution and infrastructure (E)	
Net Cost (X= A+ B+ C+D+E) (for the procurement of all aforesaid HW and SW items mentioned in Table A : Annexure IX with implementation and support cost i.e. A+ B + C +D+E)		

In words:

Item will be supplied at the location mentioned in Annexure III

** Net cost arrived above will be taken into consideration for final commercial evaluation with a weightage of 95%.

B. Future Requirement (Weightage 05%):

1.	Installation charges/Set up charges in case of shifting of DC /DR**(Y)	
----	--	--

**Power /Network cabling charges , shifting charges will be borne by the Bank .

Commercial Price to be considered for the final commercial evaluation :

.95 *X + .05 *Y

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Annexure -X

Address and Contact Details of Locations

Sl No	Location Details	Contact Details
1.	Head Office: National Housing Bank Core 5A, India Habitat Centre, 3rd-5th floor, Lodhi Road, New Delhi - 110003	Sh S K Padhi Assistant General Manager Phone No. +91-11-24626383 FAX No. +91-11-24646988, 24649041 e-mail : padhisk@nhb.org.in
2.	Regional Office (Address Subject to Change) National Housing Bank Mumbai Life Building, 45, Veer Nariman Road, Fort, Mumbai - 400023	Sh V Sambamurthy Assistant General Manager Phone No. +91-22- 22851560-64 FAX No. +91-22-22851555 e-mail : romum@nhb.org.in

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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

Confidential

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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 upgradation and management of MS Exchange 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 .

Authorised Signatory of the Bidder

Date :

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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 Upgradation and Implementation of MS Exchange

We who are established and reputable manufacturers ofhaving 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 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.

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Annexure XIV

Resolution Matrix

[to be submitted along with Technical Bid]

We declare that we will adhere to following resolution matrix during our service contract period with NHB:

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 · 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

-XXXXX-