

**RFP Reference no:-NHB/ITD/RFP-
Backup solution/7162/2013**

**Request For Proposal (RFP)
For
Backup Solution**

**Information Technology Department
Head Office, National Housing Bank
Core 5-A, 3rd Floor, India Habitat Centre, Lodhi Road,
New Delhi - 110 003
Phone: 011-24626383
e-Mail: padhisk@nhb.org.in**

Request for Proposal: Backup Solution: National Housing Bank

GLOSSARY

Abbreviation	Description
NHB	National Housing Bank
DC	Data Center Site, Delhi
DR	Disaster Recovery Site, Mumbai
ITD	Information and Technology Department
PSU	Public Sector Unit
PSB	Public Sector Bank
SYNC	Synchronization
TCO	Total Cost of Ownership
EMD	Earnest Money Deposit
RFP	Request For Proposal
PBG	Performance Bank Guarantee
AMC	Annual Maintenance Cost

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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	29/04/2013
2.	Pre-Bid meeting with Bidders (Date and Time)	10/05/2013 15:00 hrs
3.	Last date and time for sale of Bidding Documents	28/05/2013 18:00 hrs
4.	Last date and time for receipt of Bidding Documents	28/05/2013 18:00 hrs
5.	Date and Time of Technical Bid Opening	29/05/2013 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, Lodhi Road, New Delhi - 110003

Note: - Technical bids will be opened in the presence of bidders who choose to attend as above. The above schedule is subject to change. Notice of any changes will be provided through e-mail from

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designated contact personnel only or publishing on Bank's website. Further, please note that Commercial Bid opening Date, Time & Venue will be intimated to the technically qualified Bidders at a later date.

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 Backup Solution for NHB as described under scope of work. This includes supply, installation and maintenance of Backup Infrastructure for Implementation of Backup solution. 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 supply, installation and commissioning of required infrastructure, training and support for five years etc.
- 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

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

D. Present Setup

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

The DC and DR sites are interconnected with MPLS network. The bandwidth between these two centers is 1 Mbps which will be upgraded to 2 Mbps.

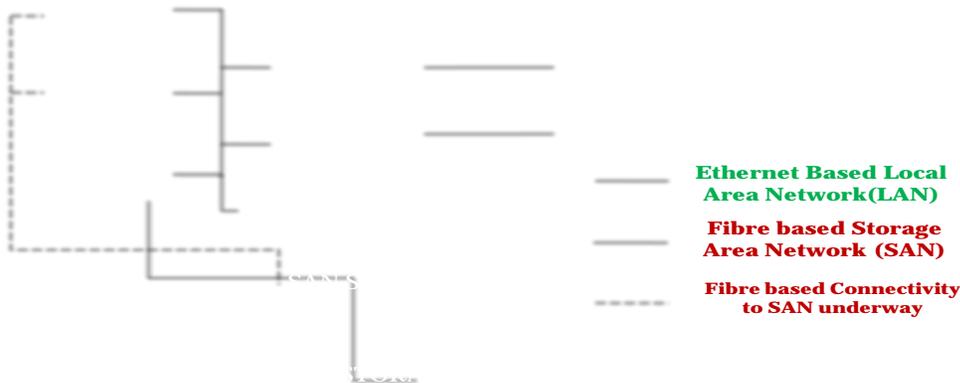
Infrastructure:

- Bank has setup Data Centre for providing various IT services to Bank officers. The services include SAP, Email, File servers etc. All services are information based services wherein data is transferred from one end to another. The data/information being a critical component is also backed up so that services are restored from the back up files & made available in case of any exigency. Bank has Disaster Recovery (DR) site at MRO where the backup data is being sent and restored so that in case of any disruption in current operations from DC, DR site takes over and IT services can be restored & provided from DR site.

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Current Backup infrastructure:

PRESENT SETUP (DC)



**MS Exchange Server will be connected to SAN Storage post upgradation. The upgradation of MS Exchange is underway.*

- Currently Bank has two LTO-3 Tape Drives at DC which are connected to two servers to create two backup copies of the data. Besides, one LTO-3 Tape Drive is installed at DR site. The tape size of 4/8 GB is used for backup.
- Bank has recently upgraded the SAP application where by the SAP servers at HO and DR location are at sync with a gap of approx 15 minutes. Bank is also under process of upgradation of MS exchange whereby MS Exchange will also be at sync with the server at DR Site.

Current Backup setup/process:

- Presently Backup is taken on two tapes, one tape is meant for restoration of data at DR site and other is for keeping the backup at offsite location as per extant Bank's security policy.
- Backup tapes include the data backup of SAP Database, Exchange Database and File server data.
- The tape meant for DR site is being couriered to MRO on daily basis for restoration of data at Mumbai Server.
- Bank has upgraded the SAP systems at its DC & DR, and the SAP systems at these centers are at sync with a time gap of 15 minutes. Bank has also initiated the process of upgradation of MS Exchange. This upgradation will bring email solution at DC & DR in sync.

File server is a centralized solution for saving files for NHB officials which enables anywhere anytime access. This is a critical system and is still working on standalone mode between DC &

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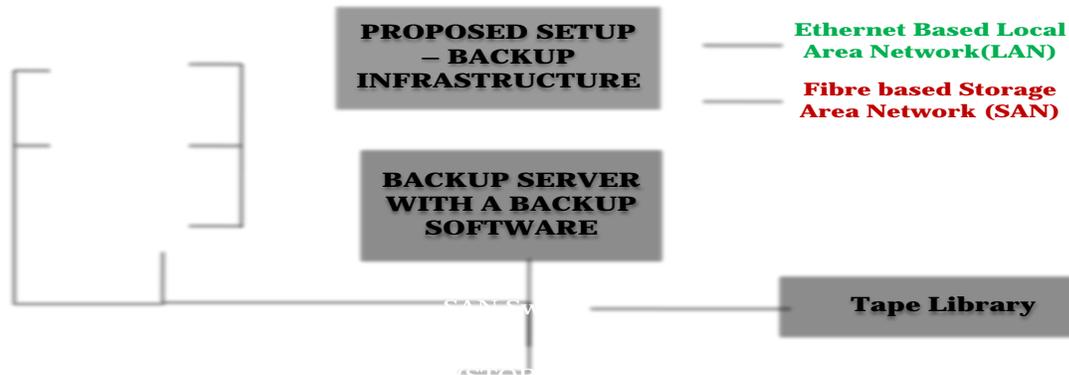
DR. The backup tape containing file server backup is sent to the DR site through courier on daily basis and gets restored to the file server at DR.

E. Objective

1. 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.
2. The bidder to implement the solution at DC, New Delhi and DR site , Mumbai.
3. The period of contract will be for 5 years with annual review
4. The selected Bidder to upgrade the patches regularly.
5. The purpose behind issuing this RFP is to invite technical and commercial bids for selection of service provider for providing Backup Solution.
6. 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.
7. The bidder has to implement suitable solution which will ensure that backup is done in fast, efficient & reliable manner without putting much load on the existing infrastructure.
8. The solution should be for automating backup solution including latest features such as data encryption etc.
9. The solution also includes a sync solution for centralized file server presently installed at DC. This solution must enable online sync between DC and DR site for file server in view of high availability of the same with agreed RTO & RPO.
10. The sync solution may be windows based solution or third party solution; but the required functionality needs for met by the proposed solution. However no extra weightage will be given to the bidder on this parameter.

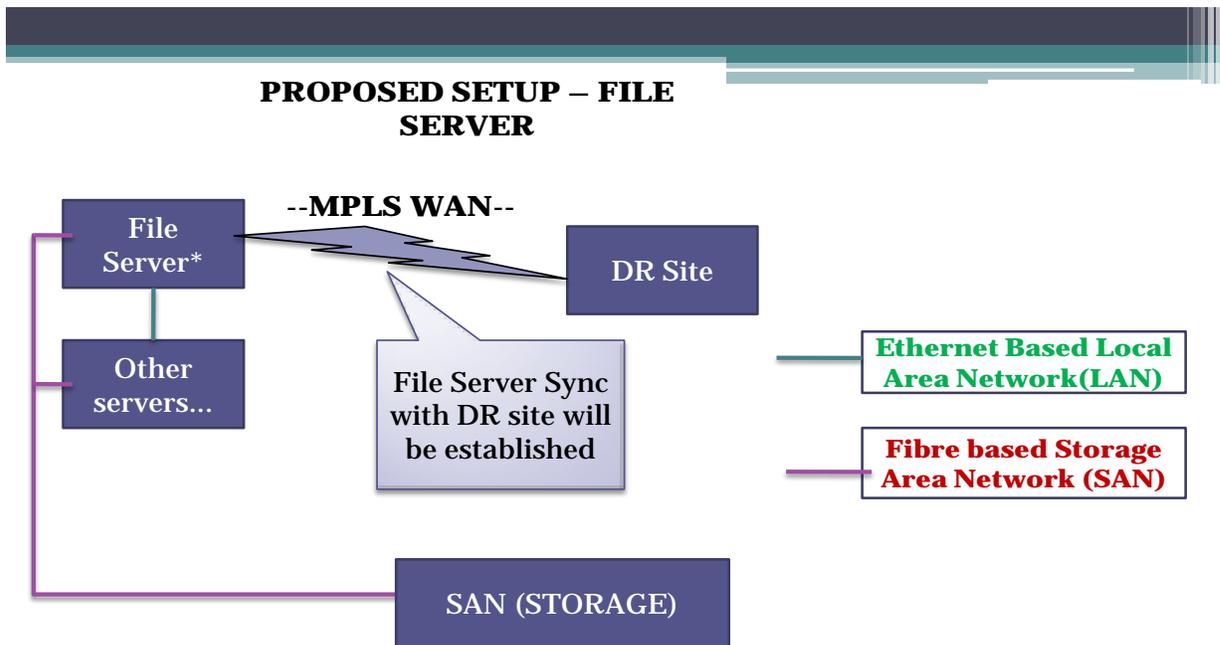
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Proposed Setup



*With a Backup Server directly connected to SAN, Backup software will fetch the requisite SAP, Email, File server data directly over SAN thus removing load over LAN.
File server will be in synch with DR Site in lines with MS Exchange/SAP.*

Proposed solution for sync of centralized File server:



By implementing a technology solution, file server sync will be established with DR site.

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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 : S K Padhi

Position : Assistant General Manager (IT)

Email : padhisk@nhb.org.in

Telephone : +91 - 11 - 24626383

Fax : +91 - 11 - 24649432

Contact : Munish Bhutani

Position : Manager (IT)

Email : bhutanim@nhb.org.in

Telephone : +91 - 11 - 24617101

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 10/05/2013 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 ECS as described in F.12.

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

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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 literature shall be written in English.

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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 **NATIONAL HOUSING BANK**. (Pl refer F.12)
 - The proof of e payment of Rs.25,000/- (refundable) made to **NATIONAL HOUSING BANK**. (Pl refer F.12)
 - Soft copy of minimum eligibility criteria, technical bid, masked commercial bid.
 - Masked Price Bid listing all the components as listed in Commercial Bid, without indicating the price as per **Annexure -IX**.
 - Manufacturer Authorisation Form as per **Annexure -XIII**.
 - **Bids without the RFP cost and EMD amount will be rejected.**
- Documents comprising the **COMMERCIAL PROPOSAL** should be:
 - Complete Commercial bid as per **Annexure -IX with covering letter as per Annexure VIII** .
 - 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.

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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.
- 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.

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- Successful Bidder will be refunded the EMD amount after execution of SLA and submission of Performance Bank Guarantee 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 any form 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 6-8 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, testing of backup solution	6-8 weeks
3.	Project Completion period at DR Site, Mumbai i.e. installation, commissioning, integration, testing of backup and sync solution.	6-8 weeks

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- Bidder to implement the solution within **EIGHT WEEKS FROM THE DATE OF WORK ORDER.**
- NHB would carry out acceptance testing for a period of 7 working days.
- Billing cycle will commence after successful completion of acceptance testing for all locations under scope of work.

14. Performance Guarantee

1. The selected Bidder will be required to provide a 10% of the total cost of project (Pl refer Net Cost 'X' of Annexure IX.A) as Performance Guarantee, in the form of bank guarantee from a scheduled commercial bank. The performance guarantee should be valid till at least three months period beyond the expiry of contract period.
2. For the subsequent warranty/AMC/support period (as applicable) bidder has to provide PBG for the equal value for the advance payment for that year/period (as applicable).
3. Payment of 60% of total Hardware & Software cost will be made on delivery & Installation of Hardware (HW) and Software (SW) (Refer para Infrastructure Cost in Annexure IX.A) subject to submission of PBG of equal value with a validity of 3 months. The same is required to be renewed for 3 months consecutively, in case the project sign off gets delayed.
4. Payment of 40% of total Hardware & Software (Refer para Infrastructure Cost in Annexure IX.A) cost will be made after project sign-off subject to satisfaction of the Bank. However, payment of 100% of total Hardware & Software cost Software (Refer para Infrastructure Cost in Annexure IX.A) will be made after project sign-off in case 60% payment is not already claimed, as per point 3 mentioned above.

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.

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In exceptional circumstances the Bank may solicit the Bidders consent to an extension of the period of validity. The request and response thereto shall be made in writing. The Bid security provided shall also be extended.

16. Format and Signing of Bids

Each bid shall be in two parts:

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

17. Sealing and Marking of Bids

- The envelope should be NON-WINDOW, each superscribed with “ Backup Solution” 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 Backup Solution” and “Commercial Proposal for Backup Solution”, as applicable.

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- **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.
- 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 no later than the deadline for submission of bids.
- No bid may be modified after the deadline for submission of bids.
- No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the bidder on the bid form. Withdrawal of a bid during this interval may result in the bidders' forfeiture of its EMD.
- Bank has the right to reject any or all tenders received without assigning any reason whatsoever. Bank shall not be responsible for non-receipt / no delivery of the bid documents due to any reason whatsoever.

21. Opening of Bids by the Bank

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

22. Clarification of bids

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

23. Preliminary Examinations

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

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

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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 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 hardware equipments will be covered by a comprehensive on-site OEM warranty of 3 years from the date of installation.
- All the Software Components will be covered by a comprehensive OEM Subscription of 1 year from the date of installation.
- Date of implementation of project shall be date of the sign-off. The same date shall be considered for renewal of support services etc, if applicable.

26. 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:

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- Delay in supply, installation, integration and maintenance of Hardware, Software & related equipments, completion of project beyond the specified period.
- Deviations of the equipments for Backup solution 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.

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- 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.

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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 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.

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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 Solution comprises of following two sub-solutions requirement in its totality:

1. The Backup (Hardware & Software) solution for implementing tape based backup solution at DC & DR.
2. The sync (Software) solution for enabling a real-time sync/replication of centralized file server at DC with the file server at DR site with agreed RTO & RPO.

The Bidder shall be responsible for implementation of the Backup solution at DC & DR.

The Bidder shall be responsible for Supply, Installation, Integration, Rollout, Operational configuration, failover testing and Maintenance of total solution for implementation of Backup solution in the Bank. The Bill of Material (BOM) has already been freeze and provided in the document.

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

Bidder shall be responsible for setting up backup infrastructure for enabling online backup for ready restores and Vaulting option for taking BCP. NHB shall assist bidder by providing feasible setup needs.

Bidder will configure backup server and software to enable automated backup of critical application viz SAP, MS Exchange & File server and any other application as per Bank's requirement based on parameters finalized by the Bank. The backup server, tape library etc is required to be configured to existing SAN box for storage.

The bidder shall provide the architecture of the proposed backup and recovery solution include features and functionality designed to minimize impact on production servers, applications, and network bandwidth and ultimately the end user of the production

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environment.

The bidder should be responsible for resolving any compatibility issues with existing hardware & software infrastructure during deployment of backup solution.

The bidder shall be responsible for ensuring that the backup & restoration process is executed in prescribed time frame and is encrypted before being backed up on to the tapes. The backup must be done using latest backup technologies having features such as encryption etc to enable a secure, efficient & reliable backup & restoration process.

The offered solution should have the capability of implementing latest technologies such as deduplication etc to cater to Bank's requirement for implementing a Disk to Disk(D-D) Disk or Disk to Tape(D-D-T) solution, if required in future.

The bidder shall be responsible for free of cost upgradation for backup software in the Bank as and when the same arrives in the market during the subscription.

The bidder shall be responsible for implementing & configuring the sync solution for centralized file server between DC & DR. The bidder has to ensure that the solution do not put unnecessary load on the existing bandwidth for enabling the online sync between DC and DR.

The mock DR drill for accessing file server on NHB network from different locations at the time of implementation of project shall be the responsibility of the Bidder. The necessary IP link, networking equipment other feasible setup need shall be provided by Bank.

The Bidder shall manage the complete Backup Infrastructure & solution including hardware, software etc. for a period of 5 years.

After sales support and maintenance of the complete system to provide prescribed uptime. The bidder is to ensure that the support services for proposed solution are available for tenure of at-least 5 years from the date of signoff. In case of any support/software issue, Bidder shall not only inform the Bank beforehand but also shall provide the alternative solution at no cost to replace the retiring backup solution.

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The bidder shall be responsible for re-installation, relocation, configuration/Re-configuration/Tuning of new/existing hardware/software for operational and failover testing of backup solution and sync solution.

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

- * Deployed Solution Architecture and flow
- * Executing Backup solution.
- * Configuring backup software.
- * Any other IT level feature which deemed necessary to use the backup 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 qualified personnel's and Course materials would have to be provided for the same.

The bidder shall be responsible for generation and submission of necessary documents required during various phases of project viz. planning, installation, commissioning, rollout, acceptance testing, project diagrams and other reports etc. All such documents shall commence only after the same is approved by Bank.

The bidder should provide a detailed pert/activity chart with project plan in terms of activity and phase wise timelines (no. of days required) required for executing the project with the details of deliverables and milestones including the delivery of components for backup 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 successful bidder will implement the file server sync solution with agreed RTO & RPO as per current industry standards under consultation with the Bank. The same shall be finalized during implementation of the project.

The bidder shall review the current backup policy of the Bank and should recommend the best practices as per current industry standards to implement and rollout the same

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within the Bank.

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 describing methodology for implementing Backup solution & Data replication/sync solution.

The selected bidder shall also provide & implement the latest backup methodology as per current industry practice along with designing and implementation of Backup policy as per bank's requirement.

The bidder should provide a detailed plan on the support for the Backup solution to maintain the uptime of 99.50% availability of complete backup solution. The same is to be calculated on quarterly basis.

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

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

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

The successful bidder would need to configure the following as a part of the execution plan. In case any other configuration is required for a successful implementation, the bidder would have to include it as a part of his execution plan. The proposed Architecture and Sizing of the hardware for Backup solution is detailed below.

The backup solution software should have feature of restoring any day/time backup with minimal clicks and commands.

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The backup solution should be scalable and free from any restriction of including no of applications and data size in the backup thus catering to such future needs of the Bank.

The proposed Backup solution should have a integrated real time monitoring tool/portal to make a real time assessment of Uptime of the solution proposed. The integrated portal/tool facility of the proposed solution should be able to generate & send real-time reports to assigned email ids to proactively monitor the overall health of the solution. Bidder shall be responsible for its installation and configuration, as per Bank's requirement, during AMC/Warranty period of the project, as applicable.

The Bank has present requirement of approx 2 TB backup and host based sync file server. The complete Bill of Material has been given in "**Annexure III**".

Though the sizing and architecture has been finalized 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 & IPv6 ready.

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 guarantee that all equipments delivered are brand new. Further all software to be supplied/delivered and installed must be of latest version & IPv6 ready.

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.

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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 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.

- 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 Backup solution.
- The Bidder should have experience of already successfully implementing SAN based Backup Solution in at least one Public Sector Bank/Financial Institution/ PSU/

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Government organization in India. The bidder should submit details like name of contact person, along with his phone number for above projects.

- The bidding Company should have a valid ISO 9001 and ISO 27001 certificate.
- The backup software solution proposed by the bidder should be listed in the latest/current Gartner's Magic Quadrant report for backup software solutions.
- The Bidder should have direct support office at Delhi and Mumbai and should be able to provide support and maintenance for the offered solution. Documentary proof (Office registration details etc) to be submitted along with the bid.

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.

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:

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4. Mark Distributions

Maximum Points 100

	Criteria Points	(Max Marks)
The bidder should have implemented minimum 1 Backup solution (SAN connected), (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 For 1 Govt. Sector / PSU/Banks/FIs/ LC in India 	10 05	
The offered backup software solution is amongst top 3 solutions as per current/latest Gartner Report		Max Marks 05
<ul style="list-style-type: none"> Yes No 	05 00	
Satisfactory Services Certificate by atleast one Client where Backup implementation project was carried out (Should be current and valid) (Specific to SAN Based Backup)		Max Marks 10
<ul style="list-style-type: none"> Satisfactory Services Certificate by 3 Clients Satisfactory Services Certificate by 1 Clients 	10 05	
Track of being in the Business of providing Backup solution for at least 3 years		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	
Backup OEM qualified person (List to be provided with relevant certificate)		Max Marks 10
5 & above 3-5 Backup OEM qualified person 1-3 Backup OEM qualified person	10 07 03	
Implementation of Backup solution on Windows Server 2008 platform, (Only last 3 years contracts will be considered for points award)		Max Marks 15

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Backup size 5 TB and above	15	
Backup size 3-4 TB	10	
Backup size 2 TB	05	
Technical & Qualified Manpower (Minimum Qualification: Degree/Diploma in engineering or its equivalent with minimum of 3 years work experience in implementing Backup solution/project - List to be provided with their qualification (PF/ESI documentary evidence to be submitted))		Max Marks 10
150 & above Qualified & Experienced Engineers	10	
100-149 Qualified & Experienced Engineers	07	
75-99 Qualified & Experienced Engineers	05	
Average Turnover (Rs In Crore) for Last 3 years		Max Marks 10
> =100	10	
>=75 and < 100	07	
>=50 and < 75	05	
Presentation on Proposed Solution Architecture		Max Marks 20

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.

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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 for negotiations.
 - The Bank reserves the right to revise the evaluation criteria, methodology, distribution points and weightage; if it finds it necessary to do so.

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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.

4. Acceptance

The acceptance test will be carried out as per Acceptance Test Plan [ATP], which will be issued. The solution will be accepted only after acceptance testing is completed as per

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the agreed plan and is duly signed/certified by the Bank and the service provider.

5. Payment Terms

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

Payment terms are as follows:

1. 60% of total Hardware & Software cost on delivery & Installation of Hardware(HW) and Software(SW) (Refer para Infrastructure Cost in Annexure IX.A) subject to submission of PBG of equal value with a validity of 3 months. The same is required to be renewed consecutively for 3 months, in case the project sign off gets delayed.
2. 40% of total Hardware & Software cost (Refer para Infrastructure Cost in Annexure IX.A) after project sign-off subject to satisfaction of the Bank, however payment of 100% of total Hardware & Software cost will be made after project sign-off, in case 60% payment is not claimed as per point 1 mentioned above.
3. One time implementation charges will be released only after complete implementation / configuration and acceptance of Backup Solution Project.
4. The annual AMC for Hardware shall be paid by NHB on quarterly basis at the end of each quarter. The quarterly AMC charges may be paid in advance only after submission of PBG of the equal value.
5. The annual on-site support charges (Hardware & Software) 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.
6. The annual ATS/software subscription shall be paid by NHB on Annual basis at the start of every year after renewal confirmation from the vendor and production of proof along with Invoice.

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

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

8. Insurance

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

J. General Terms and Conditions

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

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- NHB reserves the right to change the requirement specifications and ask for the revised bids or the tendering process without assigning any reasons.
- NHB shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers including those received late or incomplete offers, without assigning any reason whatsoever. NHB reserves the right to make any changes in the terms and conditions of purchase. NHB will not be obliged to meet and have discussions with any bidder, and or to listen to any representations. NHB reserves the right to accept or reject, fully or partially, any or all offers without assigning any reason. The decision of NHB in this regard is final and no further correspondence in this regard will be entertained.
- If any issue is observed with level of performance during the contract period, bidder will be responsible to resize/upgrade the h/w and s/w at free of cost.
- Although service window has been defined as 9am to 9pm, service provider must provide services on beyond the above time in case of urgent requirement of the bank without any extra cost.
- 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.

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- The scope of the proposal shall be on the basis of single point responsibility, completely covering the products and services specified under this RFP, on end-to-end solution basis.
- The Commercial and Technical bids will have to be signed on all pages of the bid by the authorized signatory. Unsigned bids would be treated as incomplete and would be rejected.
- By submitting a proposal, the Bidder agrees to promptly contract with NHB for any work awarded to the Bidder. Failure on the part of the awarded Bidder to execute a valid contract with NHB, will relieve NHB of any obligation to the Bidder, and a different Bidder may be selected.
- Any additional or different terms and conditions proposed by the Bidder would be rejected unless expressly assented to in writing by NHB.
- Time and quality of the service are the essence of this agreement. Failure to do so will be considered as breach of the terms and conditions of the contract.
- 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, at its discretion, may terminate the contract by giving written notice to the bidder if the bidder fails to implement the project after elapsing 10 weeks from the target date of project implementation, due to any reason.

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- 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 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, at its discretion, may terminate the contract by giving written notice to the bidder if the bidder fails to implement the project after elapsing 10 weeks from the target date of project implementation, due to any reason. In case of termination, Bank may forfeit the EMD money deposited by the bidder along-with invoking PBGs submitted by the vendor. Post termination, no claim, whatsoever, from the bidder shall be entertained by the Bank.

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%	25000/-
< 97%	50000/-

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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 including on site power failures.

2 ACCEPTANCE OF ORDER

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

3 TAXES

The Quoted price should be inclusive of all Taxes and all charges like installation, labor , octroi etc. Any upward/downward revision shall be considered only if it is in the favor of Bank.

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.

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5 USE OF CONTRACT DOCUMENTS AND INFORMATION

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

6 PATENT RIGHTS

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

7 ASSIGNMENT

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

8 DURATION OF CONTRACT

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

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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.

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 Backup hardware Equipments supplied by them. The Bidder(s) must undertake to provide support for

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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.

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/ other software 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 Backup Solution 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

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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
<p>Catastrophic business impact: Complete loss of a core (mission critical) business process and work cannot reasonably continue Needs immediate attention</p>	<p>1st call response immediate</p> <ul style="list-style-type: none"> · 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
<p>Critical business impact: · Significant loss or degradation of services. · Needs attention within 1hour</p>	<p>1st call response in 1 hour or less</p> <ul style="list-style-type: none"> · Our Resources at Your site as required. · Continuous effort on a 24x7 basis · Notification of Our Senior Managers
<p>Moderate business impact: · Moderate loss or degradation of services but work can reasonably continue in an impaired manner. · Needs attention within 2 Business Hours</p>	<p>1st call response in 2 hours or less</p> <ul style="list-style-type: none"> · Effort during Business Hours
<p>Minimum business impact: · Substantially functioning with minor or no impediments of services. · Needs attention within 4 Business Hours</p>	<p>1st call response in 4 hours or less</p> <ul style="list-style-type: none"> · Effort during Business Hours only

Spare Parts

Bidder shall ensure availability of spare parts for the supplied Backup solution 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 Backup Solution Server equipments, Hardware & Software for which such replacement is required.

Failure of equipments

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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 Backup solution Hardware & Software delivered to the Bank are brand new.

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 available for: <ul style="list-style-type: none">o Implementation of Backup Solution	Yes / No / Comments (if option is 'No')

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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(-)
		2010-11		
		2011-12		
		2012-13		

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

Authorized Signatories

(Name & Designation, seal of the company)

Date:

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Annexure - II

Bidder Experience Details

1.	Vendor's experience in Implementation of Backup Solutions				
2.	a) Experience in India				
	b) Global experience				
3.	No. of Backup Projects carried out by the company during last three years in India (give details)				
4.	Total number of projects executed with minimum 2 TB Data size(give details)				
5.	Details of minimum three major projects executed for minimum 2 TB data solution.	Name of the customer & Contact information	OEM of the products	No. of years in use	
		Project 1			
		Project 2			
		Project 3			
		(Furnish the qualification details with number of engineers under each qualification)			
9.	No. of qualified engineers employed (Minimum Qualification: (Degree/Diploma in engineering or its equivalent with minimum of 3 years work experience in Backup solution implementation) - List to be provided with their 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				

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13.	Details of Reference Sites	Customer name
14.	Reference site 1	
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 Backup 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/ PSU for whom Backup solution implementation 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:

Confidential

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Annexure - III

Part - I

Bill of Material (BOM)

Hardware Requirement:

S. No.	Description of Hardware	Qty	Location
1.	Backup Server	1	DC, New Delhi
2.	Tape Library housing two tape drives	1	DC Site
3.	LTO-5 Tape Drive	1	DR Site
4.	LTO-5 Tapes	20	DC Site
5.	Cleaning Tapes	2	DC Site

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

Backup software and Sync Software agent license requirement

SI No	Product Description	Qty	Location	Remarks
1	Backup Solution for 2 TB production capacity	1	DC & DR	Including unlimited licenses for master server and agents (LAN based or SAN based). This includes the licenses for restoration of Data from Tape drive at DR Site, if required.
2	Data replication/ sync solution for file servers.	1	DC & DR	For one File Server at datacenter and one File Server at DR site. Real-time data replication solution

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Part - II

Technical Specification Details: -

Backup Server		
Make: DELL/IBM/HP/CISCO with following specifications		
Sl. No.	Specifications	Compliance (Yes/No)
1	<u>CPU</u> : - Server Should Support Single- Intel® Xeon® E5-2620- 2.0GHz - 6-core with 15MB Cache or better and upgradable to 2 CPU	
2	<u>Motherboard</u> : - Intel® C600 Series Chipset with Intel® E5-2600 Processor Family or equivalent	
3	<u>Slots</u> : - 3 PCIe 3.0 Full Length, Full Height Slot-Free	
4	<u>Memory</u> :- 48 GB DDR3 Registered ECC RAM and expendable up to 192 GB, min 24 x DIMM slots Minimum	
5	<u>Hard Disk Drive</u> :- 2 x 600 GB or higher Enterprise Class SAS HDD 10 K RPM on RAID 1, with 8SFF Hard drive bays	
6	<u>RAID Controller</u> :- Four Port SAS RAID Controller for RAID 0/1 or better(SAS 2008M-8i)	
7	<u>Bays</u> :- 8 SFF Hard drive bays	
8	<u>Ports</u> :- 4 USB Port, 1 Serial Port Minimum	
9	<u>Cabinet</u> :- 2 U Rack Mountable	
10	<u>Mouse</u> :- Optical Mouse Minimum	
11	<u>Certifications</u> :- Windows, Red Hat or Novell certified, Compliance & Support at least	
12	<u>DVD ROM</u> :- 8x or better DVD ROM Drive	
13	<u>Networking</u> :- 4 LAN Port (10/100/1000) Network Card with asset Features tracking and security management, remote wake up at least	
15	<u>Management Port</u> :-Additional Management Port	
16	<u>Operating System</u> :- Microsoft® Windows Server 2012, Standard Edition valid for project period	
17	<u>Power Management</u> :- Screen blanking, hard disk and system idle mode in power on, set up password, power supply surge protected. Redundant power supply.	
18	<u>Industry Standard Compliance</u> : -ACPI 2.0b Compliant, PCIe 3.0 Compliant, PXE Support, WOL Support, Microsoft® Logo certifications, USB 2.0 Compliant	
19	<u>FC HBA</u> :- Server should be configured with 8GBPS FC - Dual Port HBA	

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Backup Tape Library at Datacenter		
Make: DELL/IBM/HP/ Tandberg with following specifications		
S. NO.	Specifications	Compliance (Yes/No)
1	CONFIGURATION: The tape library shall be 19" rack mountable and shall be supplied with the necessary rack mount kit. It shall be offered with TWO (02) nos. of LTO5 FC tape drive and minimum of 40 xs.	
2	Tape library shall support Barcode reader & Robotics.	
3	TECHNOLOGY: The Tape Library unit shall be configured with Linear Tape Open (LTO) Gen5 Tape Drives or higher with 1500GB native and 3000GB compressed capacity (when 2:1 compression is used).	
4	Offered LTO 5 drive in the library shall support LTO4 (Read & Write) & LTO3 Cartridges (Read)	
5	CAPACITY: Offered LTO 5 drive shall have native speed of at least 140MB/sec and a compressed speed of at least 280MB/sec for 2:1 compression.	
6	Tape Library Field replaceable drives and power supplies and fans	
7	CONNECTIVITY: Tape Library shall have FC 8GBps CONNECTIVITY	
8	MANAGEMENT: The Tape Library should have a Web browser-based remote management interface allows you to monitor, control, configure and diagnose problems from anywhere in the world.	
9	The Tape Library should supports system monitoring via SNMP. It also supports SMTP, and will immediately send an e-mail on any error.	
10	TAPE LIBRARY shall be provided with 12 LTO5 Data Cartridges & 01 Cleaning Cartridges & Required Cables	
Backup Tape Drive at Disaster recovery site		
Make: DELL/IBM/HP/ Tandberg with following specifications		
S. NO.	Specifications	Compliance (Yes/No)
1	CONFIGURATION: The tape Drive shall be 19" rack mountable and shall be supplied with the necessary rack mount kit.	
2	TECHNOLOGY: Linear Tape Open (LTO) Gen5 Tape Drives or higher with 1500GB native and 3000GB compressed capacity (when 2:1 compression is used).	
3	Offered LTO 5 drive shall support LTO4 (Read & Write) & LTO3 Cartridges (Read)	
4	CAPACITY: Offered LTO 5 drive shall have native speed of at least 140MB/sec and a compressed speed of at least 280MB/sec for 2:1 compression.	
5	SAS HBA for connecting the tape drive to existing servers at Mumbai DR	

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Make: Symantec/ EMC / HP/ IBM/ Dell with following specifications		
No	Requirements	Compliance (Yes/No)
	<u>Backup Management Software</u>	
1	All backup/restore administration must be controlled by a centralized master system	
2	The master system must support the following systems: Windows 2000/2003/2008/2008R2 Linux (x8664) /Solaris Sparc & Solaris x8664), HPUX (Itanium) & AIX (PowerPC)	
3	Master system must maintain a database for all backup/restore meta-data	
	a. Comprehensive reactive database format.	
	b. Easy to reconstruct against in the unlikely event of corruption.	
	c. Easily protected with an integrated backup and recovery plugin for the database	
3	d. Bare Metal Recovery option for the Backup Master system.	
4	Supported client systems include: Windows, Linux, Netware, Unix and Mac OS X Platforms	
5	Should be able to manage all master systems from different locations	
6	The software must be based on Graphical User Interface (GUI) so that all backup servers can be managed centrally, regardless of location	
7	The tape format should be open standard MTF for Windows , and CPIO for Unix /Linux for portability and independence.	
8	The software must provide flexibility to backup to different media. These include disk-to-tape, disk-to-disk and interoperability.	
9	The software should be able to automatically duplicate or migrate data from disk to alternative target backup media to prepare for offsite storage	
10	The software should be able to restore from alternative media without restaging through the disk.	
11	The software must have the ability to perform disk-to-disk backup via iSCSI or FC SAN in sharing mode	
12	The proposed backup solution must be able to support raw device backup – on both Windows, Linux and Unix (IBM AIX, Sun Solaris & HP UX)	
13	The proposed backup solution must be able to support consolidated (synthetic) backup – for file system data on all platforms.	
14	The proposed backup solution must be able to encrypt backup data at source – and store with 128-bit or greater encryption with an option to encrypt data while performing duplicate backup jobs from disk to tape.	

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15	The proposed backup solution must have user level access control list security function. Each user has different permissions and privileges on the system.	
16	The proposed backup solution should be modular in architecture, allowing for components to be added and removed without requiring the backup system to be shutdown.	
17	Scalable, distributed architecture of Master Server, Media Server and Client, enabling high-performance backup to direct-attached devices or SAN-attached devices without scripting.	
18	Shows real-time backup progress bar.	
19	Feature for reporting on tape utilization, and drive configuration.	
20	Systematic, menu-driven procedures for restoring data to alternate paths or systems to simplify disaster recovery and recovery simulation.	
21	Automatic robotic/tape drive configuration. No scripting required.	
22	Allows multiple heterogeneous servers to be attached to the SAN switch and these servers can dynamically share tape and disk devices in a SAN environment.	
23	Logging information is filterable and can be output into text, HTML, or spreadsheet-usable formats to facilitate the creation of graph and pie chart to enhance the report for storage resource planning.	
24	Ability to configure automated backups for specific days and weeks within a month, while maintaining a simplified methodology for complex date scenarios.	
25	Full backup and restoration capabilities management from remote location.	
26	Network bandwidth compression for management of network utilization to reduce loads when backup occurs during production time.	
27	Support for leading connectivity protocols :-	
	• SAN	
	• iSCSI / FC	
	• NAS	
	• Ethernet Technologies 10/100/1000/10000 BaseT	
28	Must be capable of “block level” backups for Bare Metal Recovery of Physical servers	
29	Should have specific agents to perform “hot” backups on the following databases and applications such as:	
	a) oracle on Windows/Linux and Unix	
	b) Informix on windows/Linux and Unix	
	c) Sybase on windows/Linux and Unix	
	d) DB2 on windows/Linux and Unix	
	e) MS SQL on window	
	f) MySQL on Linux and Windows	

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	g) Ms Exchange on Windows	
	h) Lotus Notes in Windows/Linux and Unix	
30	Should support server independent restore	
31	Must be able to report tape utilization and view drive configuration in multiple views.	
32	Should have reporting capabilities	
	a. Full job completion report. Overview of the full backup jobs that were successful, partially successful and failed for each day	
	b. Full backup data volume report. Overview of the total data volumes that were backed up for each day	
	c. Average tape utilization report. Listing of the average amount of data stored on each media l	
32	d. Storage performance report. Average data throughput	
33	Should meet the following Media Management capabilities	
	a. Allow tape library sharing among media servers	
	b. Allow individual tape drive sharing among media servers and allow for reconfiguration without rebooting media servers	
33	c. Tape drive sharing must support both iSCSI and Fiber based connections.	
34	The software should be capable of performing latent restores on Windows systems.	
35	The software inbuilt reporting tool must has the ability to create customize reports without any additional purchase of another reporting module or 3rd party reporting module	
36	Tape media scanning should be quick and easy to perform to rebuild a lost index or re-import a tape with older backup data.	
37	Backup Index /file catalogue should be able to be taken offline and then compressed.	
38	The software must has the ability to provide disaster recovery of Window and Linux operating systems by use of a bare metal recovery technology.	
39	The disaster recovery tool must allow backup of source (Server A) and restore to target server (Server B) on window and Linux systems.	
40	The size of index or catalogue file must be less than 100 bytes per files/folder/directories that are being backed up.	
41	Able to compress the index files automatically or by policy.	
42	Able to import/scan the indexes using GUI without having to resort to the use of CLI operations.	
43	Ability to integrate with storage NAS snapshot based protection mechanisms by providing control GUI module	

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44	Ability to support and manage snap shot based backup, and file based backup “ under one roof “ while maintaining granular file level recovery.	
45	Must support storage protocols such NDMP (version 3 & above). Please provide interoperability matrix with storage appliance firmware/OS release compliance. Specify specific features advantages aligned with the storage vendors	
46	Must be able to utilize Direct Access Restore for NDMP technologies to facilitate single file level restore.	
47	Capable of providing Check –Point Restart for NDMP backup	
48	Support for server virtualization especially VMWare & Hyper-V	
50	Allows full VMware VADP backup by utilizing LAN, SAN and HotAdd advanced transport mechanisms to optimize data transfer of virtual machine backups.	
51	2TB enterprise capacity license with 2TB Front end capacity disk based backup solution supporting all the above specification. Proposed solution should have unlimited heterogeneous agents, Media Servers, Master Servers, NDMP, Encryption, Database Agents, VMware and Hyper-V Agents.	
52	100 mailbox licenses to be included in the solution, of individual mailbox restore (MS Exchange) scalable to 250 Mailboxes.	

Note: Backup software license must include restoration license, if required, for DR site backup server to enable recovery of data from Tapes (shipped from DC to DR site) at DR Site.

Real-time File replication (sync) software solution for file servers (Between Bank’s DC & DR Site)		
S. NO.	Specifications	Compliance (Yes/No)
1	Real-time replication for physical or virtual environments (Hyper-V, VMware, Citrix, KVM)	
2	Continuous, asynchronous, byte-level replication	
3	Support heterogeneous application environments (viz. SQL, File server, Exchange, Share-point)	
4	Integrates with MS-SQL	
5	Verify and report synchronized targets	
6	Flexible bandwidth scheduling	
7	Bandwidth compression	
8	Supports point in time recovery	
9	Provides failover and failback	
10	Failover clustering eliminating single point of failure	
11	Provides Physical to Virtual provisioning for virtual environments	
12	Single screen monitoring	
13	Provides grouping of Servers	

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14	Supports Email notification and SNMP monitoring	
15	License for one Host server at Data center (file server) and One host server at Disaster recovery site.	

Note:

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

Authorized Signatories

(Name & Designation, seal of the company)

Date:

Request for Proposal: Backup Solution: National Housing Bank

Annexure - IV

COMPLIANCE STATEMENT DECLARATION

Terms and Conditions

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

Authorized Signatories

(Name & Designation, seal of the company)

Date:

Request for Proposal: Backup Solution: National Housing Bank

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)

Authorized Signatories

(Name & Designation, seal of the company)

Date:

Request for Proposal: Backup Solution: National Housing Bank

Annexure -V

Minimum Eligibility

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

S. N.	Minimum Eligibility Criteria	Bidder's Response
1.	<ul style="list-style-type: none">• 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 Backup solution.• The Bidder should have experience of already successfully implementing SAN based Backup Solution in at least one Public Sector Bank/Financial Institution/ PSU/ Government organization in India. The bidder should submit details like name of contact person, along with his phone number for above projects.• The bidding Company should have a valid ISO certificate.• The Bidder should have direct support office at Delhi and Mumbai and should be able to provide support and maintenance for the offered solution. Documentary proof (Office registration details etc) to be submitted along with the bid.	
Note	<ol style="list-style-type: none">1. Bidder response should be complete; Yes/No answer is not acceptable.2. Documentary proof, sealed and signed by authorized signatory, must be submitted3. 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.	

Authorized Signatories

(Name & Designation, seal of the company)

Date:

Request for Proposal: Backup Solution: National Housing Bank

Annexure - VI

Technical Bid Covering Letter

Date :

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

Dear Sir,
Technical Bid
Implementation of Backup Solution

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:

(Authorised Signatory)

Confidential

Request for Proposal: Backup Solution: National Housing Bank

Annexure -VII

Technical Bid Format

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

- 1. Details as detailed under Chapter H.4**
- 2. List of deviations** (as per Annexure -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'.

Request for Proposal: Backup Solution: National Housing Bank

Annexure -VIII

Commercial Bid Covering Letter

Date :

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

Dear Sir,

Commercial Bid - Implementation of Backup Solution

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

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

Yours faithfully,

For

Signature

Name

Address

(Authorised Signatory)

Request for Proposal: Backup Solution: National Housing Bank

Annexure -IX

Commercial Bid Format

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

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.
- The commercials quoted in the commercial bid are valid for six months from the date of opening of commercial bids.

Authorized Signatories

(Name & Designation, seal of the company)

Date:

Request for Proposal: Backup Solution: National Housing Bank

A. Infrastructure Cost

S.No	Item	Qty	Unit Price	Total Price
Hardware (HW)				
1.	Backup Server	1		
2.	Tape Library	1		
3.	LTO-5 Tape Drive	1		
4.	LTO-5 Tapes	20		
5.	Cleaning Tapes	2		
6.	Total price /charges for HW with three years warranty support (A)			
Software (SW)				
7.	Backup Software Solution for 2 TB production capacity, (Including unlimited licenses for master server and agents [LAN based or SAN based] & restoration license for restoring Data from Tapes at DR Site Backup Server, if required.) along with 1 year Annual Technical Support (ATS)/Subscription Charges.	1		
8.	Data Replication/Sync software solution for files server. (For one server at datacenter and one server at DR site. Real-time data replication solution) along with 1 year Annual Technical Support (ATS)/Subscription Charges.	1		
9.	Total Software cost along with one year ATS/Subscription charges (B)			
10.	Total Hardware and Software cost (C) = (A)+(B)			
11.	Total One time Implementation charges (D) for above (A) & (B) infrastructure.			
12.	Total Project Implementation Cost (E) = (A)+(B)+(C)+(D)			
Hardware AMC charges for 4th and 5th Year for Above mentioned hardware				
13.	4 th Year AMC support charges for Hardware	1		
14.	5 th Year AMC support charges for Hardware	1		
15.	Total charges for Hardware AMC support for 4th and 5th Year (F)			
ATS/Software subscription charges for 2nd to 5th Year for both Backup software and Data replication/sync software solution.				
16.	OEM Back to Back ATS/Software Subscription for 2 nd Year	1		
17.	OEM Back to Back ATS/Software Subscription for 3 rd Year	1		
18.	OEM Back to Back ATS/Software Subscription for 4 th Year	1		
19.	OEM Back to Back ATS/Software Subscription for 5 th Year	1		
20.	Total ATS/Subscription charges for both Backup software and Data replication/ sync software from 2nd to 5th Year (G)			
On-site Support Charges (Hardware & Software)				

Request for Proposal: Backup Solution: National Housing Bank

21.	On-site Support Cost (Hardware & Software) for 2 nd year	1		
22.	On-site Support Cost (Hardware & Software) for 3 rd year	1		
23.	On-site Support Cost (Hardware & Software) for 4 th year	1		
24.	On-site Support Cost (Hardware & Software) for 5 th year	1		
25.	Total On-site Support Cost (Hardware & Software) from 2 nd year to 5 th Year (H)			
Net Cost (X) = (A)+(B)+(C)+(D)+(F)+(G)+(H)				

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 :

$.95 *X + .05 *Y$

Authorized Signatories

(Name & Designation, seal of the company)

Date:

Request for Proposal: Backup Solution: National Housing Bank

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

Request for Proposal: Backup Solution: National Housing Bank

Annexure - XI

[To be submitted along with Technical Bid]

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

(Please fill in the information in CAPITAL LETTERS)

1. Name of the vendor/supplier _____

2. Address of the vendor/supplier _____

City _____ Pin Code _____

E-mail id _____

Phone /Mobile No. _____

Permanent Account Number (PAN) _____

Service Tax Registration No. _____

TIN No. _____

3. Particulars of Bank Account

A. Name of Account same as in the Bank _____

B. Name of the Bank _____

C. Name of the Branch _____

D. Address of the Branch with Tel No. _____

E. Account No. (appearing in Cheque book) _____

F. Account Type (SB, Current, etc.) _____

G. MICR No. _____

H. IFSC Code of the bank branch _____

(to be obtained from the respective branch) _____

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

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

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

Place:

Date:

Authorized Signatory/ies

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

Bank's Stamp:

Date:

Signature of the Authorized Official of the Bank

Confidential

Request for Proposal: Backup Solution: National Housing Bank

Annexure XII

Letter of Competence Format

[To be submitted along with Technical Bid]

[To be executed on a non judicial stamp paper]

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

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

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

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

Authorized Signatories

(Name & Designation, seal of the company)

Date:

Request for Proposal: Backup Solution: National Housing Bank

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

Authorized Signatories

(Name & Designation, seal of the company)

Date:

-XXXXX-