

NATIONAL PAYMENTS CORPORATION OF INDIA (NPCI)
<http://npci.org.in>

Request For Proposal(RFP)

Procurement of 04 (Four) nos. servers for MICR
Secured Website Project

NPCI

23 February 2010

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Objective:

NPCI invites **two separate sealed envelopes** for technical and commercial proposals from reputed vendors having expertise, technical know-how and experience for supply, installation and maintenance of 04(Four) no. servers for NPCI Secured Website Project. The Technical Specifications for Servers is given below.

Technical Specifications of Basic Hardware

1. Data Base Server
2. Development Server
3. Web Server
4. Domain Controller
5. 32 U Rack

Sl.No	Basic Hardware	Configuration	Remark
1.	Data Base Server + Development Server (2 no. servers)	<ol style="list-style-type: none"> 1. Two Quad core CPU 2. Two Power supply 3. Two NIC cards 4. Hard Discs 8 X 300 GB 5. Memory 24 GB 6. Data base RAID 1, 5, 1+ 0 7. Windows 2008 Ent. Edition (64bit) 8. MS SQL 2008 Ent. Edition. (64bit) 9. LTO 4 Backup device with relevant interface to connect to Database server only. 	INTEL 5500 Series 2.5GHz processor Redundant Power supply Ether Net Cards For Operating System
2	Web Server (1 no. Server)	<ol style="list-style-type: none"> 1. Two Quad core CPU 2. Two Power supply 3. Two NIC cards 4. 2 Hard Discs 2 X 300 GB 5. Memory 16 GB 6. RAID 1, 5, 1+ 0 7. Windows 2008 Ent. Edition (64bit) 	INTEL 5500 Series 2.5GHz processor Redundant Power supply Ether Net Cards For Operating System
3	Domain Controller (1 no. Server)	<ol style="list-style-type: none"> 1. Two quad core CPU 2. Two Power supply 3. Two NIC cards 4. 2 Hard Discs 2X 300 GB 8. Memory 8 GB 9. RAID 1, 5, 1+ 0 10. Windows 2008 Ent. Edition (64bit) 	INTEL 5500 Series 2.5GHz processor Redundant Power supply Ether Net Cards For Operating System
4	Rack (1 no. rack)	32 U Rack	To house the above Hardware with two PDUs with 12 (5/15 amps) sockets on each PDU.

Note: The hardware architecture of the systems should be fully redundant.

General Terms and Conditions:

1. The Vendor should be registered with the Sales Tax Department of India.
2. The bids are invited from the Original Equipment Manufacturer (OEM) or Authorized Reseller. In case of Authorized Reseller, a Manufacturer Authorization Form (MAF) document should be attached along with the Technical Bids.
3. The price quoted by the Vendor should be item wise to be an all inclusive price. The Bid should explicitly indicate all relevant taxes, levies, insurance, transportation charges etc. Octroi, if applicable, will be payable extra at actual on production of original receipts, which should be in the name of NPCI.
4. The price quoted is to be written in words as well as figures and in case of discrepancies between prices written in words and figures, the prices *written in words* shall be considered to be correct.
5. All taxes, if any, applicable shall be deducted at source as per current rate while making any payment.
6. All the components used in the manufacture of the Computer Hardware should be from OEM or certified by OEM.
7. **Warranty:** Vendor will warrant the hardware and software against defects arising out of faulty design, materials and workmanship for a period of Five years from the Date of acceptance of the entire system and should have back-to-back warranty agreement with the OEM to this effect (Documentary proof to be submitted). Defective equipment / software shall be replaced by the Vendor at his own cost, including the cost of transport, if any. The new releases (minor / major) versions; bug-fixes etc. for the hardware and system software will be supplied to NPCI at no extra charge, with necessary documentation during the warranty period.
8. **Indemnity To Client From Claims Due To Patents/Copy Rights Violation:** For all the hardware and software sold under licensing agreements from third parties in India and abroad, the Vendor will indemnify NPCI against any claims, losses, costs, actions, suits, damages and or otherwise due to Vendor's violation of any trademarks, patents and copyrights in such a form and manner as Tender for the procurement of Servers for MICR Secure Website Project prescribed by NPCI. The Vendor will substantiate through copy of necessary documents for the supply of legal software etc.
9. **Hardware Maintenance:** A customer support engineer who is well qualified and having adequate knowledge/experience in the hardware and software should be available at locally. In case NPCI procures any standard software from reliable sources, which can be used on the system, the Vendor(s), to the best of their ability, will extend the existing support facilities.
10. **Performance Guarantee:** System Failure (Downtime) Percentage shall not exceed 1% in a month. For the purpose of this clause, 'Downtime Percentage' shall mean, unavailable time minus time for scheduled maintenance divided by total time available (No. of Days in month*24*7), computed on monthly basis. 'Available/Unavailable Time' for a month will be calculated based on total time scheduled for running the system. 'Unavailable Time' is the time involved while any of the following shall take place and continues.
 - a. The basic system not operative partly or fully either due to break down of the system.

- b. Any hardware /software or both components supplied by the Vendor is inoperative which renders the entire system useless for NPCI.
- 11. **Response and Resolution Time:** Vendors agree to respond and resolve any system failure which renders the system in-operable to NPCI within 6hours from time of logging a call.
- 12. **Preventive Maintenance:** The Vendor will carry out preventive maintenance on machine once in every 3 months.
- 13. **Shifting Support:** In case NPCI wishes to shift system from one place to another, an engineer will be made available by the Vendor for the purpose of dismantling, pre-shifting inspection, post-shifting inspection, installation etc. NPCI will bear all expenses for packing, shifting, insurance and other incidentals on actuals. NPCI will not be responsible or liable for any losses, damages to the items of equipments, tools and machinery while such dismantling, pre-shifting inspection, post-shifting inspection, and installation etc. is being carried out.
- 14. **Documentation and Manuals:**
 - a. One set of media and hardware manual for Windows 2008 Ent. Edition. (64bit) will be provided.
- 15. **Terms of payment:** Tender for the procurement of Servers for MICR Secure Website Project
 - a. 90% of the contract cost will be paid on delivery, installation and Acceptance of the system by NPCI.
 - b. 10% of the contract cost will be retained by NPCI towards performance guarantee during warranty period. The same will be released against submission of Bank Guarantee for an equivalent amount from a scheduled Bank. Bank Guarantee should be valid up till the expiry of the warranty period.
- 16. **Terms of Delivery:** The entire hardware and software will be delivered within Four weeks from the date of order.
- 17. **Penalty for default in delivery:** If the Vendor does not deliver the entire hardware & software as per the above delivery schedule, or such authorized extension of delivery period as may be permitted by NPCI, NPCI shall impose a penalty @ the rate of 1% of the total value of the order for each week's delay. In case the delay exceeds two weeks, NPCI reserves the right to cancel the order unilaterally.
- 18. **Installation:** Installation will be deemed to be complete only when all the hardware along with the accessories and software necessary to make the hardware functional are fully installed in the respective locations mentioned in the Purchase Order and accepted by NPCI.
- 19. The vendor shall indemnify NPCI against claims in respect of above taxes, duties, levies etc. All of the aforesaid taxes, duties, levies, fees and charges shall be to the vendors account and NPCI shall not be required to pay any additional or extra amount on account of variation of taxes, duties, levies, fees etc. if any, till the completion of work and no extra claim on this account will be entertained in any case.
- 20. The Tender shall be signed by a person or persons so authorized by the Vendor with the signature witnessed. In the case of a corporation, the Tender shall be signed by the officers so authorized by the corporation with its seal duly affixed.
- 21. NPCI reserves the right to adjust arithmetical or other errors in Tender, in the manner in which it considers suitable/deem fit. Any adjustments so made by NPCI shall be stated to the Vendor, if NPCI makes an offer to accept his Tender.
- 22. The Vendor should submit his company profile for serving the notices, required to be served to the Vendor in connection with the Tender as part of Technical bid.

23. **Vendor will have to submit the technical and financial bids in *separate sealed envelopes/covers and superscribed properly.***
24. The quotations superscribed properly as "Technical/Financial bid for Tender for the procurement of Servers for MICR Secure Website Project of NPCI" as *the case may be* should be addressed to:

**Chief Executive Officer,
National Payments Corporation of India,
C-9, 8th Floor, RBI Premises,
Bandra (E), Mumbai – 400 051.**

on or before March 17, 2010 at 14.30 hrs.

25. The tenders shall be opened at 15.00 hrs on the same day in presence of the vendors desirous to be present. Envelope containing technical bid shall be opened first. After evaluating the conditions, envelope containing price bid shall be opened.
26. Bids should be valid for 60 days from the last date of submission.
27. The Vendors shall submit their offers strictly in accordance with the terms and conditions of the Tender Document. Any tender, which stipulates conditions contrary to the conditions given in the tender document, is liable for rejection.
28. The Vendor shall (whether or not he submits the tender) treat the details of the documents as *secret and confidential*.
29. NPCI does not bind itself to accept the lowest or any tender and reserves the right to reject all or any bid or cancel the Tender without assigning any reason whatsoever. NPCI also has the right to re-issue the Tender without the Vendors having the right to object to such re-issue.

Annexure - I

Performance Bank Guarantee
PROFORMA OF BANK GUARANTEE FOR 10% OF CONTRACT VALUE FOR
CONTRACT PERFORMANCE

Ref.....

Date

Bank Guarantee

No.....

To
NPCI Representative,
National Payments Corporation of India (NPCI),
Mumbai.
Pin Code – 410 020.

1. Against contract vide Advance Acceptance of the Tender No.....
Dated covering Supply and Services servers and related software
(hereinafter called the 'Contract'), entered into between the National Payments
Corporation of India, Mumbai (Hereinafter called the 'NPCI') and
..... (Hereinafter called the 'Vendor') this is to certify that at the
request of the Vendor weBank Ltd., are holding in trust in
favour of the NPCI, the amount of(write the sum here in
words) to indemnify and keep indemnified the NPCI against any loss or damage that
may be caused or likely to be caused to or suffered by NPCI by reason of any breach by
the Vendor of any of the terms and conditions of the said contract and/or the
performance thereof whether any breach of any of the terms and conditions of the said
contract and or in the performance thereof has been committed by the Vendor and
amount of loss or damage that has been caused or suffered by NPCI shall be final and
binding on us and the amount of the said loss or damage shall be paid by us forth with
on demand and without demur to NPCI.

2. WeBank Ltd., further agree that the guarantee herein contained shall
remain in full force and effect during the period that would be taken for satisfactory
performance and fulfillment in all respects of the said contract by the Vendor i.e. till
..... (Viz. the date up to 3 months after the last date of the currency of

the contract) hereinafter called the "said date" and that if any claim accrues or arises against us,Bank Ltd., by virtue of this guarantee before the said date, the same shall be enforceable against usBank Ltd., notwithstanding the fact that the same is enforced within six months after the said date. Payment under this letter of guarantee shall be made promptly upon our receipt of notice to that effect from NPCI.

3. It is fully understood that this guarantee is effective from the date of the said contract and

that we,.....Bank Ltd., undertake not to revoke this guarantee during its currency without the consent of NPCI in writing.

4. WeBank Ltd., further agree that the NPCI shall have the fullest liberty, without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said contract or to extend time of performance by the Vendor from time to time or to postpone for any time or from time to time any of the powers exercisable by NPCI against the said Vendor and to forbear or enforce any of the terms and conditions relating to the said contract and WeBank Ltd., shall not be released from our liability under this guarantee by reason of any such variation of extension being granted to the said Vendor or for any forbearance and/ or omission on the part of NPCI or any indulgence by NPCI to the said Vendor or by any other matter the effect of so releasing us from our liability under this guarantee.

5. WeBank Ltd., further agree that the guarantee herein contained shall not be affected by any change in the constitution of the said Vendor.

Date.....

Signature

Place

Printed Name.....

Witness

.....

(Designation)

.....

(Bank's Common Seal)