



भारतीय राष्ट्रीय भुगतान निगम
NATIONAL PAYMENTS CORPORATION OF INDIA

Notification pertaining to Request for Proposal for Supply And Installation Of Servers(4u).

About NPCI:

National Payments Corporation of India (NPCI) is a company registered under Section 25 of the Companies Act, 1956 with its Registered Office in Mumbai, India. NPCI is promoted by 10 banks in India under the aegis of the Indian Banks' Association with majority shareholding by Public Sector Banks.

The 10 promoter banks are State Bank of India, Punjab National Bank, Canara Bank, Bank of Baroda, Bank of India, and Union Bank of India, ICICI Bank Ltd, HDFC Bank Ltd, Citibank N.A, and HSBC. The vision, mission and objectives of NPCI are to operate for the benefit of all the Member Banks and the common man at large.

Objective of this RFP:

National Payments Corporation of India proposes to procure Servers with 3 years comprehensive onsite Warranty and 3 years comprehensive AMC after expiry of the warranty. Initial Purchase Order will be for 3 servers. NPCI will place Purchase Orders with the selected Bidder for further requirements during the period of six months from the date of Notification of Award / Purchase Order, at the agreed unit rate i.e. the rate contract for a period of six months. The Bidder should have adequate experience as sought in the RFP to undertake the activities.

Cost of the RFP:

The Bidder shall bear all costs associated with the preparation and submission of its bid and NPCI will, in no case, be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

The Bidders can procure the RFP document from NPCI's office at 8th Floor, R- Tech Park, Nirlon Knowledge Park, Near HUB Mall, Opp. Western Express Highway Goregaon(E), Mumbai - 400 063 on payment of non-refundable amount of ₹3,371/- (INR Three Thousand Three Hundred Seventy One only), payable in the form of Demand Draft/Pay order from any Scheduled Commercial bank in India favoring **"NATIONAL PAYMENTS CORPORATION OF INDIA"** payable at Mumbai. This RFP document is non-transferable and cost of RFP document is non-refundable.

RFP document containing detailed specifications and requirements with terms and conditions can be obtained by eligible Bidders on any working day during office hours from 10:30 hrs to 18:30 hrs till the stipulated last date for the purpose, on payment of RFP cost in the form of Demand Draft / Pay Order.

Due Diligence

The Bidders are expected to examine all instructions, terms and specifications stated in this RFP. The Bid shall be deemed to have been submitted after careful study and examination of this RFP document. Failure to furnish all information or submission of a bid not responsive to this RFP will be at the Bidders' risk and may result in rejection of the bid. NPCI is not bound to disclose the grounds for rejection of Bid. The decision of the NPCI regarding the final declaration of the successful Bidder shall be final.

The Bidder is requested to carefully examine the RFP documents and the terms and conditions specified therein, and if there appears to be any ambiguity, contradictions, inconsistency, gap and/or discrepancy in the RFP document, Bidder should seek necessary clarifications through Pre-Bid queries.

Ownership of this RFP

The content of this RFP is a copy right material of National Payments Corporation of India. No part or material of this RFP document should be published on paper or electronic media without the prior written permission from NPCI.

Scope of Work

Broad Scope of Work

The scope of the work is Supply and Installation of the servers and to provide maintenance support for the servers during the warranty period of 3 years from the date of acceptance of the systems at the Data Centers of NPCI at Mumbai and Chennai. Bidders should provide comprehensive onsite support Warranty for 3 years with Response time of 4 hours and resolution time of 6 hrs. NPCI will procure Windows server Operating Licenses separately, but the bidder is required to provide support for installation for the Operating System. Bidders are required to quote for comprehensive AMC support for maintenance of the Servers for 3 years after expiry of the warranty period.

Anti-virus Software McAfee Endpoint protection with 3 years Gold support.

NPCI reserves the right to place Purchase order to the successful Bidder for any further requirement of servers at the agreed unit rate i.e. the rate contract for a period of six months from the date of first Purchase Order.

Single Point of Contact

The selected Bidder shall appoint a single point of contact, with whom NPCI will deal, for any activity pertaining to the requirements of this RFP.

The selected Bidder shall provide support services which include installation of servers by providing onsite support on next business day response and resolution at Mumbai and Chennai and Hyderabad for a period of three (3) years from the date of acceptance of the hardware and software. In case of any failure of Hard Disk during the warranty period then the Bidder shall replace such Hard Disk with new

Hard Disk. NPCI will return the hard disc after physical damage of old Hard Disk during the warranty period.

Eligibility Criteria

Pre-requisite

The Bidder should possess the requisite experience, resources and capabilities in providing the services necessary to meet the requirements, as described herein. The Bidder should also possess the technical know-how and the financial wherewithal that would be required to complete the scope of work. The Bid must be complete in all respects and should cover the entire scope of work as stipulated in the document. Bidders not meeting the Eligibility Criteria will not be considered for further evaluation.

Eligibility Criteria:

The invitation to Bid is open to all Bidders who qualify the Eligibility Criteria as given below:

1. The Bidder should be a company registered under the Companies Act, 1956 since the last three years.
2. The Bidder should have minimum annual turnover of ₹.3.50 Cr during the last three financial years (2009-10, 2010-11, 2011-12) or calendar years 2009, 2010, 2011 or bidder's financial years.
3. The Bidder should be a profit (profit after tax) making company in the last financial year i.e. 2011-12 or calendar year 2011 or the Bidder's financial year.
4. The Bidder should be authorized business and support partner for OEM equipment.
5. The Bidder must provide references of two clients who have procured servers from them.
6. The Bidder should not be currently blacklisted by any bank / institution in India or abroad.

Hardware Requirement:

The specifications of the Server are as below:

Component	Description
Server Make and Model	To be specified by the bidder
Server Type	Rack Mount
Form Factor	4U
Make and Model	4 x Intel Xeon E7-4830 8Core, 2.13 GHz, 24 MB Cache or higher
Processor	Intel Xeon E7 Series (2 GHz & above).
Chipset	Server class Intel motherboard and Chipset
HDD	5 x 300 GB 15K SAS or higher on (Raid 1), Hot Swappable
RAM	64 GB RAM, 1333MHz, expandable up to 512GB
Controller	SAS RAID controller with support for RAID 0, 1, 5 & 6 and should have minimum 512 MB Cache
DVD Writer	DVD+RW
Ethernet	Min 4 X Gigabit (10X100X1000 Mbps) ports on board
Expansion slots and ports	Min 4 PCI-e slots, 1 serial or 1 parallel, 4 USB ports, 1VGA
HBA	2 nos X 8 GBPS Dual Ported FC HBA cards
Power Supply	Server should be offered with Redundant power supply of server class and 80+ certified
FAN	Sufficient no of redundant fans
Graphics	Server should have server grade VGA controller
Remote Management	Server should support remote access to system status , remote KVM over IP , serial over LAN , SSL support and virtual media redirection
System Monitoring	Server should have System Health indicator and corrective action including OS watchdog timer , NMI and chassis intrusion
Server Trouble Shooting	Server Continuous health monitoring , text console redirection , error log and wake on LAN
VM-OS Compatibility	Server should support Microsoft Windows, RHEL & SUSE <i>and also support known virtualization Platform such as Citirx and Vmware</i>
Server Maintenance	Server should have browser based management console
Industry Standard Compliance	Server should have following industry standard For IPMI 2.0, ACPI 4.0 USB 2.0/3.0 and PCI -E 2.0 gen.
Warranty	3 years comprehensive onsite (24x7) warranty / support with 6 hours response time from principal hardware vendor
AMC	3 years from date of completion of Warranty
McAfee Endpoint Protection	3 years Gold support

Bid Schedule and Address

S.No.	Description	
1	Name of Project	REQUEST FOR PROPOSAL FOR SUPPLY & INSTALLATION OF SERVERS(4u).
2	Tender Reference Number	NPCI:RFP: 13-14: 25 dated:18.10.2013
3	Date of commencement of sale of bidding documents	21.10.2013
4	Last date and time for issue of bidding documents	30.10.2013 - 6.30 PM
5	Last date of receiving vendor Pre-bid clarifications in writing	07.11.2013
6	Date and Time for Pre-bid Meeting	Not Applicable
7	Address for Pre-bid Meeting	Not Applicable
8	Last date and time for Bid Submission	15.11.2013 - 3.00 PM
9	Address for Sale of Bidding Document and Place of Bid Submission	National Payments Corporation of India, 8 th Floor R- Tech Park, Nirlon Knowledge Park, Near HUB Mall, Opp. Western Express Highway Goregaon (E), Mumbai - 400 063.
10	Date and Time of Eligibility & Technical Bid Opening	15.11.2013 - 3.30 PM
11	Place of Commercial Bid Opening	Will be through Reverse Auction
12	Name and Address for communication	The Head - Procurement National Payments Corporation of India, 8 th Floor R- Tech Park, Nirlon Knowledge Park, Near HUB Mall, Opp. Western Express Highway Goregaon (E), Mumbai - 400 063.
13	Bid Related Queries	udit.dawra@npci.org.in prashant.awale@npci.org.in hilary.fonseca@npci.org.in Sandeep.sood@npci.org.in
14	Bid cost	₹3,371/- (₹3,000/- plus taxes)
15	Bid Security	₹1,00,000/-