NPCI भारतीय राष्ट्रीय भुगतान निगम
NATIONAL PAYMENTS CORPORATION OF INDIA

Request For Proposal For Desktop Virtualization Solution (DVS)

Tender Reference Number: RFP:2013-2014/0017 dated16.09.2013

National Payments Corporation of India
13th Floor, R Tech Park,
Off western express highway,
Nirlon Complex, Near Hub Mall ,
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Disclaimer

The information contained in this Request for Proposal (RFP) document or information provided subsequently to Bidder or applicants whether verbally or in documentary form by or on behalf of National Payments Corporation of India (NPCI), is provided to the Bidder on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP document is not an agreement and is not an offer or invitation by NPCI to any parties other than the applicants who are qualified to submit the Bids ("Bidders"). The purpose of this RFP document is to provide Bidder with information to assist the formulation of their proposals. This RFP document does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and where necessary obtain independent advice. NPCI makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP document. NPCI may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.

Important Detail about RFP

Note: Bids will be opened in the presence of the Bidders' representatives who choose to attend Bid opening meeting.

Checklist

The following items must be checked before the Bid is submitted:

1. Demand Draft / Pay Order for Rs. (i.e. Rs.5,000+Service Tax@12.36%) (Rs.5,618.00 only) towards cost of Bid document in Envelope – 'A'

2. Demand Draft / Banker's Cheque / Bank Guarantee of INR /- (Rupees Five Lakhs Only) towards Bid Security in Envelope – 'A' Earnest Money Deposit (EMD)

3. Eligibility Criteria, Technical and Commercial Bids are prepared in accordance with the RFP document.

4. Envelope 'A'   Eligibility Criteria Response.

5. Envelope 'B'   Technical Response

6. Envelope 'C'   Commercial Bid.

7. All the pages of Eligibility Criteria Response, Technical Bid and Commercial Bid are duly sealed and signed by the authorized signatory.

8. RFP document duly sealed and signed by the authorized signatory on each page is enclosed in Envelope – 'A'.

9. Prices are quoted in Indian Rupees (INR).

10. All relevant certifications, audit reports, etc. are enclosed to support claims made in the Bid in relevant Envelopes.

11. All the pages of documents submitted as part of Bid are duly sealed and signed by the authorized signatory.

Table of Contents

Abbreviations and Acronyms

The following abbreviations and acronyms defined in this RFP are as under

BG   Bank Guarantee

DC   Data Centre

DVS   Desktop Virtualization Solution

EMD   Earnest Money Deposit

IPR   Intellectual Property Rights

LAN   Local Area Network

NPCI   National Payments Corporation of India

OEM   Original Equipment Manufacturer

RFP   Request for Proposal in Context

PBG   Performance Bank Guarantee

SLA   Service Level Agreement

VM   Virtual Machine

WAN   Wide Area Network

Section 1 - Bid Schedule and Address

Sr. No.	Description	Detailed Information
1	Name of Project	RFP for Desktop Virtualization Solution
2	Tender Reference Number	NPCI:RFP:2013-14/0017 dated 16.09.2013
3	Date of release of Bidding Document (Document can be downloaded from NPCI website)	16.09.2013
4	Last date and time for receiving Bidders Pre-Bid clarifications in writing	27.09.2013 15.00 Hrs
5	Date and Time for Pre Bid Meeting	NA
6	Address of Pre Bid meeting location	NA
7	Last date and time for Bid Submission	10.10.2013 15.00 Hrs
8	a) Date and Time for Opening of Envelope A & B i.e. Eligibility criteria & Technical Bid	10.10.2013 15.30 Hrs
	b) Date and time for Opening of Envelope C i. e. Commercial Bid	Will be informed to the qualified Bidders.
9	Place for Bid Submission & Eligibility Bid Opening.	National Payments Corporation of India 13th Floor, R Tech Park, Off Western Express Highway, Nirlon Complex, Near Hub Mall , Goregaon-East, Mumbai – 400063
10	Name and Address for Communication	Head - IT Procurement National Payments Corporation of India 13th Floor, R Tech Park, Off Western Express Highway, Nirlon Complex, Near Hub Mall , Goregaon-East, Mumbai – 400063
11	Bid Related Queries	**Mr. Prashant Awale: +91 8108108650** Email: prashant.awale@npci.org.in **Ms. Malini L +91 9600013670** Email: malini.l@npci.org.in **Mr. Janardhanam JS +91 76674 33744** Email: Janardhanam.js@npci.org.in
12	Bid Cost	Rs.5,618.00 (Rs.5,000.00 plus Service Tax@12.36%))
13	EMD/Bid Security	Rs.5,00,000/-

Note:

1. Bids will be opened in the presence of the Bidders' representatives who choose to attend.
2. Date and Time & Address for Technical Bid & Commercial Bid Opening will be intimated later to the qualified Bidder.
3. Bid Cost: DD shall be made in favor of "National Payments Corporation of India" of amount Rs Rs.5,618.00 (i.e. Rs.5,000 + Service Tax@12.36%) (Non-Refundable) payable at Mumbai.

Section 2 - Introduction

2.1   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, Union Bank of India, ICICI Bank Ltd, HDFC Bank Ltd, Citibank N.A, and HSBC. The core objective of setting up NPCI is to consolidate and integrate the multiple systems with varying service levels into a nation-wide, uniform and standard business process in the retail electronic payments system segment. The vision, mission and objectives of NPCI are to operate for the benefit of all the member banks and the common man at large.

2.2   Objective of RFP

NPCI has various business verticals to process a variety of retail payments prevailing in India today. NPCI intends to provide a secure environment of the topmost level for use by internal teams and at the same time, achieve easily manageable user desktop environment through a cost effective solution.

NPCI proposes to implement Desktop Virtualization Solution (DVS) across their Mumbai and Chennai sites initially for 200 users. This will be expanded up to 300 users to all cities where NPCI has a presence. The aim of this RFP is to request for the supply, installation and implementation of the desktop virtualization solution. The desktop virtualization solution includes the hardware and software to implement a virtual desktop infrastructure for NPCI across Chennai (80 users) and Mumbai (120 users) and also to re-use the existing thick clients that have already been procured by NPCI. The identified vendor has to provide the support for the entire solution for the 5 years from the date of acceptance.

NPCI invites responses from reputed vendors in India for Supply, Installation, Implementation and Handover of overall complete solution for Desktop Virtualization Solution (DVS), including post implementation support for 5 years from the date of acceptance.

2.3   Cost of the RFP

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

The Bidders shall submit the Bid Document at NPCI's office at 13th Floor, R-Tech Park, off Western Express Highway, Nirlon Complex, Near Hub Mall, Goregaon-East, Mumbai– 400063, along with non-refundable amount of Rs.5,618.00 (Inclusive service tax@12.36%) (INR Five Thousand Six hundred Eighteen 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 documents is non-refundable.

2.4   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.   The Bid should be precise, complete and in the prescribed format as per the requirement 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. Also the grounds for rejection of Bid should not be questioned after the final declaration of the successful Bidder.

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 by e-mail as mentioned in Section-1.

2.5   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 prior written permission from NPCI.

Section 3 - Scope of Work

NPCI proposes to deploy Desktop Virtualization Solution (DVS) across its Mumbai and Chennai premises currently. The same can be extended to other geographical locations where NPCI is present.

The initial spread of the solution would be to cover existing 120 desktops & laptops and 30 ipad users using their current devices to access the virtual desktop. 50 nos. of thin clients are required for additional diskless access. The total across both locations is 200.

The existing desktops / laptops have MS Office and Antivirus already installed. The software licensing is to be worked out keeping this in mind.

Currently there is no replication of user data envisaged between Mumbai and Chennai SAN. The profiles of users need to be available at both sites, so that in case of failure of one site, users can start working from the next site.

The scope of work shall broadly cover supply, installation and implementation of the solution, hardware and software for implementing a virtual desktop infrastructure for NPCI across Chennai and Mumbai and also to re-use the existing thick clients that have already been procured by NPCI. The identified vendor has to provide support for the entire solution for 5 years from the date of acceptance by NPCI. The details of scope (general, hardware and software) are given in the Technical Specifications Section – Section 9).

3.1   Single Point of Contact

The selected L1 Bidder shall appoint a single point of contact with whom NPCI will deal for any activity pertaining to the requirements of this RFP. The SPOC must be at a minimum level of Manager in the organization.

Section 4 - Eligibility Criteria

4.1   Pre-requisite

The Bidder should possess the requisite experience, resources and capabilities in providing and implementing the solution to meet the requirements, as described in the tender document. The Bidder should also possess the technical know-how and the financial wherewithal that would be required to support requirements sought by NPCI for the entire period of the contract. The bid must be complete in all respects and should cover the entire scope of work as stipulated in the document.

4.2   Eligibility Criteria

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

a) Bidder should be a Company registered under the Companies Act, 1956 since the last three years.

b) Bidder should have minimum annual turnover of Rs. 10 crores during the last three financial years (2009-10, 2010-11, 2011-12 or calendar years 2009, 2010, 2011 or bidder's financial years).

c) 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.

d) Bidder should have implemented 2 DVS projects, each of similar size or more as a project across the country in the last two years.

e) Bidder should include two references of clients where successful implementation has been carried out.

f) The Bidder should not be currently blacklisted by any bank / institution in India or abroad.

Section 5 - Instruction to Bidders

A. The Bidding Document

5.1   RFP

RFP shall mean Request for Proposal.

Bid, Tender and RFP are used to mean the same

The Bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Document. Submission of a bid not responsive to the Bidding Document in every respect will be at the Bidders risk and may result in the rejection of its bid without any further reference to the bidder.

5.2   Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid, and NPCI will in no case be responsible or liable for those costs.

5.3   Content of Bidding Document

The Bid shall be in 3 separate envelopes, Envelope A, B and C.

5.4   Clarifications of Bidding Documents and Pre-bid Meeting

A prospective Bidder requiring any clarification of the Bidding Documents may notify NPCI in writing at NPCIs address or through email any time prior to the deadline for receiving such queries as mentioned in Section 1.

Bidders should submit the queries only in the format given below:

S. No.	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)

Replies to all the clarifications, modifications received through mail and email will be posted on NPCI's website. Any modification to the Bidding Documents which may become necessary shall be made by NPCI by issuing an Addendum.

5.5 Amendment of Bidding Documents

At any time prior to the deadline for submission of bids, NPCI, may, for any reason, whether at its own initiative or in response to a clarification requested by a Bidder, amend the Bidding Documents.

Amendments will be provided in the form of Addenda to the Bidding Documents, which will be posted in NPCI's website. Addenda will be binding on Bidders. It will be assumed that the amendments contained in such Addenda had been taken into account by the Bidder in its bid.

In order to afford Bidders reasonable time in which to take the amendment into account in preparing their bids, NPCI may, at its discretion, extend the deadline for the submission of bids, in which case, the extended deadline will be posted in NPCI's website.

From the date of issue, the Addenda to the tender shall be deemed to form an integral part of the RFP.

B. Preparation of Bid

5.6 Bid Price

Prices should include all cost including all taxes, duties levies, VAT/Sales Tax and fees whatsoever, except Octroi. Octroi will be paid additionally, at actual on production of receipt.

The VAT/Sales Tax should be shown separately in the Price Schedule.

5.7 Earnest Money Deposit (EMD)

The Bidder is required to deposit Rs.5,00,000/- (Rupees Five Lakhs Only) in the form of a Demand Draft / Pay order in favor of "National Payments Corporation of India" payable at Mumbai or Bank Guarantee issued by a scheduled Commercial Bank valid for six months as per format in Annexure A1(refer 11.1) or A2(refer 11.2) as Earnest Money Deposit.

No interest will be paid on the EMD.

5.8 Return of EMD

The EMDs of successful Bidder/s shall be returned / refunded after furnishing Performance Guarantee as required in this RFP.

EMDs furnished by all unsuccessful Bidders will be returned on the expiration of the bid validity / finalization of successful Bidder, whichever is earlier.

5.9 Forfeiture of EMD

The EMD made by the bidder will be forfeited if:

a) Bidder withdraws his bid before opening of the bids.
b) Bidder withdraws his bid after opening of the bids but before Notification of Award.
c) Selected Bidder withdraws his bid / proposal before furnishing Performance Guarantee.

d) Bidder violates any of the provisions of the RFP up to submission of Performance Bank Guarantee.

e) Selected Bidder fails to accept the order within seven days from the date of receipt of the order. However NPCI reserves its right to consider at its sole discretion the late acceptance of the order by selected Bidder.

f) Bidder fails to submit the Performance Guarantee within stipulated period from the date of execution of the contract. In such instance, NPCI at its discretion may cancel the order placed on the selected Bidder without giving any notice.

5.10 Period of Validity of Bids

Bids shall remain valid for a period of 180 days after the date of bid opening as mentioned in Section 1 or as may be extended from time to time. NPCI holds the right to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence.

5.11 Extension of Period of Validity

In exceptional circumstances, prior to expiry of the bid validity period, NPCI may request the Bidders consent to an extension of the validity period. The request and response shall be made in writing. Extension of validity period by the Bidder should be unconditional and irrevocable. The EMD provided shall also be suitably extended. A Bidder may refuse the request without forfeiting the bid Security.

5.12 Format of Bid

The bidder shall prepare two hard copies (one marked as ORIGINAL and other marked as COPY) and one soft copy of the Bid.

In case of any discrepancy between them, the original shall govern.

5.13 Signing of Bid

The Bid shall be signed by a person or persons duly authorized to sign on behalf of the Bidder.

All pages of the bid, except for printed instruction manuals and specification sheets shall be initialed by the person or persons signing the bid.

The bid shall contain no interlineations, erasures, or overwriting, except to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the Bid.

The bid shall be signed by a person or persons duly authorized to bind the bidder to the contract. Such authority shall be either in the form of a written and duly stamped Power of Attorney (Annexure H) or a Board Resolution duly certified by the Company Secretary, which should accompany the Bid.

C. Submission of Bid

5.14 Envelope bidding process

The Bid shall be prepared in 3 different envelopes, Envelope A, Envelope B and Envelope C.

Each of the 3 Envelopes shall then be sealed and put into an outer envelope marked as **'Request for Proposal for Desktop Virtualization Solution (DVS)'.**

The inner and outer envelopes shall be addressed to NPCI at the address mentioned in Section 1.

The inner envelopes shall indicate the name and address of the Bidder.

If the outer envelope is not sealed and marked as indicated, NPCI will assume no responsibility for the bids misplacement or premature opening.

5.15   Contents of the 3 Envelopes

Envelope A - Eligibility Criteria

The following documents shall be inserted inside Envelope A:

   a) Bid Earnest Money in the form of Demand Draft - Annexure A1 or
   b) Bid Earnest Money in the form of Bank Guarantee – Annexure A2
   c) Bid Submission form (without price) – Annexure B
   d) Manufacturers authorization form – Annexure C
   e) Bidder Information – Annexure D
   f) Declaration for Clean Track Record – Annexure E
   g) Declaration of Acceptance of Terms and Conditions – Annexure F
   h) Declaration of Acceptance of Scope of Work – Annexure G
   i) Power of Attorney for Signing of Bid – Annexure H
   j) Eligibility Criteria Matrix – Annexure I
   k) Last three years audited balanced sheet and profit and loss statements.
   l) RFP document duly sealed and signed by the authorized signatory on each page.

Envelope B - Technical Bid

The following documents shall be inserted inside Envelope B:

   a) Terms and Conditions as mentioned in Section 8 duly signed on all pages.
   b) Proposed Solution document with following details – Annexure J:
      a. Architecture and Proposed Design for DVS in Mumbai and Chennai Data Centres
      b. Hardware specifications proposed for DVS environment
      c. Software details proposed for DVS environment
      d. Bill of materials with location wise quantity and functional details
      e. Summary of work involved
      f. Project phases, deliverables and timeframe for project completion
      g. Criteria for completion and acceptance tests
   c) Section 9 – Technical Requirements duly completed - Annexure T
   d) Reference site details and customer contact details.
   e) Entire commercial bid with price masked, including line-item-wise bill of materials for hardware, software & implementation.

Envelope C - Commercial Bid

   a) Commercial Bid Form – Annexure K
   b) Commercial Bid Format – Annexure L
   c) Line item wise Commercial Bid Format – Annexure M
   d) Configuration/Specification – Annexure N

5.16 Bid Submission

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

Bids sealed in accordance with the Instructions to Bidders should be delivered at the address as mentioned in the Section 1.

The offers should be made strictly as per the formats enclosed.

No columns of the tender should be left blank. Offers with insufficient/inaccurate information and Offers which do not strictly comply with the stipulations given in this RFP, are liable for rejection.

5.17 Bid Currency

All prices shall be expressed in Indian Rupees only.

5.18 Bid Language

The bid shall be in English Language

5.19 Rejection of Bid

The bid is liable to be rejected if the bid document:

    a) Does not bear signature of authorized person.

    b) Is received through Fax / E-mail.

    c) Is received after expiry of the due date and time stipulated for Bid submission.

    d) Is incomplete / incorrect.

    e) Does not include requisite documents.

    f) Is Conditional.

    g) Does not conform to the terms and conditions stipulated in this Request for Proposal.

No bid shall be rejected at bid opening, except for late bids and those that do not conform to bidding terms.

5.20 Extension of Deadline for submission of Bid

NPCI may, at its discretion, extend this deadline for submission of bids by amending the Bidding Documents which will be intimated through NPCI website, in which case all rights and obligations of NPCI and Bidders will thereafter be subject to the deadline as extended.

5.21 Late Bid

Bids received after the scheduled time will not be accepted by the NPCI under any circumstances. NPCI will not be responsible for any delay due to postal service or any other means.

5.22 Modifications and Withdrawal of Bids

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.

5.23 Right to Reject, Accept/Cancel the bid

NPCI reserves the right to accept or reject, in full or in part, any or all the offers without assigning any reason whatsoever.

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

5.24 RFP Abandonment

NPCI may at its discretion abandon the process of the selection of Solution Provider for the NPCI DVS project any time before notification of award.

5.25 Bid Evaluation Process

The Bid Evaluation will be carried out in 3 stages:

Stage 1 – Envelope A will be evaluated. Only those Bidders who have submitted all the required forms and papers and comply with the eligibility criteria will be considered for further evaluation.

Stage 2 – Envelope B will be evaluated for those Bidders who qualify the Evaluation Criteria.

Stage 3 – Envelope C which is the commercial bid will be opened only for the short listed Bidders who qualify after Technical Evaluation.

The minimum score of 75% is required for a Technical Bid to qualify for further evaluation. In case three bidders are not qualified then NPCI reserves the right to reduce minimum required score by 10%.

The Commercial bids of Bidders qualified in Technical Evaluation will be opened and evaluated further.

5.26 Contacting NPCI

From the time of bid opening to the time of Contract award, if any Bidder wishes to contact NPCI for seeking any clarification in any matter related to the bid, they should do so in writing by seeking such clarification/s from an authorized person. Any attempt to contact NPCI with a view to

canvas for a bid or put any pressure on any official of the NPCI may entail disqualification of the concerned Bidder or his Bid.

Section 6 - Bid Opening

6.1   Opening of Bids

Bids will be opened in 3 stages:

Stage 1 – In this first stage, the Eligibility Criteria i.e. Envelope A will be opened.

Stage 2 – In the second stage, the Technical Bids i.e. Envelope B will be opened.

Stage 3 – In the third stage the Commercial Bids i.e. Envelope C will be opened.

6.2   Opening of Envelope A - Eligibility Criteria

NPCI will open Envelope 'A' in presence of Bidders" representative(s) who choose to be present on the date, time and address mentioned in Section 1 or as amended by NPCI from time to time.

The representatives of the Bidder have to produce an authorization letter from the Bidders/ Identity Card to represent them at the time of opening of Technical bids. Only one representative will be allowed to represent each Bidder. In case the Bidders representative is not present at the time of opening of bids, the bids will still be opened at the scheduled time at the sole discretion of the NPCI.

The bidder's representatives who are present shall sign the register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday for NPCI, the bids shall be opened at the appointed time and place on next working day.

6.3   Opening of Envelope B - Technical Bids

NPCI will open Technical bids (Envelope 'B') of bidders who qualify in the evaluation of eligibility criteria in the presence of Bidders' representative(s) who choose to be present on the date, time and address mentioned in the intimation issued by NPCI for the purpose.

The representatives of the Bidder have to produce an authorization letter from the Bidders/ Identity Card to represent them at the time of opening of Technical bids. Only one representative will be allowed to represent each Bidder. In case the Bidders representative is not present at the time of opening of bids, the bids will still be opened at the scheduled time at the sole discretion of the NPCI.

The bidders' representatives who are present shall sign the register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday for NPCI, the bids shall be opened at the appointed time and place on next working day.

Scoring model will be used for evaluation of successful bidder. The minimum score for qualifying Technical Evaluation will be 75%. The commercial bids of technically qualified bidders will be opened. In case three bidders are not qualified then NPCI reserves the right to reduce minimum required score by 10%.

6.4   Opening of Envelope C - Commercial Bids

Only those Bids that are technically qualified will be eligible for opening of commercial bids i.e. Envelope 'C'.

Those Bidders who qualify technically will be intimated the date, time and address for opening of Commercial Bids.

The representatives of the Bidder have to produce an authorization letter from the Bidders/ Identity Cards to represent them at the time of opening of Commercial bids. Only one representative will be allowed to represent each Bidder. In case the Bidders representative is not present at the time of opening of bids, the bids will still be opened at the scheduled time at the sole discretion of the NPCI.

The bidders' representatives who are present shall sign the register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday for NPCI, the bids shall be opened at the appointed time and place on next working day.

Section 7 - Bid Evaluation

7.1   Preliminary Examination of Technical Bids

NPCI will examine the bids to determine whether they are complete, whether required information have been provided as underlined in the bid document, whether the documents have been properly signed, and whether bids are generally in order.

Eligibility and compliance to all the forms and Annexure would be the first level of evaluation. Only those Bids which comply to the eligibility criteria will be taken up for further technical evaluation.

NPCI may waive any minor informality, non-conformity or irregularity in a bid that does not constitute a material deviation provided such waiver does not prejudice or affect the relative ranking of any Bidder.

If a Bid is not substantially responsive, it will be rejected by NPCI and may not subsequently be made responsive by the Bidder by correction of the nonconformity. NPCI's determination of bid responsiveness will be based on the content of the bid itself.

7.2   Evaluation of Technical Bids

The Technical Evaluation will be based on the following broad parameters:

a) Compliance to Technical Specifications as specified in the RFP.

b) NPCI reserves the right to call for presentation and discussions on the features etc., from the short-listed Bidders based on the technical bids submitted by them to make an evaluation. Such presentations and minutes of meetings will become part of the technical bid.

c) Review of written reply, if any, submitted in response to the clarification sought by the NPCI, if any.

d) Submission of duly signed compliance statement as stipulated in Annexures. Details / Brochures containing details about the proposed solution are to be enclosed.

e) To assist in the examination, evaluation and comparison of bids NPCI may, at its discretion, ask any or all the Bidders for clarification and response shall be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.

f) NPCI may interact with the Customer references submitted by bidder, if required.

g) Bidders are required to provide documentary evidence, wherever available, for the technical specifications stated in Annexure T.

h) Bidder scoring more than or equal to 75% will be technically qualified and eligible for commercial bid opening.

i) In case three bidders are not qualified then NPCI reserves the right to reduce minimum required score by 10%.

7.3 Scoring Matrix

The technical evaluation will be based on the criteria and score given below:

Description		Score
Technical Evaluation Part – A		**60**
1	Technical Requirements compliance as per Section 9	
2	Bidder credentials	
Proposed Solution Part – B		**20**
1	Ease of operations for the proposed solution	
2	Scalability of proposed solution	
RFP Presentation Part – C		**20**
1	RFP presentation	
2	Reference sites	
3	Q and A	
Total Score of Parts - A, B and C		**100**

7.4 Evaluation of Commercial Bids

Commercial bids of only the technically qualified short-listed bidders will be opened and evaluated.

Arithmetic errors in the Bids submitted shall be treated as follows:

Where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern; and

Where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate will govern unless, in the opinion of the NPCI, there is obviously a gross error such as a misplacement of a decimal point, in which case the line item total will govern.

Where there is a discrepancy between the amount mentioned in the bid and the line item total present in the Commercial Bid, the amount obtained on totaling the line items in the Commercial Bid will govern.

7.4 Successful Evaluated Bidder

After completing internal approval process, Bidder whose Bid Price is the lowest will be declared as successful evaluated bidder, who will be called L1 Bidder.

Section 8 - Terms and Conditions

8.1   Definitions

"Contract" means the Contract Agreement entered into between NPCI and the Supplier.

"Contract Period" means the period mentioned in the Contract.

"Contract Price" means the price or prices arrived at which will form the Contract   Agreement.

"Supplier" means the successful Bidder who has been notified the Award of the Contract.

"System Software", means software that provides the operating and management instructions for the hardware.

"Standard software" means ready software like database management software.

"Off-the-shelf software" means software that is readily available. Such off-the shelf software may include, but not restricted to word processing, spreadsheet, and generic database management and application development software.

"Application software" means software formulated to perform specific business or technical functions.

"Intellectual Property Rights (IPR)" means any and all copyright, moral rights, trademark, patent and other intellectual and proprietary rights, title and interests worldwide whether vested contingent, or future, including without limitation all economic rights and all exclusive rights to reproduce, fix, adapt, modify, translate, create derivative works from extract or re-utilize data from, manufacture, introduce into circulation, publish, enter into computer memory, otherwise use any portion or copy in whole or in part, in any form, directly or indirectly, or authorize or assign others to do so.

"Business Day" means Monday to Saturday excluding public holidays as applicable to NPCI Chennai and Mumbai.

"Purchase Order (PO)" means the individual work order for quantities required at each point of time which will be a subset of the Contract Price.

"Equipment/s" means all the hardware, software required as per the RFP.

"Acceptance Certificate" means the certificate jointly signed by NPCI official and the supplier after completion of the following:

Equipment are installed and configured as per the individual Purchase Orders.

8.2   Notification of Award / Purchase Order

After selection of the L1 bidder for providing DVS solution after obtaining internal approvals and prior to expiration of the period of Bid validity, NPCI will send Notification of Award to the selected Bidders.

Within 5 days of receipt of Notification of Award or Purchase Order the successful Bidder shall accept the same. Failure of the successful Bidder to comply with the above requirements shall constitute sufficient grounds for the annulment of the award.

Upon the successful Bidder accepting the Purchase Order and signing the contract, if required, and NDA, NPCI will promptly notify each unsuccessful Bidder and will discharge all remaining EMDs, if any.

8.3   Term of Contract

The Purchase Order will be issued for a support period of 5 years. NPCI reserves the sole right to extend the term. NPCI shall notify its decision to extend the term at least 1 (one) month prior to the expiry of the term. Successful bidder is expected to remind NPCI with sufficient notice on support period end.

8.4   Acceptance Procedure

After the receipt of all the deliverables as mentioned in the RFP terms, the acceptance certificate (as mutually decided and approved by NPCI) will be signed by the supplier and representative of NPCI.

8.5   Performance Bank Guarantee

The bidder shall submit Performance Guarantee equal to 10% of total price of purchase order, valid for 3 years, within 14 working days of receipt of Purchase Order.

8.6   Taxes and Duties

All taxes deductible at source, if any, at the time of release of payments, shall be deducted at source as per then prevailing rates while making any payment.

Prices should be inclusive of all taxes, duties, charges and levies of State or Central Governments as applicable, VAT/Sales Tax, insurance, service taxes etc. Octroi shall be reimbursed to supplier by NPCI at actual on production of original receipt. The benefits realized by supplier due to lower rates of taxes, duties, charges and levies shall be passed on by the Supplier to NPCI.

8.7   Terms of Delivery

The Equipment consisting of hardware and software, for NPCI Chennai and Mumbai shall be delivered within 6 weeks of acceptance of the purchase order. The installation and implementation of the solution should be carried out within 4 weeks from delivery date,

8.8   Penalty for default in delivery

If the Supplier does not deliver the entire hardware and software as per the above delivery schedule, or such authorized extension of delivery period as may be permitted in writing by NPCI, NPCI shall impose a penalty as given below:

a) Non Delivery of above at NPCI Chennai and Mumbai locations at the rate of 0.5% of the total Purchase Order value for each week's delay beyond the stipulated delivery period subject to a maximum of 5% (i.e. 10 weeks).

b) In case the delay exceeds twelve (two plus ten weeks as above) weeks beyond the stipulated delivery period, NPCI reserves the right to impose double this penalty and/or cancel the order without prejudice to other remedies available to NPCI.

c) Without any prejudice to NPCI's other rights under the Applicable Law, NPCI may recover the liquidated damages, if any, accruing to NPCI, as above, from any amount payable to the supplier, as per the Agreement.

8.9   Warranties and Support

Bidder shall provide warranty for hardware for a period of 3 (three) years and for software for a period of 1 (one) year (with extended software support for the next 4 years) from the date of implementation or acceptance of the entire system, whichever is later.

Bidder shall also update necessary OS, Patches and should support the software for the period of three years from the date of implementation and / or acceptance of the entire system, whichever is later. Any defective equipment /software supplied by Bidder shall be replaced by Bidder at no additional cost to NPCI, including all incidental cost like transport costs, etc. the upgrades, new releases (Minor/Major) versions; bug fixes etc. for the hardware and system software will be supplied to NPCI at no extra cost, with the necessary documentation during warranty and AMC period.

8.10   Insurance of Equipment:

The insurance shall be taken by supplier for an amount equal to 110 percent of the value of the Products from "Warehouse to final destination" on "All Risks" basis including War Risks and Strikes, valid for a period not less than One month after installation and commissioning and issue of acceptance certificate by NPCI.

Should any loss or damage occur, the Supplier shall:

- Initiate and pursue claim till settlement and
- Promptly make arrangements for repair and / or replacement of any damaged item irrespective of settlement of claim by the underwriters.

8.11   Acceptance Procedure

After receipt of all the deliverables and implementation of the solution is completed as mentioned in the Purchase Order/Contract, the acceptance certificate (as mutually decided and approved by NPCI) will be signed by the Supplier and officials / representatives of NPCI. The deliverables and implementation shall be considered to be accepted by NPCI when both the locations are operational. The date on which such certificate is signed shall be deemed to be the date of Acceptance of the DVS Solution of NPCI. The warranty period starts accordingly.

8.12   Repeat Orders

NPCI has right to alter (increase or decrease) the number of quantities in the Bill of Material mentioned in the RFP.

NPCI has right to place repeat order to the Bidder for any or all of the equipment and licenses mentioned in this RFP, not exceeding 100 licenses at the unit rate quoted in the commercial format during the period of one year from the date of acceptance of the solution.

8.15 Payment Terms

8.15.1 Payment Schedule for hardware:

a) 70 % of the hardware cost will be paid on delivery of hardware.
b) 20 % of the hardware cost will be paid after acceptance of the solution.
c) 10% of the hardware cost will be paid after expiry of the warranty period or against submission of separate Bank Guarantee for equivalent amount, issued by a scheduled commercial bank, valid till expiry of the warranty period, with an action period of 3 months.

8.15.2 Payment Schedule for software:

a) 90 % of license cost will be paid on delivery of software.
b) 10 % of software cost will be paid after acceptance of the solution.

8.15.3 Payment Schedule for implementation:

a) 100 % of the implementation cost will be paid on completion of installation and acceptance sign-off from NPCI

8.15.4 Payment Schedule for support for software:

Payment for support for software shall be made quarterly in arrears from the second year onwards.

8.15.5 AMC:

In case NPCI decides to entrust maintenance of the Solution with the successful bidder, AMC charges shall be paid quarterly in arrears. In case the successful bidder desires to get payment of AMC charges in advance, Bank Guarantee equivalent to the value of the AMC charges for the respective year, with action period of 3 months, shall be submitted before 14 days of commencement of the period of maintenance.

8.15.6 Payment will be released within 30 days of receipt of correct invoices along with necessary documents / certificates duly signed by authorized NPCI official.

8.16 SLA Requirements

Bidder should comply to the SLA for hardware and software uptime of 99.9 % with SLAs as under. The software support for the entire offering should be global 24 x 7 access to adhere to:

a) Fast response time of < 4 hours.

b) Unlimited number of support requests

c) Online access to:

· Knowledge bank and technical documentation

· Knowledge base

· Discussion forums

· Product updates and upgrade

d) Being telephonic / fax / online or email support.

The hardware support for the solution should cater to:

a) Device or spare parts replacements within 6 hours of incident logging.

b) Monthly reports of all spares and devices replaced will have to be submitted to NPCI indicating – Date of Failure, Time of failure, Incident Type, Description, Replacement Status, Date of Replacement, Time of Replacement and other details.

c) 24 X 7 access to support

The incident severity, response and resolution times are classified as under:

Incident severity	Details	Response time from call logged time	Resolution time from call logged time
1	Unable to perform any business operation	30 minutes	2 hours
2	Significant impact on business operations	1 hour	4 hours
3	Low impact on business operations. May be enhancement.	4 hours	2 days

8.17 Penalty

For any violation in meeting the above SLA requirements leading to critical incident (severity 1), NPCI shall impose a penalty of INR 10,000/- (Indian Rupees Ten Thousand only) for each 15 minutes delay up to 4 hours, beyond 4 hours penalty would be INR 20,000 for each 15 minutes

8.18 Intellectual Property

Intellectual Property Rights in all Standard software and all off-the-shelf software shall remain vested in the owner of such rights.

8.19 Software License Agreement

The Bidder shall supply NPCI with required licenses in the name of NPCI to access and use the Software supplied through this RFP. Such license to access and use the software shall be non-exclusive, fully paid up and irrecoverable and valid throughout NPCIs offices in India and abroad.

8.20 Product Upgrades

At any time during performance of the Contract, should technological advances be introduced by the Supplier for information technologies originally offered by the Supplier in its bid and still to be delivered, the Supplier shall be obliged to offer to NPCI the latest version of the available technologies having equal or better performance or functionality at the same or lesser unit prices.

During performance of the Contract, the Supplier shall offer to NPCI all new versions, releases and updates of standard software, as well as related technical support within 30 days of their availability from the Supplier.

During Warranty period if any, the Supplier shall provide at no additional cost to NPCI, all new versions, releases, and updates for all standard software.

In case of deficiency in performance of the Solution, as per the Scope of Work, during the warranty period, the successful bidder shall provide additional hardware and software as required at his own cost. NPCI shall not reimburse cost of such hardware and software, if any.

8.21 Confidentiality

The Bidder and subcontractors if any shall (whether or not he submits the tender) treat the details of the documents as secret and confidential. The Successful Bidder shall execute separate NDA on the lines of the draft provided in the Annexure 2 hereof.

In the event of disclosure of Confidential Information to a third party in default of the provisions of this Clause, the defaulting party shall use all reasonable endeavors to assist the supplying party in recovering and preventing such third party from using, selling or otherwise disseminating of such information.

The Parties' obligations under this Section shall extend to the non-publicizing of any dispute arising out of this Agreement.

The terms of this clause shall continue in full force and effect for a period of three (3) years from the date of disclosure of such Confidential Information.

In the event of termination of this Agreement, upon written request of the disclosing Party, the receiving Party shall immediately return the disclosing Party's Confidential Information, or at the disclosing Party's option destroy any remaining Confidential Information and certify that such destruction has taken place.

8.22 Indemnity

The bidder hereby indemnifies, protects and saves NPCI (including its employees, directors or representatives) and holds NPCI harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from:

a) an act of omission or commission of the bidder, its employees, its agents, or employees of its sub-contractors in the performance of the services provided by this Agreement,

b) breach of any of the terms of this Agreement or breach of any representation or false statement or false representation or inaccurate statement or assurance or covenant by the bidder,

c) bonafide use of the deliverables and or services provided by the bidder,

d) misappropriation of any third party trade secrets or infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfill the scope of this project,

e) claims made by the employees, sub-contractor, sub-contractor's employees, who are deployed by the bidder, under this contract,

f) breach of confidentiality obligations of the bidder,

g) Gross negligence or gross misconduct solely attributable to the bidder or by any agency, contractor, sub-contractor or any of their employees by the bidder for the purpose of any or all of the obligations under this agreement.

The Bidder shall further indemnify NPCI against any loss or damage arising out of loss of data, claims of infringement of third-party copyright, patents, or other intellectual property, and third-party claims on NPCI for malfunctioning of the equipment or software or deliverables at all points of time, provided however, NPCI notifies the Bidder in writing immediately on being aware of such claim, and the Bidder has sole control of defense and all related settlement negotiations.

Bidder shall be responsible for any loss of data, loss of life, etc, due to acts of Bidder's representatives, and not just arising out of gross negligence or misconduct, etc, as such liabilities pose significant risk.

Bidder shall indemnify NPCI (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from:

1. Non-compliance of the Bidder with Laws / Governmental Requirements.
2. Intellectual Property infringement or misappropriation.
3. Negligence and misconduct of the Bidder, its employees, sub-contractor and agents.
4. Breach of any terms of Agreement, Representation or Warranty.
5. Act of omission or commission in performance of service.
6. Loss of data.

Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities, compensation suffered by NPCI arising out of claims made by its customers and/or regulatory authorities.

Bidder shall indemnify, protect and save NPCI against all claims, losses, costs, damages, expenses, action, suits and other proceedings, resulting from misappropriation of any third party trade secrets or infringement of any patent, trademarks, copyrights etc., or such other statutory infringements under any laws including the Copyright Act, 1957 or Information Technology Act 2000 in respect of all the hardware, software and network equipments or other systems supplied by them to NPCI from whatsoever source, provided NPCI notifies the Bidder in writing as soon as practicable when NPCI becomes aware of the claim however,

(i) the Bidder has sole control of the defense and all related settlement negotiations

(ii) NPCI provides the Bidder with the assistance, information and authority reasonably necessary to perform the above and

(iii) NPCI does not make any statements or comments or representations about the claim without the prior written consent of the Bidder, except where NPCI is required by any authority/ regulator to make a comment / statement/ representation. Indemnity would be limited to court or arbitration awarded damages and shall exclude indirect, consequential and incidental damages and compensations. However indemnity would cover damages, loss or liabilities suffered by NPCI arising out of claims made by its customers and/or regulatory authorities.

8.23 Bidder's Liability

The selected Bidder will be liable for all the deliverables.

Bidder's aggregate liability in connection with obligations undertaken as part of the Project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the value of the contract.

Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities, compensation suffered by NPCI arising out of claims made by its customers and/or regulatory authorities.

8.24 Termination of Contract

1. **For Convenience**: NPCI by written notice sent to Bidder may terminate the contract in whole or in part at any time for its convenience giving six months prior notice. The notice of termination shall specify that the termination is for convenience the extent to which Bidder's performance under the contract is terminated and the date upon which such termination become effective

2. **For Insolvency**: NPCI may at any time terminate the contract by giving written notice to Bidder, if Bidder becomes bankrupt or insolvent. In this event, termination will be without compensation to Bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to NPCI.

3. **For Non-Performance:** NPCI reserves its right to terminate the contract in the event of Bidder's repeated failures (say more than 3 occasions in a calendar year to maintain the service level prescribed by NPCI.

8.25 Liquidated Damages

The selected bidder shall indemnify NPCI and be liable for loss due to malfunctioning of the equipment or any software as supplied and installed by them. The total liability of the selected bidder under the contract shall not exceed the total order value placed on the said vendor.

8.26 Force Majeure

If either party is prevented, restricted, delayed or interfered by reason of: a) Fire, explosion, cyclone, floods, droughts, earthquakes, epidemics; b) War, revolution, acts of public enemies, blockage or embargo, riots and civil commotion; c) Any law, order, proclamation, ordinance or requirements of any Government or authority or representative of any such Government, including restrictive trade practices or regulations; d) Strikes, shutdowns or labour disputes which are not instigated for the purpose of avoiding obligations herein; Or e) Any other circumstances beyond the control of the party affected; then notwithstanding anything here before contained, the party affected shall be excused from its performance to the extent such performance relates to prevention, restriction, delay or interference and provided the party so affected used its best efforts to remove such cause of non-performances, and when removed the party shall continue performance with the utmost dispatch.

Each of the parties agrees to give written notice forthwith to the other upon becoming aware of an Event of Force Majeure, the said notice to contain details of the circumstances giving rise to the Event of Force Majeure. If the Event of Force Majeure shall continue for more than twenty 20 days either party shall be entitled to terminate the Agreement at any time thereafter without notice.

Notwithstanding the provisions of the SOW, the successful bidder or NPCI shall not be liable for penalty or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the contract is the result of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond the control of the successful bidder and not involving NPCI or the successful bidder's fault or negligence and not foreseeable. Such events may include, but not restricted to wars, revolutions, epidemics, natural disasters etc.

If force majeure situation arises, the successful bidder shall promptly notify NPCI in writing of such condition and cause thereof. Unless otherwise directed by NPCI in writing, the successful shall continue to perform its obligations under contract as far as possible.

Neither party shall have any liability to the other in respect of the termination of this Agreement as a result of an Event of Force Majeure.

8.27 Resolution of Disputes

All disputes or differences between NPCI and the bidder shall be settled amicably. If, however, the parties are not able to resolve them, 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. Any appeal will be subject to the exclusive jurisdiction of courts at Mumbai.

NPCI and the Supplier shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the Contract.

The dispute resolution mechanism to be applied shall be as follows:

1. In case of Dispute or difference arising between NPCI and the Supplier relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act,1996. Where the value of the Contract is above Rs.1.00 Crore, the arbitral tribunal shall consist of 3 arbitrators, one each to be appointed by NPCI and the Supplier. The third Arbitrator shall be chosen by mutual discussion between NPCI and the Supplier.

2. Arbitration proceedings shall be held at Mumbai, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English;

3. The decision of the majority of arbitrators shall be final and binding upon both parties. The cost and expenses of Arbitration proceedings will be paid as determined by the arbitral tribunal. However, the expenses incurred by each party in connection with the preparation, presentation, etc., of its proceedings as also the fees and expenses paid to the arbitrator appointed by such party or on its behalf shall be borne by each party itself; and

4. Where the value of the contract is Rs.1.00 Crore and below, the disputes or differences arising shall be referred to the Sole Arbitrator. The Sole Arbitrator should be appointed by agreement between the parties.

8.28 Applicable Law and Governing Language

Applicable Law: The Agreement shall be governed by and interpreted in accordance with the Indian Law. The jurisdiction and venue of any action with respect to the subject-matter of this Agreement shall be the Courts of Mumbai in India and each of the parties hereto submits itself to the exclusive jurisdiction and venue of such courts for the purpose of any such action.

Governing Language: All correspondences and other documents pertaining to this Agreement shall be in English only.

8.29 Addresses for Notices

Following shall be address of NPCI and Bidder

NPCI address for notice purpose:

Managing Director & CEO
National Payments Corporation of India
C-9, 8th Floor, RBI Building,
Bandra Kurla Complex, Bandra (E),
Mumbai - 400 051

Supplier's address for notice purpose: (To be filled by supplier)

Section 9 - Technical Specifications

9.1   General specifications for the solution

1) The Desktop Virtualization Solution (DVS) should cater to the following clients at the minimum;
   a. Desktops
   b. Laptops
   c. Ipads
2) Desktop Virtualization Solution (DVS) must have native clients for Windows 8, Windows 7, Windows XP, Macintosh, Linux, Crome OS, Blackberry OS, IOS, Android and HP WebOS
3) The solution should cater to users both on the intranet (LAN or WAN) as well as the internet.
4) The solution should seamlessly scale up or down as per requirement with no/ minimal downtime for existing users.
5) The solution should include a backup proposal with suitable hardware, licenses, implementation and support for 3 years for DVS infrastructure.
6) The solution should include the proposal for the best diskless thin client for the solution.
7) The solution should ensure that mundane tasks related to creating / modifying / deleting of developer VMs should be with minimal administrative efforts.
8) The solution should have Single / Minimum base images for all delivery methods of Virtual Desktops such as Full VM / Persistent and Non-Persistent VM/ Offline access VM etc.
9) The solution should be capable of efficiently handling Planned or Unplanned down times with facility to handle Peak / Low workloads.
10) The solution should integrate and work with Backup solutions, Anti-virus solutions, Storage solutions, Network and Security solutions and not deprive functionality benefits offered for Virtual Desktop Infrastructure.
11) The solution should target efficient handling of resources like CPU, Memory, Storage IOPS, Network IOPS for Critical/ Non-Critical and Resource Hungry workloads and guarantee resources.
12) The solution should eliminate boot storm when all the users log in virtual desktops.
13) The solution should offer security functions within and across Physical servers and Network components.
14) The solution should not include network equipment like Load Balancer / WAN Optimizer. That will be taken separately as and when required.
15) The successful bidder should ensure proper project planning for deployment of the infrastructure.
16) The project scope includes the implementation at both Mumbai and Chennai in a structured manner.
17) The project scope includes hand – holding the infrastructure for a period of 1 month till all teething troubles are eliminated.
18) The project also includes handover post subsequent training to NPCI resources.

9.2 General Hardware specifications for DVS:

Provision for DVS: 200 numbers of concurrent / named users of Medium to heavy.
Locations: 120 at Mumbai and 80 at Chennai
Scalable capacity of DVS: 300 nos. within 1 year
Make and model: to be specified
Product description: to be specified

1. The solution should include the proposal of suitable hardware to meet the requirements to cater to 200 concurrent / named users initially, across Mumbai and Chennai with the split being 120:80 between Mumbai and Chennai.
2. Hardware should be compatible with proposed DVS.
3. Hardware proposed should ensure performance and availability to all 200 users.
4. Hardware should be sized for a maximum of 300 users across the two locations
5. Proposed hardware solution should have a blade center in both locations with FS SAN connectivity and High availability for DVS.
6. Proposed solution should be able to add more blade servers to expand up to 300 concurrent / named users.
7. Proposed solution should have SAN on both location with FC connectivity and SAN switch with redundancy.
8. Proposed SAN should have minimum storage of 5TB usable capacity with RAID 5 on each location and can have capacity to expand up to 15TB storage with RAID 5 on both the locations.
9. Proposed SAN should have site to site replication capability.
10. Proposed solution should have to use existing network infrastructure in the organization.
11. Proposed hardware should able to support IPv4 and IPv6.
12. Hardware support for two years post the first three years to be mentioned separately.

9.3 General Software specifications for DVS

Provision for DVS: For 200 numbers of concurrent / named users (initially, scalable to 300 concurrent / named users in 1 year).
Locations: 120 at Mumbai and 80 at Chennai
Make and model: to be specified
Product description: to be specified

1. The solution must include the supply of 200 concurrent / named user licenses to access desktop OS VM instances for scoped users.
2. The solution must include proposal for the software for the virtualization, clients, antivirus, backup and MS office.
3. The software supplied should ensure that NPCI has the rights to receive product updates and upgrades as they are released at no additional charge.
4. The licenses provided should be worldwide support offering Production Support and Subscription that include software support along with periodic fixes and enhancements to the products.
5. The solution must ensure that the proposed DVS Licenses are of the highest edition with 5 Years 24 x 7 Support and Software Assurance. The support should be email / web / telephonic and must be provided by the OEM / Software vendor.

6. The proposed DVS software should able to support High availability and load balancing between the servers.
7. Provided solution should be able to deliver Application virtualization at no extra cost.
8. The proposed DVS software should able support centralized profile management for users.
9. The proposed DVS solution should be capable to support Antivirus deployment on individual VM level/ Hypervisor level/ Storage level
10. The proposed DVS software should able support backup solutions available in the market.
11. The proposed DVS software should able support with existing McAfee Enterprise solution in the organization.
12. The proposed DVS software should able to replicate the user profile to remote location using existing network infrastructure.
13. Proposed DVS solution should support any device in the market over the internet.
14. The proposed DVS software solution should able to support IPv4 and IPv6.

Section 10 - Documents forms to be put in Envelope A

Annexure A1   Bidder's Letter for EMD

To

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

Subject: RFP No.13-14/0017 dated 16.09.2013 for selection of vendor for the "Proposal for Desktop Virtualization Solution (DVS)"

We have enclosed an EMD in the form of a Demand Draft No.____ issued by the branch of the _____Bank, for the sum of Rs.5, 00,000/- (Rupees Five Lakhs Only). This EMD is as required by clauses 5.7, 5.8 and 5.9 of the Instructions to Bidders of the above referred RFP.

Thanking you,

Yours faithfully,

(Signature of the Bidder)
Printed Name:
Designation:
Seal:
Date:
Business Address:

Annexure A2   Bid Security (Bank Guarantee)

_____
[Bank's Name, and Address of Issuing Branch or Office]

National Payments Corporation of India: _____

Date: _____

BID GUARANTEE No.: _____

We have been informed that_____ (hereinafter called "the Bidder") has submitted to you its bid dated (hereinafter called "the Bid") for the execution of _____under RFP No.13-14/0017 dated 16.09.2013.

Furthermore, we understand that, according to your conditions, bids must be supported by a bank guarantee.

At the request of the Bidder, we _____ hereby irrevocably undertake to pay you without any demur or protest, any sum or sums not exceeding in total an amount of Rs.5, 00,000/-(Rupees Five Lakhs only) upon receipt by us of your first demand in writing accompanied by a written statement stating that the Bidder is in breach of its obligation(s) under the bid conditions, because the Bidder:

(a) Has withdrawn its Bid during the period of bid validity specified by the Bidder in the Form of Bid; or

(b) having been notified of the acceptance of its Bid by NPCI during the period of bid validity, (i) fails or refuses to execute the Contract Form; or (ii) fails or refuses to furnish the performance security, if required, in accordance with the Instructions to Bidders.

This guarantee will expire:
   (a) If the Bidder is the successful bidder, upon our receipt of copies of the contract   signed by the Bidder and the performance security issued to you upon the instruction of the Bidder; or
   (b) if the Bidder is not the successful bidder, upon the earlier of (i) our receipt of a copy of your notification to the Bidder of the name of the successful bidder; or (ii) three months after the expiration of the Bidder's Bid.

Consequently, any demand for payment under this guarantee must be received by us at the Office on or before that date.

_____

[Signature]

Annexure B   Bid Offer Forms (without Price) (Bidder's Letter Head)

OFFER LETTER

Date:

To

The Chief Executive Officer
National Payments Corporation of India
C-9, 8th Floor, RBI Premises,
Bandra Kurla Complex, Bandra (East),
Mumbai – 400 051

Dear Sir,

Subject: RFP No. NPCI: RFP:13-14/0017 dated 16.09.2013 for "RFP for Desktop Virtualization Solution (DVS)".

We have examined the above referred RFP document. As per the terms and conditions specified in the RFP document, and in accordance with the schedule of prices indicated in the commercial bid and made part of this offer.

We acknowledge having received the following addenda / corrigenda to the RFP document.

Addendum No. / Corrigendum No.	Dated

While submitting this bid, we certify that:

1.   Prices have been quoted in INR.

2.   The prices in the bid have not been disclosed and will not be disclosed to any other bidder of this RFP.

3.   We have not induced nor attempted to induce any other bidder to submit or not submit a bid for restricting competition.

4.   We agree that the rates / quotes, terms and conditions furnished in this RFP are for NPCI and its Associates.

If our offer is accepted, we undertake, to start the assignment under the scope immediately after receipt of your order. We have taken note of Penalty clauses in the RFP and agree to abide by the same. We also note that NPCI reserves the right to cancel the order and order cancellation clause as per terms and condition would be applicable. We understand that for delays not attributable to us or on account of uncontrollable circumstances, penalties will not be levied and that the decision of NPCI will be final and binding on us.

We agree to abide by this offer till 180 days from the last date stipulated by NPCI for submission of bid, and our offer shall remain binding upon us and may be accepted by NPCI any time before the expiry of that period.

Until a formal contract is prepared and executed with the selected bidder, this offer will be binding on us. We also certify that the information/data/particulars furnished in our bid are factually

correct. We also accept that in the event of any information / data / particulars are found to be incorrect, NPCI will have the right to disqualify /blacklist us and forfeit bid security.

We undertake to comply with the terms and conditions of the bid document. We understand that NPCI may reject any or all of the offers without assigning any reason whatsoever.

As security for the due performance and observance of the undertaking and obligation of the bid we submit herewith Demand Draft bearing no. _____dated _____ drawn in favor of "National Payments Corporation of India" or Bank Guarantee valid for ____days for an amount of Rs.5,00,000 (Rs.Five Lakhs Only) payable at Mumbai.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Company:

Address

Annexure C   Manufacturer's Authorization Form

[The Bidder shall require the Manufacturer to fill in this Form in accordance with the instructions indicated. This letter of authorization should be on the letterhead of the Manufacturer and should be signed by a person with the proper authority to sign documents that are binding on the Manufacturer. The Bidder shall include it in its bid]

Date:

To:

WHEREAS

We_____,who are official manufacturers/OEM vendors of_____having factories at_____ do hereby authorize _____ to submit a bid the purpose of which is to provide the following Goods, manufactured by us _____, and to subsequently negotiate and sign the Contract.

We hereby extend our full guarantee and warranty, with respect to the Goods offered by the above firm.

Signed by the Manufacturer/OEM Vendor:

Name:

Title:

Dated on _____ day of _____, _____

Annexure D   Bidder Information

	Details of the Bidder			
1	Name of the Bidder (Prime)			
2	Address of the Bidder			
3	Status of the Company (Public Ltd/ Pvt. Ltd)			
4	Details of Incorporation of the Company.	Date:		
		Ref#		
6	Valid Sales tax registration no.			
7	Valid Service tax registration no.			
8	Permanent Account Number (PAN)			
9	Name & Designation of the contact person to whom all references shall be made regarding this tender			
10	Telephone No. (with STD Code)			
11	E-Mail of the contact person:			
12	Fax No. (with STD Code)			
13	Website			
	Financial Details (as per audited Balance Sheets) (in Cr)			
14	Year	2009-10	2010-11	2011-12
15	Net worth			
16	Turn Over			
17	PAT			

Annexure E   Declaration for Clean Track Record

To

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

Sir,

I have carefully gone through the Terms & Conditions contained in the RFP Document for Selection of vendor for **"Request for Proposal for Desktop Virtualization Solution (DVS)"** for a period of five years. I hereby declare that my company has not been debarred/black listed by any Government / Semi Government / Private organizations in India. I further certify that I am competent officer and duly authorized by my company to make this declaration.

Yours faithfully,

(Signature of the Bidder)
Printed Name
Designation
Seal
Date:
Business Address:

Annexure F   Declaration for Acceptance of RFP Terms and Conditions

To

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

Sir,

I have carefully gone through the Terms & Conditions contained in the RFP document for Selection of vendor for **"Request of Proposal for Desktop Virtualization Solution (DVS)"**. I declare that all the provisions of this RFP/Tender Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

(Signature of the Bidder)
Printed Name
Designation
Seal
Date:
Business Address:

Annexure G   Declaration for Acceptance of Scope of Work

To

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

Sir,

I have carefully gone through the Scope of Work contained in the RFP document for Selection of vendor for **"Request for Proposal for Desktop Virtualization Solution (DVS)"**.

I declare that all the provisions of this RFP / Tender Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

(Signature of the Bidder)
Printed Name
Designation
Seal
Date:
Business Address:

Annexure H   Format Power of Attorney

(On Stamp paper of relevant value)

Know all men by the present, we _____ (name of the company and address of the registered office) do hereby appoint and authorize _____ (full name and residential address) who is presently employed with us holding the position of _____ as our attorney, to do in our name and on our behalf, deed and things necessary in connection with or incidental to our proposal for **"Request for Proposal for Desktop Virtualization Solution (DVS)"** in response to the RFP by NPCI, including signing and submission of all the documents and providing information/responses to NPCI in all the matter in connection with our bid. We hereby agree to ratify all deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all deeds and things done by our aforesaid attorney shall always be deemed to have been done by us.

Dated this _____ day of _____ 2013.
For _____.

(Signature)

(Name Designation and Address)

Accepted

Signature)
(Name Designation)
Date:
Business Address:

Annexure I   Eligibility Criteria Compliance

Eligibility Criteria	Complied with Statements	Proof Attached
The bidder should be a company registered under the Companies Act,1956 since the last three years		Valid company Registration Certificate
The bidder should have minimum annual turnover of Rs. 10 crores during the last three financial years (2009-10, 2010-11, 2011-12 or calendar years 2009, 2010, 2011 or bidder's financial years).		Audited balance sheets to be submitted.
Bidder should be a profit (profit after tax) making company in the last financial year i.e. 2011-12 or calendar year 2011 or Bidder's financial year		Audited balance sheets & Profit /loss statement to be submitted.
Bidder should have implemented 2 DVS projects, each of similar size or more as a project across the country in the last two years.		Certificates from satisfied customers to be attached.
Bidder must include two references of clients where successful implementation has been carried out.		Client reference details to be provided.
Bidder should not be currently blacklisted by any bank / institution in India or abroad.		Bidder submit clean track declaration separately(Annexure –E)

Section 11 - Documents to be put in Envelope 'B'

Annexure J   **Proposed Solution Document**

Annexure T   Technical Evaluation Compliance

S. No.	Criteria	Details	Compliance status (Yes/No)	Documents attached
	General requirements			
1	The Desktop Virtualization Solution (DVS) should cater to the following clients at the minimum;			
	a. Desktops			
	b. Laptops			
	c. Ipads			
2	Desktop Virtualization Solution (DVS) must have native clients for Windows 8, Windows 7, Windows XP, Macintosh, Linux, Crome OS, Blackberry OS, IOS, Android and HP WebOS			
3	The solution should cater to users both on the intranet (LAN or WAN) as well as the internet.			
4	The solution should seamlessly scale up or down as per requirement with no/ minimal downtime for existing users.			
5	The solution should include a backup proposal with suitable hardware, licenses, implementation and support for 3 years for DVS infrastructure.			
6	The solution should include the proposal for the best diskless thin client for the solution.			
7	The solution should ensure that mundane tasks related to creating / modifying / deleting of developer VMs should be with minimal administrative efforts.			
8	The solution should have Single / Minimum base images for all delivery methods of Virtual Desktops such as Full VM / Persistent and Non-Persistent VM/ Offline access VM etc.			
9	The solution should be capable of efficiently handling Planned or Unplanned down times with facility to handle Peak / Low workloads.			
10	The solution should integrate and work with Backup solutions, Anti-virus solutions, Storage solutions, Network and Security solutions and not deprive functionality benefits offered for Virtual Desktop Infrastructure.			
11	The solution should target efficient handling of resources like CPU, Memory, Storage IOPS, Network IOPS for Critical/ Non-Critical and Resource Hungry workloads and guarantee resources.			
12	The solution should eliminate boot storm when all the users log in virtual desktops.			
13	The solution should offer security functions within and across Physical servers and Network components.			
14	The solution should not include network equipment like Load Balancer / WAN Optimizer. That will be taken separately as and when required.			
15	The successful bidder should ensure proper project planning for deployment of the infrastructure.			

16	The project scope includes the implementation at both Mumbai and Chennai in a structured manner.			
17	The project scope includes hand – holding the infrastructure for a period of 1 month till all teething troubles are eliminated.			
18	The project also includes handover post subsequent training to NPCI resources.			
	General Hardware specifications for DVS:			
1	Provision for DVS: 200 numbers of concurrent / named users of Medium to heavy.			
2	Locations: 120 at Mumbai and 80 at Chennai			
3	Scalable capacity of DVS: 300 nos. within 1 year			
4	Make and model:	to be specified		
5	Product description:	to be specified		
6	Hardware should be compatible with proposed DVS.			
7	The solution should include the proposal of suitable hardware to meet the requirements to cater to 200 concurrent / named users initially, across Mumbai and Chennai with the split being 120:80 between Mumbai and Chennai.			
8	Hardware proposed should ensure performance and availability to all 200 users.			
9	Hardware should be sized for a maximum of 300 users across the two locations			
10	Proposed hardware solution should have a blade center in both locations with FS SAN connectivity and High availability for DVS.			
11	Proposed solution should be able to add more blade servers to expand up to 300 concurrent / named users.			
12	Proposed solution should have SAN on both location with FC connectivity and SAN switch with redundancy.			
13	Proposed SAN should have minimum storage of 5TB usable capacity with RAID 5 on each location and can have capacity to expand up to 15TB storage with RAID 5 on both the locations.			
14	Proposed SAN should have site to site replication capability.			
15	Proposed solution should have to use existing network infrastructure in the organization.			
16	Proposed hardware should able to support IPv4 and IPv6.			
17	Hardware support for two years post the first three years to be mentioned separately.			
	General Software specifications for DVS			
1	Provision for DVS: For 200 numbers of concurrent / named users (initially, scalable to 300 concurrent / named users in 1 year).			
2	Locations: 120 at Mumbai and 80 at Chennai			
3	Make and model:	to be specified		

4	Product description:	to be specified		
5	The solution must include the supply of 200 concurrent / named user licenses to access desktop OS VM instances for scoped users.			
6	The solution must include proposal for the software for the virtualization, clients, antivirus, backup and MS office.			
7	The software supplied should ensure that NPCI has the rights to receive product updates and upgrades as they are released at no additional charge.			
8	The licenses provided should be worldwide support offering Production Support and Subscription that include software support along with periodic fixes and enhancements to the products.			
9	The solution must ensure that the proposed DVS Licenses are of the highest edition with 5 Years 24 x 7 Support and Software Assurance. The support should be email / web / telephonic and must be provided by the OEM / Software vendor.			
10	The proposed DVS software should able to support High availability and load balancing between the servers.			
11	Provided solution should be able to deliver Application virtualization at no extra cost.			
12	The proposed DVS software should able support centralized profile management for users.			
13	The proposed DVS solution should be capable to support Antivirus deployment on individual VM level/ Hypervisor level/ Storage level			
14	The proposed DVS software should able support backup solutions available in the market.			
15	The proposed DVS software should able support with existing McAfee Enterprise solution in the organization.			
16	The proposed DVS software should able to replicate the user profile to remote location using existing network infrastructure.			
17	Proposed DVS solution should support any device in the market over the internet.			
18	The proposed DVS software solution should able to support IPv4 and IPv6.			

Dated this…………………… Day of………………………..2013.

(Signature)

(Name)   (In the capacity of)

Duly authorized to sign Bid for and on behalf of

Section 12 - Documents to be put in Envelope 'C'

Annexure K   **Commercial Bid Form**

(To be included in Commercial Bid Envelope)

To

NPCI

Dear Sirs,

Re: "RFP for Proposal for Desktop Virtualization Solution (DVS)"

Having examined the Bidding Documents placed along with RFP, we, the undersigned, offer to provide the required infrastructure in conformity with the said Bidding documents for the sum of Rs…………….(Rupees all inclusive) or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, to provide _____ for the above purpose within the stipulated time schedule. We agree to abide by the Bid and the rates quoted therein for the orders awarded by NPCI up to the period prescribed in the Bid which shall remain binding upon us. Until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India.

We have complied with all the terms and conditions of the RFP. We understand that you are not bound to accept the lowest or any Bid you may receive.

Dated this…………………… Day of………………………..2013

(Signature)

(Name)   (In the capacity of)

Duly authorized to sign Bid for and on behalf of

Annexure L   Commercial Bid Format

	Sr. No	Line items	Quantity	Unit Cost	Tax	Total Cost
DC Location	1	**Hardware ** with 3 yrs. warranty Support**				
		(i)				
		(ii)				
		(iii)				
	2	**Software Licences with 3 years support**				
		(i)				
		(ii)				
		(iii)				
	3	Thin client				
		Total A (1+2+3)				
DR Location	4	**Hardware ** with 3 yrs. warranty Support**				
		(i)				
		(ii)				
		(iii)				
	5	**Software Licences with 3 years support**				
		(i)				
		(ii)				
		(iii)				
	6	Thin client				
		Total B (4+5+6)				
Services						
	7	Implementations cost				
AMC Support	8	(i) AMC support for Yr4				
		(ii) AMC support for Yr5				
FM Support	9	(i) FM onsite support for Yr 1				
		(ii) FM Onsite support for Yr 2				
		Total C (7+8+9)				
		Grand Total (A+B+C)				

*All hardware / software **costs** should be detailed with line item wise prices and submitted as Annexure M.

** All the hardware / Software details **configurations and specifications** should be provided in separate Annexure N.

Dated this…………………… Day of………………………..2013

(Signature)

(Name)   (In the capacity of)

Duly authorized to sign Bid for and on behalf of

Annexure M   Line Item Wise Commercial Bid Format

Sr. No.	Line Items	Configurations/ Specifications	Unit Price	Tax	Subtotal	Quantity	Total
			(a)	(b)	(a + b = c)	(d)	(c * d)
	Total						
	Grand Total						

Dated this…………………… Day of……………………….2013

(Signature)

(Name)   (In the capacity of)

Duly authorized to sign Bid for and on behalf of

Annexure N Hardware / Software Configurations and Specifications

Sr. No.	Line Items	Configurations/ Specifications	Quantity

Dated this…………………… Day of………………………..2013

(Signature)

(Name)   (In the capacity of)

Duly authorized to sign Bid for and on behalf of