



Notification pertaining to Request for Proposal for supply and installation of servers

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 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. Initial Purchase Order will be for 5 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 13th 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 ₹3,000/- (INR Three Thousand only plus taxes), payable in the form of Demand Draft/Pay order from any Scheduled Commercial bank in India favouring “**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

Scope of Work – Summary

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, Chennai and Hyderabad. Bidders should provide comprehensive onsite support Warranty for 3 years with next business day response and Response time of 4 hours and resolution time of 12 hrs. NPCI will procure Windows server Operating Licenses separately, but the bidder is required to provide support for installation for the Operating System.

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, 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 ₹5.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.

Eligibility Criteria Response Sheet

1. The Bidders should complete the Eligibility Criteria Response Sheet as given in Annexure - E.
2. Failure to provide the desired information and documents may lead to disqualification of the Bidder.

Technical Requirements

Servers shall be delivered at NPCI's Data Centres / offices at the addresses mentioned in Purchase Order, with the possibility of extending to another office which might come up in the near future.

Requirement:

No.	Line Item	Qty.
HARDWARE Mumbai		
1	Server as per technical specifications vide Annexure -	1
HARDWARE Chennai		
1	Server as per technical specifications vide Annexure -	3
HARDWARE/SOFTWARE Hyderabad		
1	Server as per technical specifications vide Annexure	3
	Red Hat Linux Version 9 Samba Server	1

Server Configuration:

The specifications of the Server are as below:

1	Make	
2	Model	2U Rack Mount
3	Processor	2 x Intel® Xeon® Processor E5649 Processor or higher (6 cores)
4	Chipset	Latest Intel chipset supporting above processor
5	Memory	32 GB PC3 ECC DDR3 RAM using 8GB DDR3 scalable to 192GB
6	Memory Protection	Advanced ECC with multi-bit error protection supporting memory mirroring
7	Hard Drives	5 x 300GB 10K RPM SAS HDD or more hot swappable system disk with mirroring using integrated RAID 0,1,5 on internal disks, It should be possible to hot swap the drives without shutting down the server.
8	Ethernet	Min. 4 network Port One additional NIC dedicated for Remote Management
9	Bus Slots	Minimum of 2 PCI expansions/Mezzanine expansions. Bus slots should support for Dual/Quad Gigabit, Dual 10Gbps and Dual port 4x QDR Infinite band options for increased bandwidth and additional network port requirements.
10	OS Support	Microsoft Windows Server 2008 R2, Windows Server Hyper-V, Redhat Enterprise Linux, SuSE Linux Enterprise Server
11	Virtualization Support	VMware ESX/E SXi , Microsoft Hyper-V
12	Diagnostics	Pre Failure Notification for all active and important components like processors, Memory, Hard drives, etc. and automatic calls logging.
13	Systems Management	Should support unified management suite that can monitor and manage all the servers from the Vendor deployed in our data center.
14	Remote Management	• Should be possible to manage the servers and get access to critical information about the health of the server from any remote location with just the help of a standard Web browser (Internet Explorer).

		<ul style="list-style-type: none"> • Remote management should support remote power on/off of the server and should have the capability to boot the blade server from a remote floppy or CDROM drive or an image of the same. • Should be possible to remotely manage each blade server individually. • Should support access rights for administrators for each blade server individually. Should be able to manage multiple blades in the same enclosure at the same time. • Server management software should be of the same brand as the supplier.
15	Security	Power-on password, administrator password.
16	Systems Management Software	The server should come with systems management software to provide update management, configuration management, patch management and virtualization management. The software should be able to Cap data based on the report.
17	Warranty	3 years warranty. Pre failure warranty on CPU, Memory & Hard disks with 6 Hrs. response and resolution.
18	Delivery	All the necessary tools & tackles licenses, cables / connectors for Ethernet / Fibre / USB / Power etc. required for making the system operational shall be provided by the bidder.
19	Industrial Standard Compliance	ACPI 2.0 Compliant, PCI 2.2 Compliant, WOL Support, MS Logo Certification, USB 2.0 Support
20	Bill of Material	Bidder has to give part nos. of components which will be cross verified with OEM.
21	Power Supply	Redundant Power Supply
22	Software	RedHat Linux Version 9 with Samba Server (Windows Server 2012 would be procured by NPCI – support for installation to be provided by the bidder).

BID Schedule and Address

S.No.	Description	
1	Name of Project	<i>REQUEST FOR PROPOSAL FOR SUPPLY& INSTALLATION OF SERVERS.</i>
2	Tender Reference Number	NPCI:RFP:2013-14/0008 dated:17.7.2013
3	Date of commencement of sale of bidding documents	18.07.2013
4	Last date and time for issue of bidding documents	29.07.2013
5	Last date and time of receiving vendor Pre-bid clarifications in writing	02.08.2013 at 5.00pm
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	12.08.2013 at 3.00pm
9	Address for Sale of Bidding Document and Place of Bid Submission	National Payments Corporation of India, 13 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	12.08.2013 at 3.30pm
11	Place of Commercial Bid Opening	Will be informed to the shortlisted bidders
12	Name and Address for communication	The Head - Procurement National Payments Corporation of India, 13 th Floor R- Tech Park, Nirlon Knowledge Park, Near HUB Mall, Opp. Western Express Highway Goregaon (E), Mumbai – 400 063.
13	Bid Related Queries	Mr.Prashant Awale Email id: prashant.awale@npci.org.in Contact No:+91 8108108650 Mr.Sandeep Sood Email id: sandeep.sood@npci.org.in Contact No:+91 8108186543
14	Bid cost	₹3,371/- (₹3,000/- plus taxes) incl. taxes
15	Bid Security	₹1,00,000/-

Note:

1. Bids will be opened in the presence of the bidders' representatives who choose to attend the bid opening meeting. 2. Date and Time of reverse auction process for Commercial Bid Opening will be intimated later.

3. Bid Cost: DD shall be made in favor of “National Payments Corporation of India” of amount ₹3,371/- inclusive of taxes (Non-Refundable) payable at Mumbai.