



REQUEST FOR QUOTATION FOR AMC FOR HP DATA PROTECTOR

RFQ Reference Number: NPCI:RFQ:2012-13/0015 dated 12.10.2012

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This RFQ 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 RFQ document is to provide bidder with information to assist the formulation of their proposals. This RFQ 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 RFQ 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 RFQ document. NPCI may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFQ document.

Important Detail about RFQ

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. Both the technical and commercial bids prepared in accordance of RFQ document.
2. Envelope 'A' Eligibility Criteria Response.
3. Envelop 'B' Technical Response
4. Envelope 'C' Commercial bid.
5. Copy of this RFQ document duly sealed and signed by the authorized signatory on every page.
6. All the pages of Eligibility Criteria Response, Technical Bid and Commercial Bid duly sealed and signed by the authorized signatory.
7. All relevant certifications, audit reports, to be enclosed to support claims made in the Bid must be in relevant Envelopes.
8. All the pages and submitted document as part of Bid must be duly sealed and signed by the authorized signatory.
9. Prices to be quoted in Indian Rupees (INR).

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Section 1 - BID Schedule and Address

S. No.	Description	
	Name of Project	AMC for HP Data Protector
1	Tender Reference Number	NPCI:RFQ:2012-13/0015 dated 12.10.2012
2	Date of publishing of RFQ Document on the Website	12.10.2012
3	Last date and time of receiving vendor Pre-bid clarifications in writing	23.10.2012
4	Last date and time for Submission Bids	02.11.2012 15.00 hours.
5	a) Date and Time of Eligibility & Technical Bid Opening b) Date and Time of Commercial Bid Opening	02.11.2012 15.30 hours. Will Inform to Eligible & Technically qualified Bidders
6	Place of Bid Submission and opening of Bids	National Payments Corporation of India, 13th Floor, R Tech Park, off western express highway, Nirlon Complex, Near HUB mall , Goregaon-East, Mumbai - 400063
7	Name and Address for communication	Head Procurement National Payments Corporation of India 13th Floor, R Tech Park, off western express highway, Nirlon Complex, Near HUB mall , Goregaon-East, Mumbai - 400063 E-mail: itprocurement@npci.org.in
8	Bid Related Queries	Mr. Prashant Awale: +9181081 08650 Email: prashant.awale@npci.org.in Ms. Minaz Satani: +9181081 08625 Email: minaz.satani@npci.org.in
9	Bid Cost	Nil
10	EMD	Nil

Note: Bids will be opened in the presence of the bidders' representatives who choose to attend. Date and Time of Commercial Bid Opening will be intimated later.

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 at C9, 8th Floor, RBI Premises, Bandra - Kurla Complex, Bandra (East), Mumbai, India. -400 051 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.

2.2 Objective of this RFQ:

National Payments Corporation of India proposes to identify a vendor to provide comprehensive support for HP Data Protector.

Section 3 - Scope of Work

3.1 Scope of Work:

3.1.1. The scope of the work is to provide software support at specified NPCI Offices both at Mumbai & Chennai.

- a) Mumbai Datacenter:
National Payments Corporation of India
C/o TATA Communications Ltd
Tower A-IDC, 3rd Floor,
BKC, Bandra East, Near MTNL Office,
Mumbai -
- b) Chennai Datacenter:
National Payments Corporation of India,
Reliance Communication Infrastructure Limited,
Floor IDC Sha 1-A, Reliance House No-6,
Haddows Road, Nungambakkam,
Chennai - 600006.

3.1.2. HP Data Protector Support Renewal - OEM Support

- 3.1.2.1. **Support Description - HA107AC HP Software 24x7 Support for Mumbai DC & Chennai DC.**

3.1.2.2. HP Software Technical Unlimited Support:

- I. SW Technical Support
- II. SW Electronic Support
- III. 24 hours Std Office Days
- IV. 24 hours Day 6
- V. 24 hours Day 7
- VI. Holidays Covered
- VII. Standard Response

3.1.2.3. HP Software Updates Service:

- I. License to Use & SW Updates (Patches & Upgrades)
- II. HP Recommended SW Updates Method
- III. HP Recommended Doc Updates Method

Product Details - Mumbai

Product No.	Description	Qty.
B6953AA	HP Data Protector One Drv UNIX/NAS/SAN LTU	1
B6961AA	HP Data Protector Start Pk Windows DVD & LTU	1
B6965BA	HP Data Protector On-line Backup Windows LTU	7

Product Details - Chennai

Product No.	Description	Qty.
B6953AA	HP Data Protector One Drv UNIX/NAS/SAN LTU	1
B6961AA	HP Data Protector Start Pk Windows DVD & LTU	1
B6965BA	HP Data Protector On-line Backup Windows LTU	3

3.1.3. Authorized Support Partner resource support

- 3.1.3.1. HP Data Protector 24 x 7 onsite support on call basis
- 3.1.3.2. First level support - on call telephonic to fix the issue
- 3.1.3.3. If call not resolved through telephonic support onsite resource should be deployed within 4 hours of logging complaint
- 3.1.3.4. If problem is not resolved at local level, the problem shall be reported to OEM and ensure technical support is available to response within 4 hours
- 3.1.3.5. In case of failure of any service component during trouble shooting shall be recovered by support vendor to desired state within 12 hours

- 3.1.3.6. Coordination and escalation with OEM in all respects
- 3.1.3.7. Perform patching & upgrades on HP DP product
- 3.1.3.8. Support in integration of HP DP with new Projects
- 3.1.3.9. Fine Tune Backup Process
- 3.1.3.10. Support on restoration / recovery of backup
- 3.1.3.11. Quarterly review backup setup & suggest improvements

Section 4 - Eligibility Criteria

4.1 Pre-requisite:

The Bidder should possess the requisite experience, resources and capabilities in providing the services necessary 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 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.

4.2 Eligibility Criteria:

The invitation to bid is open to all Bidders who qualify the Eligibility Criteria as given below. Failure to provide the desired information and documents may lead to disqualification of the Bidder.

- 4.2.1** The Bidder should be a Company registered under the Companies Act, 1956 since last three years.
- 4.2.2** The bidder should have minimum annual turnover of Rs.5 Cr. during the last three financial years (2009-10, 2010-11, and 2011-12). (If financial accounts for the year 2011-12 are not audited then the bidder should provide balance sheet for the years 2008-09 also, along with unaudited statements for 2011-12. The figures of audited balance sheets only will be reckoned for the purpose of eligibility.)
- 4.2.3** The Bidder should be Authorized Service Provider for HP Software Support that includes HP Data protector. OEM Vendor Authorization form to be attached (Format as given in Annexure-1).

- 4.2.4** The Bidder should be a profit making Company in the last financial year. (2011-2012 or 2010-11 in case unaudited balanced sheet of year 2011-12)
- 4.2.5** The Bidder should provide reference of 3 clients for whom they have done implementation and have provided support during the last 2 years on HP Data protector.
- 4.2.6** The Bidder should not be currently blacklisted by any bank / institution in India or abroad. (Annexure- 4)
- 4.2.7** The bidder should have minimum 5 skilled resources on their payroll for at least a period of 6 months. These resources should be minimum professional graduate and having hands-on experience of minimum 2 years for undertaking most of the services as sought in the RFQ. (Annexure- 7)

Section 5 DURATION OF AMC

5.1 Duration of AMC

- 5.1.1** The duration of the maintenance period is Three years from 01.10.2012 to 30.09.2015

Section 6 - Instruction to Bidders

A. The Bidding Document

6.1 RFQ:

- 6.1.1** RFQ shall mean Request for Quotation
- 6.1.2** Bid, Tender and RFQ are used to mean the same.

6.2 Content of Bidding Document:

- 6.2.1** The Bid shall be in 3 separate envelopes, Envelope A, B and C. The contents of the Envelopes are mentioned in clause 5.9

6.3 Clarifications of Bidding Documents:

- 6.3.1** A prospective Bidder requiring any clarification on the Bidding Documents may notify NPCI in writing at NPCI's address or through email any time prior to the deadline for receiving such queries as mentioned in Section 1.
- 6.3.2** Bidders should submit the queries only in the format given below:

Sr. No	Document Reference	Page No	Clause No	Description in RFQ	Clarification Sought	Additional Remark (if any)

B Preparation of Bid**6.4 Bid Price:**

- 6.4.1** 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 original receipt.

6.5 Period of Validity of Bids:

- 6.5.1** Bids shall remain valid for a period of 90 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 90 days as non-responsive, without any correspondence.

6.6 Format of Bid:

- 5.6.1** The bidders shall prepare one hard copy (marked as 'ORIGINAL') of the Bid.

6.7 5Signing of Bid:

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

C Submission of Bid**6.8 Three-Envelope Bidding process:**

- 6.8.1** The Bid shall be prepared in 3 different envelopes, Envelope A, Envelope B and Envelope C.
- 6.8.2** Each of the 3 Envelopes shall then be sealed and put into an outer envelope marked as '***Request for Quotation (RFQ) for AMC for HP Data Protector***'
- 6.8.3** The inner and outer envelopes shall
1. be addressed to NPCI at the address mentioned in Section 1
 2. The inner envelopes shall indicate the name and address of the Bidder.
 3. If the outer envelope is not sealed and marked as indicated, NPCI will assume no responsibility for the bid's misplacement or premature opening.

6.9 Contents of the 3 Envelopes:

- 6.9.1** Envelope 'A' Eligibility Criteria. The following documents shall be inserted inside Envelope A:
1. OEM Vendors Authorization - Annexure1
 2. Bidder's Information - Annexure 2
 3. Eligibility Criteria Matrix - Annexure 3
 4. Declaration Regarding Clean Track by Bidder - Annexure 4
 5. Bidder Should provide declaration of back to back support with the OEM's with NPCI as the Beneficiary -Annexure 5

6.9.2 Envelope 'B' Technical Bid:

The following documents shall be inserted inside Envelope B

1. Compliance sheet for Scope of Work-Annexure-6
2. Details of Resources Allocated for Project - Annexure - 7

6.9.3 Envelope 'C' Commercial Bid:

1. Commercial price format- Annexure 8
2. Commercial bid form -Annexure 9

6.10 Bid Submission:

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

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

6.11 Bid Currency:

6.11.1 All prices shall be expressed in Indian Rupees only.

6.12 Bid Language:

6.12.1 The bid shall be in English Language.

6.13 Deadline for Submission:

6.13.1 The last date of submission of bids is given in Section 1, unless amended by NPCI through its website.

6.14 Extension of Deadline for submission of Bid:

6.14.1 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.

6.15 Late Bid:

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

6.16 Modifications and Withdrawal of Bids:

6.16.1 Bids once submitted will be treated, as final and no further correspondence will be entertained on this.

6.16.2 No bid will be modified after the deadline for submission of bids

6.17 Right to Reject, Accept/Cancel the bid:

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

6.17.2 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

6.18 RFQ Abandonment:

6.18.1 NPCI may at its discretion abandon the RFQ process any time before the issuance of Purchase Order.

6.19 Bid Evaluation Process:

6.19.1 The Bid Evaluation will be carried out in 2 stages.

6.20 Contacting NPCI:

6.20.1 From the time of Bid opening to the time of Contract award, if any Bidder wishes to contact NPCI for seeking any clarification any matter related to the Bid, it should do so in writing.

Section 7 - Bid Opening

7.1 Opening of Bids:

7.1.1 Bids will be opened in 2 stages:

Stage 1 - In the first stage only the Technical Bids i.e. Envelope A and Envelope B, will be opened.

Stage 2 - In the second stage the Commercial Bids i.e. Envelope C will be opened.

7.2 Opening of Technical Bids:

7.2.1 NPCI will open Envelope 'A' and 'B' 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.

7.2.2 The representatives of the Bidders have to produce an authorization letter from the Bidders 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' representatives are not present at the time of opening of bids, the bids will still be opened at the scheduled time at the sole discretion of NPCI.

7.3 Opening of Commercial Bids:

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

7.3.2 The representatives of the Bidders have to produce an authorization letter from the Bidders 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' representatives are not present at the time of opening of bids, the bids will still be opened at the scheduled time at the sole discretion of NPCI.

Section 8 - Bid Evaluation

8.1 Preliminary Examination of Technical Bids:

- 8.1.1** 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.
- 8.1.2** 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.
- 8.1.3** 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.

8.2 Evaluation of Technical Bids:

- 8.2.1** Compliance to Technical Requirement stipulated in the RFQ, duly supported by documentary evidence will be evaluated in detail.
- 8.2.2** Technical skill set available, availability of customer support personnel etc., would be considered.
- 8.2.3** Written reply, if any, submitted in response to the clarification sought by NPCI, if any, will be reviewed.
- 8.2.4** NPCI may interact with the Customer references submitted by bidder, if required.

8.3 Evaluation of Commercial Bids:

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

1. Where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern; and
2. 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.
3. 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.

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

8.4 Successful Evaluated Bidder:

- 8.4.1** Bidder who has quoted the lowest will be declared as successful evaluated bidder who will be called L1 Bidder.

Section 9 - Terms and Conditions

9.1 Notification of Award/Purchase Order:

- 9.1.1** After selection of the L1 bidder and after obtaining internal approvals and prior to expiration of the period of Bid validity, NPCI will send Notification of Award/Purchase Order to the selected Bidder.

9.2 Signing of Purchase Order:

- 9.2.1** Within 3 days of receipt of Purchase order the successful Bidder shall accept the Purchase Order.
- 9.2.2** Failure of the successful Bidder to comply with the above requirements shall constitute sufficient grounds for the annulment of the award.

9.3 Taxes and Duties:

- 9.3.1** 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.
- 9.3.2** Commercial Bid 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.
- 9.3.3** The benefits realized by supplier due to lower rates of taxes, duties, charges and levies shall be passed on by the supplier to NPCI.

9.4 Support:

9.4.1 HP Data Protector Support Renewal - OEM Support

- 9.4.1.1. Support Description - HA107AC HP Software 24x7 Support for Mumbai DC & Chennai DC.**

9.4.1.2. HP Software Technical Unlimited Support:

1. SW Technical Support
2. SW Electronic Support
3. 24 hours Std Office Days
4. 24 hours Day 6
5. 24 hours Day 7
6. Holidays Covered
7. Standard Response

9.4.1.3. HP Software Updates Service:

1. License to Use & SW Updates (Patches & Upgrades)
2. HP Recommended SW Updates Method
3. HP Recommended Doc Updates Method

Product Details - Mumbai

Product No.	Description	Qty.
B6953AA	HP Data Protector One Drv UNIX/NAS/SAN LTU	1
B6961AA	HP Data Protector Start Pk Windows DVD & LTU	1
B6965BA	HP Data Protector On-line Backup Windows LTU	7

Product Details - Chennai

Product No.	Description	Qty.
B6953AA	HP Data Protector One Drv UNIX/NAS/SAN LTU	1
B6961AA	HP Data Protector Start Pk Windows DVD & LTU	1
B6965BA	HP Data Protector On-line Backup Windows LTU	3

9.4.2 Authorized Support Partner resource support

- 9.4.2.1. HP Data Protector 24 x 7 onsite support on call basis
- 9.4.2.2. First level support - on call telephonic to fix the issue
- 9.4.2.3. If call not resolved through telephonic support onsite resource should be deployed within 4 hours of logging complaint
- 9.4.2.4. If problem is not resolved at local level, the problem shall be reported to OEM and ensure technical support is available to response within 4 hours
- 9.4.2.5. In case of failure of any service component during trouble shooting shall be recovered by support vendor to desired state within 12 hours
- 9.4.2.6. Coordination and escalation with OEM in all respects
- 9.4.2.7. Perform patching & upgrades on HP DP product
- 9.4.2.8. Support in integration of HP DP with new Projects
- 9.4.2.9. Fine Tune Backup Process
- 9.4.2.10. Support on restoration / recovery of backup
- 9.4.2.11. Quarterly review backup setup & suggest improvements

9.5 Penalty for delay in services:

9.5.1 Penalty of Rs. 1,000.00 per day shall be levied for delay in service after completion 12 hours from time of logging the call.

9.6 Payment Terms:

9.6.1 Payment for AMC shall be made quarterly in arrears, within 30 days from the date of receipt of correct Invoice.

9.6.2 PAN card details need to be furnished before claiming payment.

9.7 Price:

9.7.1 There shall be no increase in price for any reason whatsoever.

9.8 Intellectual Property:

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

9.9 Confidentiality:

9.9.1 The Bidder shall (whether or not he submits the tender) treat the details of the documents as secret and confidential.

9.10 Liability:

9.10.1 The selected Bidder shall indemnify NPCI and be liable for loss due to malfunctioning of the 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 selected Bidder.

Section 10 - Technical Requirements

Refer to SOW Section 3 clause no.3.1

Section 11 Documents forms to be put in Envelope 'A'

Annexure-1

Manufacturer's Authorization Form

[The Bidder shall require the Manufacture/OEM 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 support for 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-2

Bidder's 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. Certificate to be submitted in Technical bid		Date:	
			Ref#	
5	Details of Commencement of Business		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) (If financial accounts for the year 2011-12 are not audited then the bidder should provide balance sheet for the years 2008-09 also, along with unaudited statements for 2011-12. The figures of audited balance sheets only will be reckoned for the purpose of eligibility.)				
14	Year	2009-10	2010-11	2011-12
15	Net worth			
16	Turn Over			
17	PAT			

Annexure 3

Eligibility Criteria Matrix

Sr. No.	Description	Complied with statements	Proof attached
1	Registered company under the Companies Act, 1956 since the last 3 years.	YES/NO	Proof should be submitted
2	The bidder should have minimum annual turnover of Rs. 5 crores during the last three financial years (2008-09, 2009-10, 2010-11).	YES/NO	Audited balance sheets & Profit /loss statement to be submitted.
3	The Bidder should be a profit making company in the last financial year (2011-2012 or 2010-11 in case unaudited balanced sheet of year 2011-12)	YES/NO	Audited balance sheets & Profit /loss statement to be submitted.
4.	The bidder should have authorization from Manufacturers (OEM Vendor) to quote for their products. Manufacturers/OEM Vendor Authorizations form to be attached	YES/NO	Manufacturers/OEM Vendor Authorizations form to be attached. (Format as given in Annexure-1)
5.	The Bidder should provide reference of 5 clients for whom they have done implementation and have provided support during the last 2 years on HP Data protector.	YES/NO	Proof should be submitted along with reference contact details
6.	The Bidder should not be currently blacklisted by any bank / institution in India or abroad.	YES/NO	Bidder submit clean track declaration separately(Annexure -4
7.	The bidder should have minimum 5 skilled resources on their payroll for atleast 6 months. These resources should be minimum professional graduate and having hands-on experience of minimum 2 years for undertaking most of the services as sought in the RFP.	YES/NO	Bidder should provide CV of the resources as per Annexure 7

Annexure 4 -

Declaration regarding Clean Track by Bidder Declaration for Clean Track Record (On Company/firm's Letterhead)

To,

The Chief Executive Officer
 13th Floor, South Side in R-Tech (Building 2),
 Pahadi, Goregaon (East),
 Mumbai - 400063
 Sir,

Re: RFP No. NPCI: RFQ: 2012-13/0015 dated 12th October, 2012

I have carefully gone through the Terms and Conditions contained in the above referred RFQ for Certification. I hereby declare that my company/firm is not currently debarred/black listed by any Government / Semi Government organizations/ Institutions in India or abroad. I further certify that I am competent officer in my company/firm to make this declaration.

Or

I declare the following

No.	Country in which the company is debarred/blacklisted/case is pending	Black listed/debarred by Government / Semi Government organizations/ Institutions	Reason	Since when and for how long

(NOTE: In case the company/firm was blacklisted previously, please provide the details regarding Period for which the company/firm was blacklisted and the reason/s for the same)

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

Annexure 5 -

Declaration for Back to Back Support with the OEM's

(With NPCI as the Beneficiary)

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,

Subject: RFP No. NPCI: RFQ: 2012-13/0015 dated 12th October, 2012 for “AMC for HP Data Protector”.

I declare that we (*Name of the Bidder*) have entered in to back to back arrangement with the OEM with NPCI as the Beneficiary for providing maintenance support for HP Data Protector as per the Scope of the RFQ.

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:

Section 12 - To be put in Envelope 'B'**Annexure 6****Scope of Work Compliance Sheet****Product Details - Chennai**

S. No.	Product No.	Description	Qty.	Compliance (Yes/No)
1	B6953AA	HP Data Protector One Drv UNIX/NAS/SAN LTU	1	
2	B6961AA	HP Data Protector Start Pk Windows DVD & LTU	1	
3	B6965BA	HP Data Protector On-line Backup Windows LTU	3	

Product Details - Mumbai

S. No.	Product No.	Description	Qty.	Compliance (Yes/No)
1	B6953AA	HP Data Protector One Drv UNIX/NAS/SAN LTU	1	
2	B6961AA	HP Data Protector Start Pk Windows DVD & LTU	1	
3	B6965BA	HP Data Protector On-line Backup Windows LTU	7	

Annexure 7

Details of Resources Allocated for Project

CURRICULUM VITAE (CV) FOR PROPOSED STAFF TO BE DISCLOSED IN THIS FORMAT ONLY

Summary of Resources Assigned for the project

S. No.	Staff Name	Name of the Consulting Firm/Company	Area of Expertise	Position / Task assigned
1				
2				

CURRICULUM VITAE (CV) FOR PROPOSED STAFF

1. Proposed Position:

[For each position of key professional separate format to be enclosed]:

2. Name of Firm/Company:

[Insert name of firm/company proposing the staff]:

3. Name of Staff:

[Insert full name]:

4. Date of Birth:

5. Nationality:

6. Education:

[Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]:

7. Membership of Professional Associations:

8. Other Training:

9. Countries of Work Experience:

[List countries where staff has worked in the last ten years]:

10. Languages [For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing]:

11. Employment Record:

[Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.]:

From [Year]: To Year]:

Employer:

Positions held:

12. Detailed Tasks Assigned

[List all tasks to be performed under this Assignment/job]

13. Work Undertaken that Best Illustrates Capability to Handle the Tasks

Assigned

[Among the Assignment/jobs in which the staff has been involved, indicate the following information for those Assignment/jobs that best illustrate staff capability to handle the tasks listed under point 12.]

Name of Assignment/job or project:

Year:

Location:

Employer:

Main project features:

Positions held:

Activities performed:

14. Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, if engaged.

Date:

[Signature of staff member or authorized

Place: representative of the staff]

[Full name of authorized representative]:

Section 13 - To be put in Envelope 'C'**Annexure 8****Price Format**

SR NO	PART NUMBER	DESCRIPTION	QTY	UNIT PRICE	1st Year AMC cost	2nd Year AMC cost	3rd Year AMC cost
				(Rs.)	(Rs.)	(Rs.)	(Rs.)
A	Mumbai Location						
1	B6953AA	HP Data Protector (One Drv UNIX/NAS/SAN LTU)	1				
2	B6961AA	HP Data Protector (Backup exec for Windows)	1				
3	B6965BA	HP Data Protector (Backup exec for SQL 2008)	7				
		Support Cost By Bidder (If Any)					
Total A							
B	Chennai Location						
1	B6953AA	HP Data Protector (One Drv UNIX/NAS/SAN LTU)	1				
2	B6961AA	HP Data Protector (Backup exec for Windows)	1				
3	B6965BA	HP Data Protector (Backup exec for SQL 2008)	3				
		Support Cost By Bidder (If Any)					
Total-B							
Total A+B							
	VAT/Sales Tax				Rs.	Rs.	Rs.
	Service Taxes @				Rs.	Rs.	Rs.
Grand Total					Rs.	Rs.	Rs.
Grand Total (1st Yr + 2nd Yr + 3rd Yr)				Rs.			

COMPANY'S NAME

OFFER REF. AND DATE

SIGNATURE

DESIGNATION

Annexure 9

Commercial Bid Form

(To be included in Commercial Bid Envelope)

To:

Date:

NPCI

Dear Sir,

Re: Annual Maintenance Contract for HP Data Protector.

Having examined the Bidding Documents placed along with RFQ, we, the undersigned, offer to provide the required support 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 RFQ. We understand that you are not bound to accept the lowest or any Bid you may receive.

Dated this..... Day of..... 2012.

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of