

Request for Quotation

For

**Upgradation of IFCI's existing Backup Solution (NetBackup) at
Head Office and IFCI DR Site, Mumbai**

Tender No. IFCI/CP-IT-317/2018-19/09

**To be submitted before
11:00 hrs. On 24/09/2018**

**Addressed To
General Manager (IT)
IFCI Limited
IFCI Tower, 61 Nehru Place, New Delhi – 110019**

Key Events & Dates

Tender No.	Tender No. IFCI/CP-IT-317/2018-19/09
Earnest Money Deposit (EMD)	Rs. 50,000/-
Date of Issue	13/09/2018
Date of Pre-Bid Meeting with the bidder	19/09/2018 11:00 hrs.
Last date and time of submission of Bid	24/09/2018 11:00 hrs.
Date and time of opening of Commercial Bids	24/09/2018 12:00 hrs.
Address of Communication and Pre Bid Meeting	General Manager (IT) IFCI Limited , IFCI Tower, 61, Nehru Place New Delhi – 110019
Name of the contact person for any clarification	Sh. Nupur Kaushik , AGM(IT) 91-11-41732159 Sh.Debashish Gupta , DGM(IT) 91-11-41732175
E-mail Address	it-operation@ifcilttd.com
Validity of Proposal	(180) One-hundred-and-eighty days from the date of opening of Financial Bid.

*** Bid security (in the form of Demand Draft/pay order addressed to IFCI Ltd, Payable at New Delhi), to be submitted along with a hard copy Bids along with annexures by the bidders. IFCI reserves the right to change the dates mentioned in this document, which will be communicated to the bidders.**

Note 1: EMD is exempted for applicants who are registered with MSME and NSIC on production of documentary evidence. The documentary evidence should stand valid as on the date of submission of bid and continue to hold at least till bid validity period (i.e. 180 days).

Note 2: The bids are to be submitted in hard copy as per annexures (1-8) enclosed in Tender Box marked "Upgradation of IFCI's existing Backup Solution (NetBackup) at Head Office and IFCI DR Site, Mumbai " at address mentioned below

General Manager (IT)
IFCI Limited
IFCI Tower, 61, Nehru Place
New Delhi – 110019

Bidder may download Tender Document along with terms and conditions from IFCI website www.ifcilttd.com.

Scope of Work (SOW)

Objective

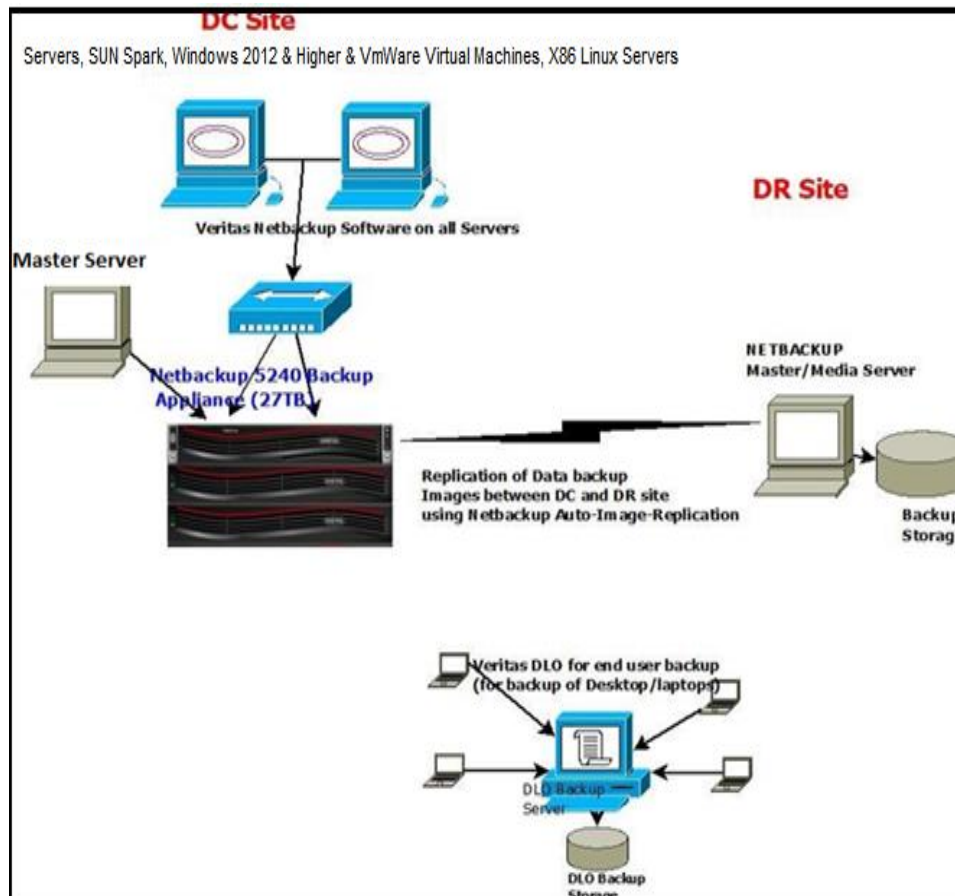
Proposals are invited from the prospective bidders having proper experience and competence in the field of implementation of Veritas Netbackup software and installation of Netbackup Appliance at IFCI Head Office New Delhi.

The purpose is to upgrade IFCI's existing backup system (NetBackup 7.1) with a latest version of NetBackup implemented along with a backup appliance for storage the backups.

Solution

The solution shall involve supply of Hardware, Software and implementation of the entire solution thereon.

The backup architecture is proposed as under:



Appliance (Hardware), NetBackup & DLO Software: -

1. The scope of work involves Supply, Installation, Testing and Commissioning of the entire BOM (Annexure 10).
2. Material should be supplied in a ready to use condition along with all cables, Connectors, License, Software drivers, Manuals and Media etc.
3. The equipment with software offered shall be in accordance with minimum technical specification as provided in Annexure- 1. However higher version / additional specification / deviation from the specification, if any, shall be clearly indicated along with the explanation.
4. Equipment furnished shall be new and complete in every respect with all mountings, rails rack mount fittings, fixtures and standard accessories normally provided with such equipment's and/or needed for erection, completion and safe operation of the equipment's as required by applicable codes though they may not have been specifically detailed in the tender document, unless included in the list of exclusions. All similar standard components/parts of similar standard equipment's provided shall be interchangeable with one another.
5. Powering on equipment after ensuring correctness of terminations interfaces and power supply and making the system ready for testing and commissioning.
6. The vendor shall be responsible for providing all materials, equipment's, and services, specified or otherwise, which are required to fulfill the intent of ensuring operability, maintainability, and reliability of the complete equipment covered under this specification. This work shall be in compliance with all applicable standards, statutory regulations and safety requirements in force of the date of award of this contract.
7. Installation, Testing and Commissioning of the entire solution (hardware & Software as per BOM) as per requirement of IFCI, which would include installation and configuration of necessary agents (NetBackup clients) on the servers / VMs and on Laptops/Desktops for Implementation of DLO.
8. Detailed Documentation to be provided and should be acceptable to IFCI which would include Configuration details & backup of configurations made of the entire implementation.
9. Detailed Training and Knowledge Transfer for a minimum One day and may be extended if desired by IFCI.
10. Onsite Maintenance and Technical support of the entire implementation (For Hardware 3 years, For NetBackup Software for 2 year and for DLO 3 Year)
11. Installation and configuration of NetBackup software and DLO software (Master & Media Server) on IFCI's DR site Mumbai (either on a VMware VM or in a Windows Hypervisor or a Standalone X86 Server) and ensure de-duplication of backups from NetBackup Appliance to the Backup Media Server at DR site Mumbai. The installation on DR site may be done remotely from IFCI's Head Office.

12. Backup and Restoration of Servers include but not limited to :-
 - Oracle Solaris 11, SPARC based system,
 - Oracle Database 12c on Solaris – Sparc based system,
 - Windows 2012 servers and higher,
 - Virtual machines on VM Ware (ESXI Cluster) and Windows Hypervisor
 - Image backup of VmWare / Windows Hypevisor machines.
13. Onsite support for the entire implementation to be provided whenever required by IFCI during the maintenance/support period of the respective hardware/software.
14. Demonstration of the entire solution, its implementation and its operation by the vendor. Demonstration of Restoration from the backup appliance at DC and also the backup server at DR will be demonstrated by the vendor. Acceptance by IFCI shall only be given if the entire BOM (hardware & software) has been supplied by the vendor and implementation and demonstration done as per requirements of IFCI which includes supply of installation/configuration documentations.
15. Ensure that the backups taken from the earlier NetBackup 7.1 version are restorable in the new environment.
16. IFCI may decide to re-locate the ordered hardware in any location in India. In such a case the vendor will be required to unmount the hardware and re-install the same in the new location free of charge. However, shipment / transportation of the hardware shall be the responsibility of IFCI.
17. The above scope of work is a high level guideline for the activities involved, however a detailed plan with requirements shall be discussed and agreed with the selected vendor.

Delivery, Installation and Commissioning of Hardware /Software

Successful installation and acceptance shall mean:-

- That the vendor has supplied the complete hardware & software licenses as per PO, and
- That the vendor has installed the hardware and deployed the licenses as per requirement of IFCI, and
- That the vendor has supplied all Documentation.
- That the NetBackup Master Server & Media server has been installed and configured at both the locations i:e DC and at DR site.
- That the netback agents have been successfully installed/configured and is running as expected on all servers which include Sun SPARC Solaris 11 system (file systems), Oracle database agent on Sun SPARC systems, Windows 2018/2012/2016 servers, Centos/RHEL server, Backup of VMWare VM's on ESXI cluster, VM's on Windows hyper visor has been installed and tested and
- That the vendor has demonstrated backup and restoration to the satisfaction of IFCI.
- That the Replication from the Backup Appliance/Media Server at Head Office to the Media Server /master server at DR Site Mumbai is operational. (Bandwidth/Connectivity to DR Site hardware shall be provided by IFCI).
- DLO backup server and storage has been configured and tested at both the places (DC & DR sites)
- Licenses for DLO Agents (300 maximum) have been deployed and configured by the vendor, tested and found to be functional across end point systems (desktops/laptops) at IFCI Head Office (New Delhi) and also at Mumbai, Ahmedabad, Chennai, Hyderabad, Bangalore, Kolkata offices.
- That the vendor has provided detailed training to the satisfaction of IFCI covering all aspects of the solution.

Project Time lines

Complete scope of work under the above shall be completed as per the time schedule given below: The time line defined below is for both the Locations.

S.No	Activity / Mile stone	Delivery Schedule
1	Hardware Delivery	6 Weeks from date of Purchase Order to the Vendor
2.	Project Implementation & testing after installation including all hardware installation	4-5 Weeks from date of Hardware and Software License Delivery
2.1	Availability tests (and requires 98% availability – often running a selected system load. Failures taken into account for computing the availability may include unavailability of nodes)	60 contiguous days
2.2	DR Drill with failover testing	2 weeks from the date of Availability Test Completion failover testing Completion
3.	Project Completion / Acceptance Test report(ATR)	Within 2 week – Testing DC / DR site Drill
4.	Warranty & Support Services	Shall begin from date of Project Completion / Acceptance Test Report(ATR)

Award of Contract

The notification of the award of contract by IFCI and acceptance of the award by selected Bidder shall constitute signing of the agreement. The signing of agreement will amount to award of contract and bidder will initiate the execution of the work as specified in the agreement.

At the same time as IFCI notifies the successful Bidder that its bid has been accepted, IFCI will send Bidder the Performa for Contract provided in the Tender Document, incorporating all agreements between the parties.

If L1 Vendor fails to execute the order, IFCI will be free to award the contract to L2 Vendor provided L2 matches L1's price and if L2 does not agree, it will be awarded to L3 subject to L3 matching L1's price and in that order.

Payment Terms

- All payments shall be released directly by IFCI to the Bidder except as otherwise provided in the tender. All payments by the IFCI will be effected in Indian Rupees only. Deductions towards liquidated damages shall be made against payment due to the vendor.
- IFCI will have the absolute right to encash Bank Guarantees if sufficiently convinced of negligence and lack of dedication to work on the part of the Bidder.

SNo	Description	Payable Amount
1	Delivery of Hardware and Software (After Completion of Activity SNo.1 of (Project Timeline)	50% of Total Cost
2	Successful Installation of Hardware, Software, integration, Testing both at DC and DR site and Acceptance Test Report Sign-Off thereon. (After Completion of Activity SNo. 3 of project timelines)	40% of Total Cost
3	After 3 months of Successful Running of Entire Solution from the Acceptance Test Report Sign-Off date, and on Receipt of Performance Bank Guarantee for 10% of the Total Order Value, valid for 3 years and a claim period of 6 months thereafter (PBG to submitted as per Annexure-8)	10% of Total Cost

Note : The vendor, within 30 days from the date of Installation and acceptance will furnish a Performance Bank Guarantee, as per format attached in Annexure -6, issued by any scheduled commercial bank equivalent to 10% of the TCO (Total Cost of Ownership) valid for 3 years plus a claim period of 6 months. Upon furnishing the Performance Bank Guarantee, the EMD of the vendor shall be returned. This bank guarantee should be furnished on stamp paper value as per Stamp Act. (Rs. 100/- Stamp).

Liquidated Damages

S No	Activity Milestone	Delivery Schedule	LD Clause
1	Hardware & Software Delivery	6 Weeks from date of Purchase Order to the Vendor	Deduction @ 0.5% per week of undelivered HW/SW applicable after 6 weeks from date of PO.
2.	Project Implementation, installation and testing including all hardware/software at both location DC & DR and hand over of complete product and solution documentation. Install shall also include installation of DLO client agents on user Laptop/desktop at IFCI HO and Offices at Mumbai, Ahmedabad, Chennai, Bangalore, Hyderabad and Kolkata.	4-6 Weeks from date of Hardware and Software License Delivery	Deduction @ 0.5% per week applicable after 6 weeks from the date of delivery of HW/SW.
2.1	Availability tests (requires 98% uptime availability – often running a selected backup/restoration process. Failures taken into account for computing the availability) (Supporting documents / artefacts to be submitted by the vendor)	For 2 continuous weeks from the date of Availability Test Completion failover testing Completion at SNo. 2 above.	NIL
2.2	Failover testing / Backups and Restoration Drill	2 weeks from the date of Availability Test Completion & failover testing.	NIL
3.	Project Completion / Acceptance Test Report(ATR)	Within 2 week – Testing DC / DR site Drill	NIL

Penalty for deficiency in Services

In addition to the liquidated damages not amounting to penalty warning may be issued to the System Integrator for minor deficiencies on its part.

In the case of significant deficiencies in Services causing adverse effect on the Project or on the reputation of the IFCI, penal action including but not limited to debarring for a specified period and/or stopping of all payments under the Agreement may also be initiated as per policy/discretion of the IFCI.

Annexure 1

Price Bid Format (Must be Submitted in a Separate Sealed Envelope and Marked "Price BID for Upgrade of Backup Solution")

Hardware /Software Details

Ref: IFCI Tender No. _____

S No	Description	Qty	Unit price	Total Price (Rs.)
1	NETBACKUP APPLIANCE 5240 27TB 4 1GB ETHERNET - 2 10GBT CU ETHERNET - 4 10GB SFP ETHERNET - 6 8 GB FIBRE CHANNEL STANDARD APPLIANCE + ESSENTIAL MAINTENANCE BUNDLE INITIAL 36MO GOV	3yr Comprehen 1		
2	NETBACKUP PLATFORM BASE COMPLETE ED XPLAT 1 FRONT END TB ONPREMISE STANDARD PERPETUAL LICENSE QTY 0 to 10 GOV	2 year Support 5		
3	ESSENTIAL 24 MONTHS INITIAL FOR NETBACKUP PLATFORM BASE COMPLETE ED XPLAT 1 FRONT END TB ONPREMISE STANDARD PERPETUAL LICENSE QTY 0 to 10 GOV		5	
4	DLO WIN 100 USER ONPREMISE STANDARD LICENSE + ESSENTIAL MAINTENANCE BUNDLE INITIAL 36MO GOV	3 yr Support 3		
5	IMPLEMENTATION COST (If Any)			
Total Amount in Rs.				
Amount in Words				

- All prices exclusive of applicable Taxes . All prices in Rupees.
- The Bidder must guarantee that all offered equipment's delivered are brand new. Further all related software to be supplied/delivered and installed must be of latest version. Confirm (Yes/No): _____

Date:

Signature of Authorized Signatory.....

Place:

Name of the Authorized Signatory.....

Designation:

Name of the Organization

Annexure 2

Service Agreement Level (SLA)

The SLA table below specified support /maintenance shall be adhered to

Service
The vendor should adhere to SLA as per the OEM Service Support Policy listed on their website.

Quarterly Calculation of Penalty

Penalty shall be calculated if the Quarterly Uptime falls in the following criteria.

- 0.50% of [project cost/12/4] if the calculated uptime less than 98% but more than 95%
- 1% of [project cost/12/4] if the calculated uptime less than 95% but more than 90%
- 1.5% of [project cost/12/4] if the calculated uptime less than 90%

At any point in time, if the total penalty accumulated exceeds 10% of the project cost, IFCI may at its discretion invoke the performance bank guarantee.

In case penalty is required to be deducted at the end of the contract period, the same shall be done by invoking the Performance Bank Guarantee submitted, or the vendor paying the penalty amount to IFCI. IFCI may at its discretion wave the penalty, if the vendor is able to provide genuine reasons for its failure to maintain the uptime.

Date: Signature of Authorized Signatory.....

Place: Name of the Authorized Signatory.....

Designation: Name of the Organization

Annexure 3

Documents Required to be submitted

Ref: IFCI Tender No. _____

Sno	Clause	Documents required
A	The bidder should be a registered company in India as per Companies Act 1956 since last 3 years.	The Certificate of Incorporation issued by Registrar of Companies along with the copies of Memorandum and Articles of Association are required to be submitted along with the technical bid.
B	Company must be registered with appropriate authorities for all applicable statutory duties/taxes	Valid documentary proof of: Provisional /GST registration number Income Tax registration/PAN number
C	The bidder should be an authorized partner of the OEM for the product being proposed. Experience of executing similar orders is a must. Should have executed three order from OEM of the similar nature, costing not less than Rs. 30 lakh	A copy of the necessary Partner Certification must be attached. Also copies of Purchase Order (s) having executed the similar orders of OEM to be enclosed along with Technical Bid (a minimum of 3 Purchase orders may be furnished including three order of Rs.30 Lakh.)
D	The bidder shall not be under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies	Self-declaration to that effect should be submitted on company letter Head by The authorized signatory of the Responder.
E	The Bidder must furnish satisfactory service certificate from at least two of its clients wherein they have implemented a similar solution of value not less than 30 lakhs in last two years.	Must enclose satisfactory certificate from the clients.
F	The Bidder must furnish the details of at least 10 qualified technical support staff with skill in Netbackup Implementation.	Declaration from HR, Undertaking regarding the availability of at least 10 qualified technical support staff with skills in NetBackup implementation on the rolls of vendor having experience between 5yrs or more.

Note: Bids satisfying the above essential conditions will only be considered for opening of the commercial bids. In absence of the proof of supportive document the bids will not be considered,

Date: _____ Signature of Authorized Signatory.....

Place: _____ Name of the Authorized Signatory.....

Designation: _____ Name of the Organization

Annexure 4

Ref: IFCI Tender No. _____

BIDDER'S GENERAL INFORMATION

Sr.	Information required	Information to be filled by the bidder		
1.	Name of the bidder			
2.	Year of starting operations			
3.	Constitution of the bidder, i.e., Limited Company, Private Limited Company, Partnership, Sole Proprietorship, or any other type			
4.	Bidder's registered address			
5.	Bidder's corporate address			
6.	Name(s) of partner(s)/Director(s), if applicable			
7.	Address(es) of partner(s)/ Director(s), if applicable			
8.	Name(s) of the authorized executive(s)			
9.	E-mail address(es) of authorized representative(s)			
10.	Phone nos. of authorized representative(s)			
11.	Fax nos. of authorized representative(s)			
		During FY 2015-16 (Audited)	During FY 2016-17 (Audited)	During FY 2017-18 (Audited/CA Certified)
12.	Net Profit (` In crore) *			
13.	Total Turnover (` In crore) **			
14.	No. of support centres			

* The bidder should have posted profit in last three years.

** Bidder should have minimum of average turnover of 50 crore in last three years.

Date: _____ Signature of Authorized Signatory.....

Place: _____ Name of the Authorized Signatory.....

Designation: _____ Name of the Organization

Annexure 5

Self-Declaration

(To be submitted on Vendor's letter head)

Ref: IFCI Tender No. _____

I/ We hereby declare that presently

- 1) Our Company/ firm is having unblemished record and is not declared ineligible for corrupt & fraudulent practices, blacklisted either indefinitely or for a particular period of time, or had work withdrawn, by any Central government or PSU enterprise.
- 2) That the bid is not submitted in consortium as well as sub-contracting
- 3) That I/We accept all terms and conditions contained in the RFP & no further deviation to any of the clauses would be sought for.
- 4) I/We confirm the compliance with the technical specification of the hardware/software proposed as per Annexure-1
- 5) We understand IFCI has every right to reject any or all offers without assigning any reason whatsoever with no liability on IFCI.
- 6) We understand IFCI is not bound to award the contract to the L1 bidder.
- 7) I/We agree to sign Integrity Pact & Non Disclosure Agreement (NDA) , if contract is awarded.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Thanking you,

Date: Signature of Authorized Signatory.....

Place: Name of the Authorized Signatory.....

Designation: Name of the Organization

Annexure 6

Performance Bank Guarantee Format

IFCI Ltd.

IFCI Tower
61, Nehru Place New Delhi-110019

Guarantee No.:

Amount of Guarantee: Rs. _____/-
(Rupees _____ in words _____ only)

Guarantee Cover From: dd/mm/yyyy to dd/mm/yyyy ("Guarantee Period")

Last date of Lodgement of Claim: dd/mm/yyyy

This Deed of Guarantee executed at New Delhi on this day-----of-----
by..... Bank, a body corporate constituted under the Banking Companies
(Acquisition and Transfer of Undertaking) Act, 1970 with IFSC code
_____having its Head Office at

....., inter-alia, a Branch Office at
(hereinafter referred to as the "**Guarantor**", which expression shall, unless it be repugnant
to the subject or context thereof, include its successors and assigns) **in favour of IFCI
Limited**, a Company incorporated under the Companies Act, 1956 with Corporate Identity
Number L74899DL1993GOI053677 and having its registered office at IFCI Tower, 61 Nehru
Place, New Delhi-110019 (hereinafter referred to as "**IFCI**" which expression shall unless it
be repugnant to the subject or context thereof include their successors and assigns).

WHEREAS

i) IFCI has placed orders on M/s _____ having its office
at _____ (hereinafter referred to as the
"**Vendor**") vide its letter No. _____ dated dd/mm/yyyy for
_____. as per specifications and terms and conditions given in the
above said orders (hereinafter referred to as "**Services**"), at a total cost of **Rs.**

_____/ -
(Rupees _____ in words _____ only) (excluding
taxes).

ii) At the request of the Vendor..... (Bank) the Guarantor has agreed to
give such guarantee to IFCI as hereinafter mentioned for the sum of **Rs.**_____/ -
**(Rupees _____ in
words _____ only)** being the 10% cost of the said
Services applicable as hereinbefore mentioned. NOW, THEREFORE, these presents
witnessed as follows:-

1. In consideration of the premises the Guarantor hereby unconditionally absolutely and
irrevocably guarantees and agrees with IFCI that in case the said Services are found to be
defective in material or workmanship or manufacturing and also in case the said
SERVICES do not perform satisfactorily during the Guarantee Period and the Vendor fails to

rectify the defects to the satisfaction of IFCI, the Guarantor shall pay to IFCI upon demand immediately and without any demur or delay a sum of **Rs. _____/-** (Rupees _____ in words _____ only) equivalent to 10% of the said Services as hereinbefore mentioned.

2. The Guarantor shall also indemnify and keep IFCI indemnified against all losses, damages, costs, claims and expenses whatsoever, which IFCI may suffer as a result of non performance of the said Services and also the said Services not conforming to the purchase order specifications or any material, workmanship or manufacturing defect noticed and not rectified by the Vendor during the period. The Guarantor hereby agrees to pay the aforesaid amount in one lump sum on demand irrespective of the fact whether the Vendor admits or denies such claim or questions its correctness in any Court, Tribunal or initiates arbitration/ any proceedings pending before any authority.

3. The guarantee given hereunder shall remain in full force and effect irrespective of any change in the terms and conditions of the contract/orders and notwithstanding the fact whether notice of such change or variation is given to the Guarantor or not AND the Guarantor hereby specifically waives its right to receive any notice of any change and/or variation of the terms and/or conditions of the said contract/orders.

4. The guarantee is issued subject to the condition that the liability of the Guarantor under this guarantee is limited to a maximum of **Rs. _____/- (Rupees _____ in words _____ only)** and the guarantee shall remain in full force for Three years from the date of issue of PO Date and thereafter for such extended period as may be mutually agreed upon by the Guarantor, the Vendor and IFCI.

5) Notwithstanding anything contained herein:

i) The banks liability under this guarantee shall not exceed Rs. ----- (Rupees -----

) ii) The guarantee shall remain in force up-to -----.

iii) The Bank shall be liable to pay the guaranteed amount or any part thereof under this guarantee only if a written claim or demand is served upon the Bank on or before ----- (**xx** Months after expiry of the Guarantee) after which the bank shall be discharged from all liabilities under this guarantee.

In witness whereof, the guarantor has put its hand to this deed at New Delhi on the -----
--- first above mentioned.

for and on behalf of the guarantor

(Name and Designation of the signatory) Authorized signatory

Annexure 7

Escalation Matrix

Ref: IFCI Tender No. _____

Name	Organization	Designation	Mobile	Phone	Email address

Any changes in the Designations / Contact Persons IFCI need to be informed immediately.

Thanking you,

Date: Signature of Authorized Signatory.....

Place: Name of the Authorized Signatory.....

Designation: Name of the Organization

Annexure 8

Confidentially Agreement
(To be submitted on Vendor's letter head)

Ref: IFCI Tender No. _____

The undersigned, a duly authorized officer of _____, does hereby represent, warrant and agree to the following statement:

Subject to confidentiality exclusions, all financial, statistical, personal, technical or other data or programs and information relating to the IFCI's operation which are designated confidential by IFCI and made available to the undersigned shall be protected by the undersigned from unauthorized use and disclosure.

Date: Signature of Authorized Signatory.....

Place: Name of the Authorized Signatory.....

Designation: Name of the Organization