



**BID DOCUMENT**

**FOR**

**Supply, installation and maintenance of Servers at three grids (Chennai, Delhi and Mumbai) and setting up of DR for Cheque Truncation system (CTS) Operations.**

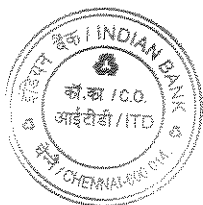
**Last Date for Submission of Bid: 15.10.2018 (03.00 PM)**



**Indian Bank  
Information Technology Department  
Corporate Office,  
254-260, Avvai Shanmugam Salai,  
Royapettah, Chennai - 600 014**

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**Ref: CO:ITD:739/R1:2018-19****Date: 20/09/2018****SECTION – I****INVITATION FOR BIDS (IFB)**

1. Indian Bank is a premier Nationalised Bank with over 2850 Branches and having a business of over Rs. 3,50,000 crores. The Bank had been a forerunner in absorption of technology and has many firsts to its credit in implementation of IT in banking. The Bank has overseas presence through one Branch each in Singapore, Colombo & Jaffna and has reciprocal arrangements with various foreign banks across the globe. Core Banking Solution has been implemented in all the Branches. Bank has introduced Debit Cards, Credit Cards and Exclusive Credit Card "Bharat Card" for common man – first of its kind in the Banking industry. Banking services are offered through multiple delivery channels like ATM, Internet Banking, Telebanking, Mobile Banking etc. Bank is also partnering various e-governance initiatives of Govt of India and State Governments.
2. Bank invites sealed bids for Supply, installation and maintenance of Servers at three grids (Chennai, Delhi and Mumbai) and setting up of DR for Cheque Truncation system (CTS) Operations. Part-I of the bid document will consist of technical and other details and should be submitted manually and Part II will be through Online Reverse Auction process.
3. If required, you may obtain further information from Indian Bank, at the address given below from 10.00 to 17.00 hours on all working days.
4. The address for communication is :-

**Assistant General Manager**  
**Indian Bank, Corporate Office,**  
**Information Technology Department**  
**254-260 Avvai Shanmugam Salai,**  
**Chennai, Pin 600 014, India.**  
**Phone: 044 -28134309/10/11**

**E-Mail-[skkarna55966@indianbank.co.in](mailto:skkarna55966@indianbank.co.in)**  
**[shanmugasundaram.s@indianbank.co.in](mailto:shanmugasundaram.s@indianbank.co.in)**  
**[vishad.khandelwal@indianbank.co.in](mailto:vishad.khandelwal@indianbank.co.in)**

Bids must be delivered to the address given below, on or before 03.00 P.M. on 15.10.2018 and must be accompanied by a Bid Security of INR 15,00,000/- (Rupees Fifteen lakhs only) and a bid fee of INR 5,000/- as Demand Draft in favour of Indian Bank payable at Chennai for (non-refundable). Bid submitted without the Bid Fee and Bid Security will not be considered:

**Chief Manager, Indian Bank, Corporate Office**  
**Expenditure Department, First Floor**  
**254-260 Avvai Shanmugam Salai,**  
**Royapettah, Chennai, Pin 600 014, India.**

Late bids will summarily be rejected. Part I of the bid (consisting of specification as per Annexure I, bid form, bid security form, manufacturer's authorisation form, qualification criteria, service support details and undertaking of authenticity for servers and other hardware/software) will be opened by the bank at 03.30 P.M. on 15.10.2018 at Indian Bank Corporate Office.



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You may send your representative to participate in the bid opening process. After technical evaluation, only the eligible bidders will be communicated of the date and time of online reverse auction process, business rules for the auction and the details of the agency who shall conduct the reverse auction.

**5. PRE-BID MEETING**

- a. A pre-bid meeting is scheduled to be held at the following address at 11.00 hours IST on 26/09/2018. Bidder's designated representatives (maximum two persons) may attend the pre-bid meeting.

**Indian Bank,  
Head Office  
Information Technology Department,  
2<sup>nd</sup> Floor, 66, Rajaji Salai, Chennai – 600 001.**

b. In case the probable bidder wants to participate in the Pre-bid Meeting to be held on the date specified in this bid, they should register themselves with the Bank by sending the cost of bid document i.e. Rs.5,000/- (Rupees Five thousand only, non-refundable) by way of Demand Draft in favour of Indian Bank payable at Chennai. Only those Bidders or their Representatives (Maximum 2 persons) who have registered with the Bank will be allowed to participate in the pre-bid meeting. **Such Bidders who have submitted DD for attending pre bid meeting are not required to submit the DD for cost of Bid Document along with technical bid (Part I).**

c. The purpose of the meeting will be to clarify the doubts raised by the probable bidders.

d. The bidder is requested to submit any queries/clarifications to the Bank at least two days before the date of meeting to the following mail ids.

**E-Mail-[skkarna55966@indianbank.co.in](mailto:skkarna55966@indianbank.co.in)**  
**[shanmugasundaram.s@indianbank.co.in](mailto:shanmugasundaram.s@indianbank.co.in)**  
**[vishad.khandelwal@indianbank.co.in](mailto:vishad.khandelwal@indianbank.co.in)**

The text of the questions raised (without identifying the source of enquiry) and the responses given, together with amendment to the bid document, if any, will be ported in our web site and informed to the bidders who have raised queries in writing.

**6. Benefits to Micro, Small and Medium Enterprises (MSMEs) as per the guidelines of Public Procurement Policy issued by Government of India:**

- As per the above policy, Bank reserves the rights to procure 20% of the total requirements, from Micro, Small and Medium Enterprises (MSMEs) provided such MSMEs are complying with the eligibility criteria and technical specifications of the RFP, quote their price within the price band of L1+15% and agree to bring down their price to L1 price.
- If L1 bidder is an MSME, 100% procurement will be done from the L1 bidder subject to the other terms and conditions of the RFP.
- In case of more than one such MSME, the supply shall be shared proportionately to tender quantity.



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- Special provision for Micro, Small and Medium Enterprises owned by Scheduled Castes or Scheduled Tribes. 4% out of the 20% shall be allotted to such MSEs, if participated in the tender.
- MSMEs are also exempted from payment of cost of bid documents and submission of bid security.
- To avail the above benefits, the bidder should have registered with District Industries Centres or Khadi and Village Industries Commission or Khadi and Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicrafts and Handloom or any other body specified by Ministry of Micro, Small and Medium Enterprises.
- Bidders seeking the above benefits shall submit the documentary proof for having registered with the above agencies (such as Entrepreneur's Memorandum – EM II) at the time of pre-bid meeting or during submission of the technical bids (only if the bidder is not attending the pre-bid meeting).

7. The condition of prior turnover and prior experience may be relaxed for Start-ups (as defined by Department of Industrial Policy and Promotion) subject to meeting of quality & technical specifications and making suitable provisions in the bidding document (Rule 173 (i) of GFR 2017).



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**SECTION – II****INSTRUCTIONS TO BIDDERS**

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**1. Introduction:**

The bidder is expected to read the instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents may result in the rejection of its bid and will be at the bidder's own risk.

**2. Amendment of bidding documents**

**2.1** At any time prior to the deadline for submission of bids, the bank, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder/s, may modify the bidding document by amendment/s.

**2.2** All prospective bidders may check bank's website for amendment/s and it will be binding on them.

**3. Documents constituting the bid**

**3.1** The part-I of the bid prepared by the bidder shall comprise the following components:

**a) Technical bid**

The bidder shall furnish as part of their bid, documents establishing the bidder's eligibility to bid and their qualifications to perform the contract, if their bid is accepted.

As part of their bid, the bidder should submit documents agreeing to the bid's terms and conditions.

The documentary evidence of the bidder's qualifications to perform the contract if their bid is accepted shall be established to the bank's satisfaction:

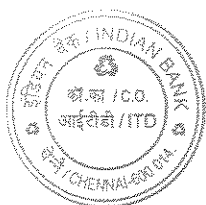
- i. that, the bidder has the financial and technical capability necessary to perform the contract;
- ii. that, the bidder meets the qualification requirements.

**b)** A bid form of the bid document as per format enclosed.

**c)** Bid security (Earnest Money Deposit)

**d)** Other documents as mentioned in checklist.

The bank may, at its discretion, reject any bid document not accompanied by the above.



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- 4.1** The bidder shall furnish, as part I of their bid, documents establishing conformity to the bidding documents of all goods and services, which the bidder proposes to supply under the Contract.
- 4.2** The documentary evidence of conformity of the goods and services to the bidding documents may be in the form of literature, drawings and data, and shall consist of:
- a. A detailed description of essential technical and performance characteristics of the goods;
  - b. An item-by-item commentary of the purchaser's technical specifications demonstrating responsiveness of the goods and services to those specifications, or a statement of deviations and exceptions to the provisions of the technical specifications.

**5. Bid Security (Earnest Money Deposit)**

**5.1** The bidder shall furnish, as part of their bid, a bid security in the form of a bank guarantee issued by a scheduled commercial bank or foreign bank located in India, in the form provided in the bidding documents for a sum of Rs.15,00,000/- (Rupees Fifteen lakhs only) and valid for forty five days (45) days after the validity of the bid (i.e. Bid validity 180 days + 45 days = 225 days from the last date for submission of bid). Bank may seek extension of Bank Guarantee, if required.

**5.2** Unsuccessful bidders' bid security will be discharged or returned after the expiration of the period of bid validity prescribed by the bank.

**5.3** The successful bidder's bid security will be discharged upon the bidders signing the contract and furnishing the performance security.

**5.4** The bidder will forfeit the bid security,

- a. if a bidder withdraws its bid during the period of bid validity specified by the bidder on the bid form.

Or

- b. in the case of a successful bidder, if the bidder fails to sign the contract or to furnish performance security.

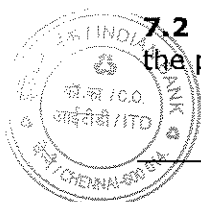
**6. Period of validity of bids**

Bids shall remain valid for the period of 180 days after the last date for submission of bid prescribed. A bid valid for a shorter period shall be rejected by the bank as non-responsive. Bank may seek extension of bid validity, if required.

**7. Format and signing of bid**

**7.1** The person or persons signing the bid shall sign all pages of the bid document, except for unamended printed literature.

**7.2** Any interlineations, erasure or overwriting shall be valid only if they are signed by the person or persons signing the bid.





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**8.1** The bidder shall seal the part I of the bid in separate envelope, duly marking the envelope as Supply, installation and maintenance of Servers at three grids (Chennai, Delhi and Mumbai) and setting up of DR for Cheque Truncation system (CTS) Operations. “- PART I – Technical”. “PART II – Commercial” will be called through Online reverse auction process.

**8.2** The envelope shall:

- a. be addressed to the bank at the address given below;

Chief Manager,  
Indian Bank, Corporate Office,  
Expenditure Department,  
254-260 Avvai Shanmugam Salai  
Royapettah, Chennai, PIN 600 014, India.

- b. bear the project name and a statement: “DO NOT OPEN BEFORE\_\_\_\_\_”, to be completed with the time and the date specified below.

**9. Deadline for submission of Bids**

**9.1** Deadline for bid submission is 15.10.2018, 03.00 P.M. The bid document along with required enclosures should be submitted at the place mentioned in clause No.8.2 either in person or it can be sent by post but it should reach the concerned officer on or before 3.00 P.M. on 15.10.2018.

**9.2** In the event of the specified date for the submission of bids, being declared a holiday for the bank, the bids will be received up to the appointed time on the next working day.

**9.3** The bank may, at its discretion, extend this deadline for the submission of bids by amending the bid documents, in which case all rights and obligations of the bank and bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

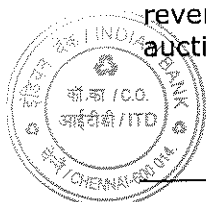
**9.4** Any bid received by the bank after the deadline for submission of bids prescribed by the bank will summarily be rejected and returned unopened to the bidder.

**10. Opening of bids by bank**

**10.1** The bids (PART-I) will be opened in the presence of bidders’ representatives.

**10.2** The bidders’ names, bid modifications or withdrawals and the presence or absence of the requisite bid security and such other details as the bank, at its discretion, may consider appropriate, will be announced at the bid opening. No bid shall be rejected at bid opening, except late bids, which shall be returned unopened to the bidder.

**10.3** The technically qualified bidders will be intimated to participate in the Online reverse auction process (PART II), to identify Lowest Quoted (L1) bidder. Online reverse auction procedures and timings will be informed separately. Technically qualified bidders



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will be informed the modus operandi for this purpose and bidders will have to abide by the e-business rules.

**11. Clarification of bids**

During evaluation of the bids, the bank may, at its discretion, seek clarification from the bidder/s. The request for clarification and the response shall be in writing, and no change in the substance of the bid shall be sought, offered, or permitted.

**12. Evaluation Criteria****12.1 General Evaluation**

- a) The Bank will examine the quote to determine whether they are complete, whether the documents have been properly signed and whether the quote is generally in order.
- b) The bank may waive any minor informality, non-conformity, or irregularity in a quote which does not constitute a material deviation.
- c) Prior to the detailed evaluation, the bank will determine the substantial responsiveness of quote documents. For the purposes of these clauses, a substantially responsive quote is one which conforms to all the terms and conditions of the quote documents without material deviations.

**12.2 Technical Evaluation**

- a) The Bidder should satisfy all the qualification criteria mentioned in Section V of this bid.
- b) The hardware and software offered should meet all the technical specifications as stipulated in the bid.

**12.3 Commercial Evaluation**

- a) Technically qualified bidders alone will be intimated to participate in the Online reverse auction to identify L1 bidder for awarding contract.
- b) The comparison of prices among the vendors shall be between the total price quoted inclusive of all duties, levies, warranty, installation charges but exclusive of taxes only of the goods offered etc.

**13. Bank's right to accept any bid and to reject any or all bids**

The bank reserves the right to accept or reject any bid; annul the bidding process and reject all bid(s) at any time prior to awarding contract, without assigning any reason and without thereby incurring any liability to the affected bidder or bidders.

**14. Negotiation**

The Bank reserves the right to further negotiate on the price offered, with the L1 vendor, if the price quoted is found unreasonable or in any exceptional circumstances

**15. Signing of Contract**

Within fifteen (15) days of Purchase Order, the successful bidder shall sign the contract and return it to the Bank.



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Acceptance of purchase order should be submitted within 5 days of purchase order along with authorisation letter.

If for any reason L1 bidder backs out after issuance of purchase order or the purchase order issued to the L1 bidder does not get executed in part / full, the bidder shall forfeit the EMD / Bank shall invoke performance bank guarantee and blacklist the bidder for a period of one year.

**17. Other Terms and Conditions**

- i. The cost of preparing the proposal including visit / visits to the bank is not reimbursable.
- ii. The bank is not bound to accept any of the proposals submitted and the bank has the right to reject any/all proposal/s or cancel the tender without assigning any reason there for.
- iii. All pages of the bid document, clarifications/amendments if any should be signed by the authorised signatory and kept with Part-I. A certificate to the effect that the authorised signatory has authority to bind the company should also be attached along with the part-I.
- iv. Address of the Service branch locations will be shared with successful bidder.



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**SECTION – III – CONDITIONS OF CONTRACT**

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**1. DEFINITIONS**

In this contract, the following terms shall be interpreted as indicated:

- a. **"The Contract"** means the agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all the attachments and appendices thereto and all documents incorporated by reference therein;
- b. **"The Contract Price"** means the price payable to the supplier under the contract for the full and proper performance of its contractual obligations;
- c. **"The Goods"** means all of the equipment, machinery, and / or other materials which the supplier is required to supply to the purchaser under the contract;
- d. **"The Services"** means those services ancillary to the supply of the Goods, such as transportation and insurance, and any other incidental services, such as installation, commissioning, provision of technical assistance, training and other such obligations of the supplier covered under the contract;
- e. **"The Purchaser"** means Indian Bank.
- f. **"The Supplier"** means the company supplying the Goods and Services under this Contract.
- g. **"The Project Site"**, where applicable, means the place of delivery of equipments.

**2. USE OF CONTRACT DOCUMENTS AND INFORMATION;**

**2.1** The supplier shall not, without the purchaser's prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.

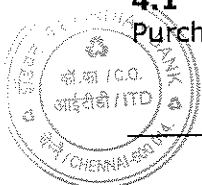
**2.2** The Supplier shall not, without the purchaser's prior written consent, make use of any document or information pertaining to this contract except for purposes of performing the contract.

**3. PATENT RIGHTS**

The Supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods or any part thereof.

**4. PERFORMANCE SECURITY**

**4.1** Within 15 days of issue of Purchase Order, the supplier shall furnish to the Purchaser the Performance Security equivalent to 10% of the Contract Amount in the



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form of a Bank Guarantee, valid for 62 months (with further one month of claim period), in the format enclosed.

**4.2** The proceeds of the Performance Security shall be payable to the Purchaser as compensation for any loss resulting from the Supplier's failure to complete its obligations under the Contract.

**4.3** The Performance Security will be discharged by the Purchaser and returned to the Supplier after expiry of claim period.

## **5. INSPECTIONS AND TESTS**

**5.1** The Purchaser or its Representative/s shall have the right to inspect and / or test the Goods to confirm their conformity to the Contract specifications. The Purchaser shall notify the Supplier in writing, in a timely manner, of the identity of any Representatives retained for these purposes.

**5.2** Any charges payable to the Purchaser's Representative designated for inspection shall be borne by the Purchaser.

**5.3** The inspections and tests may be conducted on the premises of the Supplier or its subcontractor(s), at point of delivery and / or at the Goods' final destination. If conducted on the premises of the Supplier or its subcontractor(s), all reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors at no charge to the Purchaser.

**5.4** Should any inspected or tested Goods fail to conform to the Specifications, the Purchaser may reject the Goods, and the Supplier shall either replace the rejected Goods or make alterations necessary to meet specification requirements at no additional cost to the Purchaser.

**5.5** The Purchaser's right to inspect, test and, where necessary, reject the Goods after the Goods' arrival in the destination shall in no way be limited or waived by reason of the Goods having previously been inspected, tested and passed by the Purchaser or its representative prior to the Goods' shipment.

## **6. PACKING**

The Supplier shall provide such packing of the Goods as is required to prevent their damage or deterioration during transit to their final destination as indicated in the Contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit and open storage. Packing case size and weights shall take into consideration, where appropriate, the remoteness of the Goods' final destination and the absence of heavy handling facilities at all points in transit.

## **7. DELIVERY AND DOCUMENTS**

The equipments should be delivered within 4 weeks from the date of issue of purchase order and installed within 2 weeks from the date of delivery. On delivery the Program Manager / Account Manager of successful bidder is expected to contact the respective in-charge, plan the installation in coordination with Indian Bank team and should complete the installation within the schedule.



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Road permits will not be given / arranged by the purchaser. The supplier has to make his own arrangements to deliver the equipments at the site provided by Bank. The details of shipping and / or other documents to be furnished by the Supplier are as follows.

- (i) Copy of the Supplier Invoice showing contract number, goods, description, quantity, unit price, total amount;
- (ii) Delivery Note, acknowledgement of receipt of goods from the Consignee;
- (iii) Insurance Certificate;
- (iv) Manufacturer's / Supplier's Warranty Certificate;
- (v) License Certificates.

## **8. INSURANCE**

The goods supplied under the Contract shall be fully insured against loss or damage incidental to transportation, storage and erection. The transit insurance shall be for an amount equal to 110 percent of the invoice value of the Goods from "Warehouse to final destination" on "All Risks" basis including War Risks and Strikes.

The supplier should also insure the goods in Indian Territory for the invoice value under Storage cum Erection policy till three months from the date of delivery. For any damage to the delivered goods due to non availability of storage cum erection policy, the supplier has to bear the losses.

## **9. INCIDENTAL SERVICES**

**9.1** The Supplier is required to provide the following services.

- a. Performance or supervision of on-site assembly and / or start-up of the supplied Goods;
- b. Furnishing of tools required for assembly and / or maintenance of the supplied goods;
- c. Furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied Goods;

**9.2** Performance or supervision or maintenance and / or repair of the supplied Goods, for a period of time agreed by the parties, provided that this service shall not relieve the Supplier of any warranty obligations under this contract; and Prices charged by the Supplier for the incidental services, should form part of the price quoted.

## **10. WARRANTY AND AMC**

All the equipments supplied and installed will be under a comprehensive onsite warranty of three years from the date of installation and comprehensive onsite AMC has to be renewed for subsequent two years after warranty period.

## **11. COMPREHENSIVE ONSITE WARRANTY**

**11.1** The Supplier warrants that the Goods supplied under the Contract are new, unused, of the most recent or current model(s) and that they incorporate all recent improvements in design and materials unless provided otherwise in the Contract. The Supplier further warrants that all Goods supplied under this Contract shall have no defect arising from design, materials or workmanship (except when the design and / or material is required by the Purchaser's Specifications) or from any act or omission of the Supplier, that may develop under normal use of the supplied Goods in the conditions prevailing in the country of final destination

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**11.2** This warranty shall remain valid for 36 months for Hardware after the Goods have been installed at the final destination indicated in the Contract, or for forty two (42) months for the hardware after the date of receipt of shipment at the destination, whichever period concludes earlier. The Purchaser shall promptly notify the Supplier in writing of any claims arising under this warranty.

**11.3** Upon receipt of such notice, the Supplier shall with all reasonable speed, repair or replace the defective Goods or parts thereof, without cost to the Purchaser.

**11.4** If the Supplier, having been notified, fails to remedy the defect(s) within a reasonable period, the Purchaser may proceed to take such remedial action as may be necessary, at the Supplier's risk and expense and without prejudice to any other rights which the Purchaser may have against the Supplier under the Contract.

## **12. PAYMENT**

Supplier will have to submit the documents at our office alongwith request letter for payment.

**On Delivery:** Eighty (80)% of the price of the goods delivered will be paid within 15 days of submission of invoice copy and proof of delivery duly counter signed by the purchaser's representative, Original/Copy of Transit Insurance Policy and Original of Storage cum erection policy.

**On Installation:** Twenty (20) % of the price of the goods delivered and installed will be paid within 15 days on submission of Installation Certificate duly counter-signed by the Purchaser's representative, by the Supplier.

Octroi/Entry Tax actually incurred will be reimbursed on submission of original receipt issued by the appropriate authority.

AMC cost will be paid annually in advance.

## **13. CHANGE ORDERS**

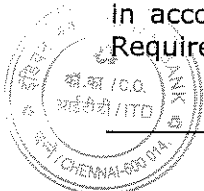
**13.1** The Purchaser may at any time, by a written order given to the Supplier make changes within the general scope of the Contract in any one or more of the following :

- a. the method of shipment or packing;
- b. the place of delivery; and / or
- c. the Services to be provided by the Supplier;

**13.2** If any such change causes an increase or decrease in the cost of, or the time required for, the Supplier's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by the Supplier for adjustment under this clause must be asserted within thirty (30) days from the date of the Supplier's receipt of the Purchaser's change order.

## **14. DELAYS IN THE SUPPLIER'S PERFORMANCE**

**14.1** Delivery of the Goods and performance of Services shall be made by the Supplier in accordance with the time schedule prescribed by the Purchaser in the Schedule of Requirements.





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**14.2** If at any time during performance of the Contract, the Supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the Goods and performance of Services, the Supplier shall promptly notify the Purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Supplier's notice, the Purchaser shall evaluate the situation and may at its discretion extend the Supplier's time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of the Contract.

## **15. LIQUIDATED DAMAGES**

If the Supplier fails to deliver any or all of the Goods or to perform the Services within the period(s) specified in the Contract, the Purchaser shall, without prejudice to its other remedies under the Contract, deduct from the Invoice Price, as liquidated damages, a sum equivalent to 0.5% of the Invoice price for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of 10% for each location. If the equipments are not delivered in time, the Purchaser may consider termination of the contract. The date of delivery of last item to a location will be taken as the date of delivery for entire set of system to that location, for the purpose of calculation of Liquidated Damages.

## **16. TERMINATION FOR DEFAULT**

**16.1** The Purchaser, without prejudice to any other remedy for breach of contract, by 30 days written notice of default sent to the Supplier, may terminate this Contract in whole or in part :

- a. if the Supplier fails to deliver any or all of the Goods within the period(s) specified in the Contract, or within any extension thereof granted by the Purchaser;

or

- b. if the Supplier fails to perform any other obligation(s) under the Contract.

- c. If the Supplier, in the judgement of the Purchaser has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

'For the purpose of this clause:

**"corrupt practice"** means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and

**"fraudulent practice"** means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Purchaser, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Purchaser of the benefits of free and open competition.

**16.2** In the event the Purchaser terminates the Contract in whole or in part, the Purchaser may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered, and the Supplier shall be liable to the



Purchaser for any excess costs for such similar Goods or Services. However, the Supplier shall continue performance of the Contract to the extent not terminated.

**17. FORCE MAJEURE**

**17.1** The Supplier shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

**17.2** For purposes of this clause, "Force Majeure" means an event beyond the control of the Supplier and not involving the Supplier's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

If a Force Majeure situation arises, the Supplier shall promptly notify the Purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the Purchaser in writing, the Supplier shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

**18. TERMINATION FOR CONVENIENCE**

**18.1** The Purchaser, by 30 days written notice sent to the Supplier, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the Supplier under the Contract is terminated, and the date upon which such termination becomes effective.

The Goods that are complete and ready for shipment within thirty (30) days after the Supplier's receipt of notice of termination shall be accepted by the Purchaser at the Contract terms and prices. For the remaining Goods, the Purchaser may elect:

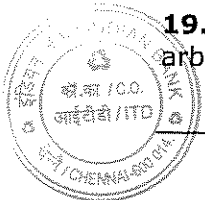
- a. to have any portion completed and delivered at the Contract terms and prices; and / or
- b. to cancel the remainder and pay to the Supplier an agreed amount for partially completed Goods and Services and for materials and parts previously procured by the Supplier.

**19. SETTLEMENT OF DISPUTES**

**19.1** If any dispute or difference of any kind whatsoever shall arise between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such disputes or difference by mutual consultation.

**19.2** If after 30 days the parties have failed to resolve their disputes or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given.

**19.3** Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this clause shall be finally settled by



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arbitration. Arbitration may be commenced prior to or after delivery of the goods under the contract.

Arbitration proceedings shall be conducted in accordance with the following rules of procedure. The dispute resolution mechanism to be applied shall be as follows:

(a) In case of dispute or difference arising between the Purchaser and a domestic Supplier relating to any matter arising out of or connected with this agreement, such dispute or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. The arbitral tribunal shall consist of 3 arbitrators one each to be appointed by the Purchaser and the Supplier; the third Arbitrator shall be chosen by the two Arbitrators so appointed by the Parties and shall act as Presiding Arbitrator. In case of failure of the two arbitrators appointed by the parties to reach upon a consensus within a period of 30 days from the appointment of the Arbitrator appointed subsequently, the Presiding Arbitrator shall be appointed by the Indian Banks' Association, India which shall be final and binding on the parties.

(b) If one of the parties fails to appoint its arbitrator within 30 days after receipt of the notice of the appointment of its Arbitrator by the other party, then the Indian Banks' Association, both in cases of the Foreign Supplier as well as Indian Supplier, shall appoint the Arbitrator. A certified copy of the order of the Indian Banks' Association making such an appointment shall be furnished to each of the parties.

(c) Arbitration proceedings shall be held at Chennai, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.

(d) 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.

(e) Where the value of the contract is Rs. 10 million and below, the disputes or differences arising shall be referred to the Sole Arbitrator. The Sole Arbitrator shall be appointed by agreement between the parties; failing such agreement, by the appointing authority namely the Indian Banks' Association.

(f) Submitting to arbitration may be considered as an additional remedy and it does not preclude the parties to seek redressal/other legal recourse.

**19.4** Notwithstanding any reference to arbitration herein,

- a) the parties shall continue to perform their respective obligation under the contract unless they otherwise agree; and
- b) the purchaser shall pay the supplier any monies due to the supplier.

## **20. CONFIDENTIALITY**

The Company and its employees either during the term or after the expiration of this contract shall not disclose any proprietary or confidential information relating to the project, the services, this contract, or the business or operations without the prior written consent of the Bank.



**21. APPLICABLE LAW**

The Contract shall be interpreted in accordance with the laws of India. Any dispute arising out of this contract will be under the jurisdiction of Courts of Law in Chennai.

**22. INSTALLATION**

The Supplier is responsible for all unpacking, assembling, wiring, installations, cabling between equipment and connecting to power supplies. The Supplier will test all hardware and software operations and accomplish all adjustments necessary for successful and continuous operation of the hardware and software at all installation sites. Data/electrical cabling will be done by the Bank. Supplier has to provide the power cables required to install the systems being supplied.

**23. MAINTENANCE**

During the Warranty the Supplier should respond to call logged and commence repair work within 2 hours. If The problem is not sorted out within next 6 hours penalty @ Rs.10,000 for every additional two hours or part thereof will be levied from the successful bidder ( i.e after 8 hours from time of logging call) and the accumulated penalty will need to be paid to the bank by successful bidder before the expiry of the warranty. If the successful bidder fails to pay the penalty by end of three years contract period, bank may invoke the performance guarantee for the sum equivalent to the amount receivable by the bank. If standby is provided, then the faulty hardware/software must be repaired or replaced with equal or higher configuration within 1 working day excluding the day of reporting. All the software/Equipment supplied should be with 24\*7 support, irrespective of holidays. The supplier shall provide a local number / National toll free number which can be accessible round the clock from all the delivery locations, for registering /reporting any maintenance requirements. An escalation matrix with timelines has to be provided. During the warranty, the supplier shall provide and install updates and upgrades (including new software version release) for all products supplied under this contract along with customisation and documentation at no additional cost to the bank (it includes future upgrades/updates/version changes). If the same failure happens for the same equipment more than once in a month, the cumulative downtime for penalty will be taken from the time of logging of call to till the equipment is brought up for all calls except the first call.

**24. TRAINING**

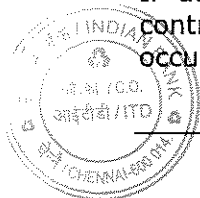
For each hardware and software installed, the Supplier is required to provide training to the designated Bank's personnel to enable them to operate effectively. A team of up to 15 Bank staff have to be trained on the administration of all the installed products

**25. TECHNICAL DOCUMENTATION**

The Technical Documentation involving detailed instruction for operation and maintenance is to be delivered with every unit of the hardware/software supplied. The language of the documentation should be English.

**26. INDEMNITY CLAUSE**

If at the time of your supplying, installing the equipment in terms of the present contract/order or subsequently it appears at any point of time that an infringement has occurred of any patents, trademarks or other rights claimed by any third party, then in



respect of all costs, charges, expenses, losses and other damages which the Bank may suffer on account of such claim, the supplier shall indemnify the Bank and keep it indemnified in that behalf.

**27. IT ACT 2000**

The equipments to be quoted as per this tender should comply with the requirements under Information Technology Act 2000 and subsequent amendments and related Government/Reserve Bank India guidelines issued from time to time.

**28. LIMITATION OF LIABILITY**

Supplier's aggregate liability under the contract shall be limited to 50% of the contract value. This limit shall not apply to third party claims for

a. IP Infringement indemnity.

b. Bodily injury (including Death) and damage to real property and tangible property caused by supplier's negligence. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase order placed by bank on the supplier that gave rise to claim, under this tender.

**29. COVERAGE OF ALL BANKS UNDER THE EPF & MP ACT 1952**

The Successful bidder has to submit attendance, salary, appointment letters etc. of all the outsourced employees for any type of services engaged either through contractors or directly. If engaged through contractors, list of all the contractors engaged for any/all services and whether the said contractors are covered independently under the EPF & MP Act 1952. The agreement of contracts with the contractors, the PF code number of the contractors, if covered, the attendance of the contract employees, the remitted PF challan with the ECR should be submitted.

**30. AUTHORIZATION LETTER FROM OEM**

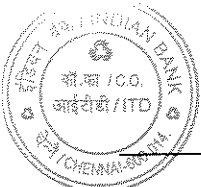
The bidder has to obtain and submit Authorization letter as per format 6 of Section VI from Original Equipment Manufacturer (OEM). If bidder is OEM and they quote their own product, then MAF (Manufacturer's Authorization Form) need not be submitted.

**31. EXIT REQUIREMENTS**

In the event of Agreement comes to end on account of termination or by the expiry of the term / renewed term of the Agreement or otherwise, the Successful bidder shall render all reasonable assistance and help to the Bank and to any new vendor engaged by the Bank, for the smooth switch over and continuity of the Services.

**32. BANK'S RIGHT TO VARY QUANTITIES AT TIME OF AWARD**

The Bank reserves the right to increase or decrease the quantities mentioned in the bidding document up to an extent of 25% of quantity mentioned in the bid without any change in unit price and other terms and conditions. If Bank decides to place "Repeat Order", the same shall be placed by the Bank within 6 months from the date of Purchase Order.



**SECTION IV**

**Annexure I**

**Technical Specification**

**TECHNICAL SPECIFICATION**

**1) CTS APPLICATION/DATABASE SERVER**

Make:	Model:	Quantity:6
Description	Specification	Complied(Yes/No)
Processor	Intel® Xeon® Gold - 6134 3.20 GHz, 24.75 MB cache, HT, 8 Cores	
Core/Processor	8 cores per processor	
Processor Speed	3.20 GHz	
L3 Cache	24.75 MB	
No of CPU-Min	Machine to be supplied with 2 Processor (Total 16 Core)	
No of Sockets-Max	2	
Chipset	Suitable Intel C624 from OEM	
DIMM Slots	16	
Memory Configuration	The System has to be supplied with at least 192 GB RDIMM (operating @1600 MHz or higher) using 16 GB DDR4 Modules	
Memory Property	The System has to support a minimum Memory of 512 GB or Higher with memory mirroring and memory rank sparing	
RAID Controller	RAID Controller Support RAID Levels 0,1,5,10 with hotspare disk configuration feature	
HDD	The system should support at least 8 Nos of 2.5 inch Hot Plug SAS Hard Disks	
HDD Required	The System should be supplied with 5 nos of 600 GB SAS 6G 15K RPM and should be configured in RAID 5 with hot spare	
PCI Slot Compatibility	4 PCI-Express 3.0 Slots or Higher with at least 2 free slots.	
Network	4 Nos of 1 Gbps ports with teaming which needs to be configured	
Ports	4 or more USB 2.0/3.0 Ports to be supported	
Video Controller	On Board Video Controller of at least 16 MB	
Rails	Should provide rack mounting kit and Rails to mount the server on RACK	

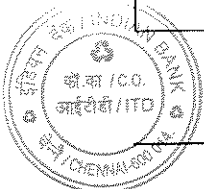


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Form Factor	Rack Mountable, 2U or lower	
HBA Card	Two numbers of Dual Port 16 Gbps Fibre Channel HBA to connect to SAN Switches	
OS to be loaded	Windows Server 2016 or Latest Server Operating System with four year Software Assurance	
OS	Windows Server 2016 or Latest Server Operating System with four year Software Assurance. Volume license (Paper license/e-license). Original License copy to be provided	
Warranty	Three Years Onsite Comprehensive Warranty Maintenance for the Hardware (24/7)	
Redundancy	The System should be supplied with Redundant hot swappable Fans and redundant Power Supplies in 1 + 1 mode	
System Driver & Utilities	The drivers for the system should be supplied on a CD/DVD Media	
Accessories	The system has to be supplied with standard documentation, cables, Rack Mount Kit & Cable Management ARM. Accessories to connect to IP-KVM Switch, network switch, SAN (fibre), etc. should be supplied	

## 2) BACKUP MANGEMENT/ARCHIVAL SERVER

Make:	Model:	Quantity:3
Description	Specification	Complied(Yes/No)
Processor	Intel® Xeon® Gold - 6134 3.20 GHz, 24.75 MB cache, HT, 8 Cores	
Core/Processor	8 cores per processor	
Processor Speed	3.20 GHz	
L3 Cache	24.75 MB	
No of CPU-Min	Machine to be supplied with 1 Processor (Total 8 Core)	
No of Sockets-Max	2	
Chipset	Suitable Intel C624 from OEM	
DIMM Slots	16	
Memory Configuration	The System has to be supplied with at least 160 GB RDIMM (operating @1600 MHz or higher) using 16 GB DDR4 Modules	
Memory Property	The System has to support a minimum Memory of 512 GB or Higher with memory mirroring and memory rank sparing	



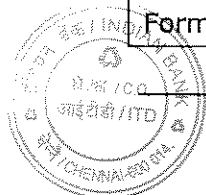
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RAID Controller	RAID Controller Support RAID Levels 0,1,5,10 with hotspare disk configuration feature	
SAS Controller	ADD on SAS/Fiber controller for connecting external LTO drive	
HDD	The system should support at least 8 Nos of 2.5 inch Hot Plug Hard Disks	
HDD Required	The System should be supplied with 5 nos of 600 GB SAS 6G 15K RPM and should be configured in RAID 5 with hot spare	
PCI Slot Compatibility	4 PCI-Express 3.0 Slots or Higher with at least 2 free slots.	
Network	4 Nos of 1 Gbps ports with teaming which needs to be configured	
Ports	4 or more USB 2.0/3.0 Ports to be supported	
Video Controller	On Board Video Controller of at least 16 MB	
Rails	Should provide rack mounting kit and Rails to mount the server on RACK	
Form Factor	Rack Mountable, 2U or lower	
HBA Card	Two numbers of Dual Port 16 GbpsFibre Channel HBA to connect to SAN Switches	
OS to be loaded	Windows Server 2016 or Latest Server Operating System with four year Software Assurance	
OS	Windows Server 2016 or Latest Server Operating System with four year Software Assurance. Volume license(Paper license/e-license). Original License copy to be provided	
Warranty	Three Years Onsite Comprehensive Warranty Maintenance for the Hardware (24/7)	
Redundancy	The System should be supplied with Redundant hot swappable Fans and redundant Power Supplies in 1 + 1 mode	
System Driver & Utilities	The drivers for the system should be supplied on a CD/DVD Media	
Accessories	The system has to be supplied with standard documentation, cables, Rack Mount Kit & Cable Management ARM. Accessories to connect to IP-KVM Switch, network switch, SAN (fibre), etc. should be supplied	

### 3) BLADE CHASIS

**Make:**
**Model:**
**Quantity:1**

Features	Specifications	Complied(Yes/No)
Form Factor	Blade Chassis to house at least 14 half	





	height compute nodes.	
Chasis Connectivity	The Chasis must have Server Side 10 Gig Ethernet and 16Gig Fiber Channel Redundant Connectivity	
	The Enclosure should have at least 2 Nos of redundant network modules with at least 14 x 10 Gb Downlinks (or as per the maximum capacity of the enclosure and at least 10 x 10 Gb uplink ports per Module, Up-linkable to the Data Centre Switch.	
	The Enclosure should have at least 2 Nos. of redundant Fibre Channel modules with at least 8 x 16 Gbps ports (or as per the maximum capacity of the enclosure and at least 8 x 16 Gbps SFPs per FC module.	
Ports	Chassis should support for a minimum of 1 Nos of USB 3.0 Ports or Higher	
Midplane	Chassis should have a passive mid plane for providing connectivity of the Shared resources to the Compute Nodes in a highly Reliable Manner.	
Power Modules	Enclosure should be fully populated with hot pluggable power supplies of highest capacity available and supported by the Blade Enclosure. Power Supplies should support N+N as well as N+ 1 redundancy without any Performance impact on the Servers when the Blade enclosure is fully populated with all the Blade Servers (without CPU Throttling) ,where N should be greater than 1.PDUs to be provided by the OEM as per the requirement. Power Supplies should be the Platinum Power Supplies	
Chasis Management Module	Solution should provide management capabilities to manage controlling Power, Fan Management ,Chassis and Compute node initialization, Switch Management , Resource discovery and Inventory Management ,Resource Alerts and monitoring Management, Chasis and Compute Node power Management and Security policy management and Role-based access control. Should have Hot Pluggable & Redundant Chasis Management Modules. Support simultaneous remote access for different servers in the Enclosure	

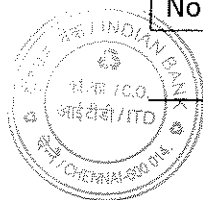
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Support for Multiple Platform	Should provide support for multiple platforms in x86 Servers within the same enclosure	
Cooling	Should have minimum ten fan modules	
Alerts	The Server should be able to alert impending failures on maximum number of Components. The Components covered under alerting Mechanism should at least include Server Components, Switch Components and Chassis Components. It should also be able to provide " Call Home" Type of Alert.	
Integrated Management Interface User	The Proposed Solution should have an Integrated Management for Servers ,Networking and other available hardware resources in the Solution for managing using GUI .Management/Controlling software have to be from the respective OEM's itself	
Management	All Required System Software has to be from the OEM itself	
	Complete GUI with view of the Individual blade Chassis, multiple Chassis in a rack, blade servers, power consumption at chassis level and Blade Level. Management-Comprehensive web enabled system management tools that monitor the system health, environment, critical action etc, With its own data engine to store Status Reports, Alerts and Error Notifications.	
Compatibility with Existing Chasis Available with Bank	The chasis quoted will be compatible with Lenovo Pure flexChasis, for ease of management and monitoring.	

**4) COMPUTE NODES :-**

Make:	Model:	Quantity:3
Features	Specifications	Complied(Yes/No)
Model Name	All the relevant product brochures and manuals must be submitted	
Processor	Intel® Xeon® Gold 6148 2.40 Ghz/20 Core 27.5 MB Cache, 9.6 GT/s QPI	
Core/processor	20 cores per processor	
CPU Frequency	2.40 GHz or Higher	
L3 Cache	27.5 MB Smart Cache or Higher	
No of CPU-Min	2 Processor (Total 40 cores)	



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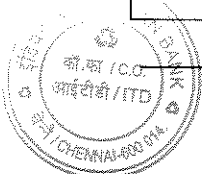
No of Sockets-Max	2	
Chipset	Intel Chipset C624 series or above	
DIMM Slots	16 or Higher	
Memory Configuration	The System has to be supplied with at least 512 GB RDIMM (operating @2400 MHz or higher) using 32 GB DDR4 Modules	
Memory Maximum	The System has to support a minimum Memory of 768 GB or higher	
Memory protection support	Should support Advanced memory protection features like multi-bit error correction / memory mirroring / memory lock-step mode for higher reliability.	
SCSI Controllers	Integrated Hardware RAID Controller to supports Hardware 0, 1.	
Disk Drives	2 x 300GB 6 Gbps15K hot-plug SAS Hard Disk Drive	
Graphics Controller	Graphic Controller with 16MB SD RAM/ DDR3 RAM	
	OR	
	Integrated graphic controller with 256 MB Video Memory.	
Ethernet Adapter	Server should be configured with 2 Number of 10G Ethernet ports (Auto sensing) with support for load balancing / teaming & failover. Also support FCoE and iSCSI functionality on demand, with the capability of increasing the number of NICs per connection without adding extra Blade I/O modules, and reducing cabling uplinks to the data center network. Each of the network port should be capable of tailoring network connections and speeds based on application needs. Additional NIC dedicated for Remote Management. There should be scope, in case Bank decides to increase the NIC ports per blade / chassis.	
Fiber Channel HBA Connectivity	Dual Port 16 Gbps Fiber Channel / FCoE adapter	
Ports	At least One (1) USB 3.0 connector or higher for security key devices and USB drive keys	
Expansion Slots	Minimum of 2 PCI-e based x8/x16 slots supporting Ethernet/FC adapters	
Failure Alerting Mechanism	The server should be able to alert impending failures on maximum number of components. The components covered under alerting mechanism should at least include Processor,	

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	memory and HDDs	
OS Support	Windows Server 2016 or Latest Server Operating System, SUSE Enterprise Linux 10 and Higher, RHEL Linux 5 and higher, VMWARE ESX Server latest edition	
Manageability	Should support unified management suite that can monitor and manage all the servers from the Vendor deployed in our data center.	
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)	
	Integrated management ASIC with dedicated RJ45 port providing out of band access	
	Hardware based and OS independent remote management. 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.	
	All the functionality mentioned in this clause has to be delivered through management module of either the chassis or the blade servers.	

**5) SAN STORAGE – DR SITE**
**Make:**
**Model:**
**Quantity:1**

Features	Specifications	Complied(Yes/No)
Storage Controller	The Storage System shall have a dual controller configuration running in an active-active mode configured as a 2-Way Cluster with automatic failover capabilities in case of one controller failure.	
Controller Cache Requirements	The system should be configured with <b>256 GB cache</b> across the two controllers ( <b>128 GB per controller</b> ) with an ability to protect data on cache. Cache should be mirrored and battery backed. Cache battery backup should be at least 48 hours. Cache should be scalable to 512GB across controllers under cluster in future.	
Raid Level Support	The Storage System should support Raid Levels <b>0,1,5,6,10</b>	



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Host Interface Support	The Storage System Shall have support for 16 Gbps FC & 1Gbps iSCSI Host Connectivity Protocols. The Storage System shall be configured with minimum <b>2 no. of 4x16 Gbps FC Ports</b>	
Drive Technology Support	The Storage System should have support for SSD & HDD, 2.5'/3.5' SAS, 2.5'/3.5' NL-SAS Drives. Disk Drives should be available in following configurations- 1TB/2TB/3TB/4TB NL_SAS 7200 RPM, 300GB,600GB 15K RPM SAS Drives, 600GB, 900GB, 1.2TB 10K RPM SAS Drives, 200GB, 400GB, 800GB SSD. The Storage System shall support a mix & match of different drive types within the same enclosure.	
Storage Capacity	The Storage System should be capable to scale up to 1000 drives when using SAS Physical storage capacity should scale up to at least 1000TB ( using NL SAS)	
	System should be linearly scalable on performance up to 1000 drives. Storage system quoted should be configured with all the required performance related licenses to achieve the maximum performance configuration.	
	Storage System should be configured with <b>1.2 TB 10K SAS HDD Disks</b> and provide a <b>usable space of 100 TB (RAW)</b> .	
Storage Built In Functionality	The Storage System shall support advanced virtualization capabilities of combining storage from multiple RAID Groups into a single pool and provision virtual LUNs/Volumes from this pool. The Storage System shall have the ability to expand LUNS/Volumes on the storage online and instantly	
	The Storage System should have the capability to support Non-Disruptive Data migration across Volumes in the internal storage pool	
	The storage shall have the ability to create logical volumes without physical capacity being available (Thin Provisioned) or in other words system should allow over-provisioning of the capacity. The feature should be made available for the maximum supported capacity	
	The Storage should have the capability to provide QoS for the different LUNs configured in the system. The QoS parameters are user configurable.	

	The Storage System should be configured with the Capability to support creation of instantaneous or Point In Time Snapshot copies of volumes and also creation of full copy clones. The Copy feature needs to support incremental, thin-provisioned and reverse copy operations.	
	The Snapshot Feature needs to support at least 256 snapshot copies per volume	
	The Storage System shall have the capability to support Storage Tiering to automatically manage Hot Spots in the system. The feature should automatically detect and non-disruptively move individual volumes and sub-volumes between Solid State and Spinning Drives (HDDs) to optimize price/performance ratio between the SSDs & HDDs.	
	The Storage System Should provide support for host multi-pathing drivers	
Additional Advanced Software Features Supported	The Storage System shall support Synchronous & Asynchronous Replication for DR Strategy.	
	The Storage System should have the ability to virtualize & create storage pools from external storage controllers to protect the customer investments in currently deployed storage. The storage pool created will comprise drives which are internal to the storage system and drives exported by external storage controllers	
	The Storage System should have the capability to support Non-Disruptive Data migration across Volumes in the external storage pool to assist in data migration.	
	Appropriate software licenses for usable capacity for (Production volume/Non-Production Volume, Flash Copy) need to be provided.	
Management	Easy to use GUI based and web enabled administration interface for configuration, storage management.	
	The GUI interface should be able to provide real time system performance data like IOPS, Bandwidth and CPU utilization. Necessary software required for the same and for Historical performance should also be Provided.	
AC Power	200-240VAC,50Hz	
OS Support	Support for industry-leading Operating System platforms including: LINUX , Microsoft Windows, HP-UX, SUN Solaris, IBM-AIX, VMware	

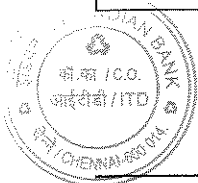
**Ref: CO:ITD:739/R1:2018-19**

**Date: 20/09/2018**

Built in Redundancy	The system shall support Fully Redundant & Hot Swappable Fans & Power Supplies. There shall be support for Non-Disruptive Microcode Update & Non-Disruptive Parts Replacement	
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**6) SAN STORAGE – SERVICE BRANCH CHENNAI**

Make:	Model:	Quantity:1
Features	Specifications	Complied(Yes/No)
Storage Controller	The Storage System shall have a dual controller configuration running in an active-active mode configured as a 2-Way Cluster with automatic failover capabilities in case of one controller failure.	
Controller Cache Requirements	The system should be configured with <b>64 GB cache</b> across the two controllers ( <b>32 GB per controller</b> ) with an ability to protect data on cache. Cache should be mirrored and battery backed. Cache battery backup should be at least 48 hours.	
Raid Level Support	The Storage System should support Raid Levels <b>0,1,5,6,10</b>	
Host Interface Support	The Storage System Shall have support for 16 Gbps FC & 1Gbps iSCSI Host Connectivity Protocols. The Storage System shall be configured with minimum <b>2 no. of 4x16 Gbps FC Ports</b>	
Drive Technology Support	The Storage System should have support for SSD & HDD, 2.5'/3.5' SAS, 2.5'/3.5' NL-SAS Drives.  Disk Drives should be available in following configurations-  1TB/2TB/3TB/4TB NL_SAS 7200 RPM, 300GB,600GB 15K RPM SAS Drives, 600GB, 900GB, 1.2TB 10K RPM SAS Drives, 200GB, 400GB, 800GB SSD.  The Storage System shall support a mix & match of different drive types within the same enclosure.	
Storage Capacity	The Storage System should be capable to scale up to 250 drives when using SAS Physical storage capacity should scale up to at least 500TB (using NL SAS)	



	System should be linearly scalable on performance up to 250 drives. Storage system quoted should be configured with all the required performance related licenses to achieve the maximum performance configuration.	
	Storage System should be configured with <b>1.2 TB 10K SAS HDD Disks</b> and provide a <b>usable space of 41 TB (RAW)</b> .	
Storage Built In Functionality	The Storage System shall support advanced virtualization capabilities of combining storage from multiple RAID Groups into a single pool and provision virtual LUNs/Volumes from this pool. The Storage System shall have the ability to expand LUNs/Volumes on the storage online and instantly	
	The Storage System should have the capability to support Non-Disruptive Data migration across Volumes in the internal storage pool	
	The storage shall have the ability to create logical volumes without physical capacity being available (Thin Provisioned) or in other words system should allow over-provisioning of the capacity. The feature should be made available for the maximum supported capacity	
	The Storage should have the capability to provide QoS for the different LUNs configured in the system. The QoS parameters are user configurable.	
	The Storage System should be configured with the Capability to support creation of instantaneous or Point In Time Snapshot copies of volumes and also creation of full copy clones. The Copy feature needs to support incremental, thin-provisioned and reverse copy operations.	
	The Snapshot Feature needs to support at least 128 snapshot copies per volume	
	The Storage System shall have the capability to support Storage Tiering to automatically manage Hot Spots in the system. The feature should automatically detect and non-disruptively move individual volumes and sub-volumes between Solid State and Spinning Drives (HDDs) to optimize price/performance ratio between the SSDs & HDDs.	
	The Storage System Should provide support for host multi-pathing drivers	

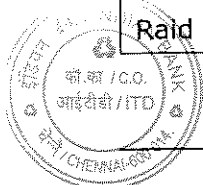


**Ref: CO:ITD:739/R1:2018-19**
**Date: 20/09/2018**

Additional Advanced Software Features Supported	The Storage System should have the ability to virtualize & create storage pools from external storage controllers to protect the customer investments in currently deployed storage. The storage pool created will comprise drives which are internal to the storage system and drives exported by external storage controllers	
	The Storage System should have the capability to support Non-Disruptive Data migration across Volumes in the external storage pool to assist in data migration.	
	Appropriate software licenses for usable capacity for need to be provided.	
Management	Easy to use GUI based and web enabled administration interface for configuration, storage management.	
	The GUI interface should be able to provide real time system performance data like IOPS, Bandwidth and CPU utilization. Necessary software required for the same should also be Provided.	
AC Power	200-240VAC,50Hz	
OS Support	Support for industry-leading Operating System platforms including: LINUX , Microsoft Windows, HP-UX, SUN Solaris, IBM-AIX, VMware	
Built in Redundancy	The system shall support Fully Redundant & Hot Swappable Fans & Power Supplies. There shall be support for Non-Disruptive Microcode Update & Non-Disruptive Parts Replacement	

**7) SAN STORAGE – SERVICE BRANCH DELHI**

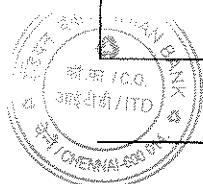
<b>Make:</b>	<b>Model:</b>	<b>Quantity:1</b>
<b>Features</b>	<b>Specifications</b>	<b>Complied(Yes/No)</b>
Storage Controller	The Storage System shall have a dual controller configuration running in an active-active mode configured as a 2-Way Cluster with automatic failover capabilities in case of one controller failure.	
Controller Cache Requirements	The system should be configured with <b>32 GB cache</b> across the two controllers ( <b>16 GB per controller</b> ) with an ability to protect data on cache. Cache should be mirrored and battery backed. Cache battery backup should be at least 48 hours.	
Raid Level Support	The Storage System should support Raid Levels <b>0,1,5,6,10</b>	



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Host Interface Support	The Storage System Shall have support for 16 Gbps FC & 1Gbps iSCSI Host Connectivity Protocols. The Storage System shall be configured with minimum <b>2 no. of 4x16 Gbps FC Ports &amp; 4 X 1Gbps iSCSI Ports.</b>	
Drive Technology Support	The Storage System should have support for SSD & HDD, 2.5'/3.5' SAS, 2.5'/3.5' NL-SAS Drives. Disk Drives should be available in following configurations- 1TB/2TB/3TB/4TB NL_SAS 7200 RPM, 300GB,600GB 15K RPM SAS Drives, 600GB, 900GB, 1.2TB 10K RPM SAS Drives, 200GB, 400GB, 800GB SSD. The Storage System shall support a mix & match of different drive types within the same enclosure.	
Storage Capacity	The Storage System should be capable to scale up to 250 drives when using SAS Physical storage capacity should scale up to at least 500TB (using NL SAS)	
	System should be linearly scalable on performance up to 250 drives. Storage system quoted should be configured with all the required performance related licenses to achieve the maximum performance configuration.	
	Storage System should be configured with <b>1.2 TB 10K SAS HDD Disks</b> and provide a <b>usable space of 28 TB (RAW).</b>	
Storage Built In Functionality	The Storage System shall support advanced virtualization capabilities of combining storage from multiple RAID Groups into a single pool and provision virtual LUNs/Volumes from this pool. The Storage System shall have the ability to expand LUNS/Volumes on the storage online and instantly	
	The Storage System should have the capability to support Non-Disruptive Data migration across Volumes in the internal storage pool	
	The storage shall have the ability to create logical volumes without physical capacity being available (Thin Provisioned) or in other words system should allow over-provisioning of the capacity. The feature should be made available for the maximum supported capacity	



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	The Storage should have the capability to provide QoS for the different LUNs configured in the system. The QoS parameters are user configurable.	
	The Storage System should be configured with the Capability to support creation of instantaneous or Point In Time Snapshot copies of volumes and also creation of full copy clones. The Copy feature needs to support incremental, thin-provisioned and reverse copy operations.	
	The Snapshot Feature needs to support at least 128 snapshot copies per volume	
	The Storage System shall have the capability to support Storage Tiering to automatically manage Hot Spots in the system. The feature should automatically detect and non-disruptively move individual volumes and sub-volumes between Solid State and Spinning Drives (HDDs) to optimize price/performance ratio between the SSDs & HDDs.	
	The Storage System Should provide support for host multi-pathing drivers	
Additional Advanced Software Features Supported	The Storage System should have the ability to virtualize & create storage pools from external storage controllers to protect the customer investments in currently deployed storage. The storage pool created will comprise drives which are internal to the storage system and drives exported by external storage controllers	
	The Storage System should have the capability to support Non-Disruptive Data migration across Volumes in the external storage pool to assist in data migration.	
	Appropriate software licenses for usable capacity for need to be provided.	
Management	Easy to use GUI based and web enabled administration interface for configuration, storage management.	
	The GUI interface should be able to provide real time system performance data like IOPS, Bandwidth and CPU utilization. Necessary software required for the same and for Historical performance should also be Provided.	
AC Power	200-240VAC,50Hz	
OS Support	Support for industry-leading Operating System platforms including: LINUX , Microsoft Windows, HP-UX, SUN Solaris, IBM-AIX, VMware	

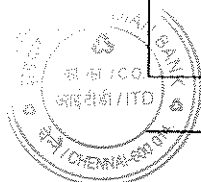
**Ref: CO:ITD:739/R1:2018-19**

**Date: 20/09/2018**

Built in Redundancy	The system shall support Fully Redundant & Hot Swappable Fans & Power Supplies. There shall be support for Non-Disruptive Microcode Update & Non-Disruptive Parts Replacement	
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**8) SAN STORAGE – SERVICE BRANCH MUMBAI**

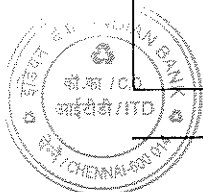
Make:	Model:	Quantity:1
Features	Specifications	Complied(Yes/No)
Storage Controller	The Storage System shall have a dual controller configuration running in an active-active mode configured as a 2-Way Cluster with automatic failover capabilities in case of one controller failure.	
Controller Cache Requirements	The system should be configured with <b>32 GB cache</b> across the two controllers ( <b>16 GB per controller</b> ) with an ability to protect data on cache. Cache should be mirrored and battery backed. Cache battery backup should be at least 48 hours.	
Raid Level Support	The Storage System should support Raid Levels <b>0,1,5,6,10</b>	
Host Interface Support	The Storage System Shall have support for 16 Gbps FC & 1Gbps iSCSI Host Connectivity Protocols. The Storage System shall be configured with minimum <b>2 no. of 4x16 Gbps FC Ports.</b>	
Drive Technology Support	The Storage System should have support for SSD & HDD, 2.5'/3.5' SAS, 2.5'/3.5' NL-SAS Drives. Disk Drives should be available in following configurations- 1TB/2TB/3TB/4TB NL_SAS 7200 RPM, 300GB,600GB 15K RPM SAS Drives, 600GB, 900GB, 1.2TB 10K RPM SAS Drives, 200GB, 400GB, 800GB SSD. The Storage System shall support a mix & match of different drive types within the same enclosure.	
Storage Capacity	The Storage System should be capable to scale up to 250 drives when using SAS Physical storage capacity should scale up to at least 500TB (using NL SAS)	
	System should be linearly scalable on performance up to 250 drives. Storage system quoted should be configured with all the required performance related licenses to achieve the maximum performance configuration.	



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	Storage System should be configured with <b>900 GB 10K SAS HDD Disks</b> and provide a <b>usable space of 20 TB (RAW)</b> .	
Storage Built In Functionality	The Storage System shall support advanced virtualization capabilities of combining storage from multiple RAID Groups into a single pool and provision virtual LUNs/Volumes from this pool. The Storage System shall have the ability to expand LUNs/Volumes on the storage online and instantly	
	The Storage System should have the capability to support Non-Disruptive Data migration across Volumes in the internal storage pool	
	The storage shall have the ability to create logical volumes without physical capacity being available (Thin Provisioned) or in other words system should allow over-provisioning of the capacity. The feature should be made available for the maximum supported capacity	
	The Storage should have the capability to provide QoS for the different LUNs configured in the system. The QoS parameters are user configurable.	
	The Storage System should be configured with the Capability to support creation of instantaneous or Point In Time Snapshot copies of volumes and also creation of full copy clones. The Copy feature needs to support incremental, thin-provisioned and reverse copy operations.	
	The Snapshot Feature needs to support at least 128 snapshot copies per volume	
	The Storage System shall have the capability to support Storage Tiering to automatically manage Hot Spots in the system. The feature should automatically detect and non-disruptively move individual volumes and sub-volumes between Solid State and Spinning Drives (HDDs) to optimize price/performance ratio between the SSDs & HDDs.	
	The Storage System Should provide support for host multi-pathing drivers	
Additional Advanced Software Features Supported	The Storage System should have the ability to virtualize & create storage pools from external storage controllers to protect the customer investments in currently deployed storage. The storage pool created will comprise drives which are internal to the storage system and drives exported by external storage controllers	



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	The Storage System should have the capability to support Non-Disruptive Data migration across Volumes in the external storage pool to assist in data migration.	
	Appropriate software licenses for usable capacity for need to be provided.	
Management	Easy to use GUI based and web enabled administration interface for configuration, storage management.	
	The GUI interface should be able to provide real time system performance data like IOPS, Bandwidth and CPU utilization. Necessary software required for the same should also be Provided.	
AC Power	200-240VAC,50Hz	
OS Support	Support for industry-leading Operating System platforms including: LINUX , Microsoft Windows, HP-UX, SUN Solaris, IBM-AIX, VMware	
Built in Redundancy	The system shall support Fully Redundant & Hot Swappable Fans & Power Supplies. There shall be support for Non-Disruptive Microcode Update & Non-Disruptive Parts Replacement	

### 9) SAN SWITCHES FOR SERVICE BRANCHES

Make:		Model:	Quantity:6
S.No	Specifications	Complied(Yes/No)	
1	The SAN Switches supplied should be of latest generation		
2	Non-blocking architecture with 16 ports in a single domain concurrently active at 16 Gbit/sec full duplex with no oversubscription.		
3	All the ports should provide auto-sensing 4, 8 and 16 Gbit/sec capabilities for backward compatibility using appropriate SFPs		
4	The switch shall support different port types such as , F_Port, M_Port (Mirror Port), EX port and E_Port; self-discovery based on switch type (U_Port); D port ( Diagnostic port)		
5	The switch should be rack mountable and be supplied with proper rack mount kit to mount in a standard rack.		
6	Non disruptive Microcode/ firmware Upgrades and hot code activation.		
7	The switch shall provide minimum Aggregate bandwidth of 256 Gb/sec (16 ports × 16 Gbit/sec (data rate) end to end)		
8	Should support Quality of Service (QoS) to help optimize application performance in consolidated, virtual environments.		

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	It should be possible to define high, medium and low priority QOS zones to expedite high priority traffic.	
9	Support for web based management and should also support CLI.	
10	The switch shall support advanced zoning (Port/WWN based zoning) and ACL to simplify administration and significantly increase control over data access.	
11	It shall be possible to configure the switches with alerts based on threshold values for temperature, fan status, Power supply status, port status.	
12	Switch shall support POST and online/offline diagnostics, including RAS trace logging, environmental monitoring, non-disruptive daemon restart, FCping and Pathinfo (FC traceroute), port mirroring (SPAN port).	
13	Should provide enterprise-class availability features such as redundant and hot pluggable components.	
14	Should have Front-to-back airflow and Back-to-front airflow	
15	Port to Port latency should not be more than 700 ns	
16	The switch should support Inflight Compression and Encryption	
17	The switch shall be supporting SNMP (v2 and v3) management and appropriate MIBs shall be provided.	
18	The switch should support Forward Error Correction and Dynamic Fabric Provisioning	

**10) 24 port activation in SAN 48B-5 Switches - DR SITE :-**

<b>Make:</b>		<b>Model:</b>	<b>Quantity:2</b>
<b>S.No</b>	<b>Specifications</b>	<b>Complied(Yes/No)</b>	
1	Bidder shall supply license and 16 Gbps SFPs for the activation of remaining 24-ports for each of the two 48-Port SAN switches		

**11) Brocade Network Advisor Software Tool**

<b>S.No</b>	<b>Specifications</b>	<b>Complied(Yes/No)</b>
1	Brocade Network Advisor Software Tool for management and Monitoring of SAN switches installed across the bank.	

**12) TAPE LIBRARY**

<b>Make:</b>		<b>Model:</b>	<b>Quantity:3</b>
<b>S No.</b>	<b>Functionality</b>	<b>Complied(Yes/No)</b>	
1	Tape Library shall have GUI Panel and will be rack mountable		
	Tape Library Should be provided with at least 2 Ultrium drives of Generation 8 with 24 cartridge slots		

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3	Tape Library Should be based on open technology ( Supporting heterogeneous hosts) with multi-hosting sharing, robotic mechanism for auto loading of Tape Cartridges	
4	Backup Tape Library should support SAN based backup (LAN Free) as well as LAN based backups	
5	Tape Library should have removable magazines for easy off-site backup storage	
6	Offered Tape Library shall provide 16 Gbps FC connectivity to SAN switches.	
7	Tape library shall support Barcode reader and mail slots.	
8	25 bar-coded Tape Media and 2 cleaning cartridges should also be provided.	
9	The Tape Library Must have GUI based remote management functionality for ease of hardware management	
10	The Tape drive should have redundant Fiber ports for connecting the drives to the SAN environment	

**13) KVM and Monitor :-**

<b>Make:</b>		<b>Model:</b>	<b>Quantity:3</b>
<b>S. No.</b>	<b>Specification</b>	<b>Complied(Yes/No)</b>	
1	All the relevant product brochures and manuals must be submitted		
2	KVM Switch supporting 1 local user, 16 systems with On Screen Display, USB and PS/2 support with sixteen nos. of Cable USB - 6 ft with following description:		
3	Should support cascading to support up to 256 target devices		
4	Should have ability to customize scanning times between attached systems with programmable auto scan		
5	Should use a three-in-one KVM cable that supports USB or PS/2 target devices		
6	OEM same as that of server make Keyboard, Mouse, 17" TFT rack mountable foldable monitor to be provided		
7	Required hardware support:		
	a. Servers of make IBM, HP, Dell, etc.		
	b. Monitors: 1024 x 768 minimum		
	c. Peripherals: PS/2 keyboard, PS/2 mouse, USB keyboard, USB mouse		
8	Form factor 1 U each for KVM and Monitor Console respectively		

**14) SERVER RACK :-**

<b>Make:</b>		<b>Model:</b>	<b>Quantity:3</b>
<b>S. No.</b>	<b>Specification</b>	<b>Complied(Yes/No)</b>	
1	All the relevant product brochures and manuals must be submitted		
2	RACK should be same make as that of server make i.e. OEM make		





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3	Standard 36U 800mmW/1000mmD fully perforated front & back door and side panels, holes should be evenly distributed from top to bottom to permit adequate airflow (equivalent to 64 percent open areas for ventilation), preferably black Color.	
	Should have 36U of vertical mounting space and the servers, KVM and Monitor Console should fit into the rack and necessary rack mount plates/kits to be provided.	
4	Rack doors should having locking arrangements both front panel and rear panel	
5	Adequate clearance between the installed rack component and the side panels of the rack	
6	One number Earthing Kit, One number Cable Manager Horizontal 1U	
7	The bidder should provide 2 (two) nos. Power Distribution Units (PDU) - PDU should have a 32A MCB, a neon Indicator, 16 x IEC C13 Sockets (5 A / 15 A) and at least 3.0 meter cable for connection to the external power source	
8	Castors (One set of 4) , One number Stationary Shelf , One number Keyboard tray rotary with slides , two numbers mounting hardware (Each Pack of 10)	
9	One number Temperature Indication Unit	
10	Two numbers Cat 6 24 port 1 RU Jack Panel for Rack,	
11	The bidder should terminate the Jack Panel and its necessary components using Cable Manager	
12	The bidder shall have to mount new as well as existing servers in the rack and will have to provide the rack mounting kit accordingly	
13	Compliance to EIA-310-D. The bidder has to supply Rack design diagram	
14	Appropriate Cables for connecting Keyboard, Monitor, Mouse etc to be provided	
15	Supporting 1000 Kgs load. Bottom cover with knock out holes for cable entry to be provided	
16	Three pairs of horizontal support shall be fitted on both right and left sides	
17	Fans to be mounted on Rear Door / Roof	
18	Copper based Electrical Grounding / Earthing Strip	
19	Adjustable screw legs – 4 No	

**Software Licenses (DC, DR Site):-**
**The following are the software licenses to be supplied:-**

S. No.	Software Name	Requirement	Complied(Yes/No)
1	Backup Software - CA Arcserve UDP V5 Premium edition with	6	

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	ATS for 5 years		
2	VMware vSphere with Operations Management Enterprise Plus with ATS for 5 years	6	
3	Windows Server 2016 Datacentre Edition 16 core pack with four years Software Assurance	7	
4	Windows Server 2016 Datacentre Edition 4 core pack with four years Software Assurance	2	
5	Windows Server 2016 Standard License with four years Software Assurance	Requirement included in Server Technical Specification	
6	Symantec Backup Solution ATS Renewal for 5 years	2	
7	HP Data Protector Backup solution ATS for 5 years	1	

**Other Terms and Conditions:**

- 1) Bidder has to specify exact total Power, AC and Rack Space requirements for all the hardware quoted along with this quote.
- 2) As and when OS/Storage/VMware/Database Patches, New Firmware Version is announced, Bidder has to inform the bank and install the same without any financial implications during Warranty and AMC period.
- 3) Any future releases/Version upgrades of OS/VMware and related system software, firmware of the systems to be installed/re-installed/upgraded without any financial implications during Warranty and AMC period
- 4) The laying of Fibre cables, FCoE cables, rack cable dressing and labeling should be done neatly without any financial implications by the bidder.
- 5) Detailed documentation of installation and solution has to be provided after successful installation
- 6) All cables and accessories to implement connectivity between Server, SAN Switches, Core Switches & Storage to be provided by the bidder.
- 7) VMware vSphere, VMware vCenter, VMware SRM, CA Arcserve and MS Windows Server Operating System will be upgraded to latest compatible versions available during the entire contract period.
- 8) The bidder shall provide perpetual license for software solution.
- 9) The bidder should supply all the licenses with Software Assurance (For Microsoft software products)/ Annual Technical Support (for all other software supplied) from

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respective OEM for a period detailed in technical specification from the date of delivery of the software.

**Signature** \_\_\_\_\_ **Name** \_\_\_\_\_ **Designation** \_\_\_\_\_



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**SECTION V****QUALIFICATION CRITERIA**

(Bidders should furnish a statement furnishing the compliance details. If a separate sheet is enclosed for details, relevant page number should be mentioned against that item)

The Bid will be rejected and will not be processed further, if the following conditions are not met.

1. The Bidder should be Limited Company and should be in existence in India for the last 5 years as on 31/03/2018.
2. The Bidder should be a Net profit earning organisation for the last three financial years of the bidder.
3. The annual turnover of the Bidder should be more than Rs. 50 crores during each of last three financial years of the bidder.
4. The Bidder should have supplied minimum of 10 rack mountable servers of the make quoted in the bid in single order to Banks / Financial Institutions / Government Organizations in India in each of the last three financial years of the bidder.
5. The Bidder should not have been blacklisted by any Government Dept / PSU / Banks currently.
6. Either OEM or authorized Agents (SI) on behalf of OEM can bid in a tender but not both.
7. The Bidder should have service centre in Chennai, Mumbai, Delhi and Hyderabad. The Postal Address of the service centre along with proof of address should be provided with the bid.
8. The bidder has to offer the complete system as a project. The bidder will offer all peripheral equipment like DIMM, System Boards, NIC etc. to work in active-active dual production mode. However the Bank reserves the right to not procure the peripheral equipments from the bidder. The evaluation will consider whether the bidder has assured up gradations as and when required for the duration of the project. In case of up gradations, the Bank will have the right to renegotiate the rates (depending on the prevailing rates) and go in for higher configurations (as per the technological developments at that time). The bank also has the right to not procure the system required for up gradation.



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**SECTION – VI****1. BID FORM****FORM OF BID**

(Bidders are required to furnish the Form of Bid)

Date: \_\_\_\_\_

To

Indian Bank  
Corporate Office,  
Technology Management Department  
254-260, Avvai Shanmugam Salai,  
Royapettah.  
Chennai 600 014, India.

Sub: Supply, installation and maintenance of Servers at three grids (Chennai, Delhi and Mumbai) and setting up of DR for Cheque Truncation system (CTS) Operations.

Ref: Bid Document No. CO:ITD:739/R1:2018-19 dated 20.09.2018.

Having examined the Bidding Documents including Agenda Nos. .... (Insert numbers), the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply, install and maintain.....  
(Description of Goods and Services), in conformity with the said Bidding Documents.

We undertake, if our bid is accepted, to deliver the goods in accordance with the delivery schedule specified in the Schedule of Requirements.

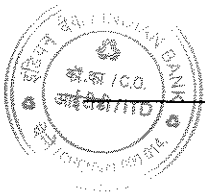
If our bid is accepted, we will obtain the Guarantee of a Bank in a sum equivalent to 10% percent of the Contract Price for the due performance of the Contract, in the form prescribed by the Bank.

We agree to abide by this for the bid validity period specified and it shall remain binding upon us and may be accepted at any time before the expiration of that period. We agree to extend the Bid Validity Period, Bank Guarantee towards Earnest Money Deposit, if required.

Until a formal contract is prepared and executed, this bid, together with 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 understand that you are not bound to accept the lowest or any bid you may receive.



**Ref: CO:ITD:739/R1:2018-19****Date: 20/09/2018**

We undertake to integrate the Hardware, Operating system with Application Software and RDBMS in close co-ordination with the Respective vendors.

We confirm that we comply with the qualification criteria of the bidding documents and are submitting proof of the same along with bid.

Dated this ..... day of ..... 201.....

.....

Signature

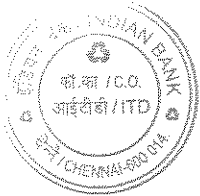
.....  
(In the Capacity of)

Duly authorised to sign bid for and on behalf of

(Name & Address of Bidder) .....  
.....

Mobile:

Email



**Ref: CO:ITD:739/R1:2018-19****Date: 20/09/2018**

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**2. SELF DECLARATION – BLACKLISTING**

The Assistant General Manager  
Information Technology Department  
Indian Bank, Corporate Office  
254-260 Avvai Shanmugam Salai  
Royapettah, Chennai- 600 014, India.

Dear Sir,

Sub: Supply, installation and maintenance of Servers at three grids (Chennai, Delhi and Mumbai) and setting up of DR for Cheque Truncation system (CTS) Operations.

Ref: Bid Document No. CO:ITD:739/R1:2018-19 dated 20.09.2018.

We hereby certify that, we have not been blacklisted by any Government Dept / PSU / Banks currently.

**Signature of Authorized Official**

**Name and Designation with Office Seal**

**Place:**

**Date:**





**Ref: CO:ITD:739/R1:2018-19****Date: 20/09/2018****3. BID SECURITY FORM**

Whereas..... (Hereinafter called "the Bidder") who intends to submit bid for the supply of ..... (name and/or description of the goods) (Hereinafter called "the Bid").

KNOW ALL PEOPLE by these presents that We..... (Name of Bank) of ..... (Name of Country), having our registered office at ..... (address of Bank) (hereinafter called "the Bank"), are bound unto Indian Bank in the sum of \_\_\_\_\_ for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors, and assigns by these presents. Sealed with the Common Seal of the said Bank this \_\_\_\_ day of \_\_\_\_\_ 201 \_\_\_\_.

THE CONDITIONS of this obligation are:

1. If the Bidder

(a) withdraws its Bid during the period of bid validity specified by the Bidder on the Bid Form; or

(b) does not accept the correction of errors in accordance with the Instructions to Bidders; or

2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of bid validity:

(a) fails or refuses to execute the Contract Form if required; or

(b) fails or refuses to furnish the performance security, in accordance with the Instruction to Bidders.

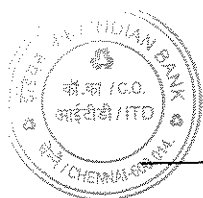
We undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including forty five (45) days after the period of the bid validity and any demand in respect thereof should reach the Bank not later than \_\_\_\_\_.

(Signature of the Authorised Official of Bank)

**NOTE:** 1. The bidder should ensure that the seal and Code No. of the signatory is put by the banker, before submission of the Bank Guarantee.

2. Bank Guarantee issued by Banks located in India and shall be on a Non-Judicial Stamp Paper of requisite value.



**4. CONTRACT FORM**

**THIS AGREEMENT** made the .....day of.....201 Between Indian Bank, having its Corporate Office at 254-260, Avvai Shanmugam Salai, Royapettah, Chennai 600 014 (hereinafter "the Purchaser") of the one part and ..... (Name of Supplier) having its Registered Office at (City and Country of Supplier) (hereinafter called "the Supplier") of the other part :

**WHEREAS** the Purchaser invited bids vide RFP No. CO:ITD:739/R1:2018-19 dated 20.09.2018 for certain Goods and ancillary services viz., ..... (Brief Description of Goods and Services) and has accepted a bid by the Supplier for the provision of those goods and services in the sum for ..... (Contract Price in Words and Figures) (hereinafter called "the Contract Price").

**NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:**

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.

2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:

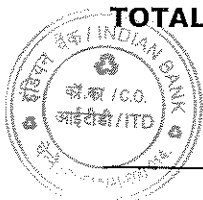
- (a) the Bid Form and the Price Schedule submitted by the Bidder;
- (b) the Schedule of Requirements;
- (c) the Technical Specifications;
- (d) the Conditions of Contract;
- (e) the Purchaser's Notification of Award.

3. In consideration of the payments to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Purchaser to provide the goods and services and to remedy defects therein in conformity in all respects with the provisions of the Contract.

4. The Purchaser hereby covenants to pay the Supplier in consideration of the provision of the goods and services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

Brief particulars of the goods and services which shall be supplied / provided by the Supplier are as under:

S. No.	BRIEF DESCRIPTION OF GOODS & SERVICES	QUANTITY TO BE SUPPLIED	UNIT PRICE	TOTAL PRICE

**TOTAL VALUE:**

**Ref: CO:ITD:739/R1:2018-19****Date: 20/09/2018****DELIVERY SCHEDULE:**

**IN WITNESS** whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, Sealed and Delivered by the  
said ..... (For Indian Bank)  
in the presence of:.....

Signed, Sealed and Delivered by the  
said ..... (For the Supplier)  
in the presence of:.....



**Ref: CO:ITD:739/R1:2018-19****Date: 20/09/2018****5. PERFORMANCE SECURITY FORM**

Bank Guarantee No. \_\_\_\_\_ Date \_\_\_\_\_ :

To :

INDIAN BANK, CHENNAI, INDIA.

**WHEREAS** ..... (Name of Supplier) hereinafter called "the Supplier") has undertaken, in pursuance of Contract No..... dated,..... to supply and maintain ..... (Description of Goods and Services) (hereinafter called "the Contract").

**AND WHEREAS** it has been stipulated by you in the said Contract that the Supplier shall furnish you with a Bank Guarantee by a recognised bank for the sum specified therein as security for compliance with the Supplier's performance obligations in accordance with the Contract including Maintenance and Repairs of the entire system including cost of spares during warranty period.

**AND WHEREAS** we have agreed to give the Supplier a Guarantee:

**THEREFORE WE** hereby affirm that we are Guarantors and responsible to you, on behalf of the Supplier, up to a total of ..... (Amount of the Guarantee in Words and Figures) and we undertake to pay you, upon your first written demand declaring the Supplier to be in default under the Contract and without cavil or argument, any sum or sums within the limit of ..... (Amount of Guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the .....day of.....201.....

Signature of Authorised Official with Seal  
.....

Date.....201..

Address:.....  
.....**NOTE :**

1. Supplier should ensure that seal and code no of the signatory is put by the bankers, before submission of the bank guarantee.
2. Bank Guarantee issued by Banks located in India and shall be on a Non-Judicial Stamp Paper of requisite value.
3. Please note that guarantee to be valid for 62 months and claim period is 1 month as per Clause 4(Performance Security) of condition of contract.



**Ref: CO:ITD:739/R1:2018-19****Date: 20/09/2018****6. MANUFACTURERS' AUTHORIZATION FORM**

No. \_\_\_\_\_

Dated \_\_\_\_\_

To \_\_\_\_\_

Dear Sir,

Sub: Supply, installation and maintenance of Servers at three grids (Chennai, Delhi and Mumbai) and setting up of DR for Cheque Truncation system (CTS) Operations.

Ref: Bid Document No. CO:ITD:739/R1:2018-19 dated 20.09.2018.

We \_\_\_\_\_ who are established and reputable manufacturers of \_\_\_\_\_ (name & descriptions of goods offered) having factories at \_\_\_\_\_ (address of factory) do hereby authorize M/s \_\_\_\_\_ (Name and address of Agent) to submit a bid, and sign the contract with you for the goods manufactured by us against the above IFB.

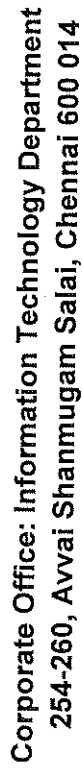
We hereby extend our full Warranty as per Conditions of Contract for the goods and services offered for supply by the above Company against this RFP. We duly authorise the said Company to act on our behalf in fulfilling all installation, technical support and maintenance obligations required by the Contract.

Yours faithfully,

(Name of Manufacturer)

**Note:** This letter of authority should be on the letterhead of the Manufacturer.





**Date: 20/09/2018**

## 7. Details of GOODS & SERVICES supplied

[illegible]

**Ref: CO:ITD:739/R1:2018-19****Date: 20/09/2018****8. PROFORMA OF INSTALLATION CERTIFICATE FOR ISSUE BY THE BANK AFTER SUCCESSFUL COMMISSIONING OF EQUIPMENT**

Date:

**Sub:** Certificate of commissioning of equipment.**Ref:** Purchase Order No.

1. This is to certify that the equipment as detailed below has/have been received in good condition along with all the standard and special accessories (subject to remarks in Para No. 2) and a set of spares in accordance with the Contract/Specifications. The same has been installed and commissioned.

- (a) Contract No. \_\_\_\_\_ dated \_\_\_\_\_  
(b) Description of the equipment \_\_\_\_\_  
(c) Quantity \_\_\_\_\_  
(d) Date of delivery \_\_\_\_\_  
(e) Date of commissioning and proving test \_\_\_\_\_

2. Details of accessories/spares not yet supplied and recoveries to be made on that account:

<u>S.No.</u>	<u>Description</u>	<u>Amount to be recovered</u>
--------------	--------------------	-------------------------------

3. The proving test has been done to our entire satisfaction and operators have been trained as per contract terms

4. The supplier has fulfilled its contractual obligations satisfactorily\* or

The supplier has failed to fulfil its contractual obligations with regard to the following:

- (a)  
(b)

Signature \_\_\_\_\_

Name \_\_\_\_\_

Designation with date and stamp \_\_\_\_\_

**\*Explanatory notes for filling up the certificates:**

(a) The Supplier has adhered to the time schedule specified in the contract in despatching the documents pursuant to Technical Specifications.

(b) The Supplier has supervised the commissioning of the equipment in time i.e. within the period specified in the contract from the date of intimation by the Purchaser in respect of the installation of the system.

(c) In the event of documents having not been supplied or installation and commissioning of the equipment have been delayed on account of the supplier, the extent of delay should always be mentioned.

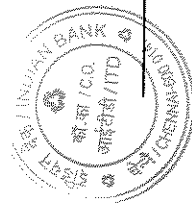


**Date: 20/09/2018**

## 9. SERVICE SUPPORT DETAILS

[illegible]

Signature of Authorised Official with Seal





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**10. NON DISCLOSURE AGREEMENT**

**THIS AGREEMENT** made and entered into at .....on this the.....day of.....201.. between **INDIAN BANK**, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act 1970, having its Corporate Office at No.254-260, Avvai Shanmugam Salai, Royapettah, Chennai – 600 014, hereinafter called the "**BANK**" which term shall wherever the context so require includes its successors and assigns

**AND**

M/s..... Limited a company registered under the Companies Act having its registered office at..... hereinafter called the " " which term shall wherever the context so require includes its successors and assigns, **WITNESSETH:**

**WHEREAS**

The Bank is interalia engaged in the business of banking and have been procuring computer systems and peripherals for its branches

M/s. Limited has been engaged in the business of supply and installation of computer systems including peripherals

The parties have entered into agreement dated \_\_\_\_\_ and established business relationship between themselves. In the course of discussions and negotiations, it is anticipated that the parties may disclose or deliver to the other certain or some of its trade secrets or confidential or proprietary information for the purpose of business relationship.

**NOW THEREFORE THIS AGREEMENT WITNESSETH and it is hereby agreed by and between the parties hereto as follows:**

**1. Confidential information**

Confidential information means all information disclosed/furnished by either party to another party in connection with the business transacted/ to be transacted between the parties. Confidential information shall include any copy, abstract, extract, sample, note or module thereof and electronic material or records.

Receiving party may use the information solely for and in connection with the Purpose.

**2. Use of Confidential Information**

Each party agrees not to use the other's confidential information for any purpose other than for the specific purpose. Any other use of such confidential information by any party shall be made only upon the prior written consent from the authorized representative of the other party or pursuant to subsequent agreement. between the Parties hereto.

The receiving party shall not commercially use or disclose for commercial purpose any confidential information or any materials derived there from, to any other person or entity



other than persons in the direct employment of the Receiving Party who have a need to access to and knowledge of the confidential information solely for the purpose authorized above. The Receiving Party may disclose confidential information to consultants only if the consultant has executed non-disclosure agreement with the Receiving Party that contains terms and conditions that are no less restrictive than these and such consultant should also be liable to the original disclosing party for any unauthorized use or disclosure. The Receiving party shall take appropriate measures by instruction and written agreement prior to disclosure to such employees to assure against unauthorized use or disclosure. The Receiving Party agrees to notify the Disclosing Party immediately if it learns of any use or disclosure of the Disclosing party's confidential information in violation of the terms of this Agreement.

Neither party shall make news release, public announcements, give interviews, issue or publish advertisements or Agreement, the contents/provisions thereof, other information relating to this agreement, the purpose, the Confidential information or other matter of this agreement, without the prior written approval of the other party.

### **3. Exemptions**

The obligations imposed upon either party herein shall not apply to information, technical data or know how whether or not designated as confidential, that:

Is already known to the Receiving party at the time of the disclosure without an obligation of confidentiality

Is or becomes publicly known through no unauthorized act of the Receiving party

Is rightfully received from a third party without restriction and without breach of this agreement

Is independently developed by the Receiving party without use of the other party's Confidential information and is so documented

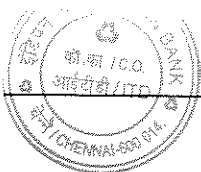
Is disclosed without similar restrictions to a third party by the Party owning the confidential information

Is approved for release by written authorization of the disclosing party; or

Is required to be disclosed pursuant to any applicable laws or regulations or any order of a court or a governmental body; provided, however that the Receiving party shall first have given notice to the Disclosing Party and made a reasonable effort to obtain a protective order requiring that the confidential information and / or documents so disclosed used only for the purposes for which the order was issued.

### **4. Term**

This agreement shall be effective from the date of the execution of this agreement and shall continue till expiration or termination of this agreement due to cessation of the business relationship between the parties. Upon expiration or termination as contemplated herein the Receiving party shall immediately cease any or all disclosures or uses of confidential information and at the request of the disclosing party, the receiving party shall promptly return or destroy all written, graphic or other tangible forms of the confidential information and all copies, abstracts, extracts, samples, note or modules thereof.



**Ref: CO:ITD:739/R1:2018-19****Date: 20/09/2018**

Notwithstanding the above, the obligations of the receiving party respecting disclosure and confidentiality shall continue to be binding and applicable without limit until such information enters the public domain.

**5. Title and Proprietary rights**

Notwithstanding the disclosure of any confidential information by the disclosing party to the receiving party, the disclosing party shall retain title and all intellectual property and proprietary rights in the confidential information. No license under any trademark, patent or copyright or application for same which are or thereafter may be obtained by such party is either granted or implied by the conveying of confidential information.

**6 .Return of confidential information**

Upon written demand of the disclosing party, the receiving party shall (I) cease using the confidential information (ii) return the confidential information and all copies, abstracts, extracts, samples, note or modules thereof to the disclosing party within seven (7) days after receipt of notice and (iii) upon request of the disclosing party, certify in writing that the receiving party has complied with the obligations set forth in this paragraph.

**7. Remedies**

The receiving party acknowledges that if the receiving party fails to comply with any of its obligations hereunder, the disclosing party may suffer immediate, irreparable harm for which monetary damages may not be adequate. The receiving party agrees that, in addition to all other remedies provided at law or in equity, the disclosing party shall be entitled to injunctive relief hereunder.

**8. Entire agreement**

This agreement constitutes the entire agreement between the parties relating to the matter discussed herein and supersedes any and all prior oral discussion and/or written correspondence or agreements between the parties. This agreement may be amended or modified only with the mutual written consent of the parties. Neither this agreement nor any rights, benefits and obligations granted hereunder shall be assignable or otherwise transferable.

**9. Severability**

If any provision herein becomes invalid, illegal or unenforceable under any law, the validity, legality and enforceability of the remaining provisions and this agreement shall not be affected or impaired.

**10. Dispute resolution mechanism**

In the event of any controversy or dispute regarding the interpretation of any part of this agreement or any matter connected with, arising out of, or incidental to the arrangement incorporated in this agreement, the matter shall be referred to arbitration and the award passed in such arbitration shall be binding on the parties. The arbitral proceeding shall be



**Ref: CO:ITD:739/R1:2018-19****Date: 20/09/2018**

governed by the provisions of Arbitration and Reconciliation Act 1996 and the place of arbitration shall be Chennai.

Submitting to arbitration may be considered as an additional remedy and it does not preclude the parties to seek redressal/other legal recourse.

**11. Jurisdiction**

The parties to this agreement shall submit to the jurisdiction of courts in Chennai.

**12. Governing laws**

The provisions of this agreement shall be governed by the laws of India.

In witness whereof, the parties hereto have set their hands through their authorised signatories

**BANK**

.....

**M/s.**

**Ref: CO:ITD:739/R1:2018-19****Date: 20/09/2018****11. Undertaking of authenticity**

Sub: Supply, installation and maintenance of Servers at three grids (Chennai, Delhi and Mumbai) and setting up of DR for Cheque Truncation system (CTS) Operations.

Ref: Bid Document No. CO:ITD:739/R1:2018-19 dated 20.09.2018.

This has reference to Server being quoted to Indian Bank vide our Quotation No. \_\_\_\_\_  
Dated \_\_\_\_\_

We hereby undertake that all the components/parts/assembly/software used in the Servers and other supplies under the above, like Hard disk, Monitors, Memory etc shall be original new components/parts/ assembly /software from respective OEMs of the products and that no refurbished/duplicate/ second hand components/parts/ assembly / software are being used or shall be used.

We also undertake that in respect of licensed operating system asked by Indian Bank in the purchase order shall be supplied along with the authorised license certificate (eg. Product Keys on Certification of Authenticity in case of Microsoft Windows Operating System) and also that it shall be sourced from the authorised source (eg Authorised Microsoft Channel in case of Microsoft Operating System).

Should Indian Bank require, we shall produce certificate from our OEM supplier in support of above undertaking at the time of delivery/installation. It will be our responsibility to produce such letters from our OEM supplier's at the time of delivery or within a reasonable time.

In case of default and we are unable to comply with above at the time of delivery or during Installation, for the servers and other supplies already billed, we agree to take back servers and other supplies if already supplied and return the money if any paid to us by Indian Bank in this regard and our EMD/BG get forfeited.

We (system OEM Name) also take full responsibility of both Parts & Service SLA as per the content even if there is any defect by our Authorised Service Centre/Reseller etc.

Authorised Signatory

Name:

Designation

Place

Date

**PS: (The above declaration has to be given by the company secretary duly  
Signed on the Letter Head of the Company)**

Ref: CO:ITD:739/R1:2018-19

Date: 20/09/2018

**12. PART-II (Price Breakup to be submitted by the Successful Bidder after Online Reverse Auction)**

Date:

The Assistant General Manager  
Indian Bank, CO: Technology Management Department  
254-260 Avvai Shanmugam Salai  
Royapettah, Chennai 600 014.

Dear Sir,

Sub: Supply, installation and maintenance of Servers at three grids (Chennai, Delhi and Mumbai) and setting up of DR for Cheque Truncation system (CTS) Operations.

Ref: Bid Document No. CO:ITD:739/R1:2018-19 dated 20.09.2018.

Further to online reverse auction conducted on \_\_\_\_\_, we submit hereunder the price breakup details of Servers as per the specifications.

**I. Cost of Hardware**

S. No.	Item Description	Qty. (A)	Unit Price including 3 years warranty in Rs. (B)	AMC Price in Rs.		Total Price (Rs.)# E = A*(B+C+D)
				4 <sup>th</sup> year (C)	5 <sup>th</sup> Year (D)	
1.	CTS Application / Database Server cost	6				
2.	Backup Management / Archival Server	3				
3.	Blade Chasis	1				
4.	Compute Nodes	3				
5.	SAN storage - @ DR Site, Hyderabad	1				
6.	SAN storage - @ Service Branch, Chennai	1				
7.	SAN storage - @ Service Branch, Delhi	1				
8.	SAN storage - @ Service Branch, Mumbai	1				
9.	SAN Switches @ Service Branches (Chennai, Delhi and Mumbai)	6				



**Ref: CO:ITD:739/R1:2018-19**
**Date: 20/09/2018**

S. No.	Item Description	Qty. (A)	Unit Price including 3 years warranty In Rs. (B)	AMC Price in Rs.		Total Price (Rs.)# $E = A*(B+C+D)$
				4 <sup>th</sup> year (C)	5 <sup>th</sup> Year (D)	
10.	License for activation of 24 ports for each of the two 48-port SAN Switches -@ DR	2				
11.	Tape Library	3				
12.	KVM and Monitor	3				
13.	Server Rack	3				
14.	External Tape drive for Offsite backup	3				
15.	<b>TOTAL</b>					

**II. Cost of Software**

S.No.	Item Description	Qty. (F)	Unit Price in Rs. (G)	Total Price (Rs.)# $H=F*G$
1.	Brocade Network Advisor Software tool	1		
2.	Backup Software - CA Arcserve UDP V5 Premium edition with ATS for 5 years	6		
3.	VMware vSphere with Operations Management Enterprise Plus with ATS for 5 years	6		
4.	Windows Server 2016 Datacentre Edition 16 core pack with four years Software Assurance	7		
5.	Windows Server 2016 Datacentre Edition 4 core pack with four years Software Assurance	2		
6.	Windows Server 2016 Standard License with four years Software Assurance	6		
7.	Symantec Backup Solution ATS Renewal for 5 years	2		
8.	HP Data Protector Backup solution ATS for 5 years	1		
9.	<b>TOTAL</b>			

**Ref: CO:ITD:739/R1:2018-19****Date: 20/09/2018****III: Summary**

S.No.	Description	Amount in Rupees#
1	Cost of Hardware (As per Total of item I)	
2	Cost of Software (As per Total of item II)	
	<b>Grand Total (Total of S.No. 1 and 2)</b>	

**GRAND TOTAL PRICE IN WORDS:** \_\_\_\_\_

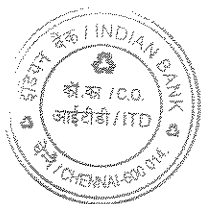
**# Note:** Price to include all duties, levies, freight, insurance, warranty but exclusive of GST.

We submit that we shall abide by the details given above and the conditions given in your above tender.

Office Seal  
Place:  
Date:

Business Address:

For  
(Authorized Signatory)  
Name:  
Designation:  
Mobile No:  
Telephone No:





**Ref: CO:ITD:739/R1:2018-19**

**Date: 20/09/2018**

**13. CHECKLIST for Part – I**

<b>S. No.</b>	<b>Criteria</b>	<b>Documents are to be submitted along with bid</b>
01	The Bidder should be Limited Company and should be in existence in India for the last 5 years as on 31/03/2018.	Copy of the Certificate of Incorporation/ Certificate of Commencement of Business issued by the Registrar of Companies.
02	The Bid should be accompanied by a Bid Security of required amount	Original Bank Guarantee for the required amount should be attached as per format 3 of Section VI.
03	The Bidder should be a Net profit earning organisation for the last three financial years of the bidder.	Copy of Audited Balance Sheet for the last three (2015-16, 2016-17 & 2017-18) years should be attached.
04	The annual turnover of the Bidder should be more than Rs. 50 crores during each of last three financial years of the bidder.	
05	The Bidder should have supplied minimum of 10 rack mountable servers of the make quoted in the bid in single order to Banks / Financial Institutions / Government Organizations in India in each of the last three financial years of the bidder.	Copies of Purchase Order issued by concerned Organisations should be attached as per format 7 of Section VI alongwith letter of satisfaction from the respective Buyer.
06	The Bidder should not have been blacklisted by any Government Dept / PSU / Banks currently	Self Declaration as per format 2 of Section VI should be attached for non-black listing.
07	The Bidder should have service centre in Chennai, Mumbai, Delhi and Hyderabad. The Postal Address of the service centre along with proof of address should be provided with the bid.	Support Centre Details along with copy of Latest Landline Bill/Insurance Policy/Lease Agreement should be attached as per format 9 of Section VI.
08	Bid Form	Bid Form signed by the Authorised Official of the Bidder should be attached as per format 1 of Section VI.
09	Manufacturer's Authorisation Form(MAF)	MAF obtained from the concerned OEMs should be attached as format 6 of Section VI.
10	Undertaking of Authenticity	Undertaking issued by Company Secretary should be attached as per format 11 of Section VI
11	Technical Compliance	Compliance to be given as per Annexure - I

