

Supply, Deployment, Commissioning and Maintenance of IT Infrastructure at DR site at Coimbatore

RFP No.ECGC/HO-IT/RFP-20/2009-2010

January 2010

Request for Proposal

For

**Supply, Deployment, Commissioning and
Maintenance of IT Infrastructure at
Disaster Recovery Site for existing Setup at
ECGC, Coimbatore**

ECGC invites proposals for supply, deployment, commissioning and maintenance of IT infrastructure of Disaster Recovery Site at ECGC, Charan Plaza, 2nd Floor, 1619 Trichy Road, Coimbatore Pin - 641 018.

EXPORT CREDIT GUARANTEE CORPORATION OF INDIA LIMITED
10TH FLOOR, EXPRESS TOWERS,
NARIMAN POINT
MUMBAI- 400021



RFP Deadlines

Last date for submission of RFP Response : 20/01/2010

Delivery Period : 6 weeks from PO date

Commissioning Schedule : 1 week from the date of delivery



I. ECGC's Plan for Disaster Recovery Site

At present ECGC has production site located at Express Towers, Nariman Point, Mumbai consisting of 30 servers and Storage Area Network . ECGC has decided to set up DR site at Coimbatore Branch Office for the Business Critical Servers. The identified servers are Database, Application, Mail, Portal, Anti-virus and Treasury. It has been decided to install the same configuration servers at DR location as at the production site. The configuration of the existing setup is given at Annexure II.

Total Service Provider: ECGC has engaged a reputed company as a Total Service Provider (TSP) to manage its IT Infrastructure at Express Towers. The TSP provides certain services like Application Software Management, Database Administration, System Administration, Desktop Support and Helpdesk through its on-site teams and other services such as Network Management and Managed Security Services through their Global Service Management Centre (GSMC) on 24 x 7 basis.

Network Connectivity: Implementation of Any-to-Any MPLS VPN network across all the branches throughout India is in progress and is expected to be over before end of February 2010.

Server Rack, Air Conditioners and UPS: In order to avoid major civil and structural activities including further maintenance, ECGC has decided to source modular racks known as Rimatrix from M/s. Rittal India Pvt. Ltd. which would house Servers, UPS and the cooling systems. UPS and cooling systems would also be provided by M/s. Rittal India Pvt. Ltd. Hence the same is excluded from the scope of the present RFP.

Bill of Material for HP Blade and San Storage suggested by HP: As Per Annexure I.

II. Scope of Work

The scope of work would be as under:

1. Vendor is required to study the current infrastructure architecture at Express Towers, Mumbai to understand the implementation at the proposed DR Site at Coimbatore.
2. Vendors will be required to carry out the following activities:
 - Supply, Delivery and Deployment HP Blade Servers and SAN Storage with same configuration as at Production site (as per Bill of Material).
 - Supply, Delivery and Deployment of the necessary associated software, including database, middleware, etc and the respective licenses.
 - Installation & Configuration of operating systems, clustering, etc.
 - Domain Controller Setup on the same servers.
 - Supply & Installation of Firewall as per Bill of Material.
 - Configuration of the system in a standby mode and plan/implement periodical replication of the systems to maintain concurrency with production system.



Supply, Deployment, Commissioning and Maintenance of IT Infrastructure at DR site at Coimbatore

- Testing and commissioning of complete systems
 - Structure Cabling and Tagging of all Cables
 - Gigabyte switches as per Bill of Material
 - Documentation and Standard Operating Procedures of all servers
 - Blue Print of all the installations and diagrams.
 - Maintenance & Support services
3. They will be required to coordinate with ECGC team, Total Service Provider (TSP) team during server hardening, installation of applications, database and data migration activities, if any, till full commissioning of the system.
 4. Vendor shall provide necessary training to manage the systems to ECGC Team.

III. Date, Time and Place for Submission of Proposal

Vendor shall submit the RFP response in a sealed envelope super scribed as “**Proposal for supply, deployment, commissioning and Maintenance of Disaster Recovery Site at Coimbatore - Tender No.20**”. The RFP Response should be deposited in the Tender Box, placed at ECGC, 10th Floor, Express Tower, Nariman Point on or before **3 PM on 20/01/2010**.

The RFP Response/ Proposal package(s) should be addressed to:

Mr. Prakash Kamat
Deputy General Manager – IT
Export Credit Guarantee Corporation of India Ltd.
10th Floor, Express Towers, Nariman Point
Mumbai 400 021
India.
Email : IT-Tender@ecgc.in
Phone: 022 – 66590585/500
Fax: 022 – 66590 517/574
Contact Person: Shri Sanjay Kini / Shri Amlendu Bipul Mishra
Phone : 022 – 66590 609 / 66590 586

IV. Contract Terms and Conditions

1. Delivery, Installation and Deployment Period

- (a) The Vendor shall deliver the equipment with associated hardware/software licenses and media at the below mentioned site **within 6 weeks** from the date of the Purchase Order.

Mr. P S K Kumar
Branch Manager,
Export Credit Guarantee Corporation of India Ltd.
Charan Plaza, 2nd Floor, 1619 Trichy Road, Coimbatore, Pin - 641 018.
Email: kumar.psk@ecgc.in
Phone: 0422 – 2304778 / 2304775 / 2304776
Fax: 0422 - 2304777



- (b) The system shall be tested and commissioned **within 1 week** from the date of delivery.
- (c) The Vendor shall arrange minimum **two-day** training programme for transition of knowledge to the ECGC Team at Mumbai / Coimbatore, at a convenient date after commissioning of the system.
2. **Warranty:** All the associated software should carry Three years onsite comprehensive warranty with 24 X 7 support.
3. **Support:** Vendor shall be responsible for ensuring uninterrupted and smooth operation of complete systems, for a period of one year, from the date of commissioning.
4. The systems must be supplied in full as per ordered configuration for acceptance. No system with short supply or with different Technical specifications shall be taken up for conduct of acceptance testing under any circumstances.
5. Vendor shall ensure that all equipments supplied are brand new including all components and that associated software is licensed and legally obtained.
6. **Indemnity From Claims Due to Patents/ Copyrights Violation:** For all the hardware and software sold under licensing agreements from third parties in India and abroad, the Vendor will indemnify ECGC against any claims, actions, suits, damages and or otherwise due to Vendor's violation of any trademarks, patents and copyrights.
7. It shall be the exclusive responsibility of the Vendors supplying the Systems to provide appropriate device drivers and solutions for these system software platforms.
8. **Preventive Maintenance:** During the warranty period, the service personnel of the vendor's firm should visit location at least once in a month with prior intimation, for preventive maintenance of the equipments.
9. **Response and Resolution Time :** In case of any complaint regarding working of any equipment/system, in addition to the mandatory visit for the preventive maintenance of the equipment/system, vendor should provide after-commissioning support services, as per below mentioned response and resolution time :

Sr. No	Response Time	Resolution Time
1	4 hrs	6 hrs

10. Terms of Payment:

- a. Advance payment of 25% of PO value against Bank Guarantee from any Nationalised Bank.
- b. 25% after delivery of hardware and licenses with media against Invoice and successful implementation.



- c. 40% after acceptance of the failover systems.
- d. 10% after 4 weeks of evaluation period (to be calculated from the date of commissioning)

11. Performance Security:

Selected vendor shall provide a Bank Guarantee equivalent to 10% of the Purchase Order Value towards Performance Security valid for 15 months from the date of Purchase Order.

12. Penalty Clause:

- (a) Delayed Delivery:** The delivery shall be made by the selected Vendor in accordance with the time schedule as specified above. An un-excused delay by the selected Vendor in the performance of its obligations under the contract shall render the selected Vendor liable to any or all of the following sanctions:- Penalty @ 1% of the total amount of work order per week or part thereof to a maximum of 10% of the total amount of work order. If at any time during performance of the Contract, the selected Vendor should encounter conditions impeding timely performance of the contract, the selected Vendor shall promptly notify ECGC, Mumbai in writing of the fact of delay, its likely duration and cause(s). As soon as practicable after receipt of the selected Vendor's notice, ECGC shall evaluate the situation and may, at its discretion extend the time for performance in writing.
- (b) Delayed Pre Commissioning Services:** In case of **un-excused delay in providing the pre-commissioning service vendor will be liable to** pay penalty @ 1% of the total amount of work order per week or part thereof to a maximum of 10% of the total amount of work order.
- (c) Penalty for Delayed Post Installation Services:** In case of vendor's failure to provide post commissioning services as per the '**Response and Resolution**' time frame mentioned above, ECGC may invoke **performance guarantee** furnished by the vendor.
- (d) System/Equipment Failure:** Any system equipment failing at least three times in one month, displaying chronic system design or manufacturing defects or Quality Control problem will have to be totally replaced by the Vendor at his cost and risk within 15 days.

In addition to the above sanctions, ECGC also reserves the right to terminate the contract due to vendor's non-compliance to RFP conditions.

- 13. Terms of Offer:** This offer should be valid for a minimum period of four months from the date of RFP Response and be firm till the complete execution of the project and cannot be altered or changed due to upward escalation on account of any variation in taxes, levies and cost of material. All taxes, if any, applicable shall be deducted at source as per current rate while making any payment.



14. During the validity of the purchase order including the extended period, Vendor shall voluntarily pass on the price difference to ECGC, in the event of lowering of government levies.
15. Getting clearance for any supply from Sales, excise department, Local authorities, Road permit etc will be the responsibility of Vendor. ECGC will render all assistance subject to same is informed well in advance in writing to avoid delay in delivery of materials.
16. In the event the Vendor's Company or the concerned division of the Company is taken over/ brought over by another company, all the obligations and execution responsibilities under the agreement with ECGC, should be passed on for compliance by the new company in the negotiation for their transfer.
17. Modified conditions, mentioned in the RFP response submitted by Vendors, will not be binding on ECGC. All the terms and conditions for the supply, testing and installation, payment terms, penalty etc. will be as those mentioned herein and no change in the terms and conditions by the Vendors will be acceptable. Alterations / Corrections, if any, in the RFP response should be attested properly by the Vendor, failing which, the RFP response will be rejected.
18. The Vendor should provide System manual and User manual along with each system.
19. All operating and maintenance instructions and manuals shall be in English language.



FORM OF RFP

(to be printed/typed on Vendor's Letter head)

BID PARTICULARS FOR RFP NO : ECGC/HO-IT/RFP- 20/2009-10

**ECGC of India Limited
10th Floor, Express Towers,
Nariman Point,
Mumbai- 400021**

Dear Sir,

Sub: Appointment of Vendor for Supply, Deployment, Commissioning and Maintenance of IT Infrastructure at Disaster Recovery Site at Coimbatore.

1. Having fully examined the general terms and conditions of the Contract as described in the RFP document, we offer to undertake and complete the whole of the subject work strictly in conformity with the said general terms and conditions of the Contract.
2. We have submitted the RFP Response strictly in conformity with the General Conditions of Contract.
3. We shall enter into an agreement with ECGC in the form to be provided by the corporation.
4. We understand that if our proposal is accepted, we shall be jointly and severally responsible for the due performance of the Contract.

Dated..... Day of.....

Signature.....In the capacity of.....

Duly authorised to sign for and on behalf

Of.....

(Name and address of the Vendor)
(IN CAPITAL LETTERS)

Vendor's Signature & Seal

CONFIDENTIAL



Commercial Proposal

BID PARTICULARS FOR RFP NO : ECGC/HO-IT/RFP-20/2009-10

Sr No	Item Description	Amount in Rupees
1	Cost of Hardware as per Bill of Material	
2	Cost of Firewall	
3	Cost of Gigabit switch	
4	Cost of software, if any	
5	Cost of Structure Cabling	
6	Implementation cost	
7	Annual Maintenance cost	
8	Taxes (Please specify)	
9	Any other cost (Please specify)	
	Total	

Note :

1. Unit prices as well as Total Cost must be quoted in WORDS AND FIGURES in **Indian Rupees** only.
2. **All taxes, duties, levies** and Octroi shall be mentioned separately in absolute terms
3. The Octroi shall be payable on actuals on submission of the original receipt.
4. Cost comparison will be on the basis of total cost of ownership calculated as explained above.

Vendor's Signature & Seal



Annexure I

Bill of Material

Storage for your DR Site:- HP EVA 4400 with 2 Controller, 2drive enclosure, 16 X 450GB 15k rpm disks(4.3TB usable capacity in RAID 5), Unlimited License for Command View, 2 X 16 port FC SAN Switches (upgradable to 24 ports), One Storage Management Server, Installation, 3 years 24 X 7, 4 H response support, 4 x 2mts FC Cables, 20 X 5 mts FC cables

Part No	Description	Qty
AP797A	HP X3800 Network Storage Gateway	1
HA110A3	HP 3y Support Plus 24 SVC	1
HA110A3 1L8	X3800 Network Storage Gateway Supp	1
HA114A1	HP Installation and Startup Service	1
HA114A1 5AM	HP Startup ProLiant Storage Server SVC	1
AE312A	HP FC1242SR 4Gb PCI-E DC HBA	1
AG637B	HP EVA4400 Dual Controller Array	1
HA114A1	HP Installation and Startup Service	1
HA114A1 58D	HP Installation EVA 4400 SVC	1
AG638B	HP M6412-A Fibre Channel Drive Enclosure	2
AG803B	HP EVA M6412A 450GB 15K FC Drive	16
T5494DAE	HP CV EVA 9.1 Rep Sol Mgr5.0 E-Media Kit	1
T5497BAE	HP Command View EVA4400 Unlim SW E-LTU	1
T5505EAE	HP Smartstart for EVA V3.1 E-Media Kit	1
T5518A	HP 8/8 and 8/24 SAN Switch 8-pt Upgr LTU	2
252663-B31	HP 32A High Voltage Modular PDU	2
AM866A	HP 8/8 Base (0) e-port SAN Switch	2
AM866A ABB	Europe - English localization	2
HA110A3	HP 3y Support Plus 24 SVC	1
HA110A3 13F	EVA4400 Dual Ctrl JW Supp	1
HA110A3 13J	EVA 450-1TB HDD HW Supp	16
HA110A3 13N	CV EVA Unlim LTU SW Supp	1
HA110A3 9DS	EVA M6412A FC Drive Enclosure Support	2
HA110A3 9LJ	HP B-Series 8/8 and 8/24 Switch Support	2
HA113A1	HP Installation Service	1
HA113A1 5BW	ProLiant Add On Options Installation SVC	2
HA113A1 5FL	EVA Disk Drive Installation	16
HA113A1 5GA	LowEnd SAN/Edge Switch/HAFM Installation	2
HA113A1 5NE	EVA Enclosure HW Installation	2
AJ835A	HP 2m Multi-mode OM3 LC/LC FC Cable	4
AJ836A	HP 5m Multi-mode OM3 LC/LC FC Cable	20
AJ716A	HP 8Gb Shortwave B-series FC SFP+ 1 Pack	32
HA124A1	HP Technical Installation Startup SVC	1
HA124A1 5C2	SAN Level 1 Tier 2 Implementation	1



HP Blades servers:- Hp C 7000 Blade System with 6 High Efficiency Powersupplies, 10 Fans, 2 Ethernet passthrough, 3 FC passthroughs, 2 X 40 AMPs PDUs, 6 power chords. 4 nos of BL 460G6 servers each with 2 X Intel 5520 CPUs, 8GB memory, 2X 146GB SFF SAS HDDs, 410i RAID controller with 256MB cache, 1 X Dual port FC HBA & 3 nos of BL 460G6 servers each with 2 X Intel 5520 CPUs, 16GB memory, 2X 146GB SFF SAS HDDs, 410i RAID controller with 256MB cache, 2 X Dual port FC HBAs

Part No.	Description	Qty
507015-B21	HP BLc7000 1PH 6PS 10 Fan FL ROHS ICE	1
507782-B21	HP BL460c G6 E5520 6G 1P Svr	3
500656-B21	HP 2GB 2Rx8 PC3-10600R-9 Kit	3
500658-B21	HP 4GB 2Rx4 PC3-10600R-9 Kit	6
507799-B21	HP E5520 BL460c G6 Kit	3
418367-B21	HP 146GB 3G SAS 10K 2.5in DP ENT HDD	6
403619-B21	HP BLc QLogic QMH2462 FC HBA Opt Kit	6
462969-B21	HP 650 mAh P-Series Battery	3
462968-B21	HP 256MB P-Series Cache Upgrade	3
507782-B21	HP BL460c G6 E5520 6G 1P Svr	4
500656-B21	HP 2GB 2Rx8 PC3-10600R-9 Kit	4
507799-B21	HP E5520 BL460c G6 Kit	4
418367-B21	HP 146GB 3G SAS 10K 2.5in DP ENT HDD	8
403619-B21	HP BLc QLogic QMH2462 FC HBA Opt Kit	4
462969-B21	HP 650 mAh P-Series Battery	4
462968-B21	HP 256MB P-Series Cache Upgrade	4
406740-B21	HP BLc 1Gb Enet Pass Thru Mod Opt Kit	2
403626-B21	HP BLc 4Gb FC Pass Thru Module	3
252663-B34	HP 40A HV Core Only Corded PDU	2
AF582A	HP 2.5m 16A C19 IN Pwr Cord	6
456204-B21	HP BLc7000 DDR2 Encl Mgmt Option	1

Carepaqs for HP Blade Servers

Part No.	Description	Qty
UE477E	HP 3y Nbd c7000 Enclosure HW Support (covers 3 yr NBD support for Ethernet/FC Interconnects, Ethernet switch)	5
UE479E	HP 3y 4h 24x7 c7000 Enclosure HW Supp	1
UK066E	HP 3y 4h 24x7 BL4xxc Svr Bld HW Support	7
UE494E	Hardware installation for One Enclosure and One Server Blade with implementation of Insight Control Environment C7000	1
UE493E	Hardware installation for additional per Server Blade with implementation of Insight Control Environment of C7000	6
UF536E	HP 3y 24x7 ICE-BL 16-Svr SW Support	1
	Implementation for ICE for the servers	1

Tape Drive

EH842A	HP StorageWorks Ultrium 920 External SCSI Tape Drive	1
412911-B21	HP SC11Xe Host Bus Adapter	1



Carepaq for Tape Drive

H4622E	HP 3y 4h 24x7 Stor DLT/LTOExtTape HWSupp	1
U2090E	HP Install Stor Autoldr/TapeDrvArray SVC	1

Replication Software for Exchange server

TA712A	HP Stor Mirroring Ent Svr Ed Stock LTU	4
HA110A3	HP 3y Support Plus 24 SVC	1
HA110A3 12U	SM Ent Server Ed LTU Support	4
	Implementation	

Gigabit Switch	L3 switch CISCO 3560 48 Port	1
Firewall	CISCO ASA 5520	1
Structure Cabling	Patch Panel 48 port Gigabit	1
	Cat 6 cables (As per requirement)	
	Patch Cords (As per requirement)	

Annexure II

Sr.	Server Name	Model	CPU Type	CPU Speed	CPU No.	Memory	Hard Disk type and capacity:	Internal Redundancy	No of NIC	Operating System:	Server Role	Applications loaded:	Database
1	ECGCDCMUM1	HP PROLIANT ML 370 G5	Intel Xeon	2.67 GHz	1	2048 MB	Box 1 : Bay 1, 72 GB (SAS) Box 1 : Bay 2, 72 GB (SAS)	RAID 1+0	2	Windows Server 2003 R2 Std.Edi. SP 2	Domain Controller	Active Directory	Active Directory
2	ECGCMAIL	Proliant BL460c G6	Quad-Core Intel Xeon,	2666 MHz	2	16384 MB	Box 1 : Bay 1, 300 GB (2-Port SAS) Box 1 : Bay 2, 300 GB (2-Port SAS)	RAID 1 + 0	2	Windows 2003 Enterprise – 64 bit	Email Sever - Backend	Exchange 2007 Enterprise	Exchange
3	ECGCAPP (Clustered)	Proliant BL460c G1	Quad-Core Intel Xeon,	2666 MHz	2	16384 MB	Box 1 : Bay 1, 146 GB (2-Port SAS) Box 1 : Bay 2, 146 GB (2-Port SAS)	RAID 1 + 0	2	Windows 2003 Enterprise – 64 bit	Frontend Application server for ECGC users	Crystal Report, Oracle	Oracle 10G
4	ECGCDB (Clustered)	Proliant BL460c G1	Quad-Core Intel Xeon,	2666 MHz	2	16384 MB	Box 1 : Bay 1, 146 GB (2-Port SAS) Box 1 : Bay 2, 146 GB (2-Port SAS)	RAID 1 + 0	2	Windows 2003 Enterprise – 64 bit	Database Server	Crystal Report, Oracle	Oracle 10G
5	ECGC-PORTAL	Proliant BL460c G1	Quad-Core Intel Xeon,	2666 MHz	1	8192 MB	Box 1 : Bay 1, 146 GB (2-Port SAS) Box 1 : Bay 2, 146 GB (2-Port SAS)	RAID 1 + 0	2	Windows 2003 Enterprise – 32 bit	Portal Server	SQL 2000 Std. Edi SP4	SQL 2000 Std. Edi SP4
6	NAVSrv (Antivirus)	Proliant BL460c G1	Quad-Core Intel Xeon,	2666 MHz	1	8192 MB	Box 1 : Bay 1, 146 GB (2-Port SAS) Box 1 : Bay 2, 146 GB (2-Port SAS)	RAID 1 + 0	2	Windows 2003 Standard – 32 bit	Antivirus server	Symantec Antivirus	Internal

