

RFP / Tender Enquiry

**INVITATION OF QUOTATIONS FOR SUPPLY OF
HARDWARE AND SOFTWARE ITEMS**

1. Quotations in sealed cover are invited for supply of **Storage, Server, Tape Library and Software for Tape Library** listed in enclosed Schedule of Requirement (SOR)
2. General information about the tender:--
 - (a) Tender reference **File No. KN/RL/Admn.6/36/2009**
 - (b) Last date for submission of tender : **16-11-2009**
 - (c) Place of opening of tenders - **Conference Room, CIL, IGCA**
 - (d) Address for Communication
CIL, IGCA, No. 11, Man Singh Road, New Delhi – 110001

Quotation shall remain **valid till 31st March 2010**

Submission / Opening of Tenders

- 3 **PLEASE SUPERSCRIBE OUR REF. NO., PART NO. AND DATE OF TENDER OPENING ON SEALED COVER. FAILURE TO DO SO WILL RENDER YOUR OFFER INVALID.**
4. Sealed quotations addressed to the **Director, CIL, IGCA**. The quotations must reach this office by due date and time. No responsibility will be taken for postal delay or non-delivery / non-receipt of tender documents.
5. Sealed quotations will be opened by a committee on due date and time. Your authorized representative from the Company can attend the tender opening. If due to any exigency the due date for opening of tenders is declared as closed holiday, in such cases the tenders will be opened on next working day at the same time or any other day / time as intimated by the Buyer.
6. Your sealed quotations both (Technical & Commercial) should reach to this office latest by (Time) hrs on (date). The technical Bid would be opened by a committee on (time) hrs on (date). The date of opening of Commercial Bid will be intimated after acceptance of technical Bids.
7. Tenders sent by FAX will not be considered. Tenders found in sealed box will only be considered. **To avoid any complications with regard to Late Receipt / Non Receipt of Tenders, it may please be noted that responsibility rests with the tenderer to**

ensure that tenders reach this HQ before due date. Late quotes will be rejected out rightly

8. In case your firm is not willing to quote due to any reasons, your regret should be faxed well before the due date failing which your firm can be de-listed from vendor list.
9. Commercial offers will be opened only of those firms, whose Technical Offers have been found suitable after technical evaluation. The commercial Offer must be firm and valid for at least 90 – 120 days from the date of submission of offer.
10. The Commercial Offer will be opened by a Committee and if firm desires, may depute their representative, duly authorized in writing, to be present at the time of opening of tenders. Further negotiations will be made only with the lowest bidder (L1) as determined by the committee. The date, time and venue fixed for this purpose will be intimated separately after the Technical evaluations are completed.
11. Vendors shall send the complete technical details of all the items they are quoting for. Technical Bid and Financial Bid should be offered in separate sealed envelopes.
12. Vendors have the option for multiple/Single option. The quotation should have a validity of at least 45 days. Vendors should provide a letter from the original manufactures of the equipment for providing onsite comprehensive maintenance of the quoted item for a period of three items wherever applicable. Vendors must have the experience of installing/servicing of similar equipment at least at five reputed locations. **IGNCA reserves the right to decide on the choice(s) of the quoted item(s).**
13. IGNCA also reserve the right to accept or reject any or all the offers without assigning any reasons. The quotations along with the Demand Draft/Pay Order should reach/addressed to **Director(CIL)**, CIL, IGNCA, No. 11, Man Singh Road, New Delhi-01 within 10 days from the date of publication of this advertisement.

Delivery Schedule : --

14. Within 45 days of signing of the contract as applicable. (this can be changed based on nature of item, urgency and the quantum of items tendered so as to give reasonable DP).
15. Contract can be canceled unilaterally by the buyer in case items are not received within the contracted delivery period. Extension of contracted delivery period will be at the sole discretion of the Buyer, with applicability of LD clause.

16. Preference shall be given to those offer supplying within the prescribed delivery schedule, which shall be the essence of the contract **Liquidated Damages @ 0.5% per week** subject to a maximum of 5% of the undelivered stores will be recovered in case of delay in delivery beyond the accepted delivery period as per SCOC.

Commercial Aspects

17. Prices must be quoted on F.O.R. Destination basis by road inclusive of Packing, Forwarding, Freight charges, Transit Insurance and any other charges as applicable. The consignee for the contract is IGNCA.
18. **Taxes & Levis.** Details of Excise Duty, if any, is to be indicted. **Exemption Certificate for Octroi, Custom Duty, Excise and form 'D' for admitting CST @ 4% will be provided if specified & applicable. FE content, if any, is to be indicated separately, for which Custom Duty Exemption Certificate is required.**
19. **Performance Guarantee.** The vendor shall furnish a **Performance Guarantee** by way **of Bank Guarantee** for a sum **equal to 5% of the contract value** within 30 days of receipt of confirmed order. Bank Guarantee should be valid up to warranty of stores.
20. **Quality Assurance.** _ After the contract is negotiated, the firm would be required to provide the Standard Acceptance Test Procedure (ATP). Inspecting Authority reserve the right to modify the ATP when necessary item would be accepted subject to evaluation and clearance by the Inspecting Authority. Firm would be required to provide all test facilities at OEM premises for acceptance and inspection by Inspecting Authority. The item should be of latest manufacture conforming to the current production standard having 100% defined life at the time of delivery. **A letter from the manufacturer addressed to the IGNCA, for extending the support for the items for next three years purchased against this tender must be provided with the tender.**

Evaluation Criteria

21. The broad guidelines for evaluation of offers will be as follows:--
- a. Only those offers shall be evaluated which are found to be fulfilling all the eligibility and qualifying requirements of the tender, both technically and commercially.
 - b. The Lowest 'Acceptance' tender shall be considered further for placement of Contract / Supply Order after complete clarification and price negotiations as applicable.

d. Vendors have the option for multiple/Single option. Vendors should provide a letter from the original manufactures of the equipment for providing onsite comprehensive maintenance of the quoted item for a period of at least three years time. Company should provide Manufacturer authorization Letter along with tender. IGNCA reserves the right to decide on the choice(s) of the quoted item(s).

© Delivery within stipulated months of signing of contract shall be accepted. However, preference will be for shorter delivery period and loading will be done as per the prevailing rules.

Option Clause

22. The contract shall have an Option Clause, wherein the buyer can exercise an option to procure an additional 50% of the original contacted quantity in accordance with the same terms & conditions of the present contract. This shall be applicable within the currency of contract. The bidder is to confirm the acceptance of the same for inclusion in the contract. It will be entirely the discretion of the buyer to exercise this option or not.

Repeat Order Clause

23. The contract shall have a Repeat Order Clause, wherein the buyer can order up to 100% quantity of the items under the present contract within twelve months from the date of successful completion of this contract, cost, terms & conditions remaining the same. Request confirm acceptance of this clause. It will be entirely the discretion of buyer to place the repeat order or not.

24. Payment Terms. 95% Payment against Inspection note, Proof of dispatch, Duly supported by Xerox copy of Bank Guarantee and against Consignee's provisional receipt. Balance of 5% will be paid on receipt of items in good condition by consignees along with user's certificate of complete Installation and successful commissioning.

25. Placement of Order. The Purchase Order will be placed on successful Conclusion of negotiations on L1 firm.

26. This RFP is being issued with no financial commitment and purchaser reserves the right to change or vary any part thereof at any stage. Purchaser also reserves the right to withdraw the RFP should it be so necessary at any stage.

27. Please acknowledge receipt.

Thanking you,

Yours faithfully,

SCHEDULE OF REQUIREMENT
WITH TECHNICAL DETAILS

Salient Points to be indicated

1.	Type of item/description of stores	Details attached
2.	Quantity required	
3.	Specifications/drawings as applicable	
4.	Technical details along with technical parameters:	
5.	Requirements of training/on job training:	One week operations and maintenance training for at least two members
6.	Requirement of training/on job training	To be done by the Vendor
7.	Requirement of FATs, HATs and SATs	N/A
8.	Requirement of technical document	Yes
9.	Types of future assistance on completion of warranty	Three years on site warranty
10.	Ultimate Consignee and requirement of pre-site/equipment inspection	

Technical Specifications

The vendors must submit an EMD for Rs. 2,00,000 (Rs. Two Lakhs only) in the form of **Demand Draft/Pay order** drawn in favour of IGNCA, New Delhi. EMD in any other form will not be accepted

Storage, Server Backup device, Backup Software

i. Storage Specifications for 10-TB (Useable) SAN Solution x 1 Unit

S.N.	Feature	Product Specifications
1	Architecture	Must feature full 4 Gbps Fiber Channel end-to-end architecture The system must support dual-ported Fiber Channel drives. The architecture should allow modular upgrades of hardware and software for investment protection. The storage device should be upgradable to 8 Gbps host connectivity for future.
2	Rack Mounted	The SAN storage must be rack mounted.
3	OS & Clustering Support	It should support all industry leading open systems operating system. The list of supported operating systems should be provided.
4	Disk Scalability	The proposed storage device should be scalable to at least 400 disks in future It should support both fibre channel and SATA disk drives. The interface should be end to end 4Gbps Fiber Channel . The storage array should be configured with 10 TB usable capacity using 15k RPM drives in RAID 1+0/6/DP
5	HDD's Type	The storage array should support the following 4Gbps Fiber channel hard disk drives - 146 GB, 300 GB, 450 GB FC disk 15 k RPM , 750 GB and 1000 GB SATA 7200 RPM and SAS drives
6	<u>Intermix of Disks</u>	The storage should support an intermix of FC and SATA disks for a better TCO and rack space utilization
7	Front End Ports	It should be configured with at-least 8 numbers of 4 Gbps front end Fiber Channel ports across Dual controllers. The storage must be provisioned with 8 iSCSI ports for IPSAN access.
8	Back End Connectivity	It should be configured with at-least 16 numbers of 4 Gbps back end Fiber Channel loops across Dual controllers towards disks with the ability to ensure no data loss in the event of failure of any one of the controller
9	<u>Storage Controller</u>	Dual active/active Controllers with usable data cache (cache available for data transactions) of 8 GB per storage system. The Cache should be expandable to 40Gb The controller's should have dedicated dual path for cache mirroring The storage array should support RAID set of at least 24 disks
10	RAID	The Storage array should support RAID Levels: 0 , 1 , 4/5 , 6/DP/10

11	No Single point of failure	<p>It should have provision for Redundancy of critical units like processor, disk drives, controllers, fan, Power supply etc. and non-disruptive online micro-code upgrades in order to ensure no single point of failure.</p> <p>It should support hot plugging and hot swapping of critical components with minimal disruption.</p>
12	Cache Protection	In case of power failure, system should ensure that there is no loss of data and battery backup for cache should be provided. Also the data should be de-staged to internal flash or disk drives for higher protection of data
13	Hot Spare Disks	The Storage array should support Global Hot Spare (HS) Disks. A minimum of 1 global hot spare per 20 Disks should be supplied and configured. These should be of the same type as used for production (FC).
14	SAN Zoning	It should provide SAN zoning (mapping-host to LUN), LUN Masking.
15	Dynamic Features	Must support on-line dynamic expansion of LUNs
16	LUN Support	The storage device should support at least 2048 LUN's
17	Management Software	Management software for the storage array should be provided for the maximum capacity supported by the storage array
18	Monitoring	The management software should be java based/web based GUI for faster access
19	Multipathing Driver	Multipathing driver should be provided along with the storage device independent of the No. of servers
20	Snapshots	The storage array should support Point-in-time copies and full copy. The license for the same should be provided for the entire storage array. The storage array should support atleast 50 snapshots per volume. In case the storage system uses Copy-on-Write technology for the point-in-time copies that affects the performance of the storage, an additional 100% capacity on respective FC and SATA disks shall be provided so that there is no affect on the production LUNs/Volumes.
21	Benchmark	The offered storage array/family should have published third party (storage performance) benchmarks.

22	Replication	The offered storage device should support synchronous and asynchronous replication and the license for the maximum capacity supported by storage should be provided. There should be compression happening over storage for replication, helping in save bandwidth
23	Tape Auto Loader	Should support single LTO4 FC drive with 20 cartridge slot(800/1600 GB capacity)
24	SAN Switches	The Vendor should quote for redundant FC switches with 8 ports active scalable to 24. Each port should be 4 Gbps auto sensing with 1, 2 Gbps. This should be from the storage OEM vendor
25	Clones	The storage shall also support creation of copy of volumes (clones), without requiring any space and with no performance impact. The space needs to be provided separately for at least 5 clones of 1Tb each ,in case the logical clones are not possible either because of functionality or because of performance impact on account of logical clones.
26	Compliance	The storage solution should offer functionality for 100% tamperproof and legally presentable data as required for legal, financial and compliance data. The data shall be stored in a manner such that even the system administrator should not be allowed to change or delete the same. Any additional hardware or software that is required for the same shall be supplied in NSPOF mode for the complete supported capacity of the system
27	Data Deduplication	the storage system shall have built-in support for removing redundant blocks through deduplication on the primary storage system. This has to be a block level deduplication.
28	Oracle Hard Compliance	To ensure complete data integrity that is Database certified the storage should necessarily be Oracle Hardware Assisted Resilient Data compliant. Documentation for this purpose has to be submitted.
29	FC/iSCSI connectivity	System should be capable to map the same FC LUN to iSCSI and Vice versa
30	NAS functionality	The same SAN storage array should be able to provide NAS functionality without any NAS gateway. CIFS license should be provided.
31	OS Support	Support for Windows 2000/2003, IBM AIX, LINUX, OS should be preloaded along with OS DVDs/CDs or other media.
32	Warranty and Support	4 Hours response time. 3Yrs, 24x7 on-Site Warranty.

ii. Specifications for High End Server x 1 Unit:

S.N	Item	Specifications/Descriptions
1	Processor	2-Way Capable Latest generation Intel Xeon 5500 Quad Core (2.4 GHz), 8 MB L3 Cache with Quick Path Interconnect, 2 Way SMP with single CPU populated2
2	Memory	16 GB DDR3 Registered SDRAM, scalable to at least 96GB using the type of DIMM quoted for 2 CPU populated config with at least 12 memory slots. Memory to have features similar to ECC, Chipkill or similar technologies
3	Motherboard	Intel 5520 Chipset
4	Hard Disk Driver	2 x 146 GB 10K RPM 2.5" SFF HDD with SAS/ SATA controller.
6	CD-ROM Drive	8x-24x CD-RW/DVD-Writer or ROM
7	Graphics	Integrated video controller Minimum 8 MB dynamic video RAM
8	I/O Slots	4 PCI Express x8 slots free after realising 4 nos 1 Gb Ethernet ports
9	Network controller	2 Nos Embedded/on-board 10/100/1000 integrated network card with TOE, full duplex and load balancing, capability to scale to 4 nos 1 Gb ethernet ports
10	Bays	At least 4 HDD Hot plug bays
11	Ports	3USB ports, 1 serial port
12	Raid controller	RAID 5 with 256MB battery backed up cache and should be able to encrypt(hardware-based to avoid performance degradation) data on the hard drive.
13	Cooling system	redundant hot plug fan, server to have hexagonal holes at front for increased air flow
14	Power supplies	Support for 220v power supply Redundant hot plug power supply
15	Form factor	2 U, Rack mountable, compatible with standard 19 inch racks
16	Certifications	Certified on latest versions of Windows Server, Red Hat Linux
17	System security	Screen blanking, hard disk and system idle mode in power on, power on password, set up password supply surge protected, automatic server hang reboot, and energy star compliance. Power reset switch cover and keyboard lock button. Led lights to indicate faults on key failing components like CPU, RAM, HDD, Power, PCI slots.
	OS Support	RHEL 4 or higher.
	Warranty	03 Yrs. Comprehensive On-Site with 24x7, 4 Hrs. Response time.

iii. **Technical Specifications of LTO4 Autoloader x 1 Unit**

S No.	Specifications	Desired Features
1	Form Factor	Tape Library must be Rack Mountable and have minimum of 4U form factor with scalability options
2	Drive and Interface	Tape Library must have a minimum of 2 Full height LTO4 Fiber Channel Drive with a data transfer rate of 120MB/s in native mode and must expandable up to 10 Full height Drives
3	Scalability	Tape Library must be future ready to accommodate / support LTO5 or LTO6 when they are introduced
4	Partitioning	Tape Library must support partitioning feature
5	Slots	Tape Library must have a minimum of 40 slots and must be expandable up to 188 slots
6	Capacity	Tape Library must provide a native Capacity of 32 TB and must be expandable up to 150.4 TB.
7	Power Supply	Tape Library must have Redundant power supply
8	Remote Management	Tape Library must have web based remote management capability
9	MTBF	Tape Library must have a MTBF (mean time before failure) of 250,000Hrs
10	Warranty	Tape Library must carry a minimum warranty of 3 years
11	OS & Back up Compatible	Tape Library must be compatible with all major backup applications and operating systems
12	Additional Items	At least 100 Nos of LTO4 media cartridge and two cleaning cartridges should also be supplied with the Tape Library.
13	Certification	CE, FCC, TUV/GS, ICES VCCI, BSMI, CISPR 22, C-tick, UL, C-UL, CB, GOST and EN 55022 Class A
14	Barcode Reader	Yes
15	Additional Interface	10 base T Ethernet

iv. **Backup Software x 1 Unit**

S. No.	Desired Features
1	The proposed Backup server Solution shall be available on 64 bit OS platforms and shall have the capability to support for all major Operating systems.
2	Backup software must have built-in centralized, policy driven management feature by which all Backup servers can be managed from single console, if any additional agent is required, bidder must provide the same licenses
3	Full backup of data base systems shall be possible to be taken without bringing the production system down, with full data base consistency and without affecting the performance to the users in any way.
4	The backup software must provide the granular restore for the Active Directory environment from both the server and tombstones on the Windows 2008 without the need to shut down or restart the AD server.
5	Restore feature: System shall be configured for full restoration of the backed up data to the respective storage.
6	Backup software shall support and configured Scheduled automated restores to perform periodic restore drills.
7	Backup software shall offer consistent Graphic user interface across heterogeneous OS platform
8	Backup Software shall offer Extensive reporting capabilities to monitor the health of Backups. Shall support HTML, TEXT and CSV outputs. It shall support scheduled automated generation of the report on a daily basis. And also shall be integrated with SMS
9	The backup software must provide near real time monitoring and reporting of the backup environment. It should provide a graphical representation and monitoring of trends and current status.
10	Software shall support event notification to notify backup administrator about events like Job Failed or Job aborted etc
11	Backup software shall support LAN FREE backup in SAN environments.
12	Software shall support Scanning of Tape media to rebuild catalogs and indexes in case of disaster. It shall be supported thru Software GUI or through Command line utilities
13	Software shall offer centralized management console to remotely monitor backups
14	Software shall support Raw device backup of Windows/Linux/UNIX based system
15	Ability to perform "Hot-Online" backup for different type of Databases such as Oracle, MS SQL, DB2 etc. on various platforms. Also supports the SAP DB backup/restore on heterogeneous platform & must be certified by SAP

16	<p>The backup software must support item level restoration, including restoration of a single mail, calendar item and notes for a MS Exchange environment. & single mailbox recovery in case of Lotus Domino.</p> <p>The backup software must be capable of supporting online backup of MS Exchange & Lotus Domino mailing systems</p>
17	The Backup software must have an integrated RDBMS as the catalog and must not use Flat file system to store the backup data. This must be grow dynamically / automatically based on the requirement
18	The backup software should have capability to configure automated backups with customized frequency based scheduling based on the backup policy. In addition the software should also have capability for user-initiated backup
19	The Software should have a capability to define Policies centrally based on Business requirements. E.g. What Data to be backed up , where to store the Data , Retention period & Number of versions
20	The software should be flexible and configurable to adapt to organization's backup policy.
21	The Policies defined centrally should be applied to Data & not restricted to tape media's. This is to optimally reuse the tape media.
22	The Software should use the available media efficiently by writing the full and incremental data on to the same tape as long as the space is available on the tape media
23	The Backup Software shall provide LAN & SAN based data backup and should be able to collocate the data on to separate set of tapes as per the system or group of systems
24	The Backup Software shall provide web / Java based client interface, which can be accessed from any location
25	The backup software should have application awareness for software like Databases and Messaging solution provided by the vendor.
26	The Backup Software shall provide restart-able restore in case of any failure during a Restore operation
27	The software should have capability to retrieve selectively based on search criteria
28	The software should have capability to backup the entire configuration of the server and restore it from scratch the entire system including configuration when in a scenario of hardware failure
29	The backup software should also include full fledged Media Library Management, including complete and automated offsite tape management, creation of pickup and drop lists, tracking of tapes, etc
30	The software should support Encryption & should have provision to delegate Administrative task.

31	The software should support for ever incremental backup & there should not be a need to do a Full backup again.
32	The software should provide a provision to restore the full backup from multiple incremental backup of file systems. This process should also take care of deleted files during the process of multiple incremental backup.
33	The software should allow have the capability to restore the complete client data locally in case of Backup server not available
34	The backup software must be licensed to use disk, LTO Tape libraries and Virtual Tape Libraries for backups via SAN or through NDMP.
35	The software must have the feature to backup on to the Diskpool and later migrate to the Tape without intervention. The Diskpool space should not be limited to a physical Disk drive capacity.
36	Should have the ability to retroactively update changes to data management policies that will then be applied to the data that is already being backed up or archived
37	The backup software should be able to support versioning and should be applicable to individual backed up object's
38	The proposed backup software must support electronic vaulting to avoid the tape medias to be sent offsite. It allows to copy the entire backed up data to DR TSM server. Bidder must quote this functionality if additional lic is required
39	Additional Requirements: Proposed backup solution must be certified by SAP Proposed backup solution must have GUI based tool to monitor the SAP backup performance & simulate backup/restore operation outside of SAP DB13 console

SCHEDULE - A-
TO

TENDER NO -----

Date & Time to reach this office	
Time and date of opening of tenders	
Validity of Tender required till	

1. **DETAILS OF ITEMS OFFERED:**

SI No.	Description	Qty	Price in Indian Rupees*

* Unit price should be exclusive of all Government duties, Govt. Duties / taxes etc. should be specified giving the current rate applicable.

PLEASE SPECIFY THE FOLLOWING:

(ALL COLUMNS ARE TO BE FILLED OTHERWISE THE OFFER IS LIABLE TO BE REJECTED)

S. No.	DETAILS	TO BE FILLED BY THE FIRM
1.	<u>Discount, if offered (Answer in YES / NO)</u> <u>Indicate the amount of discount</u>	
2.	<u>Is Excise duty extra (Answer in YES / NO)</u> If Excise Duty is extra, indicate the extent / current rate of Excise duty leviable for item. <u>Surcharges on Excise duty</u>	
3.	<u>Is Sales Tax extra (Answer in YES / NO)</u> If Sales Tax is extra, indicate the rate against the Concessional Form.	
4.	<u>Is Custom Duty Exemption Certificate (CDE) required (Answer in YES / NO)</u> IF CDE IS REQUIRED INDICATE AND ENCLOSE THE NOTIFICATION UNDER WHICH CDE CAN BE ISSUED. <u>If CDE is required indicate CIF value of stores to be imported.</u> <u>If CDE is required indicate the Customs Duty payable.</u>	
5.	Is your company exempted from payment of Sales Tax and Excise Duty (Answer in YES / NO)	
6..	Any other duty / levy	
7.	Details of EMD (if applicable)	
8.	Acceptance of Performance Bank Guarantee on confirmation of order	

NOTE: The tenderers are required to spell out the rates of Customs duty, Excise duty, sales tax, in unambiguous terms, otherwise their offers will be loaded with the maximum rates of duties and taxes for the purpose of comparison of prices.

Tenderers should furnish details about the deviation, if any, from the tender specification failing which the Offer will be treated as incomplete.

Details of Specifications may be obtained from the IGNCAs website www.ignca.gov.in

1. Preference to the tenders quoting FIRM & FIXED rates may be given if their offer is found to be meeting all technical requirements.
2. Firms offering variable prices should give details of escalation formula, which should, however, avoid WAGE ESCALATION.
3. DELIVERY REQUIRED : within 45 days
4. TERMS OF DELIVERY : FOR Destination.
5. CONSIGNEE : IGNCAs, New Delhi