

REQUEST FOR PROPOSAL

For

**Supply, Installation, Testing, Commissioning and Warranty
Service of Intel Based Servers**

Issue Date: 29th June 2011

Last Date for submission of proposals: 14th July 2011

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1.0 INTRODUCTION and SCOPE

Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited (“Company”) is carrying on life insurance business in India. As part of supporting its operations and processes, the Company is looking for **“Supply, Installation, Testing, Commissioning and Warranty Service of Intel Based Servers”** for Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited for its location Gurgaon and Hyderabad starting 29th June 2011 for which this RFP is being issued.

1.1 Purpose

The purpose of this RFP is to inform potential Bidders of a business opportunity and to solicit proposals for **Supply, Installation, Testing, Commissioning and Warranty Service of Intel Based Servers** for Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited, Gurgaon as currently contemplated by the Company. Based upon the review and evaluation of proposals offered in response to this RFP, Company may at its sole discretion negotiate and enter into contracts with one or more successful Bidders.

Notwithstanding any other provision herein, Bidder participation in this process is voluntary and at Bidder's sole discretion. Price will be a consideration but will not be the sole factor in Company's decision to award a contractual relationship. Company reserves the right to accept or reject any or all bids from a specific or multiple Bidders for any reason at any time. Company also reserves the right at its sole discretion to select or reject any or all Bidder(s) in this process and will not be responsible for any direct or indirect costs incurred by the Bidders in this process.

1.2 Request for Proposal Definitions

Throughout this Request for Proposal, the following definitions are used:

- “Bidder” means an company incorporated under the Companies Act 1956, that submits, or intends to submit, a proposal in response to this “Request for Proposal”;
- “Vendor” means the Bidder(s) awarded a Contract resulting from this RFP;
- “Contract” means the agreement formed between the Company and the successful bidder as evidenced by an Agreement issued to the Company;
- “Contract Documents” means the Agreement, the Bidders proposal document, the RFP and such other documents as listed in the Agreement, including all amendments or addenda agreed between the parties;
- “Must”, “mandatory” or “required” means an absolute minimum function or capacity, which, if not satisfied in the proposal, may result in disqualification in the final evaluation;
- “De-identification” is the process of removing from data any information from electronic media that identifies a particular individual.
- “RFP” means this request for proposal including any amendments, attachments, and/or clarifications pertaining to this RFP that may be issued prior to the closing date; and,
- “Should”, “may” or “is desirable” means desirable but not mandatory functions or capacities. Bidders who are able to provide these functions or capacities may be

evaluated more favorably than those who cannot.

2.0 Terms of the RFP

2.1 Acknowledgement

Company is going to release the RFP for **Supply, Installation, Testing, Commissioning and Warranty Service of Intel Based Servers** for Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited, Gurgaon online on its website (www.canarahsbclife.com) with the sole aim of making the process free, fair & transparent and user friendly. The Bid (as per attached formats) duly sealed and super scribed “**Quotations for Supply, Installation, Testing, Commissioning and Warranty Service of Intel Based Servers**” should be addressed to “AVP-IT (Server & Storage)”, Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited, 2nd Floor, Unitech Trade Centre, Sector-43, Sushant Lok-1, Gurgaon-122001. Please note that the Technical and Commercial bid has to be in separate sealed envelopes duly marked as Technical Bid and Commercial Bids respectively. Company is not responsible for non-receipt of quotations by the specified date and time due to any reason including holidays. All questions / clarifications should be communicated only on email id [**RFP.IT@canarahsbclife.in**](mailto:RFP.IT@canarahsbclife.in) Last date for receipt of any query is 3rd July 2011. Quotations received after the stipulated time or the Due date or incomplete in any respect are liable to be rejected.

2.2 Proposal Deadlines

Company must receive duly completed and signed proposals no later than 14th July 2011.

2.3 Company's Obligations

The submission and receipt of proposals does not obligate Company in any way. Company shall not be liable for any costs incurred by Bidders in the preparation, presentation or any other aspect of the proposals received by reason of this request, nor is Company obligated to negotiate separately with any sources whatsoever in any manner necessary to serve Bidder's best interests. Company makes no representation, implied or express, that it will accept and approve any proposal submitted. Any and all Contracts which result from this RFP shall be non-exclusive, non-commitment, as-ordered agreements. Company shall not have any liability to bidders for any interruption or delay in access to the site irrespective of the cause. Company will also be not responsible for any damages, including damages that result from, but are not limited to negligence. Also Company will not be held responsible for consequential damages, including but not limited to systems problems, inability to use the system, loss of electronic information etc.

2.4 Proposal Evaluation

Proposals submitted may be reviewed and evaluated by any person at the discretion of Company's internal evaluation team, including non-allied and independent consultants retained by Company now or in the future for the sole purpose of obtaining evaluations to proposals.

Bidders may be asked to further explain or clarify areas of their proposal in writing during the evaluation process.

Bidders are expected to submit their best bid in response to the RFP. The bids quoted shall be according to the scope of work (Refer Annexure I) in this document.

The only information regarding status of the evaluation of proposals that the team will give to any inquiring Bidder shall be whether or not that Bidder has been awarded a Contract. Company may, at its sole discretion, inform any inquiring Bidder of the reason(s) why it was

not awarded the bid.

Company reserves the right to conduct a reverse e-auction after the completion of the RFP process, the schedule of which will be intimated later to all the pre-qualified bidders.

2.5 RFP Terms and Conditions Applied to Final Contract

The terms and conditions of the RFP, including the specifications and the completed proposal, will become, at Company's sole discretion, part of the final Contract (the "Contract") between Company and the selected Bidder. In the event that responses to the terms and conditions will materially impair a Bidder's ability to respond to the RFP, Bidder should notify Company in writing of the impairment. If Bidder fails to object to any condition incorporated herein, it shall mean that Bidder agrees with, and will comply with the conditions set forth herein.

Any exceptions to the terms and conditions or any additions, which Bidder may wish to include in the RFP, should be made in writing and included in the form of an attachment to the applicable Section in the RFP.

2.6 Terms Binding on Bidder

Following the date for submission of proposals, and prior to Contract award, the RFP shall be binding upon Bidder in all respects for a period of 180 days.

2.7 Hold Harmless

In submitting a proposal, Bidder understands that Company will determine at its sole discretion which proposal, if any, is accepted. Bidder waives any right to claim damages of any nature whatsoever based on the selection process, final selection, and any communications associated with the selection.

Company reserves the right to award the Contract to the Bidder(s) whose proposal is deemed to be the most advantageous in meeting the specifications of the RFP. In addition, Company reserves the right to add or waive any requirements contained in this RFP at its sole discretion with regard to proposals submitted. Company's decision on award of Contract shall be final and binding on all the Bidders.

Company shall be at liberty to cancel the online RFP / online reverse auction process at any time, before ordering, without assigning any reason.

2.8 Confidentiality Provision

The terms of this RFP, the information provided by Company herein and all other information provided by Bidder in connection with the services offered to be provided by the Bidder pursuant to this RFP, are to be treated by Bidder as strictly confidential and proprietary. Such materials are to be used solely for the purpose of responding to this request. Access shall not be granted to third parties except upon prior consent of Company and upon the written agreement of the intended recipient to treat the same as confidential. Company may request at any time that any of Company's material be returned or destroyed.

Should Bidder choose not to respond to this RFP, please return all materials and any duplicates thereof at:

Title: RFP for "Supply, Installation, Testing, Commissioning and Warranty Service of Intel Based Servers"
Kind Attn: AVP-IT (Server & Storage)
Canara HSBC Oriental Bank of Commerce Life Insurance Company Ltd.
2nd Floor, Unitech Trade Centre
Sector-43, Sushant Lok-1
Gurgaon-122001,
Haryana.

2.9 Acceptance of Proposals

Company reserves the right to modify the terms of the RFP at any time at its sole discretion and the same will be uploaded on the website <http://www.canarahsbclife.com>. The bidders have to remain updated about the same from the website and Company will not be responsible for such information not being downloaded by the bidder. Subsequent to the submission of proposals, interviews and negotiations may be conducted with one or more Bidders, but there will be no obligation to receive further information, whether written or oral, from any Bidder not to disclose the nature of any proposal received.

This RFP should not be construed as an agreement to purchase products or services. Company is not bound to accept the lowest price or any proposal of those submitted. Proposals will be assessed in accordance with the evaluation criteria.

2.10 Evaluation and Selection

A committee will evaluate proposals against the mandatory criteria as detailed herein. Proposals meeting all the mandatory criteria will then be assessed and scored against the evaluation criteria. Company's decision on evaluation shall be final and binding on all the bidders. Bidders who qualify the evaluation criteria will be empanelled for services. Commercial bids will be opened for the empanelled bidders post technical evaluation. Any deviations from the skill set / experience / prerequisites/ requirements and/or the terms and conditions of the Tender Document shall be submitted explicitly along with convincing reasons in the format attached (refer Clause 5.1). Company will not provide any justification in case rejects deviation and Company reserves all rights to reject or accept any deviation.

2.11 Liability for Errors

While Company has used considerable efforts to ensure an accurate representation of outsourced, the information contained in this RFP is supplied as a guideline for Bidders. The information is not guaranteed or warranted accurate by Company, nor is it necessarily comprehensive or exhaustive. Nothing in this RFP is intended to relieve information in this RFP as per its current understanding of the requirements under various activities to be Bidders from forming their own opinions and conclusions with respect to the matters addressed in this RFP. In the event Company finds that the objectives of the intended outsourcing is better achieved by processes/procedures other than those mentioned in this document, Company shall have the right irrespective of the fact whether it has already received proposals from intending bidders or not, to effect such changes and enter into negotiations with one or more Bidders at its sole discretion for such changed/modified processes.

2.12 Acceptance of Terms

All the terms and conditions of this RFP shall be deemed to be accepted by the Bidder and incorporated in its proposal unless specifically notified otherwise.

2.13 Ownership of Proposals

All documentation, including proposals, submitted to Company will become the property of Company.

2.14 Use of Request for Proposal

This document or any portion thereof, is the property of Company and may not be used or copied for any purpose other than the submission of the Bidder's proposal.

2.15 RFP Schedule

- Company advertises RFP on its website 29th June 2011
- All inquiries regarding RFP due by close of business 3rd July 2011
- Answer to queries 6th July 2011
- Bidders' deadline for submitting responses to RFP 14th July 2011

2.16 Delay in performance of the obligations by the Bidder

The company is looking for Delivery and Installation within 6 weeks of issuing the formal purchase order. Any exception to this timeline will prompt the company to impose the penalty on the bidder as mentioned below:

- A. Penalty:** Company shall impose a penalty of 0.25% of the PO value for each day of delay.
- B. Termination:** The Company reserves the right to terminate the purchase agreement anytime after a delay of 25 days.

3.0 Proposal Preparation

This section defines the proposal preparation and submission procedures, which are to be followed by all Bidders. Bidders are cautioned to carefully read and follow the procedures required by this RFP. Please note that deviations may be cause for rejection of your proposal.

3.1 Proposal Format

The Bid (attached formats) duly sealed and super scribed "**Quotations for Supply, Installation, Testing, Commissioning and Warranty Service of Intel Based Servers**" should be addressed to "**AVP-IT (Server & Storage)**", Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited, 2nd Floor, Unitech Trade Centre, Sector-43, Sushant Lok-1, Gurgaon-122001. Please note that the Technical and Commercial bid has to be in separate sealed envelopes duly marked as **Technical Bid** and **Commercial Bids** respectively. Company is not responsible for non-receipt of quotations by the specified date and time due to any reason including holidays. All questions / clarifications should be communicated only on email id RFP.IT@canarahsbclife.in Last date for receipt of any query is 3rd July 2011. Quotations received after the stipulated time of the Due date or incomplete in any respect are liable to be rejected.

- a) Bidder's name and address, Bidder's telephone number, email address and a contact person.
- b) One page letter of introduction identifying the Bidder and signed by the person or persons authorised to sign and bind the Bidder to statements made in the proposal. The returned RFP will be referenced as an attachment if/when a contractual agreement is executed. This document has to be uploaded and mapped with this corresponding schedule.
- c) Please follow the format of this RFP, placing answers in the text box immediately after sections requiring responses. Please do not enter any information into any part of this document other than the boxes provided. The boxes will expand to accommodate responses of any length.

- d) Price for each item to be submitted in separate envelopes.
- e) NO CHANGES TO THE LINES, FORMAT OR STRUCTURE OF ANY SPREADSHEETS IS PERMITTED. CHANGING THE SPREADSHEETS IN ANY WAY, OTHER THAN INSERTING THE REQUIRED INFORMATION, SHALL BE CONSIDERED CAUSE FOR YOUR COMPANY'S DISQUALIFICATION FROM FURTHER ANALYSIS AND PARTICIPATION IN THE RFP PROCESS.
- f) Any additional information, brochures, etc., can be provided at the discretion of the Bidder and should be clearly labelled and uploaded.

3.2 Notification of Changes

All recipients of this RFP will be notified of any changes if any made to this document prior to the due date of submission of proposals.

3.3 Changes to Proposed Wording

The Bidder will not be permitted to change the wording of its proposal after submission to Company. No words or comments will be added to the general conditions or detailed specifications unless requested by Company for the purposes of clarification.

3.4 Bidder's Expenses

Bidders are solely responsible for their own expenses in preparing and submitting a proposal to Company, if any.

3.5 Currency and Taxes

Prices quoted are to be:

- In Indian rupees;
- Exclusive of all taxes.

3.6 Completeness of Proposal

By submission of a proposal, the Bidder warrants that all components required to manage the program have been identified in the proposal or will be provided by the Company at no charge.

4.0 Scope

The detailed scope of work has been attached as Annexure I

4.1 Criteria

The purpose of this section is for Bidders to provide information to demonstrate to Company that its services offering satisfy Company's requirements. The bidder should also demonstrate that it has the financial and organizational infrastructure to fulfil the fundamental requirements set out in this RFP. Bidders not meeting them or not demonstrating that they do meet them may not receive further consideration during the evaluation process. A complete listing of the specific bid evaluation criteria is included in below attached file.



Criteria.xls

4.2 Pricing Model

The total cost of the hardware equipment/ components/ software with 3 years 24x7, 6 Hrs CTR onsite warranty support and AMC for 3 years after 3 years warranty period etc. must include all the price components.

The prices have to be submitted in sealed envelopes as per the format given in Annexure II.

5.0 Deviation Sheet

Deviations from Technical Specifications and Terms and Conditions of the Tender

	RFP Document Clause	Technical Specification or Terms and Condition in the RFP document	Deviation offered	Reasons and whether deviation adds to the operational efficiency in case of the systems
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

Note:

Deviations from any of the terms and conditions of the tender document should be specified

If any deviations from the technical specifications are warranted, reasons for such variations should be specified and if such deviations/ variations add to improvement of the overall performance of the systems, those should be specifically mentioned and supported by relevant technical documentation as specified above.

ANNEXURE 1- SCOPE OF WORK

The selected bidder has to Supply, Install, Test, and Commission 8 numbers of Servers as per the following configuration and provide 3 years of Warranty Service on 6 hrs CTR basis for these servers.

ITEM -I

Quantity - 3 Nos. (Server w/t 8 SAS HDD + 7 NSAS HDD)

Delivery Location – 2 Nos. in Hyderabad and 1 No. in Gurgaon

Component	Particulars	Compliance of Vendor
Server Certification	Certified for Microsoft Windows 2003/2008 Server All Editions and Vmware ESX 4.1	
Make	IBM (X3600 M3 Series), HP(DL Series), Dell	
Processor	Intel® Xeon® 5600 series processors HEX Core Dual Processor	
Clock Speed	2.4 GHz minimum	
FSB	1333 MHz	
L3 Cache	Minimum 12 MB	
Motherboard	Server Class Mother board	
Chipset	Intel 55xx	
RAM	Minimum 32 GB (4X 8GB), Up gradable up to 96 GB- all DDR3 RDIMM.	
Memory Protection	Advanced ECC; Mirrored Memory; Online Spare	
HDD	Internal to Server: 8x600GB, SAS 2.5 inch Hot Plug HDD 10k RPM & 7x1TB, Near line SAS 2.5 inch Hot Plug HDD 7.2K RPM	
Hard Disks Bays	Minimum 16 bays of SAS 2.5 inch Form Factor with SAS card and complete ready to use back plane connectivity	
Disk Make	Seagate, Hitachi, Quantum or any other OEM (Other OEM details to be furnished with proposal)	
Storage Controller	For Internal Disks: SAS Controller Integrated with RAID Capabilities of (0/1/1+0 & 5) with minimum 512 MB Cache.	
DVD ROM/Optical Drive	Model certified for MS windows	
Networking	Total 6 Ports including Two (2) Embedded Ethernet Multifunction Gigabit Network Adapters (10/100/1000 Mbps) with TCP/IP Offload Engine Enabled	
Serial Port	1	
Power Supply	Two power supply in redundant mode	
USB 2.0 Ports	4 Total: 1 Front; 2 Rear; 1 Internal	
VGA PORT	1	
Expansion Slots	Min available : 2 x PCI-Express	
Form Factor	Rack Mountable 2U	
RSA Card	RSA Card/Onboard with Virtual Key / Licensed ILO / Similar option	
Warranty	3 years onsite warranty support after installation date, 24 * 7 support including call logging , 6 hours CTR	

ITEM - II

Quantity - 4 Nos. (Server w/t 9 SAS HDD)

Delivery Location – All in Gurgaon

Component	Particulars	Compliance of Vendor
Server Certification	Certified for Microsoft Windows 2003/2008 Server All Editions and Vmware ESX 4.1	
Make	IBM (X3600 M3 Series), HP(DL Series), Dell	
Processor	Intel® Xeon® 5600 series processors HEX Core Dual Processor	
Clock Speed	2.4 GHz minimum	
FSB	1333 MHz	
L3 Cache	Minimum 12 MB	
Motherboard	Server Class Mother board	
Chipset	Intel 55xx	
RAM	Minimum 32 GB (4 X 8GB), Up gradable up to 96 GB- all DDR3 RDIMM.	
Memory Protection	Advanced ECC; Mirrored Memory; Online Spare	
HDD	Internal to Server: 9x600GB, SAS 2.5 inch Hot Plug HDD 10k RPM	
Hard Disks Bays	Minimum 16 bays of SAS 2.5 inch Form Factor with SAS card and complete ready to use back plane connectivity	
Disk Make	Seagate, Hitachi, Quantum or any other OEM (Other OEM details to be furnished with proposal)	
Storage Controller	For Internal Disks: SAS Controller Integrated with RAID Capabilities of (0/1/1+0 & 5) with minimum 512 MB Cache.	
DVD ROM/Optical Drive	Model certified for MS windows	
Networking	Total 6 Ports including Two (2) Embedded Ethernet Multifunction Gigabit Network Adapters (10/100/1000 Mbps) with TCP/IP Offload Engine Enabled	
Serial Port	1	
Power Supply	Two power supply in redundant mode	
USB 2.0 Ports	4 Total: 1 Front; 2 Rear; 1 Internal	
VGA PORT	1	
Expansion Slots	Min available : 2 x PCI-Express	
Form Factor	Rack Mountable 2U	
RSA Card	RSA Card/Onboard with Virtual Key / Licensed ILO / Similar option	
Warranty	3 years onsite warranty support after installation date, 24 * 7 support including call logging , 6 hours CTR	

ITEM - III

Quantity - 1 Nos. (Server w/t 12 SAS HDD + 12 NSAS HDD)

Delivery Location – Gurgaon

Component	Particulars	Compliance of Vendor
Server Certification	Certified for Microsoft Windows 2003/2008 All Editions and Vmware ESX 4.1	
Make	IBM (X3600 M3 Series), HP(DL Series), Dell	
Processor	Intel® Xeon® 5600 series processors HEX Core Dual Processor	
Clock Speed	2.4 GHz minimum	
FSB	1333 MHz	
L3 Cache	Minimum 12 MB	
Motherboard	Server Class Mother board	
Chipset	Intel 55xx	
RAM	Minimum 32 GB (4 X 8GB), Up gradable up to 96 GB- all DDR3 RDIMM.	
Memory Protection	Advanced ECC; Mirrored Memory; Online Spare	
HDD	Internal to Server: 12x600GB, SAS 2.5 inch Hot Plug HDD 10k RPM & 12x1TB, Near line SAS 2.5 inch Hot Plug HDD 7.2K RPM	
Hard Disks Bays	Minimum 28 bays of SAS 2.5 inch Form Factor with SAS card and complete ready to use back plane connectivity	
Disk Make	Seagate, Hitachi, Quantum or any other OEM (Other OEM details to be furnished with proposal)	
Storage Controller	For Internal Disks: SAS Controller Integrated with RAID Capabilities of (0/1/1+0 & 5) with minimum 512 MB Cache.	
DVD ROM/Optical Drive	Model certified for MS windows	
Networking	Total 6 Ports including Two (2) Embedded Ethernet Multifunction Gigabit Network Adapters (10/100/1000 Mbps) with TCP/IP Offload Engine Enabled	
Serial Port	1	
Power Supply	Two power supply in redundant mode	
USB 2.0 Ports	4 Total: 1 Front; 2 Rear; 1 Internal	
VGA PORT	1	
Expansion Slots	Min available : 2 x PCI-Express	
Form Factor	Rack Mountable 2U	
RSA Card	RSA Card/Onboard with Virtual Key / Licensed ILO / Similar option	
Warranty	3 years onsite warranty support after installation date, 24 * 7 support including call logging , 6 hours CTR	

ANNEXURE II-PRICING FORMAT

Sr No.	Particulars	Price in Indian Rupees (Rs.)
1	Cost of Hardware	
2	Price for 3 years 24x7 comprehensive onsite warranty support for all items with 6 hrs CTR	
3	Price for 3 years 24x7 comprehensive onsite warranty support for all items with 4 hrs Response time and best effort resolution	
4	Installation and Commissioning charges (one Time)	
5	Total Cost of Hardware with 3 years 24x7 comprehensive onsite Warranty Support with 6 Hrs CTR for all items	
6	Total Cost of Hardware with 3 years 24x7 comprehensive onsite Warranty Support with 4 Hrs response time and best effort resolution for all items	
7	Annual Maintenance Cost (AMC) 24x7x365 after 3 years warranty i.e. (for 4th year)	
8	Annual Maintenance Cost (AMC) 24x7x365 after 3 years warranty and 1 Year AMC i.e. (for 5th year)	
9	Annual Maintenance Cost (AMC) 24x7x365 after 3 years warranty and 2 Years AMC i.e. (for 6th year)	
10	Total Annual Maintenance Cost (AMC) for 3 years after expiry of 3 year warranty period	
11	Total Cost of Ownership (TCO) for 6 years with 6 hrs CTR	
12	Total Cost of Ownership (TCO) for 6 years with 4 hrs response and best effort resolution	