

Request for Proposal & Quote

FOR THE SUPPLY, INSTALLATION & SUPPORT OF
HARDWARE/SOFTWARE INFRASTRUCTURE
FOR

Server Virtualization Infra upgrade DC and DR



The South Indian Bank Ltd.
Digital and Technology Department
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1 ABOUT OUR BANK

The South Indian Bank Limited (www.southindianbank.com) is one of the leading scheduled commercial banks having 926 branches and 1155 ATM's spread across 28 States / Union Territories in India. The Head (Registered) Office of the Bank is situated at Thrissur, Kerala State. There are twenty Regional Offices (RO), geographically spread across the country, coming under the administrative control of the Head Office. SIB offers various customer services such as anywhere banking -Any Time Banking supported with online ATM's, Internet Banking, International ATM-Cum-Debit Cards, Mobile Banking, etc. The Bank has already adopted significant technological advancements and is using them to leverage business operations such as CBS, NDS-PDO, RTGS, NEFT, SWIFT, Treasury, Forex etc. Currently, the Bank has 926 Branches and 1155 ATM's connected on-line to the Data Center at Kochi, Kerala through Wide Area Network. The bank is using 'Finacle' as the Core Banking Solution (CBS) from M/s. EdgeVerve Systems, Bangalore

2 PROJECT DETAILS

- 2.1 South Indian Bank is looking out for a virtualization solution involving hardware & software with virtualization features for SIB Data center(DC) and Disaster Recovery (DR) sites. The purpose of this RFQ is to establish criteria for the selection of firm, or firms, to act as a vendor (the "Vendor") in providing hardware, software, and professional services for the server virtualization project within SIB DC and DR.
- 2.2 The prime objective of this Request for Proposal and Quotation (RFPO) is to procure and set up Servers, storage and software for upgrading virtualized infra at DC and DR. The project encompasses the purchase, supply, installation, configuration, implementation, testing, commissioning, documentation & ongoing support of the hardware, software, backup, database, networking components etc. required for server virtualization.
- 2.3 Servers, system software, peripheral application software, database and other items/equipment's shall be installed at the bank's DC and DR Sites. SIB is therefore inviting Sealed Techno-Commercial Quotations through this Request for Proposal and Quote (RFPQ) to meet the above requirements.

3 TERMS & ABBREVIATIONS USED IN THIS DOCUMENT

- 3.1 **'Bid'** shall mean the set of Bid/Request for Proposal and Quote (RFPQ) documents provided by Vendor for submitting a competitive quotation for the execution of 'Works' in accordance with the terms specified in this document.
- 3.2 **'SIB/Bank'** means The South Indian Bank Ltd.,
- 3.3 **'Data Center'** means to the Bank's Data center at Kochi, Kerala.
- 3.4 **'DR Site'** means the Bank's disaster recovery site at Bangalore.
- 3.5 **'Project/Works'** means the purchase, supply, installation, configuration, implementation, testing, commissioning, documentation & ongoing support of the hardware, software, backup, database, networking components etc required for server virtualization.
- 3.6 **'Vendor'** means the entity who has received the RFPQ and submitted the response Bid documents for the said 'Works' with the intention of submitting a competitive quotation for the execution of Works in accordance with terms specified in this document.
- 3.7 **NDA** – Non Disclosure Agreement
- 3.8 **'Service Level Agreement/Agreement/SLA'** shall mean the Contract entered into between Bank and the successful Vendor who has been awarded the Purchase Order for Works.
- 3.9 **'Successful Vendor'** means the Vendor whose Bid is accepted by the Bank and been awarded the Purchase Order / Contract works.
- 3.10 **RFPQ** – This Request for Proposal & Quote.
- 3.11 **'SVP'** means the Server virtualization Project.
- 3.12 **'VM'** means the Virtual Machine.

4 REQUIREMENT SPECIFICATIONS

- 4.1 **Purpose**
- 4.1.1 The objective of the project is to implement a Server Virtualization solution in SIB to enhance the server, application availability and consolidate servers.
- 4.1.2 **The tentative Scope of Work**
- Server Virtualization Infrastructure design service.
 - Server Hardware with 1-year 24 x 7 warranty services and 5 year AMC support.
 - Software License with 2-year / 3 year 24 x 7 support services.
 - Installation and configuration of the provided software and hardware to implement the design.
 - Implementation services including setup of the server Virtualization in the new hardware infra, server & storage migration planning and the actual execution of virtualization and creation of DR applications/servers from primary virtual environment to Virtualized environment at SIB DR site.
 - Performance tuning of all supplied hardware and software.
 - Training and documentation.

- Ongoing support.

4.2 **The summary of the work involved and the responsibilities of the vendor are as detailed below.**

- Vendor has to supply, install and maintain all the necessary hardware, software and other related tools/software at SIB, which comprise the complete solution as per the requirements specified.
- Experienced and responsible technicians/Engineers who will be executing the project should inspect the SIB campus to evolve a clear understanding of the nature and scope of work involved.
- Vendor shall deploy qualified personnel at SIB to install all supplied Hardware/Software and to provide required services.
- Develop a process for addition/Deletion of an application/server to the virtualized solution. Vendor should design a good solution for DR site virtualization project. Technical evaluation is available for vendor's architecture for DR virtualization project.
- Vendor shall record all major / minor incidents, which will help to take decisions on capacity planning, network planning and performance enhancement.
- Vendor should conduct periodic security and network reviews during the 3-year warranty period and ensure all patches/upgrades are applied as and when OEM releases them.
- The solution offered must work, get installed, be deployed and operated: -
- On industry standard server hardware in multiple CPU socket configurations.
- With industry standard Storage area network and Ethernet Adaptor.
- With the standard operating systems released by the OS vendor.
- The proposed server virtualization solution should include proposal on the number of physical host Servers, storage and other hardware devices required for the setup with detailed configuration. A detailed Bill of materials should be provided by Vendor.

4.3 **Server Virtualization Design Service**

- 4.3.1 The Vendor is required to provide logical and physical design for the server virtualization based on the following technical requirements.

ANNEXURE A: Specifications for Server / Storage

ANNEXURE B: Backup & Replication software (VEEAM)

ANNEXURE C: OTHERS

ANNEXURE D: MANDATORY RESPONSE SHEET

ANNEXURE E: VENDOR KYC

ANNEXURE F: CHECKLIST

4.3.2 **Hardware**

The Vendor is required to propose and provide the necessary server hardware, storage Hardware and associated peripherals for the setup of the server virtualization project. Network will be provided by SIB. However, the Vendor is required to provide the network design and specification of the equipment needed.

4.3.3 Software

The Vendor is required to propose and provide the entire necessary software licenses for setting up the server Virtualization project.

4.3.4 Proof of Concept (POC)

The Original Equipment Manufacturer/System Integrator should be ready to do POC at no cost and no obligations to SIB. All necessary equipment & software should be supplied by vendor for POC of server Virtualization project.

4.3.5 Implementation Service

- The Vendor will be responsible for the installation and configuration of all hardware and software required and supplied.
- Installation of all necessary hardware and software for the Server Virtualization, including but not limited to the Virtualization software with all necessary modules, and its integration. In case the hardware is not provided by the Vendor, the Vendor will need to work with the hardware vendor and SIB to ensure the performance and design specification is being met.
- Configuration of the Centralized Management Console that allows the administrators to manage the Server Virtualization (Hardware/Software) from one single console. The console should be able to perform functions such as but not limited to online moving of running virtual machines, controlling of the virtual machines failover and failback processes.
- Integrate the Server Virtualization Project with the SIB backup system and/or to a centralized backup system to perform online, off-host virtual machine backups.
- Integrate the new hardware / software at DC and DR with the existing server Virtualization Infra at DC and DR.

4.4 Migration Service

A risk-free, seamless, progressive migration of the existing physical servers must be adopted to avoid the migration risk and ensure no impact on the SIB's daily operation. The migration plan proposed should have an in-depth consideration on network integration, minimal change, simple implementation and fallback procedures. The migration must be carried out after office hours.

4.5 Project Management

- 4.5.1 The Vendor shall provide project management service including but not limited to:
- 4.5.2 Oversee the implementation of the whole project
- 4.5.3 Ensure the deliverable is a turnkey solution
- 4.5.4 Make sure the proposed solution is delivered on schedule
- 4.5.5 Serve as a quality controller to inspect service delivered

4.6 Testing and Acceptance

- 4.6.1 The Vendor needs to manage and execute testing required for the new Server Virtualization Project for the SIB's acceptance. The following services should be provided.
- 4.6.2 Submit Test Specifications, which outlines the test cases, test objectives, test procedures, expected results, pass/fail criteria for each testing phases.
- 4.6.3 The Test Plan and Test Specifications shall be approved by the SIB before performing any tests.
- 4.6.4 Any defects found during the tests shall be immediately rectified or resolved by the Vendor at no cost to the SIB. Re-test shall be arranged by the Vendor after the rectification and the re-test shall be documented.
- 4.6.5 Unit Test – The Vendor shall be required to perform a range of unit tests on site for each individual sub-system to demonstrate that all items have been installed properly.
- 4.6.6 System Integration Test (SIT) – After the completion of all the unit tests for individual sub-system, the Vendor shall be required to perform SIT to demonstrate the delivered SVP meets all agreed features and functional requirements specified in the Tender.
- 4.6.7 Performance Test – The Vendor shall be required to demonstrate the delivered SVP can support the migrated server workload.
- 4.6.8 Load Test – The Vendor shall be required to demonstrate the delivered SVP can meet all the performance requirements specified. e.g. the time needed in failover.
- 4.6.9 User Acceptance Test (UAT) – After the completion of all above four testing phases, the Vendor shall be required to assist the SIB in performing the UAT to accept the delivered solution.

5 EXISTING SETUP

Bank has deployed the 100 applications at SIB Datacenter in virtualized platform. The supplied Server Virtualization Project solution at DC & DR site needs to integrate with existing setup. Also the Server Virtualization Project solution at DC/DR site should have provision to integrate with the new software/Hardware procured by the Bank in future.

6 TRAINING AND DOCUMENTATION

- 6.1 The Vendor needs to provide free trainings and educational materials for all items supplied, to the SIB technical staff, on system/application administration, configuration and entire operations of the proposed solution.
- 6.2 All trainings have to be conducted at the SIB Office, unless with prior approval given by the SIB Office. All training sessions have to be conducted before production launch.
- 6.3 Training should be of vendor/OEM certification level standard on the delivered solution with certification training materials.
- 6.4 Document deliverables include but not limited to
- 6.5 Project plan and design specifications.
- 6.6 Test plan, test specifications and test reports.
- 6.7 Training Guide.
- 6.8 Standard Product Manual including software media (where applicable) and license materials
- 6.9 Detailed installation documents should be included in the documents.
- 6.10 Problem log during overall project implementation.

7 WARRANTY & SUPPORT

- 7.1 The Vendor shall provide a **ONE-YEAR** comprehensive Warranty and 5 year AMC support, on-site maintenance and service/support, from the date of installation of the Servers and software specified in the purchase order, at the sites - Data center – Ernakulam, of the Bank, for all the supplied products. The Warranty, on-site maintenance and service/support will be provided to cover the said equipment and software on a 24-hour x 7 days a week basis throughout the said period.
- 7.2 The details of the AMC/ATS/SA provided along with the mode of support should be clearly specified irrespective of the operating systems quoted. Details of the warranty period available on media and on the software as per the warranty policies of the respective principals or OEMs should be specified clearly along with Mode/Method of support.
- 7.3 With respect to Operating System, RDBMS and all other Supporting Software's Vendor has to provide the necessary AMC/ATS/SA for all the software systems quoted for a period of three/five years from the date of completion of actual installation.(If and only if OEM/Manufacturer does not provide three/five years support rate, the vendor should quote for next available lesser period of support as provided by OEM/Manufacturer-Eg.one year/two years) The details of the AMC/ATS/SA provided along with the mode of support should be clearly specified for all the software's quoted. Details of the warranty period available on media and on the software as per the warranty policies of the respective principals or OEMs should be specified clearly.
- 7.4 The vendor shall sign a comprehensive Service Level Agreement with the BANK covering all relevant areas along with the Purchase Order.
- 7.5 Warranty period shall be effective from the date of complete and satisfactory installation of all ordered components/equipment/items. Any augmented part of the solution is also covered under warranty from respective date of installations till the expiry of the Service Level Agreement.
- 7.6 The support should cover supplied software installation, installation and reinstallation of OS and other application software, patches, bug fixes, upgrades, updates, firmware upgrades and

complete maintenance of all hardware and software components throughout the warranty/support/AMC period.

- 7.7 Support level/Escalation Chart has to be provided to the bank for the locations at Ernakulam.
- 7.8 Annual Maintenance Contract / Warranty / Support terms must be in accordance with the SLA & NDA only, notwithstanding anything contrary contained in any other documents whether executed before or after the execution of this agreement. Standard NDA format is attached with this document.
- 7.9 The Vendor shall maintain the necessary spares at their Kochi and Bangalore stores to meet the required uptimes, for respective installations as per SLA & NDA. While it is the responsibility of the VENDOR to maintain the system and its associated peripherals intact and in tandem to deliver the rated performance levels, the VENDOR may keep a minimum level of damage prone hardware components where a delay is expected for delivery in case replacement is necessitated, at quickly accessible, suitable locations or at site.
- 7.10 The Vendor must do the quarterly preventive maintenance of the supplied items during the period of SLA & NDA and apprise the purchaser of the impending performance degradation indicators and remedial measures suggested thereof well in advance so as to enable the purchaser to take corrective steps to avert the same as far as possible.
- 7.11 A consolidated record of the maintenance done with details of part(s) replaced, the complaint registered etc. must be submitted to the PURCHASER before commencing the AMC period and during the agreement period.
- 7.12 The Vendor shall at his own cost rectify the defects/replace the items supplied, for defects identified during the period of agreement.
- 7.13 Vendor agrees to provide support for all products supplied in accordance with the details provided in the agreement. On the happening of an incident/defect the VENDOR shall replace the malfunctioning / non-functioning product or part of product or provide necessary service to rectify the defect free of cost.
- 7.14 The Vendor has to carry out the following listed work and also related activities specified elsewhere in this document: -
- 7.15 Complete on-site satisfactory 24 hrs. * 7 days a week Maintenance / service/support/efficient configuration of servers and other components as specified in the agreement, for the duration specified in the agreement.
- 7.16 Configuring/ Setting up the storage Area Network - configure/augment storage space as and when required by the Bank.
- 7.17 Loading / Installation/ re-installation / reloading of Operating System/Firmware/Drivers/ other supplied software for Backup/Cluster/Server management etc. and related patches, bug-fixes, updates/upgrades etc. on to the servers.
- 7.18 Establishing connectivity between the servers. Storage components etc. and coordinating with the software VENDOR, if required, for smooth operations of the RDBMS & Banking Software.
- 7.19 The Solution provided should be optimally configured such that it works at peak performance level. Any degradation in performance should be rectified by the vendor. Performance tuning

should be done, by certified engineers, for hardware, Operating System (OS) and Database (DB) before go live of the entire solution.

- 7.20 The Vendor shall absorb any hidden cost arising out of situations, with respect to services and maintenance of the complete hardware, software and related solutions offered/ supplied by Vendor, which arises due to an act or omission of Vendor.
- 7.21 Vendor shall maintain the necessary spares locally to meet the required uptime. A minimum uptime of 99.9 % per annum is compulsory.
- 7.22 Any spares and the logistics thereof needed for maintaining resolution norms should be recommended and managed by the Vendor either onsite or offsite.
- 7.23 Vendor should guarantee in writing product support and spares / sub-systems components availability for SEVEN years from date of installation and same should be co-signed by the Original Manufacturer.
- 7.24 Vendor should assist SIB in completing licensing agreements (if any) with OEM's prior to commencement of warranty period. Vendor should inform compulsorily in the submitted Bid whether any licensing agreement has to be completed prior to or after delivery of any ordered item. A Draft copy of such required agreement has to be submitted with the bid.
- 7.25 System Integrator has to take full and complete responsibility for support of all supplied items.

8 DELIVERY & INSTALLATION

- 8.1 The all respective equipment (as per the purchase order specifications given) should be delivered in full at the DR Site Bangalore & DC Kochi, within a maximum of SIX WEEKS from the date of issuing the Letter of Intent/ Purchase order.
- 8.2 If the supply is delayed inordinately, the Bank can cancel the said purchase deal without any obligation on its part and the same shall be binding on the Vendor. Vendor should supply standby servers for the bank to start the project immediately.
- 8.3 Vendor should install all Hardware supplied and also all supplied software, including OS, database, third party supporting software, drivers, patches and all other required software for the smooth functioning of the application/system at Data Center.
- 8.4 Vendor should also designate a Project Manager/Leader to install and operationalize all supplied hardware and software items. This Project Manager/Leader should be the single point contact of the bank for its clarifications, support etc. The Name, designation, contact details of the identified Project Manager/Leader should be informed to the bank along with the RFPQ.
- 8.5 The Installation/Commissioning of all equipment supplied shall be completed within a period of THREE weeks from the date of delivery at the DR Site Bangalore.
- 8.6 Vendor should submit the detailed documentation for the entire installation in both soft copy and hard copy.
- 8.7 Bank reserves the right to involve third parties, application vendor etc., in the installation process, if it deems so and the vendor shall render all assistance for the same.

9 COMMERCIALS & PAYMENT TERMS

- 9.1 The prices should be exclusive of all local/central taxes, octroi and entry taxes. The price should be inclusive of other charges like excise, custom duties, packing/ forwarding/ freight/ transit insurance, transportation etc. with the equipment to be delivered installed and commissioned at our specified site's. An approximate indication of taxes to be incurred is to be shown separately. Price Total with and without taxes should be provided in the bid. A clear price break-up should be indicated.
- 9.2 AMC/ATS/SA percentage of item cost without taxes, after warranty/support period should be mentioned for all supplied items.
- 9.3 Vendor should clearly indicate in their invoice detailed breakup of all tax/duty components like excise duty, VAT etc.
- 9.4 Commercials for the Hardware, Software, Installation Media & documentation should be separately provided wherever asked for. Individual item costing should be compulsorily given for all quoted items.
- 9.5 The following will be the Terms of Payment applicable for the items supplied against the relevant purchase orders.
- 9.6 Payments will be made only on submission of invoice, installation report and other documents necessary as per the terms agreed upon.
- 9.7 70% of total cost after delivery of all ordered items at Bank's location as specified in the Purchase Order.
- 9.8 20% of total cost after completion, satisfactory installation and successful system integration testing of all supplied equipment including hardware, operating systems, databases, application software to the complete satisfaction of SIB.
- 9.9 10% of total cost amount including installation charges after submission of complete documentation, completion of relevant training and signing of SLA & NDA and on submission of Performance Bank Guarantee valid for three/five years (as required by SIB) for 15% of the total invoice value.
- 9.10 AMC cost will be paid in advance half yearly, every year of the contract period after the completion of warranty period.
- 9.11 Delivery Bank guarantee (In the form of bank guarantee) for an amount of 10% of the total Purchase Order value, valid till the time all the ordered items are delivered, has to be submitted by the vendor immediately after issue of purchase order by SIB. The release of first payment milestone of 50% total invoice amount excluding installation charges will also be dependent on receipt of Delivery Bank guarantee.

10 VENDOR RESPONSIBILITY

- 10.1 Vendors shall provide solution strictly in accordance with the requirements.
- 10.2 Vendors shall adhere to the procedure and processes laid down in this document.
- 10.3 The Vendor should invariably furnish any deviations from the specifications and/or the terms and conditions of the RFPQ, specifying the reasons and justifying such deviation. NON-MENTION OF DEVIATIONS SHALL IMPLY COMPLIANCE TO SIB's SPECIFICATIONS. Any non-disclosure of such information may disqualify the vendor at later stages of the Technical/commercial Evaluation of the Bids submitted by the Vendors.
- 10.4 Infrastructure requirements including power requirements, air conditioning, dust and humidity control, etc., necessary for successful and efficient operation of the installation at each site should be specified for each of the hardware item quoted. Also dimensions and weight of each piece of equipment offered

shall be specified with necessary power ratings and wiring requirements. All equipment power plugs supplied should be Indian standard three pin power plugs.

- 10.5 The Vendor shall not quote any product that is end of life or due end of life in the next 3 years.
- 10.6 Vendors will have to give their spares policy and the nearest location of spares and the sharing mechanism of spares kits. Support should be through local offices for the implementation. Spares should be stocked at DC and DR sites.
- 10.7 Vendors shall strictly comply with the key dates and time stipulated in this document. However, all efforts shall be made to explore the possibilities of quicker ways of delivering the products, complete the initial build, and achieve substantial completion and final acceptance.
- 10.8 SIB is very much interested in long-term association with the potential Vendors and hence Vendors shall adapt to changes in SIB requirements and provide superior Products and Services and not by mere fulfillment of contractual commitments set here forth.
- 10.9 The capabilities, operating characteristics and other technical details of the hardware and software offered should be furnished together with detailed product manuals, brochures, literature, etc. The make, model and part number of each component shall be compulsorily indicated.
- 10.10 The vendor should attach all the related product literature, data sheets, handouts, evaluation reports etc pertaining to the Systems/ Storage devices/ peripherals/software, for which the Vendor has quoted.
- 10.11 Vendors shall alert SIB and its own personnel about the risks either anticipated or faced either prior and/ or during and / or after the execution of the project and provide all the possible solutions either to totally eliminate or to minimize such risks.
- 10.12 Vendors shall ensure all possible efforts in continuous improvement in processes, tools and procedures and practice the world-class methodologies in delivering/installing Products and Services, managing Project and also while interacting with third party vendors for cross-integration.
- 10.13 In any of the above configurations, if there is any discrepancy or mismatch between asked for items and currently available items in market (due to any reasons whatsoever), vendor may quote for equivalent next higher version/item, after providing suitable reasons/justifications only.
- 10.14 Annexure should be compulsorily filled up by the vendor. Further, additional sheets with relevant information may be attached to filled up Annexure.

11 GENERAL TERMS AND CONDITIONS

- 11.1 SIB reserves the right to either not to implement the solution or to partially implement the solution.
- 11.2 Any incomplete or ambiguous terms/ conditions/ quotes will disqualify the offer.
- 11.3 Any set of terms and conditions from the Vendors are not acceptable to the Bank.
- 11.4 SIB reserves the right to accept or reject any bids without assigning any reason thereof and SIB's decision in this regard is final.
- 11.5 The Bank reserves the right to stop the RFPQ process at any stage and go in for fresh RFPQ without assigning any reasons OR to modify the requirements in RFPQ during the process of evaluation at any time.
- 11.6 SIB is not bound to place on the order on the lowest price Vendor or the best technical Vendor.
- 11.7 SIB reserves the right to cancel the Purchase Order if the supplied items are not commissioned within the agreed period from the date of PO unless extended in writing by SIB.
- 11.8 SIB reserves the right to re-negotiate the prices in the event of change in the market prices of both the hardware and software.
- 11.9 In case the selected vendor fails to deliver all or any of the ordered items as stipulated in the delivery schedule, the Bank reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility of the selected vendor.
- 11.10 SIB can disqualify any Vendor who fails to sign the Service Level Agreement (SLA & NDA).
- 11.11 All the contents of the bid documents and the entire bid documents itself shall remain valid for a minimum period of 3 months from the date of submission of bid document.
- 11.12 The implementation will be deemed to be complete if all supplied equipment's including hardware, servers, storage, operating systems, database, supporting software, drivers, network connectivity, storage connectivity and peripheral application software are installed, tested, commissioned and accepted by the bank. In addition, supply of all associated documentation and training as specified in this document has to be completed to the satisfaction of the bank.
- 11.13 The Bank reserves the right to cancel the contract and recover the expenditure incurred by the Bank if the selected vendor does not perform to the satisfaction of the bank or delays execution of the contract. The Bank reserves the right to get the balance contract executed by another party of its choice. In this event, the selected vendor is bound to make good the additional expenditure, which the Bank may have

to incur in executing the balance of the contract. This clause is applicable, if for any reason, the contract is cancelled.

- 11.14 All inquiries, communications and requests for clarification shall be submitted in hard copies/e-mail to SIB and response for the same shall be obtained in writing. Only such documents shall be considered as authoritative.
- 11.15 Successful Vendor shall be responsible for compliance with all requirements under the rules, regulations, terms & condition of all regulatory bodies/statutory authorities etc and shall protect and indemnify completely SIB from any claims / penalties arising out of any infringements/violations.
- 11.16 Successful Vendor shall protect and fully indemnify the SIB from any claims for infringement of patents, copyright, licenses, trademark or the like.
- 11.17 All intellectual property related to the project shall be the property of SIB and SIB reserves the right in its sole discretion to implement the same at other centers in future without involving successful Vendor.
- 11.18 The vendor shall explicitly absolve the Bank of any responsibility/ liability for the use of system or other supplied software, with regard to copyright/ license violations, if any.
- 11.19 Vendor should ensure that all points in the Main Document and Annexure(s) are taken into account before submitting the Bid Documents. If a particular point is mentioned in the Main Document and not in Annexure(s), or vice versa, it should not be construed as an error and the vendor should submit all relevant information irrespective of whether it has been requested or not. SIB reserves all right to ask any information related to RFPQ irrespective of whether it has been mentioned in the RFPQ or not.
- 11.20 Bids once submitted shall be final and no amendment by the vendor shall be permitted. A Vendor shall submit only one set of proposals. However SIB reserves the right to re-negotiate the prices in the event of change in the market prices of both the hardware and software. SIB reserves the right to ask clarifications of any vendor on any matter specified in the submitted bid.
- 11.21 Further, subsequent to the orders being placed/agreement executed, the Vendor shall pass on to SIB all fiscal benefits arising out of reductions in Government levies viz. sales tax, excise duty, custom duty, etc.
- 11.22 Responses to the RFPQ that do not meet the set timelines or incomplete in any aspect or not submitted in the prescribed format will be summarily rejected at the whole discretion of SIB.
- 11.23 All information disclosed through this RFPQ or verbally or in writing or in any manner or form including but not limited to all computerized data, information or software specifications, data, notes, memoranda and any other writings between the Bank and Vendor or vice versa shall be treated as confidential and shall not be disclosed to a third party, without mutual agreement.

12 RESPONSE TO RFPQ & CONTACT DETAILS

- 12.1 The time is the essence of the project. It is mandatory for vendors who respond to this RFPQ to meet these expectations as they are tightly linked to SIB's plans of implementing the server Virtualization project. Following are the timeframe defined for the activities.

Activity	Date
Address any clarifications on RFPQ (Clarifications may be addressed by e-Mail and can be obtained by sending a <u>mail to: infra@sib.co.in</u> . Last date for all clarifications is 15-01-2023 02.00PM.	
Bid submission-Last Date	25-01-2023 05:00 PM

- 12.2 However, the Bank reserves the right to extend the last date of submission, at its sole discretion.
- 12.3 SIB is not responsible for non-receipt of quotations within the specified date and time due to any reason including postal holidays, delays in approaching SIB.
- 12.4 Vendor should ensure that hardcopies & softcopies of both the bids are properly numbered as Page __ (current page) of __ (total pages). Further the authorized signatories of the vendor should initial and affix seal and sign on all pages of the hardcopies of the bids.
- 12.5 Bids with erasure / overwriting / crossing are liable to be rejected. If required, the corrections can be made by scoring out and writing afresh. The corrections shall be authenticated with authorized signature.
- 12.6 The bid should be submitted as follows
- 12.6.1 Check List – The Check list as per Annexure –G filled by the Vendor should be submitted with both the following bids.
- 12.6.2 Technical quote (UNPRICED) with all relevant supporting documents, response to Annexure-A,B,C,D,E in a cover marked” TECHNICAL BID – RFPQ FOR Server Virtualization Project at DC HARDWARE & SOFTWARE”
- 12.6.3 Commercial quote (PRICED) for the entire proposal with detailed breakup of the prices for each line item, refer Annexure A,B,C,D,E in a cover marked ” COMMERCIAL BID – RFPQ FOR Server Virtualization Project at DC HARDWARE & SOFTWARE”
- 12.6.4 The prices for the products should be indicated in Indian Rupees (INR).
- 12.6.5 Compact disk (CD) containing the soft copy of the Checklist, Technical and Commercial bid should be provided in PDF & Microsoft word formats. Further the vendor should certify that the contents of the CD’s are the same as that provided by way of hard copy. In the event of a discrepancy the offer will be rejected.
- 12.6.6 All of the above should be submitted in a single sealed cover marked as” BID – RFPQ FOR Server Virtualization Project.
- 12.6.7 Vendor should compulsorily fill Vendor KYC details in Annexure I and submit along with bid.
- 12.6.8 Vendor should ensure that the bid documents are submitted as above only to the following address on or before the stipulated date.
- Deputy General Manager, Technology
Digital and Technology Department
The South Indian Bank Limited
SIB Building (3rd Floor), Rajagiri Valley
Infopark Express Highway, Kakkanad
KOCHI – 682 039, Kerala State
Telephone: 0484 – 3939393; Email: infra@sib.co.in
- 12.7 SINGLE POINT OF CONTACT (SPOC) - The vendor should provide a single point contact person with cell/landline Number, email, full address etc so that Bank can address all queries regarding this RFPQ to the designated person.

13 PENALTY CLAUSES

- 13.1 All issues/problems/incidents/ defects/ failures reported on items/equipment's supplied by Vendor have to be responded within (two) 1 hour and the problems have to be resolved within next (three) 3 hours. However, the vendor shall make arrangements to resolve the failures/problems before the maximum resolution time of 4 hours. A penalty of 18% per annum on the AMC amount shall be recovered from the vendor for non-adherence to the stipulated maximum of 4 hours of problem resolution time. In case the issues/problems/incidents/ defects/ failures reported during agreement period are not resolved in accordance with terms mentioned herein, penalty for such failure shall be deducted from the AMC amount applicable during the financial year in which the incident occurred.
- 13.2 **Supply/Delivery** - The equipment (as per the specifications given) should be delivered within a maximum of 6 WEEKS from the date of issuing the Letter of Intent/ Purchase order. If delivery is delayed, the penalty amount should be 18 % p.a on the entire purchase order value mentioned in the purchase order concerned for the delayed number of days from date of delivery stipulated/arrived at/accepted by the vendor.
- 13.3 **Installation** – The items/equipment as per the purchase order given should be installed within three weeks after the delivery of all items. If installation is delayed bank will charge a penalty of 0.75% of order value for every week of delay, subject to a maximum of 10% of the order value.
- 13.4 **Service/Support** -
- 13.4.1 Penalty will be imposed for non-performance against the guaranteed performance level and Uptime will be applicable from date of installation and the amount due to the VENDOR shall be set off from the payment due for service/support charges payable by the PURCHASER.
- 13.4.2 Penalty for violation of Uptime Guarantee will be 10% of total support charges paid till date for each 0.1% reduction in committed uptime figure, subject to maximum of total support charges for three/five years (This clause will be applicable if a specific amount indicated in the purchase order as support charges).
- 13.4.3 Performance guarantee (In the form of bank guarantee) for an amount of 15% of the total invoice value, valid for three/five years, has to be submitted by the vendor after go live, for release of final 10 % payment.

14 SELECTION CRITERIA

- 14.1 The company profile and the details of the manpower to be deployed in the project with resume, past experience of the company in the area of supply, installation and commissioning of quoted equipment, cost of the hardware and software offered, technical features of the hardware/software offered, delivery schedule, past experience with SIB, Total cost of ownership, post implementation service and support etc. shall be some of the criteria in selecting the Vendor.
- 14.2 Local presence and nature of Vendor's support available at each location shall also be given weightage while evaluating the tenders submitted by the Vendors.
- 14.3 The quoted brand and preferably model should have been successfully installed in at least 2 major projects in various banks/large organization. All bid responses should be accompanied by reference details of those projects.

15 LITIGATION

- 15.1 If it comes to the notice of the Bank that the Vendor has suppressed any information either intentionally or otherwise, or furnished misleading or inaccurate information, the Bank reserves the right to nullify the Qualification and to disqualify the Vendor. If such information becomes available to the Bank prior to issue of Letter of Intent, SIB reserves the right to disqualify the Vendor. If such information comes to the knowledge of the Bank after the award of work, SIB reserves the right to terminate the Contract unilaterally at the total cost and risk of the Vendor and such action would include but not limited to

forfeiture of all deposits, guarantees etc. furnished in any form. The Bank also reserves the right to recover any dues payable by the selected vendor from any amount outstanding to the credit of the selected bidder, including the pending bills, bank guarantee and security deposit, if any. The Bank will also reserve the right to recover any Advance paid.

- 15.2 All disputes or differences whatsoever arising between the selected vendor and the bank out of or in relation to the construction, meaning and operation or effect of the contract, with the selected bidder, or breach thereof shall be settled amicably. If, however, the parties are not able to resolve any dispute or difference aforementioned amicably, the same shall be settled by arbitration in accordance with the Rules of Arbitration of the Indian Council of Arbitration - Indian Arbitration and Conciliation Act, 1996 and the award made in pursuance thereof shall be binding on the parties. The Arbitrator/Arbitrators shall give a reasoned award. A maximum of three arbitrators may be appointed in the arbitration panel.
- 15.3 Work under the Contract shall be continued by the selected vendor during the arbitration proceedings unless otherwise directed in writing by the Bank or unless the matter is such that the works cannot possibly be continued until the decision of the arbitrator or of the umpire, as the case may be, is obtained. The venue of the arbitration shall be at Kochi, Kerala State, India.

-----[End of Main Document] -----

SOUTH INDIAN BANK

ANNEXURE A: Specifications for Server / Storage

This is a Functionality Response document of servers for Server Virtualization project; vendor is requested to furnish the appropriate response to the particulars asked by giving the compliance level as explained below. Explanation/suggestions by the vendor may be given in the Remarks column.

	Features	Compliance (Y/N)
General Information	The solution should provide hyper converged software that allows delivery of enterprise-class storage services using latest x86 server infrastructures without dependency on a separate Storage Area Network & associated components such as SAN Switches & HBAs.	
	Intel Xeon 32 Core 2.6Ghz platinum processors to be used in the solution.	
	Proposed solution should support the hypervisors listed as a leader in latest Gartner’s Magic Quadrant for Virtualization Infrastructure. The solution components quoted including HCI system , hypervisor, server, network switch should be listed as a leader in Gartner’s Magic Quadrant for Hyper-converged infrastructure, Hypervisor, modular servers and Data Center Networking respectively	
	Proposed solution should support heterogeneous hypervisor environment viz. Hyper-V, VMware etc.	
	The HCI solution should support both hybrid and All-Flash nodes options.	
	The proposed HCI solution should be a factory shipped engineered & integrated appliance. All the components of HCI such as compute nodes, hypervisor OS, storage disks, management software should be factory installed and shipped ready for fast deployment.	
	The HCI solution should support all types of x86 servers rack and blade servers from the same OEM under a single HCI cluster. Any additional HW/license required should be included on day 1.	
	The HCI solution should support scaling hyperconverged node (compute & storage), compute-only, storage-only (HDDs) independent of each other under a single cluster.	
	The Solution should support compute only nodes. To add virtual compute capacity to the cluster which can access storage from converged nodes, without incurring any HCI software license cost	
	The HCI solution should be proposed with N+1 design. The minimum CPU Cores, Memory and storage should be available in the event of any one node failure.	
DC Site	Minimum Configuration - HCI in DC Site	
	The proposed HCI solution should support scalability of minimum 32 nodes in a single cluster. Each server node should have dedicated redundant hot swap power supplies & cooling fans.	
	The solution should comprise of 8 nodes. The solution should have minimum 512 cores, 16TB memory (128 GB DIMMs). All Overheads of CPU, memory for HCI software, considering all features enabled for data efficiency (deduplication, compression etc.) should be provisioned in terms of absolute cores, no processor level efficiency should be considered for overhead calculation.	

	<p>The HCI solution should be configured with minimum of 300 TB usable storage capacity excluding cache capacity. The capacity to be configured with minimum data protection of replication factor 2 or equivalent or higher. The capacity should be absolute capacity without considering any data efficiency techniques as Data Deduplication and compression. Any other capacity required for meta data, host maintenance mode, component rebuilds etc. should be factored over and above the capacity.</p>	
	<p>The HCI should be proposed with 7.6TB NVMe for capacity tier per server node. The NVMe should be presented via pass through mode without any hardware RAID on every server node.</p>	
	<p>The solution should be provided with All Flash configuration with support for 2U form factor with the addition of the latest Intel 2.6 Ghz Processors or higher and 128 GB DIMM capacity</p>	
	<p>Min. 8* 25 Gbps network ports per server node. Solution should also provide card level redundancy.</p>	
DR Site	<p>Minimum Configuration - HCI in DR Site</p>	
	<p>The proposed HCI solution should support scalability up to 32 nodes in a single cluster. Each server node should have dedicated redundant hot swap power supplies & cooling fans.</p>	
	<p>The solution should comprise of 5 nodes. The solution should have minimum 320 cores, 10TB memory. All Overheads of CPU, memory for HCI software, considering all features enabled for data efficiency (deduplication, compression etc.) should be provisioned in terms of absolute cores, no processor level efficiency should be considered for overhead calculation.</p>	
	<p>The HCI solution should be configured with minimum of 200 TB usable storage capacity excluding cache capacity. The capacity to be configured with minimum data protection of replication factor 2 or equivalent or higher. The capacity should be absolute capacity without considering any data efficiency techniques as Data Deduplication and compression. Any other capacity required for meta data, host maintenance mode, component rebuilds etc. should be factored over and above the capacity.</p>	
	<p>The HCI should be proposed with 7.6TB NVMe for capacity tier per server node. The NVMe should be presented via pass through mode without any hardware RAID on every server node.</p>	
	<p>The solution should support All Flash configuration with support for 2U form factor with the addition of the latest Intel 2.6 Ghz Processors or higher and 128 GB DIMM capacity</p>	
	<p>Min. 8* 25 Gbps network ports per server node. Solution should also provide card level redundancy.</p>	
Network integration and automation	<p>The hyper-converged system includes min. 2 QTY of unified network switches (for integration with DC LAN and SAN), each with 48 ports per switch with redundant power supplies and cooling fans. The switches should be provided with sufficient 10/25Gbps or equivalent bandwidth for downlink ports and minimum 2*100Gbps for uplinks. All required SFPs & cables, licenses should be provided. Uplink Modules for the existing DC Switch (QSFP+ for Cisco Nexus 9300) also to be factored.</p>	
	<p>The network switches included with the HCI solution should be able to connect to existing storage fabric over FC/NFS/ISCSI. The vendor should provide the required network switches and required adapters to support these storage protocols. 4x 16Gbps FC Modules to be considered for SAN integration.</p>	

	The network switch should support QoS to streamline HCI network traffic to improve traffic filtering, segmentation and performance.	
	The HCI solution must support end-to-end installation of compute, network, storage, and network QoS in automated installation steps.	
	The solution should have multiple VSwitches for network traffic segregation. Various network traffics such as management, storage, virtual machine, Vmotion, Backup etc. in the HCI should be segregated on to independent virtual switch for improved traffic management and scaling. The procedure must be fully automated in the HCI installation. Any license required should be provided on day 1.	
	The HCI solution should support multiple server identities can be deployed from a master server identity or a master template. Server identities that are created and linked to the master server identity inherits any modifications done to the master identity. Example, the version of the Server BIOS is changed in the master identity and all linked server identities inherit the new modified Server BIOS version.	
	The solution should support Single click non-disruptive rolling upgrades of HCI software and system firmware.	
Management	The HCI solution should support management of both rack & blade form factor of Hyper converged nodes from the same console	
	The solution should support Role Based Access Control so that the resources can be managed by respective resource administrator. Parent administrator still have control over resources under their respective child resources	
	The HCI solution should have Automated call home capability in the event of critical server failure or thresholds that are crossed which could impact server performance or customer SLA.	
	Integration with the Microsoft Active Directory groups	
	Single dashboard to manage virtual machines, network, storage, monitor performance and manage events & alerts.	
	The solution should have a plugin in the Hypervisor for HCI management. Administrators should be able to view, provision, manage and monitor HCI solution from the hypervisor's management dashboard.	
	The HCI management solution interface should support HTML 5 plugin that provide users the ability to manage and monitor the clusters	
Storage Architecture	The HCI storage should be a scale-out distributed storage.	
	The HCI software should pool all NVMe from all the nodes in the cluster to present a single storage resource pool to all server nodes in the cluster. There should not be any dependence on data locality	
	The HCI software should pool all NVMe from all the nodes in the cluster to present a single storage cache pool across the HCI nodes.	
	The HCI should support IO striping across all NVMe in the cluster for individual virtual machines to extract maximum throughput and performance from the cluster.	
	The HCI solution should support scaling storage capacity and performance linearly by addition of nodes. VMs on existing nodes should get the storage performance & capacity that was scaled by the addition of new HCI nodes.	

<p>The HCI solution should be able to present cluster wide storage performance to any single large Virtual machine.</p>	
<p>Present scale-out storage to compute only nodes for Seamless failover of compute-only nodes for a fully high available design of HCI</p>	
<p>The HCI should support connecting to external 3rd party SAN (FC,ISCSI) and NFS storage into the HCI cluster for capacity expansion and ease of migration from existng environment to HCI</p>	
<p>The HCI solution should support various data replication methods (RF=2 & RF=3) or equivalent for data protection. Any software license required to enable RF=2 & RF=3 should be quoted on day 1.</p>	
<p>The HCI solution should support Inline Deduplication across all storage tiers.</p>	
<p>The HCI solution should support for 1 nodes failure in entire solution</p>	
<p>The Solution should support Instant space optimized point-in-time Snapshots. Should allow for taking snapshots of individual Virtual Machines to be able to revert back to an older state, if required. Any additional software and license should be provided on day 1.</p>	
<p>The Solution should allow for taking clones of individual Virtual Machines for faster provisioning. Any additional software or license required should be provided on day 1.</p>	
<p>The HCI storage should have integrated wizard to schedule snapshot for hourly/weekly/monthly snapshot policies. Any additional software or license should be provided on day 1.</p>	
<p>The HCI solution should be able to boot bare-metal servers from iSCSI LUNs hosted onto the HCI solution</p>	
<p>The HCI storage should have integrated wizard for batch clones of virtual machines and customization. Any additional software or license should be provided on day 1.</p>	
<p>The proposed HCI solution must support file-level end-to-end data encryption to provide confidentiality of data at the HCI software level and without adding any overhead to the hypervisor or guest VMs. Encryption should be FIPS 140-2 compliant and should support 256-bit AES inline encryption. It should allow the coexistence of encrypted and unencrypted ESXi data stores in the same cluster. Necessary key management solution must be included in the proposal. If the proposed solution does not feature native encryption and key management solution, then the bidder can propose a proven and popular 3rd party solution for encryption and key management. Necessary licenses to support the full capacity/VMs/CPU's must be included in the proposal.</p>	
<p>The proposed solution must support synchronous replication between DC and Near DC (whenever Bank decides to deploy an Active-Active disaster avoidance solution for mission-critical workloads requiring high uptime (near zero Recovery Time Objective) and no data loss (zero Recovery Point Objective). Necessary licenses required to achieve this solution must be included in the proposal to support full capacity/VMs/CPU's.</p>	
<p>The solution should automatically rebalance data to maintain balanced utilization of storage across the HCI nodes. When storage capacity is scaled up or scaled out, the HCI nodes must automatically redistribute data equally across all nodes equally without migrating VMs.</p>	
<p>The HCI solution quoted should have native replication capability independent on Hypervisor</p>	

	The HCI Solution should support N:1 replication capability across different cluster type	
	Virtualization software shall provide a Virtualization layer that sits directly on the bare metal server hardware with no dependence on a general purpose OS for greater reliability and security	
	Virtualization software should support live Virtual Machine migration with enhanced CPU compatibility and without the need for shared storage option.	
	Virtualization software should allow for hot addition of vCPU, memory, disk without any downtime.	
	Virtualization software shall have High Availability capabilities for the virtual machines in the sense if in case one server fails all the Virtual machines running on that server shall be able to migrate to another physical server running same virtualization software. This high availability feature should also be extended to and aware of the applications running inside of the virtual machines.	
	<p>The solution should work with software (VROPS, Cisco IWO etc.) providing</p> <ul style="list-style-type: none"> - specific real-time actions that ensure workloads get the resources they need when they need for placement, scaling and capacity decisions. The solution should give options of recommend (view only), manual (select and apply) or automated (executed in real time) - should model what-if scenarios based on the real-time environment to accurately forecast capacity needs - should be able to monitor entire inventory connecting to the virtualization solution, Network switches, 3rd party storage, blade servers etc. 	
	the virtualization software should have Integration of 3rd party endpoint security to secure the virtual machines with offloaded antivirus, antimalware, firewall and hips solutions without the need for agents inside the virtual machines.	
	Virtualization manager should be highly available with out of box HA without any dependency on clustering software. Virtualization manager should have the capability to monitor other same platform virtualized workloads in the data canter	
	The solution should have well defined Container Storage Interface (CSI) that support for Block access, Clone volume, PV support with different file systems, Volume space statistics reporting per CSI specs.	
	The solution should have Kubernetes Cluster multi-tenancy target/LUN masking using dedicated initiator group, Volume resize support for block mode volumes, CSI Plug-in installation and upgrade through Helm chart.	
	The vendor must provide all features and license applicable in Hypervisor OS on day 1.	
	If the HCI software license is based on storage capacity or drives, then the bidder must propose the license for the maximum possible storage capacity or drives in the proposed node model.	
	The proposed solution must provide a minimum of 300 TB of usable storage capacity at DC and 200 TB at DR. This capacity must be provided without including capacity benefits achieved using deduplication and compression.	

	The proposed HCI solution must support inline deduplication and inline compression and these features must be turned on during the implementation. Necessary licenses for using these features must be included and proposed by the bidder. Any additional CPU and memory overheads created by deduplication and compression must be factored in by the bidder. If the vendor does not support deduplication and compression or wants to propose without these features due to performance issues, then an additional of 50% usable capacity must be proposed.	
	The proposed solution should not have any single point of failure	
	Each node must have dedicated cache drive, boot drive and housekeeping drive	
	Each server node must have dedicated redundant hot swap power supplies & cooling fans.	
	The solution must support one-click non-disruptive rolling upgrades of HCI software and system firmware.	
	The solution must have automated call home and ticketing capability in the event of critical alerts/failures	
	The solution should have a plugin in the Hypervisor for HCI management. Administrators should be able to view, provision, manage and monitor HCI solution from the hypervisor's management console.	
	The HCI file system should be a scale-out distributed file system where the data is striped across multiple nodes where the read and write can happen across all the nodes for any given virtual machine.	
	The HCI software must support native instant, space-optimized, point-in-time snapshots. The GUI must have the capability to schedule snapshots based on various times. If the HCI software does not support native snapshots, then the bidder must include 3rd party storage-level snapshot license for a minimum of 500 VMs. Hypervisor-level snapshots must be excluded to avoid any overheads on the guest VMs.	
	The HCI software must support native rapid clones of individual Virtual Machines. If the HCI software does not support native clones, then the bidder must include 3rd party storage-level clone license for a minimum of 500 VMs. Hypervisor-level clones must be excluded to avoid any overheads on the guest VMs.	
	The HCI software must support asynchronous native replication between 2 sites at the storage level. Necessary licenses must be included in the proposal. If the HCI software does not support native replication, then the bidder must include 3rd party storage-level replication license for a minimum of 500 VMs. Hypervisor-level replication must be excluded to avoid any overheads and performance issues on the guest VMs.	
	The solution must automatically rebalance data to maintain balanced utilization of storage across the HCI nodes when storage capacity is scaled up or scaled out. The HCI nodes must automatically redistribute data equally across all nodes without migrating VMs.	
	The proposed hardware must have Trusted Platform Module v2.0 and Chassis Intrusion Switch	
	The proposed solution should include management features such as:	
	a) Monitoring of health and inventory status	
	b) Display the support contract status	
	c) Cross launch HW management console and HCI management console	
	d) User customizable views/tiles and searching and tagging of inventory	
	e) Remote management and vKVM	
	f) Rest API	
	g) Initiate service request in the event of critical failure/fault	

	h) Automatically collect the log/support files and attach it to the service ticket	
	i) Automatically raise RMA request in the event of memory failure and drive failure	
	j) Compliance with hardware compatibility list (HCL)	
	k) Centralized and remote firmware management and upgrade	
	l) Server graphic views including live health status	
	m) Mobile application for remote monitoring and management. Support for Android and IOS platforms.	
	n) Role based access control for different administrators	
	o) IP level restrictions and whitelisting to limit access from external IP ranges	
	OS / Hypervisor Support: - VMware VSphere 7 & above Microsoft Windows Server (2016 and above) Red Hat Enterprise Linux 8 & above	
	Warranty:- 1 Year Onsite Comprehensive Warranty including complete support with 2 hours response and 2 hours resolution time.	
	AMC: -AMC Percentage after 1-year warranty period for 2 nd , 3 rd , 4 th , 5 th & 6 th year with backup to backup support with OEM. Proof of the same has to be submitted.	
	Spare delivery within 24 Hours at Kochi and Bangalore respectively.	
	The rate of all quoted components should be agreed for 3 years. (all rates can freeze in INR or \$)	

-----[End of Annexure A] -----

ANNEXURE B: Backup & Replication software (VEEAM)

No	Functionality Expected	Qty	Unit Rate	Total Rate	Compliance(Yes/No)
1	Backup solution should be image level backup solution specifically designed for VMware and Hyper-V Virtual Environments. Proc License. Veeam Backup and Recovery Enterprise License – 10 Pack.	10			
2	Backup solution should be totally agent less but should support application aware backup processing including truncation of MS MS SQL, Oracle, Exchange transaction logs.				
3	Backup solution should be Hardware Agnostic Solution and it should support any type of storage for storing the Backups.				
4	Backup solution should store a backup recovery point as a single file.				
5	The proposed backup solution must support at least AES 256-bit encryption capabilities.				
6	Backup solution should include inline de duplication and compression of backup files.				
7	Backup files should be self-sufficient and recovery should not depend on files catalog or indexing.				
8	Backup solution should support file level recovery from an image level backup of Windows/Linux/Solaris guest file systems.				
9	Backup solution should provide the RTO equal to High Availability and be able to boot the Virtual Machines directly from the Backup to reduce the downtime.				
10	Backup solution should provide Recovery of Application Items, File, Folder and Complete VM recovery capabilities from the image level backup within 15Mins RTO.				
11	Solution shall have native feature for Automated Backup Verification. Automated restore should happen to an isolated sandbox environment to allow for non-disruptive testing of backups according to user-defined schedules. This ensures that backups are 100 % recoverable.				
12	Recovery verification should automatically boot the server from backup and verify the recoverability of VM image, Guest OS and Application Consistency.				
13	Solution should provide instant server recovery in the Sandbox for server testing purposes.				
14	Solution should provide Backup and Replication capabilities in one console.				
15	The solution should support Windows as well as Linux different flavors				
16	The Solution should support varieties of backup mechanisms like Full, Incremental, Differential etc. at different frequencies i.e. yearly, monthly, weekly, daily, hourly etc. as per defined policy. It should also have calendar-based backup scheduling. The restoration should also be supported accordingly.				
17	Replication should include failover and failback capabilities and automated re IP and Networks mapping with Replica Seeding. In				

	Normal stage, VMs are replicating from primary location to DR site. But in the time of DR Drill, corresponding application should replicate from DR to primary site.				
18	Solution should be Agentless and should not require license, deploy, manage or monitor on hosts or VMs.				
19	The proposed solution should run on minimal licenses and cost effective thus reducing total cost of the solution. License should consider the case :- In Normal stage, VMs are replicating from primary location to DR site. But in the time of DR Drill, corresponding application should replicate from DR to primary site.				
20	The Solution should provide the backup capability to ISCSI and fiber channel.				
21	Solution should support 24x7 real-time monitoring, with at-a-glance and drill-down views of health, performance and workload of the virtual hosts.				
22	Capacity planning and change tracking should be available for Virtual Infrastructure.				
23	Automated and on-demand management reporting should be available.				
24	Solution Should support Automatic Documentation of the virtual infrastructure.				
25	The solution should provide information about under and oversized virtual machines.				
26	The solution should provide information on Active Snapshots, Garbage files, and Idle Templates and Virtual Machines.				
27	The proposed monitoring solution should support Integration with the Virtual Backup environment for easier monitoring and Reporting.				
28	The solution should provide complete view of the virtual infrastructure with performance charts and graph logical groups of interrelated metrics.				
29	The proposed Solution should be CBT capable to Minimize backup time and allow for more frequent backup and replication.				
30	Replication should include traffic compression, de-duplication and IP shaping.				
31	The proposed Backup Solution Must Allow to configure the maximum acceptable I/O latency level for production data stores to ensure backup and replication activities do not impact storage Availability to production workloads.				
32	The Solution should be Network-efficient, Secure backup data replication with variable-length encryption at the source, along with compression and encryption to ensure that backups are optimized for WAN transmission. This should be ensured without need of any other 3rd party WAN Accelerator requirements.				
33	The proposed Backup solution must Support Seamless Integration with Point-in-time SAN snapshots with Major OEM SAN Storages to perform faster LAN Free Backup without any overhead to Hypervisor Compute Layer.				
34	Warranty: - Option (1) 3 Years Onsite Comprehensive Warranty including complete support for Operating System ordered with 2 hours response and 2 hours resolution time.				

	Option (2) 5 Years Onsite Comprehensive Warranty including complete support for Operating System ordered with 2 hours response and 2 hours resolution time.				
35	AMC:-AMC Percentage after 3/5 year warranty period.				

No	Functionality Expected	Qty	Unit Rate	Total Rate	Compliance(Yes/No)
1	WinSvrDCCore SNGL LicSAPk OLP 2Lic NL Core Lic Qlfd	108			
2	Red Hat VDC Licenses premium 3-year support	3			

-----[End of Annexure B] -----

SOUTH INDIAN BANK

ANNEXURE C: OTHERS

1. Charges

No	Functionality Expected	Qty	Unit Rate	Total Rate	Compliance(Yes/No)
1	One Time Implementation				
2	Migration of hardware from DC to DR				

-----[End of Annexure C] -----

SOUTH INDIAN BANK

Annexure D - MANDATORY RESPONSE SHEET

This is MANDATORY response expected from the Vendor, bidding for the RFP for the South Indian Bank Ltd.
Kindly provide appropriate response to the particulars asked for:

No	Particulars	Your Response
Contact Details(Solution Provider/OEM)		
1	Name of Solution Provider/OEM	
1 (a)	Postal Address	
1 (b)	e-mail	
1 (c)	Phone	
1 (d)	Fax	
1 (e)	Contact Person	
1 (f)	Contact Person Designation	
1 (g)	Date of Incorporation	
1 (h)	Total Number of employees	
1 (i)	Number of Offices in India and Address for the local office.	
Contact Details(Implementation Partner)		
2	Name of Implementation Partner	
2 (a)	Postal Address	
2 (b)	e-mail	
2 (c)	Phone	
2 (d)	Fax	
2 (e)	Contact Person	
2 (f)	Contact Person Designation	

-----[End of Annexure D] -----

ANNEXURE E: CHECKLIST

THE CHECKLIST DESCRIBING THE DOCUMENTS TO BE ATTACHED WHILE SUBMITTING THIS RFPQ.

No	Document Required	Vendors Response Submitted Yes/No
1	Details of the Service/Support Centers with Escalation Procedure/Chart in Ernakulam, Kerala	
3	Details of the Project Manager/Leader for installing & operationalizing the OS and Softwares	
4	Single Point contact for Clarifying the Details mentioned in this RFPQ	
5	AMC for all supplied Hardware and all software (OS, Databases, software, drivers, etc)	
6	Training Schedule	
7	Installation Documents, Product Literature, Specifications, etc	
8	Specifications of the Hardware & other infrastructure like power requirements, air conditioning, dust, humidity control, dimensions, weight, etc	
9	Filled in Technical Quote (UNPRICED) as per Annexure A,B,C,D & E with column of Annexure A filled up indicating Technical compliance	
10	Filled in Commercial Quote (PRICED) as per Annexure A,B,C,D & E	
11	Compact Disk containing Check list, Technical Quote & Commercial Quote in MS-Word & PDF Formats	
12	Certificate for the contents of the Compact Disk is same with the Checklist, Technical Quote & Commercial Quote	

-----[End of Annexure E] -----

ANNEXURE F: VENDOR KYC

VENDOR DUE DILIGENCE FORMAT FOR INFORMATION TECHNOLOGY AND COMMUNICATION TECHNOLOGY PRODUCTS, APPLICATIONS AND SERVICES

1	Name of the Vendor	
2.a	Constitution	Individual <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Partnership <input type="checkbox"/> LLP <input type="checkbox"/> Pvt. Ltd. Company <input type="checkbox"/> Public Ltd. Company <input type="checkbox"/> HUF <input type="checkbox"/> Society <input type="checkbox"/> Trust <input type="checkbox"/> Association <input type="checkbox"/> Fd <input type="checkbox"/> h <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
2.b	If you have undergone any change in the constitution since inception give full information here	Originally established ason..... Changed to.....on..... Changed to.....on.....
2.c	Information regarding merging/splitting since inception	
2.d	Group affiliation, if any	
Please attach a "Group Tree" -graphical representation of various concerns in your Group (if applicable)		
3	Address of Main/Registered office with Door No. Street No. and PIN	
4	Address for Correspondence with Door No. Street No. and PIN	
5	Address of manufacturing / development centre with Door No. Street No. and PIN	
6	Address of branches / other offices / units (Please attach a separate list, if necessary)	

7	Telephone Nos.	Mobile Phone Number/s (with name and designation of the contact person)	
8	Email Id	Alternate Email Id	FAX No.
9	Date of Birth/Incorporation		
10	Website URL		
10	Registration No. (eg. CIN)		
11	Date of Commencement of Business		
12	Brief Profile of the Firm / Company (Please attach a separate sheet, if necessary)		
13	Licenses & Registrations		
	a) Registration under shops and commercial Establishment Act with Local Body	No.....Dt.....	
	b) Commercial Tax Registration	TIN No.....Dt.....	
	c) VAT Registration	No.....Dt.....	
	d) Service Tax Registration with Central Excise Department	No.....Dt.....	
	e) Tax Deduction Account Registration (TAN)	No.....Dt.....	
	f) PAN issued by Income Tax Department	No.....Dt.....	
	g) Exim Code	No.....Dt.....	
	h) Registration under Software Technology Park Scheme	No.....Dt.....	

	i) MSME Registration	No.....Dt.....		
14	Details of Quality Certification of products/company			
	ISI / BIS	ISO	Any other (please specify)	
15	List of major products*/services /Vertical-wise			
	Product/service	Date of launching	% to Annual Turnover**	% to Annual Revenue**
*Please enclose your company's product catalogue with detailed specification of the product/service ** Relating to the previous available financials				

15	Financials (Rupees in Millions)			
	Capital	20....-..	20..-..	20..-..
	Turnover			
	Net Profit			
	Net worth			

Please provide copies of audited financials for the last 3 years along with the Notice of AGM (For Companies)

16	Details of Banking Relationship:			
	Name of the Bank and Branch		
	Type of Account	Current <input type="checkbox"/>	Savings <input type="checkbox"/>	OD/Loan <input type="checkbox"/>
	Account No.		
	MICR No.		
	IFSC Code		
Account holder (Since)			
17	Auditors (Name with address and telephone/mobile numbers)			
			
	ICAI Membership Registrastion No.....			

18	Clientele:			
	List of Major Clients (Attach separate list, if required)	1.	Since.....	
		2.	Since.....	
		3.	Since.....	
		4.	Since.....	
		5.	Since.....	

24	Any other relevant information (Use additional sheets if required)	
25	List of KYC documents furnished	<p>Name:..... Proof of ID Type:.....No..... Proof of Address Type.....No.....</p> <hr/> <p>Name:..... Proof of ID Type:.....No..... Proof of Address Type.....No.....</p> <hr/> <p>Name:..... Proof of ID Type:.....No..... Proof of Address Type.....No.....</p>
		<p>Name:..... Proof of ID Type:.....No..... Proof of Address Type.....No.....</p>

20	List of other documents submitted	1. 2. 3. 4. 5. 6.
21	Litigation:	
	Please provide a list of major suits filed either pending or settled/closed against you with clients and/or for patent, trade mark, Intellectual property Rights infringements	1. On.....by.....Status..... . 2. On.....by.....Status..... 3. On.....by.....Status..... ...
22	HR	
	a) Number of employees in the scroll b) Key technical personnel (attach separate list, if required) c) Key Managerial Personnel (attach separate list, if required) d) Whether Family concern/Widely held e) Whether professionally managed or conventional	Service >5 Years..... Service >1 <5 Years..... <1 Year.....Outsourced.....
23	Insurance	
	Please narrate the details of any Insurance held for client protection	
24	Any other relevant information (Use additional sheets if required)	

<p>25</p>	<p>List of KYC documents furnished</p>	<p>Name:..... Proof of ID Type:.....No..... Proof of Address Type.....No..... </p> <hr/> <p>Name:..... Proof of ID Type:.....No..... Proof of Address Type.....No.....</p> <hr/> <p>Name:..... Proof of ID Type:.....No..... Proof of Address Type.....No..... </p>
		<p>Name:..... Proof of ID Type:.....No..... Proof of Address Type.....No..... </p>
<p>26</p>	<p>List of other documents submitted</p>	<ol style="list-style-type: none"> 1. 2. 3. 4. 5. 6.

I.....s/o.....residing at....., in my capacity as the ofdo hereby solemnly affirm and declare that the particulars furnished in this due diligence format is true and correct to the best of my knowledge and belief. I also declare that I have not withheld any material information that is relevant and known to me regarding the firm/Company at the time of signing this document.

I/We also confirm that I have gone through the IS Security Policy, IT Outsourcing Policy, IT Governance Policy and IT Operation Policy of the Bank and confirm that I/We shall adhere to such policy, as applicable in the context, in terms of RBI Guidelines.

I/We hereby authorize the Bank to obtain opinion on me/us directly from our Bankers.

I/We hereby undertake to abide by the Non-disclosure policy of the Bank and shall execute the Non-disclosure agreement, when asked by the Bank to do so.

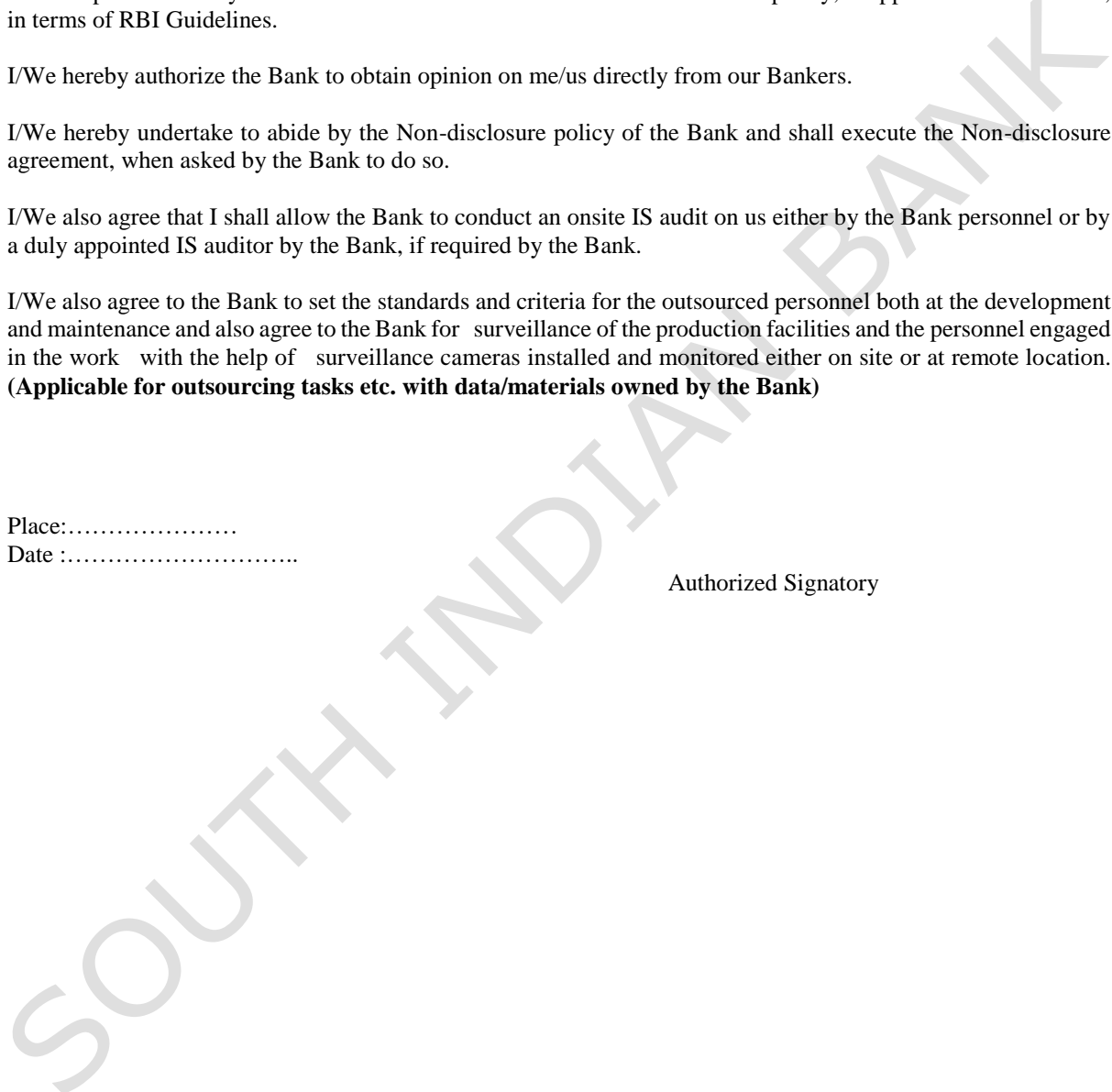
I/We also agree that I shall allow the Bank to conduct an onsite IS audit on us either by the Bank personnel or by a duly appointed IS auditor by the Bank, if required by the Bank.

I/We also agree to the Bank to set the standards and criteria for the outsourced personnel both at the development and maintenance and also agree to the Bank for surveillance of the production facilities and the personnel engaged in the work with the help of surveillance cameras installed and monitored either on site or at remote location. **(Applicable for outsourcing tasks etc. with data/materials owned by the Bank)**

Place:.....

Date :.....

Authorized Signatory



Guidelines regarding requirements of KYC documents

Individual	Provide photograph, 1 ID Proof, 1 Address Proof and Copy of PAN Card/PAN Card forwarding letter
Sole proprietorship :	Provide photograph, 1 ID Proof, 1 Address Proof and Copy of PAN Card/PAN allotment letter and profile of the Proprietor
	Provide ID Proof and Address proof of the Proprietorship firm
Partnership	Provide photograph, 1 ID Proof, 1 Address Proof and Copy of PAN Card/PAN allotment letter and a profile of all the Partners
	Provide copies of Partnership deed, Partnership Registration certificate (if registered), 1 Address proof of the firm
LLP	Provide photograph, 1 ID Proof, 1 Address Proof and Copy of PAN Card/PAN Card forwarding letter of all the Partners
	Provide copies of LLP agreement and Certificate of Incorporation
Ltd. Company	Provide Photograph, 1 ID Proof, 1 Address Proof and Copy of PAN Card/PAN Card allotment letter, DIN and profile of all the directors and all executives/mandate holders who will be signing various documents while dealing with the Bank.
	Provide copies of MOA, AOA, Certificate of Incorporation, Certificate of Commencement of Business(only for public Ltd. Co), CIN, PAN and address proof of the Company.
	Copies of Mandate/POA issue to the executives/mandate holders who will be signing various documents while dealing with the Bank.
Society/Trust etc.	Provide photograph, 1 ID Proof, 1 Address Proof and Copy of PAN Card/PAN Card allotment letter and profile of all the Signatories/Mandate holder
	Copies of Registration Deed, Bye-laws, List of Managing Committee

----- [End of Annexure F] -----