



ALLAHABAD UP GRAMIN BANK

Data Centre

Titanium Block-C, Shalimar Corporate Park

Plot No-TC/G-1/1, Vibhuti Khand, Gomti Nagar

Lucknow- 226 010 (UP)

REQUEST FOR PROPOSAL (RFP)

FOR

**SUPPLY, INSTALLATION AND MAINTENANCE OF
SAN STORAGE FOR BIOMETRIC AUTHENTICATION SOLUTION**

REF NO: DC-3/2013-2014

DATE: 30.05.2013

Addendum Date: 12.06.2013

Introduction

Bank had floated RFP reference DC-3/2013-2014 dated 30.05.2013 for SUPPLY, INSTALLATION AND MAINTENANCE OF SAN STORAGE FOR BIOMETRIC AUTHENTICATION SOLUTION

Addendum dated 12.06.2013 containing clarification and amendment to RFP document is issued herewith.

All terms and condition of the RFP document remain unchanged. Please treat this addendum as an integral part of the RFP document issued.

Point No	Page No	Para/ Clause Ref	Existing RFP Clause	Request Type	Requested Revised RFP Clause	Remarks	Bank Response
1	31	Storage Specifications	10 Nos - 8 Gbps SAS Disks of 300 GB 15K RPM (Minimum 2TB Usable on RAID 5 with 1 Hot Spare). Scalable upto 180 no hard disks.	Change	10 Nos - 6 Gbps SAS Disks of 300 GB 15K RPM (Minimum 2TB Usable on RAID 5 with 1 Hot Spare). Scalable upto 180 no hard disks.	SAS Disk operate on 6 Gbps	accepted
2	19	Insurance	The goods supplied under the Contract shall be fully insured in Indian Rupees only against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery. The insurance shall be in an amount equal to 110% of the CIP Destination value of the goods from "warehouse to warehouse (Final Destination)" on "All Risks" basis including War Risks and Strike clauses valid for a period not less than 3 months after installation and commissioning and issue of acceptance certificate by the Purchaser.	Change	The goods supplied under the Contract shall be fully insured in Indian Rupees only against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery. The insurance shall be in an amount equal to 100% of the CIP Destination value of the goods from "warehouse to warehouse (Final Destination)" on "All Risks" basis including War Risks and Strike clauses valid till installation and commissioning and issue of acceptance certificate by the Purchaser.	After Installation and acceptance the Supplied goods will be property of Bank and Bank will be liable for any damage/insurance.	no change required
3	20	Warranty	Point 13.5 states 24 hrs service whereas Point 13.9 states maximum permissible downtime is 12 hrs	Clarify	Should be clarified		Maximum permissible downtime is 12 hrs per quarter(99.9%)
4	20	Warranty	Point 13.9 States that maximum permissible downtime is 12 hrs	Change	Maximum permissible downtime is 24 hrs per month(97% uptime) or 24 hrs per Quarter(99% uptime)		
5	20	Warranty	Point 13.10 states preventive maintenance once atleast in every 30 days	Change	Point 13.10 preventive maintenance once atleast in every 180 days	Frequent Preventive maintainance not required	Preventive maintenance once atleast in every 90 days.
6	25	Delivery Period	The delivery of the equipments should be affected within 2 weeks of signing of Contract.	Change	The delivery of the equipments should be affected within 6-8 weeks of signing of Contract.	Since these equipments are imported and customised as per requirement 6-8 weeks are needed for delivery	The delivery of the equipments should be affected within 04 weeks of signing of contract.

7	17	Performance Security	The warranty asked for in the tender is 3 years whereas the Performance Security of 10% is asked for 5years+120 days +15days on page 17 (Security should also be for 3 years only)	Clarify	Should be clarified		One year onsite warranty+ 2 years AMC. Performance Security of 10% will be for 3 years+120 days +15days from the date of notification of award covering the period of performance obligations including warranty and Maintenance (AMC/ATS/SA etc) obligations.
8	17	Performance Security	The supplier shall furnish Performance Security to the Purchaser for an amount of 10% of the contract value	Change	When Performance Security of 10% is asked for then Balance Payment of 10% after installation should be released on submission of Performance Security.		No change. Will remain as per RFP
9	26	Scope of work	The bidder will also be responsible to co-operate with the purchaser and/or its application vendor/s to facilitate smooth installation and operationalization of application/s during the period of Contract (One year warranty and four years Maintenance).	Change/Clarify	Page 26 states "The bidder will also be responsible to co-operate with the purchaser and/or its application vendor/s to facilitate smooth installation and operationalization of application/s during the period of Contract (One year warranty and four years Maintenance)". Whereas only 3 years warranty is asked for, we will be responsible only for one time installation and further reconfiguration only if some issue arises within the Storage.		"The bidder will also be responsible to co-operate with the purchaser and/or its application vendor/s to facilitate smooth installation and operationalization of application/s during the period of Contract (One year onsite warranty+ 2 years AMC)." The bidder will be responsible to resolve any issue which arises any

							<p>number of times within the storage during the period of three years (One year onsite warranty+ 2 years AMC). The uptime of the SAN should be 99.9%. Any deviation will be deducted from the maintenance charges payable for subsequent year or bank guarantee.</p>
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1. POST-WARRANTY MAINTENANCE SERVICE:

1. After expiry of the one year warranty period, for **next two years** comprehensive onsite annual maintenance services and repairs of the entire systems will be done by the supplier and all services available during warranty period will also be made available during post-warranty AMC period. **It may be noted that all the parts of SAN storage must also be covered under replacement warranty for a period of 3 years, during the warranty and Post warranty period.**
2. The maximum response time for maintenance complaint from the destination specified in the schedule of requirements (i.e. time required for Vendors maintenance engineer to report at the site after a request call through telephone/e-mail is made or letter is written) shall not exceed 4 hours.
3. The maximum permissible **downtime for any equipment is 12 hours per quarter**. In case an item is not usable beyond the maximum permissible downtime the supplier will be required to arrange for an immediate replacement of the same by temporary substitute (of equivalent or higher configuration) till it is repaired. **Failure to meet the above standards of maintenance will be liable for a penalty of Rs. 10,000/- for SAN Storage per day per item.** The amount of penalty will be recovered from maintenance charges payable for subsequent year or bank guarantee held with the Purchaser.
4. It is in the bidder's interest to quote Post Warranty Maintenance Charges (AMC/ATS/SA etc.) amount as per industry practice. In case it is found that the AMC/ATS/SA quoted for any year is below 10% of **total cost** (i.e. Column C of Annexure 10 of RFP "*cost inclusive of 1st year warranty, ATS,SA etc*") for SAN Storage, Bank reserves the right to ask for additional bank guarantee up-to 20% of the cost of the item/s for the total TCO period of 3(Three) years (including the Post Warranty Period).
5. The supplier shall conduct preventive maintenance (including inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the equipment and necessary repairing of the equipment) **once atleast in every 90 days** in addition to the normal maintenance require.

2. Payment of Annual Maintenance Charges :

- Annual maintenance cost (after one year warranty period) for the SAN storage shall be paid in advance, at the rates quoted in the price schedule, in each year subject to satisfactory services rendered during the previous year of warranty/maintenance.

Annexure 10- Price Schedule for Goods and Services

Sl.No.	Description of Item	No. of Units (A)	Cost (Inclusive of 1 year comprehensive onsite warranty)		Annual Maintenance Charges (AMC/ATS/SA etc costs) for all the units		Total Cost for 3 years (C+D+E)
			Unit Cost (B)	Total Cost (A*B) (C)	Year 2 (D)	Year 3 (E)	
1	SAN Storage (2TB HDD (Usable Space) with 6GB/Sec accessing speed)	2					

Rupees.....

Note:

- 1) The bidder has to quote all components and services on a fixed price basis inclusive of all costs and taxes like custom duty, excise duty, import taxes, freight, forwarding, insurance, delivery, installation, training etc. at the delivery location of the Bank but exclusive of only applicable (in India) Sales Tax/ VAT, Service tax and Octroi/Entry Tax/equivalent local authority cess, which shall be paid/reimbursed on actual basis on production of Bills. Further, receipts of such payment made to relevant authorities must be produced for Octroi/Entry Tax/ equivalent local authority cess. The Bank will not pay any other taxes, costs or Charges.
- 2) The Commercial Bid will be evaluated based on the above Total Cost of Ownership of 3years.
- 3) The bidder has to quote for each line item.
- 4) The Unit and Total Cost should be given in full INR (i.e. without decimal places)
- 5) In case of discrepancy between unit price and Total price, the unit price shall prevail.
- 6) The bidder has to quote AMC/ATS/SA etc. strictly in conformity to the RFP

Place: _____

Seal & Signature of Authorized signatory:

Date: _____