



## **Request For Proposal for Supply, Installation & Maintenance of Servers & Storage**

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RFP Reference No: NPCI/RFP/2015-16/IT/012 dated 27.08.2015  
National Payments Corporation of India  
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The information contained in this Request for Proposal (RFP) document or information provided subsequently to Bidder or applicants whether verbally or in documentary form by or on behalf of National Payments Corporation of India (NPCI), is provided to the Bidder on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP document is not an agreement and is not an offer or invitation by NPCI to any parties other than the applicants who are qualified to submit the Bids (“Bidders”). The purpose of this RFP document is to provide Bidder with information to assist the formulation of their proposals. This RFP document does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and where necessary obtain independent advice. NPCI makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP document. NPCI may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.

**Note:** Bids will be opened in the presence of the Bidders' representatives who choose to attend Bid opening meeting.

### **Checklist**

The following items must be checked before the Bid is submitted:

1. Demand Draft / Pay Order for Rs 5,700 /-(Rs.5,000/- plus Service Tax@14%) towards cost of Bid document in Envelope - ‘A’
2. Demand Draft / Banker’s Cheque / Bank Guarantee of INR 1,00,000/-(One lakh only) towards Bid Security in Envelope ‘A’- Earnest Money Deposit (EMD)
3. Eligibility Criteria, Technical and Commercial Bids are prepared in accordance with the RFP document.
4. Envelope ‘A’ Eligibility Criteria Response.
5. Envelope ‘B’ Technical Response
6. Envelope ‘C’ Commercial Bid.
7. All the pages of Eligibility Criteria Response, Technical Bid and Commercial Bid are duly sealed and signed by the authorized signatory.
8. RFP document duly sealed and signed by the authorized signatory on each page is enclosed in Envelope - ‘A’.
9. Prices are quoted in Indian Rupees (INR).
10. All relevant certifications, audit reports, etc. are enclosed to support claims made in the Bid in relevant Envelopes.
11. All the pages of documents submitted as part of Bid are duly sealed and signed by the authorized signatory.

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## Section 1 - Bid Schedule and Address

| Sr. No. | Description   | Detailed Information   |
|---------|---|--|
| 1       | Name of Project   | Request for Proposal for Supply, Installation and Maintenance of Servers & Storage   |
| 2       | Tender Reference Number   | NPCI/RFP/2015-16/IT/012  |
| 3       | Date of publishing the RFP on NPCI website                                  | 27.08.2015   |
| 4       | Last date and time for receiving Bidder's Pre-Bid clarifications in writing | 07.09.2015   |
| 5       | Date and Time for Pre Bid Meeting   | Not applicable   |
| 6       | Last date and time for Bid Submission                                       | 21.09.2015 - 5.00 pm   |
| 7       | Address of Bid Submission   | National Payments Corporation of India,<br>8th Floor, R- Tech Park, Nirlon Knowledge Park, Near HUB Mall, Opp. Western Express Highway, Goregaon (E), Mumbai - 400 063   |
| 8       | Date and Time of opening of Eligibility Criteria Bid (Envelope A)           | 21.09.2015 - 5.30 pm   |
| 9       | Date and Time of Opening of Technical Bid (Envelope B)                      | Eligibility qualified bidders would be informed  |
| 9       | Date and time of Commercial Bid Opening (Envelope C)                        | Technically qualified bidders would be informed.   |
| 10      | Name and Address for Communication  | VP & Head - IT Procurement<br>National Payments Corporation of India<br>8th Floor, R Tech Park,<br>Off Western Express Highway,<br>Nirlon Knowledge Park, Near HUB Mall,<br>Opp Western Express Highway,<br>Goregaon-East, Mumbai - 400063   |
| 11      | Bid Related Queries   | Sateesh Palagiri Contact : +91 8108108676<br>spalagiri@npci.org.in<br>Praveen Ratnagiri Contact:+91 7506446538<br>Praveen.ratnagiri@npci.org.in<br>Amit Patkar Contact:+91 8879754902<br>Amit.patkar@npci.org.in<br>Prashant Awale Contact: +91 8108108650<br>prashant.awale@npci.org.in<br>Benny Joseph Contact: +91 8108122844<br>Benny.joseph@npci.org.in |
| 12      | Bid Cost  | Rs. 5,700 /-(Rs.5,000/- plus Service Tax@14%)  |
| 13      | EMD/Bid Security  | Rs 1,00,000/- (One lakh only)  |

**Note:**

- Bids will be opened in the presence of the Bidders' representatives who choose to attend.
- Date and Time & Address for Technical Bid & Commercial Bid Opening will be intimated later to the qualified Bidders.
- Bid Cost: DD shall be made in favor of "National Payments Corporation of India" for Rs. 5,700 /- (Rs.5,000/- plus Service Tax@14%) payable at Mumbai.

## Section 2 - Introduction

### 2.1 About NPCI

National Payments Corporation of India (NPCI) is a Company registered under Section 25 of the Companies Act, 1956 (Section 8 of The Companies Act 2013) with its Registered Office in Mumbai, India. NPCI is promoted by 10 banks in India under the aegis of the Indian Banks' Association with majority shareholding by Public Sector Banks.

The 10 promoter banks are State Bank of India, Punjab National Bank, Canara Bank, Bank of Baroda, Bank of India, Union Bank of India, ICICI Bank Ltd, HDFC Bank Ltd, Citibank N.A, and HSBC. The vision, mission and values of NPCI are: Vision - To be the best payments network globally, Mission - Touching every Indian with one or other payment services and to make our mission possible, we live and work by five core values: Passion for Excellence, Integrity, Customer Centricity, Respect and Collaboration

### 2.2 Objective of this RFP:

National Payments Corporation of India proposes to procure Servers with 3 years comprehensive onsite warranty and 2 years AMC after expire of warranty.

### 2.3 Cost of the RFP

The Bidder shall bear all costs associated with the preparation and submission of its bid and NPCI will, in no case, be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

The Bidders can submit the bid response at NPCI's office at 08th Floor, R- Tech Park, Nirlon Knowledge Park, Near HUB Mall, Opp. Western Express Highway Goregaon (E), Mumbai - 400 063, along with non-refundable amount of Rs 5,700 /- (INR Five thousand seven hundred only, inclusive of Service Tax), in Envelope A, payable in the form of Demand Draft/Pay Order from any Scheduled Commercial bank in India favoring "NATIONAL PAYMENTS CORPORATION OF INDIA" payable at Mumbai.

### 2.4 Due Diligence

The Bidders are expected to examine all instructions, terms and specifications stated in this RFP. The Bid shall be deemed to have been submitted after careful study and examination of this RFP document. The Bid should be precise, complete and in the prescribed format as per the requirement of this RFP document. Failure to furnish all information or submission of a bid not responsive to this RFP will be at the Bidders' risk and may result in rejection of the bid. Also the grounds for rejection of Bid should not be questioned after the final declaration of the successful Bidder.

The Bidder is requested to carefully examine the RFP documents and the terms and conditions specified therein, and if there appears to be any ambiguity, contradictions, inconsistency, gap and/or discrepancy in the RFP document, Bidder should seek necessary clarifications by e-mail as mentioned in Section-1.

### 2.5 Ownership of this RFP

The content of this RFP is a copy right material of National Payments Corporation of India. No part or material of this RFP document should be published in paper or electronic media without prior written permission from NPCI.

## Section 3 - Scope of Work

### 3.1 Scope of work

The scope of the work is Supply, Installation & Commissioning of the Servers and to provide maintenance onsite back to back support from OEM for the servers & storage during the warranty period of 3 years & AMC for 2 Years. These servers would be deployed in Hyderabad, and Chennai Data Centre of NPCI. Bidders should provide comprehensive onsite back to back onsite support from OEM for during warranty & AMC for 2 years after expire of warranty with response time of 4 hours and resolution time of 12 hours. NPCI reserves the right to place repeat Purchase order to the successful bidder for any further requirement of servers at the agreed unit rate i.e. the rate contract for a period of twelve months from the date of acceptance of the first Purchase Order. The vendor should provide an onsite Engineer (minimum Engineering graduate) with minimum 5 years domain experience in Servers and Storage for 6 days a week as per NPCI working hours during the entire Contract period.

### 3.2 Single Point of Contact

The selected Bidder shall appoint a single point of contact, with whom NPCI will deal with, for any activity pertaining to the requirements of this RFP.



## Section 4 - Eligibility Criteria

### 4.1 Pre-requisites

The Bidder should possess the requisite experience, resources and capabilities in providing the services necessary to meet the requirements, as described herein. The Bidder should also possess the technical know-how and the financial wherewithal that would be required to complete the scope of work. The Bid must be complete in all respects and should cover the entire scope of work as stipulated in the document. Bidders not meeting the Eligibility Criteria will not be considered for further evaluation.

### 4.2 Eligibility Criteria

The invitation to bid is open to all Bidders who qualify the Eligibility Criteria as given below:

1. The bidder should be a Company registered under the Companies Act, 1956/ Partnership firm/LLP since the last three years.
2. The bidder should have minimum annual turnover of Rs.10 crores and positive net worth during the three financial years (2011-12, 2012-13, 2013-14 or Calendar year 2011, 2012, 2013 or the Bidder's financial year).
3. The bidder should be a profit (profit after tax) making company in any one of the three financial years i.e. (2011-12, 2012-13, 2013-14 or Calendar year 2011, 2012, 2013 or the Bidder's financial year).
4. The bidder should not be currently blacklisted by any bank / institution in India or abroad.
5. The bidder should be Authorized OEM partner for sales and service and should provide back to back on site support from OEM during warranty and AMC period.

### 4.3 Eligibility Criteria Response Sheet

The Bidders should complete the Eligibility Criteria Response Sheet as given in Annexure - H.

Failure to provide the desired information and documents may lead to disqualification of the Bidder.

## Section 5 - Instruction to Bidders

### A. The Bidding Document

#### 5.1 RFP

RFP shall mean Request for Proposal. Bid, Tender and RFP are used to mean the same.

The Bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Document. Submission of a bid not responsive to the Bidding Document in every respect will be at the Bidders risk and may result in the rejection of its bid without any further reference to the bidder.

#### 5.2 Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid, and NPCI will in no case be responsible or liable for those costs.

#### 5.3 Content of Bidding Document

The Bid shall be in 3 separate envelopes, Envelope A, B and C.

#### 5.4 Clarifications of Bidding Documents and Pre-bid Meeting

A prospective Bidder requiring any clarification of the Bidding Documents may notify NPCI in writing at NPCI's address or through email any time prior to the deadline for receiving such queries as mentioned in Section 1.

Bidders should submit the queries only in the format given below:

| S. No. | Document Reference | Page No | Clause No | Description in RFP | Clarification Sought | Additional Remarks (if any) |
|--------|--------------------|---------|-----------|--------------------|----------------------|-----------------------------|
|        |                    |         |           |                    |                      |                             |
|        |                    |         |           |                    |                      |                             |

Replies to all the clarifications, modifications received through mail and email will be posted on NPCI's website. Any modification to the bidding documents which may become necessary shall be made by NPCI by issuing an Addendum.

#### 5.5 Amendment of Bidding Documents

1. At any time prior to the deadline for submission of bids, NPCI may for any reason, whether at its own initiative or in response to a clarification requested by a Bidder, amend the Bidding Documents.
2. Amendments will be provided in the form of Addenda to the Bidding Documents, which will be posted in NPCI's website. Addenda will be binding on Bidders. It will be assumed that the amendments contained in such Addenda had been taken into account by the Bidder in its bid.
3. In order to afford Bidders reasonable time in which to take the amendment into account in preparing their bids, NPCI may, at its discretion, extend the deadline for the submission of bids, in which case, the extended deadline will be posted on NPCI's website.
4. From the date of issue, the Addenda to the tender shall be deemed to form an integral part of the RFP.

## **B. Preparation of Bid**

### **5.6 Bid Price**

Prices should include all cost including all taxes, duties levies, VAT/Sales Tax and fees whatsoever, except Octroi. Octroi, if any, will be paid additionally, at actual on production of receipt.

The VAT/Sales Tax should be shown separately in the Price Schedule.

### **5.7 Earnest Money Deposit (EMD)**

The Bidder is required to deposit Rs 1,00,000/- (One lakh only) as Earnest Money Deposit in the form of a Demand Draft / Pay order in favor of "National Payments Corporation of India" payable at Mumbai or Bank Guarantee issued by a scheduled Commercial Bank, valid for six months with a claim period of 12 months, after the expiry of validity of the bid or Bank Guarantee in terms of the statutory provisions in this regard, as per format in Annexure A1 or A2.

No interest will be paid on the EMD.

### **5.8 Return of EMD**

The EMDs of successful Bidder/s shall be returned / refunded after furnishing Performance Bank Guarantee as required in this RFP.

EMDs furnished by all unsuccessful Bidders will be returned on the expiration of the bid validity / finalization of successful Bidder, whichever is earlier.

### **5.9 Forfeiture of EMD**

The EMD made by the bidder will be forfeited if:

- a) Bidder withdraws its bid before opening of the bids.
- b) Bidder withdraws its bid after opening of the bids but before Notification of Award.
- c) Selected Bidder withdraws its bid / proposal before furnishing Performance Guarantee.
- d) Bidder violates any of the provisions of the RFP up to submission of Performance Bank Guarantee.
- e) Selected Bidder fails to accept the order within seven days from the date of receipt of the order. However, NPCI reserves its right to consider at its sole discretion the late acceptance of the order by selected Bidder.
- f) Bidder fails to submit the Performance Guarantee within stipulated period from the date of execution of the contract. In such instance, NPCI at its discretion may cancel the order placed on the selected Bidder without giving any notice.

### **5.10 Period of Validity of Bids**

Bids shall remain valid for a period of 180 days after the date of bid opening as mentioned in Section 1 or as may be extended from time to time. NPCI holds the right to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence.

### **5.11 Extension of Period of Validity**

In exceptional circumstances, prior to expiry of the bid validity period, NPCI may request the Bidders consent to an extension of the validity period. The request and response shall be made in writing. Extension of validity period by the Bidder should be unconditional and irrevocable. The EMD provided shall also be suitably extended. A Bidder may refuse the request without forfeiting the bid Security.

### 5.12 Format of Bid

The eligibility bid will be submitted only as hard copy.

The bidder shall prepare two copies of the technical bid (one hard copy marked as ORIGINAL and one soft copy of the Bid). In case of any discrepancy between them, the original shall govern.

The commercial bid will be submitted only as hard copy.

### 5.13 Signing of Bid

The Bid shall be signed by a person or persons duly authorized to sign on behalf of the Bidder.

All pages of the bid, except for printed instruction manuals and specification sheets shall be initialed by the person or persons signing the bid.

The bid shall contain no interlineations, erasures, or overwriting, except to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the Bid.

The bid shall be signed by a person or persons duly authorized to bind the bidder to the contract. Such authority shall be either in the form of a written and duly stamped Power of Attorney (Annexure H) or a Board Resolution duly certified by the Company Secretary, which should accompany the Bid.

## C. Submission of Bid

### 5.14 Envelope bidding process

The Bid shall be prepared in 3 different envelopes, Envelope A, Envelope B and Envelope C.

Each of the 3 Envelopes shall then be sealed and put into an outer envelope marked as '**Request for Proposal for Supply, Installation and Maintenance of Servers & Storage**'.

The inner and outer envelopes shall be addressed to NPCI at the address mentioned in Section 1.

The inner envelopes shall indicate the name and address of the Bidder.

If the outer envelope is not sealed and marked as indicated, NPCI will assume no responsibility for the bids misplacement or premature opening.

### 5.15 Contents of the 3 Envelopes

#### **Envelope A - Eligibility Bid**

The following documents shall be inserted inside Envelope A:

- 1 Bid Cost in the form of Demand draft/Pay order
- 2 Bid Earnest Money in the form of Demand Draft - Annexure A1 **OR** Bid Earnest Money in the form of Bank Guarantee - Annexure A2
- 3 Bid Offer form (without price) - Annexure B
- 4 Bidder Information - Annexure C
- 5 Declaration for Clean Track Record - Annexure D
- 6 Declaration of Acceptance of Terms and Conditions - Annexure E
- 7 Declaration of Acceptance of Scope of Work - Annexure F
- 8 Power of Attorney for signing of bid - Annexure G
- 9 Eligibility Criteria Matrix - Annexure H
- 10 Three years' audited Balance Sheet and Profit and Loss Statements.
- 11 RFP document duly sealed and signed by the authorized signatory on each page
- 12 OEM/Manufacturer Authorization Letter - Annexure I

13 All necessary supporting documents

**Envelope B - Technical Bid**

The following documents shall be inserted inside Envelope B:

- 1 Section 11 - Technical Requirements duly completed - Annexure J
- 2 Client Reference - Annexure K
- 3 Detailed Bill of materials with line item details, quantity and functional details - Annexure L with price masked
- 4 Entire commercial bid with price masked.

**Envelope C - Commercial Bid**

- 1 Commercial Bid Form - Annexure M
- 2 Commercial Bid Format - Annexure N

**5.16 Bid Submission**

The Bidder should bear all the costs associated with the preparation and submission of their bid and NPCI will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

Bids sealed in accordance with the Instructions to Bidders should be delivered at the address as mentioned in the Section 1.

The offers should be made strictly as per the formats enclosed.

No columns of the tender should be left blank. Offers with insufficient/inaccurate information and Offers which do not strictly comply with the stipulations given in this RFP, are liable for rejection.

**5.17 Bid Currency**

All prices shall be expressed in Indian Rupees only.

**5.18 Bid Language**

The bid shall be in English Language.

**5.19 Rejection of Bid**

The bid is liable to be rejected if the bid document:

- a) Does not bear signature of authorized person.
- b) Is received through Fax / E-mail.
- c) Is received after expiry of the due date and time stipulated for Bid submission.
- d) Is incomplete / incorrect.
- e) Does not include requisite documents.
- f) Is Conditional.
- g) Does not conform to the terms and conditions stipulated in this Request for Proposal.

No bid shall be rejected at bid opening, except for late bids and those that do not conform to bidding terms.

**5.20 Deadline for Submission**

The last date of submission of bids is given in Section 1, unless amended by NPCI through its website.

#### 5.21 Extension of Deadline for submission of Bid

NPCI may, at its discretion, extend this deadline for submission of bids by amending the bidding documents which will be intimated through NPCI website, in which case all rights and obligations of NPCI and Bidders will thereafter be subject to the deadline as extended.

#### 5.22 Late Bid

Bids received after the scheduled time will not be accepted by the NPCI under any circumstances. NPCI will not be responsible for any delay due to postal service or any other means.

#### 5.23 Modifications and Withdrawal of Bids

Bids once submitted will be treated, as final and no further correspondence will be entertained on this.

No bid will be modified after the deadline for submission of bids.

#### 5.24 Right to Reject, Accept/Cancel the bid

NPCI reserves the right to accept or reject, in full or in part, any or all the offers without assigning any reason whatsoever.

NPCI does not bind itself to accept the lowest or any tender and reserves the right to reject all or any bid or cancel the Tender without assigning any reason whatsoever. NPCI also has the right to re-issue the Tender without the Vendors having the right to object to such re-issue

#### 5.25 RFP Abandonment

NPCI may at its discretion abandon the process of the selection at any time before notification of award.

#### 5.26 Bid Evaluation Process

The Bid Evaluation will be carried out in 3 stages:

**Stage 1** - Envelope 'A' i.e. Eligibility will be evaluated. Only those Bidders who have submitted all the required forms and papers and comply with the eligibility and technical criteria will be considered for further evaluation.

**Stage 2** - Envelope 'B' i.e. Technical bids of those bidders who qualify the Eligibility Evaluation Criteria will be evaluated.

**Stage 3** - Envelope 'C' i.e. Commercial bids of the short listed Bidders who qualify after Technical Evaluation only will be opened.

#### 5.27 Contacting NPCI

From the time of bid opening to the time of Contract award, if any Bidder wishes to contact NPCI for seeking any clarification in any matter related to the bid, they should do so in writing by seeking such clarification/s from an authorized person. Any attempt to contact NPCI with a view to canvas for a bid or put any pressure on any official of the NPCI may entail disqualification of the concerned Bidder or its Bid.

## Section 6 - Bid Opening

### 6.1 Opening of Bids

Bids will be opened in 3 stages:

Stage 1 - In this first stage, the Eligibility bid i.e. Envelope 'A' will be opened.

Stage 2- In this second stage, the Technical Bids i.e. Envelope 'B' will be opened

Stage 2 - In the third stage the Commercial Bids i.e. Envelope 'C' will be opened.

### 6.2 Opening of Envelope 'A'- Eligibility bids

NPCI will open Eligibility bid (Envelope 'A') and Technical bids (Envelope 'B') in presence of Bidders' representative(s) who choose to be present on the date, time and address mentioned in Section 1 or as amended by NPCI from time to time.

The representatives of the Bidders have to produce an authorization letter from the Bidder/ Identity Card to represent them at the time of opening of the bids. Only one representative will be allowed to represent each Bidder. In case the Bidder's representatives are not present at the time of opening of bids, the bids will still be opened at the scheduled time at the sole discretion of NPCI.

The bidder's representatives who are present shall sign the register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday for NPCI, the bids shall be opened at the appointed time and place on next working day.

### 6.3 Opening of Envelope 'B' - Technical Bids

NPCI will open Technical bids (Envelope 'B') of bidders who qualify in the evaluation of eligibility criteria in the presence of Bidder's representative(s) who choose to be present on the date, time and address mentioned in the intimation issued by NPCI for the purpose.

The representatives of the Bidder have to produce an authorization letter from the Bidders/ Identity Card to represent them at the time of opening of Technical bids. Only one representative will be allowed to represent each Bidder. In case the Bidders representative is not present at the time of opening of bids, the bids will still be opened at the scheduled time at the sole discretion of the NPCI.

The bidder's representatives who are present shall sign the register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday for NPCI, the bids shall be opened at the appointed time and place on next working day.

Scoring model will be used for evaluation of successful bidder. The commercial bids of technically qualified bidders will be opened.

### 6.4 Opening of Envelope C - Commercial Bids

Only those Bids that are technically qualified will be eligible for opening of commercial bids i.e. Envelope 'C' and will be intimated the date, time and address for opening of Commercial Bids.

The representatives of the Bidders have to produce an authorization letter from the Bidder/ Identity Cards to represent them at the time of opening of Commercial bids. Only one representative will be allowed to represent each Bidder. In case the Bidder's representatives are not present at the time of opening of bids, the bids will still be opened at the scheduled time at the sole discretion of the NPCI.

The bidder's representatives who are present shall sign the register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday for NPCI, the bids shall be opened at the appointed time and place on next working day.

## Section 7 - Bid Evaluation

### 7.1 Preliminary Examination of Eligibility Bids

NPCI will examine the bids to determine whether they are complete, whether required information have been provided as underlined in the bid document, whether the documents have been properly signed, and whether bids are generally in order.

Eligibility and compliance to all the forms and Annexure would be the first level of evaluation. Only those Bids which comply to the eligibility criteria will be taken up for further technical evaluation.

NPCI may waive any minor informality, non-conformity or irregularity in a bid that does not constitute a material deviation provided such waiver does not prejudice or affect the relative ranking of any Bidder.

If a Bid is not substantially responsive, it will be rejected by NPCI and may not subsequently be made responsive by the Bidder by correction of the nonconformity. NPCI's determination of bid responsiveness will be based on the content of the bid itself. NPCI may interact with the Customer references submitted by Bidder, if required.

### 7.2 Evaluation of Technical Bids

The Technical Evaluation will be based on the following broad parameters:

- a) Compliance to Technical Specifications as specified in the RFP duly supported by documentary evidence will be evaluated in detail.
- b) Technical skill set available, availability of customer support personnel etc., would be considered.
- c) Written reply, if any, submitted in response to the clarification sought by NPCI, if any, will be reviewed.
- d) NPCI may interact with the Customers, whose references have been submitted by the Bidder, if required.

### 7.3 Evaluation of Commercial Bids:

Commercial bids of only the technically qualified short-listed bidders will be opened. Arithmetic errors in the Bids submitted shall be treated as follows:

- Where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern;
- Where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate will govern unless, in the opinion of the NPCI, there is obviously a gross error such as a misplacement of a decimal point, in which case the line item total will govern; and
- Where there is a discrepancy between the amount mentioned in the bid and the line item total present in the Commercial Bid, the amount obtained on totaling the line items in the Commercial Bid will govern.

### 7.4 Successful Evaluated bidder:

After completing internal approval process, bidder whose bid price is the lowest will be declared as successful evaluated bidder or L1 Bidder. NPCI reserves the right to place the Order with the L2 bidder, in case the L1 bidder refuses to accept the order or otherwise gets disqualified as per the terms of the RFP, provided the L2 bidder matches the price quoted by the L1 bidder



## Section 8 - Terms and Conditions

### 8.1 Definitions

Services shall include Supply, Installation & Maintenance of Servers & Storage including installation of Operating System / Software purchased and providing onsite support at Chennai and Hyderabad for a period of 3 years and compressive onsite AMC for 4<sup>th</sup> and 5<sup>th</sup> year.

### 8.2 Notification of Award / Purchase Order

After selection of the L1 bidder, it will be preceded with obtaining internal approvals and prior to expiration of the period of Bid validity; NPCI will send Notification of Award to the selected Bidders.

### 8.3 Acceptance Procedure of Purchase Order

- Within 5 days of receipt of Notification of Award/Purchase Order the successful Bidder shall send the acceptance.
- Failure of the successful Bidder to comply with the above requirements shall constitute sufficient grounds for the annulment of the award
- Upon the successful Bidder accepting the Purchase Order and signing the contract, if required, and NDA, NPCI will promptly notify each unsuccessful Bidder and will discharge all remaining EMDs, if any.

### 8.4 Performance Bank Guarantee

The Successful bidder shall, within 14 working days of receipt of Purchase Order, submit a Performance Bank Guarantee (PBG) equal to 10% of total value of the Purchase order, valid for 3 years, with a claim period of 12 (twelve) months from the date of expiry of the validity period, as per the statutory provisions in force in this regard. In case the successful bidder does not submit the PBG, NPCI shall withhold an amount equal to the value of the PBG from the payment due to the bidder. A separate BG for 10% of the 4<sup>th</sup> and 5<sup>th</sup> year AMC cost should be provided after expiry of the said PBG. The BG should be valid for 2 years with a claim period of 12 (twelve) months from the date of expiry of the validity period, as per the statutory provisions in force.

### 8.5 Taxes and Duties

All taxes deductible at source, if any, at the time of release of payments, shall be deducted at source as per then prevailing rates.

Prices shall be exclusive of all taxes, duties, charges and levies of State or Central Governments as applicable, VAT/Sales Tax, insurance, service taxes etc. Octroi, if any, shall be reimbursed to supplier by NPCI at actual on production of original receipt.

### 8.6 Terms of Delivery

The Goods shall be delivered within **8 weeks** from the date of acceptance of the Purchase Order.

### 8.7 Penalty for default in delivery

If the successful bidder does not deliver the goods, or such authorized extension of delivery period as may be permitted in writing by NPCI, NPCI shall impose a penalty as given below:

- a) If the Bidder does not deliver Goods as per the above delivery schedule, or such authorized extension of delivery period as may be permitted in writing by NPCI, NPCI shall impose a penalty at the rate of 0.5% for each week's delay up to a maximum of 5% of the total value of the Purchase Order which shall be recovered from the payments due from NPCI, without prejudice to any other right or remedy available under the Purchase Order.

- b) In the case of delay in compliance with the order beyond 10 days of the stipulated time period, NPCI will have the right to cancel the order
- c) Without any prejudice to NPCI's other rights under the applicable law, NPCI may recover the liquidated damages, if any, accruing to NPCI, as above, from any amount payable to the supplier.

#### **8.8 Warranties and Support**

Devices shall have the comprehensive On-site warranty of 36 months from the implementation or acceptance of the entire system as mentioned in Section 9, whichever is later and 4th and 5th year Annual maintenance support from the date of expiry of warranty. The bidder should have back to back on site support in place with OEM during the period of warranty and AMC.

If during the warranty period any goods are found to be damaged or defective, they shall promptly be replaced or rectified /re-furnished or rendered by vendor at its own cost (including the cost of dismantling and reinstallation) on the request of NPCI and if removed from the Site for such purpose, vendor has to provide standby goods till the original goods are repaired or replaced / re-furnished, rendered All goods shall be removed and re-delivered to NPCI by vendor at its own cost.

After receipt of all the deliverables as defined in Section 9 of this document, the acceptance certificate (as mutually decided and approved by NPCI) will be signed by the successful bidder and officials / representatives of NPCI. The date on which such certificate is signed shall be deemed to be the date of acceptance of NPCI. The warranty period starts accordingly.

#### **8.9 AMC support**

Bidder shall provide comprehensive on-site AMC (Annual Maintenance Contract), with back to back on site support from the OEM, for the 4th and 5th year after the expiry of warranty period.

During AMC period, the vendor shall provide at no additional cost to NPCI, all new versions, releases, and updates for all standard software.

#### **8.10 Service Level Agreement & Penalty for breach in SLA**

In case of failure, either the device or any parts, the vendor should respond to the incident within 4 hours and a resolution should be given with 12 hours.

Any violation in meeting the above SLA requirements NPCI shall impose a penalty of INR 10,000/- (Indian Rupees Ten Thousand only) per instance to a maximum 10% value of quarterly invoice of AMC.

#### **8.11 Acceptance Certificate**

After receipt of all the deliverables as defined in RFP of this document and installation, the acceptance certificate (as mutually decided and approved by NPCI) will be signed by the successful bidder and officials / representatives of NPCI. The date on which such certificate is signed shall be deemed to be the date of acceptance of NPCI. The warranty period starts accordingly.

#### **8.12 Prices**

There shall be no increase in price for any reason whatsoever during the period of 12 months from the date of acceptance of the Purchase Order.

#### **8.13 Repeat Order/Rate Contract:**

NPCI reserves the right to place repeat Purchase Orders with the successful bidder for any or all of the goods at the agreed unit rate, i.e. the rate contract for a period of twelve months from the date of acceptance of the notification of award / Purchase Order.

#### 8.14 Payment Terms

##### A. Supply of Hardware

- i) 20% payment shall be made to the Bidder against delivery of servers.
- ii) 80% payment will be made after successful Installation and acceptance of hardware.

##### B. Implementation Charges:

100 % of the implementation cost will be paid on completion of installation and acceptance sign-off from NPCI

##### C. AMC charges

AMC will be paid quarterly in arrears.

Payment will be made within 30 days of receipt of correct Invoices with Delivery Challan and Installation Certificate / Acceptance Certificate, as the case may be.

#### 8.15 Intellectual Property

Intellectual Property Rights in all Standard software and all off-the-shelf software shall remain vested in the owner of such rights.

#### 8.16 Confidentiality

The Bidder shall treat the details of the documents as secret and confidential. The Successful Bidder shall execute separate NDA on the lines of the draft provided in the **Annexure Z** hereof.

In the event of disclosure of Confidential Information to a third party in default of the provisions of this Clause, the defaulting party shall use all reasonable endeavors to assist the supplying party in recovering and preventing such third party from using, selling or otherwise disseminating of such information.

The Parties' obligations under this Section shall extend to the non-publicizing of any dispute arising out of this Agreement.

The terms of this clause shall continue in full force and effect for a period of three (3) years from the date of disclosure of such Confidential Information.

In the event of termination of this Agreement, upon written request of the disclosing Party, the receiving Party shall immediately return the disclosing Party's Confidential Information, or at the disclosing Party's option destroy any remaining Confidential Information and certify that such destruction has taken place.

#### 8.17 Indemnity

The bidder shall indemnify, protect and save NPCI and hold NPCI harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting from any act or omission or negligence or misconduct of the bidder and its employees and representatives, breach of the terms and conditions of the agreement or purchase order, false statement by the bidder, employment claims of employees of the bidder, third party claims arising due to infringement of intellectual property rights, death or personal injury attributable to acts or omission of bidder, violation of statutory and regulatory provisions including labour laws, laws related to information technology and intellectual property rights, breach of confidentiality obligations, breach of warranty.

Indemnity would be limited to court or arbitration awarded damages and shall exclude indirect, consequential and incidental damages and compensation. However, in case of damages, loss or liabilities suffered by NPCI arising out of claims made by its customers and/or regulatory authorities, indemnity would be unlimited.

#### **8.18 Bidder's Liability**

The selected Bidder will be liable for all the deliverables.

The Bidder's aggregate liability in connection with obligations undertaken under the purchase order, regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the value of the contract/purchase order.

The Bidder's liability in case of claims against NPCI resulting from gross misconduct or gross negligence of the Bidder, its employees, contractors, and subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.

#### **8.19 Order Cancellation**

NPCI reserves its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to NPCI alone;

- i. Delay in supply / customization / implementation / installation beyond the specified period as set out in the Purchase Order before acceptance of the product; or,
- ii. Serious discrepancy in the quality of service / functionality of hardware / software expected during the implementation, rollout and subsequent maintenance process.
- iii. If a Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading or information submitted by the bidder turns out to be incorrect and/or conceals or suppresses material information.

In case of order cancellation, any payments made by NPCI to the Bidder for the particular product would necessarily have to be returned to NPCI with interest @ 15% per annum from the date of each such payment. Further the Bidder would also be required to compensate NPCI for any direct loss incurred by NPCI due to the cancellation of the Purchase Order and any additional expenditure to be incurred by NPCI to appoint any other Bidder. This is after repaying the original amount paid. The Bidder should treat the details of the documents as secret and confidential. Responses submitted by the bidder to this RFP represent a firm offer to contract on the terms and conditions described in the RFP document

#### **8.20 Termination of Contract**

**For Convenience:** NPCI by written notice sent to Bidder may terminate the contract in whole or in part at any time for its convenience giving three months prior notice. The notice of termination shall specify that the termination is for convenience the extent to which Bidder's performance under the contract is terminated and the date upon which such termination become effective. NPCI may consider request of the bidder for pro-rata payment till the date of termination.

**For Insolvency:** NPCI at any time may terminate the contract by giving written notice to Bidder, if Bidder becomes bankrupt or insolvent. In this event, termination will be without compensation to Bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to NPCI.

**For Non-Performance:** NPCI reserves its right to terminate the contract in the event of Bidder's repeated failures (say more than 3 occasions in a calendar year to maintain the service level prescribed by NPCI)

#### **8.21 Force Majeure**

If either party is prevented, restricted, delayed or interfered by reason of: a) Fire, explosion, cyclone, floods, droughts, earthquakes, epidemics; b) War, revolution, acts of public enemies, blockage or embargo, riots and civil commotion; c) Any law, order, proclamation, ordinance or

requirements of any Government or authority or representative of any such Government, including restrictive trade practices or regulations; d) Strikes, shutdowns or labour disputes which are not instigated for the purpose of avoiding obligations herein; Or e) Any other circumstances beyond the control of the party affected; then notwithstanding anything here before contained, the party affected shall be excused from its performance to the extent such performance relates to prevention, restriction, delay or interference and provided the party so affected used its best efforts to remove such cause of non-performances, and when removed the party shall continue performance with the utmost dispatch.

Each of the parties agrees to give written notice forthwith to the other upon becoming aware of an Event of Force Majeure, the said notice to contain details of the circumstances giving rise to the Event of Force Majeure. If the Event of Force Majeure shall continue for more than twenty (20) days either party shall be entitled to terminate the Agreement at any time thereafter without notice.

Notwithstanding the provisions of the SOW, the successful bidder or NPCI shall not be liable for penalty or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond the control of the successful bidder and not involving NPCI or the successful bidder's fault or negligence and not foreseeable. Such events may include, but not restricted to wars, revolutions, epidemics, natural disasters etc.

If force majeure situation arises, the successful bidder shall promptly notify NPCI in writing of such condition and cause thereof. Unless otherwise directed by NPCI in writing, the successful shall continue to perform its obligations under contract as far as possible.

Neither party shall have any liability to the other in respect of the termination of this Agreement as a result of an Event of Force Majeure.

#### 8.22 Resolution of Disputes

All disputes or differences between NPCI and the bidder shall be settled amicably. If, however, the parties are not able to resolve them, the same shall be settled by arbitration in accordance with the applicable Indian Laws, and the award made in pursuance thereof shall be binding on the parties. Any appeal will be subject to the exclusive jurisdiction of courts at Mumbai.

NPCI and the Supplier shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the Contract.

The dispute resolution mechanism to be applied shall be as follows:

1. In case of Dispute or difference arising between NPCI and the Supplier relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. Where the value of the Contract is above Rs.1.00 Crore, the arbitral tribunal shall consist of 3 arbitrators, one each to be appointed by NPCI and the Supplier. The third Arbitrator shall be chosen by mutual discussion between NPCI and the Supplier.
2. Arbitration proceedings shall be held at Mumbai, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English;
3. The decision of the majority of arbitrators shall be final and binding upon both parties. The cost and expenses of Arbitration proceedings will be paid as determined by the arbitral tribunal. However, the expenses incurred by each party in connection with the preparation, presentation, etc., of its proceedings as also the fees and expenses paid to the arbitrator appointed by such party or on its behalf shall be borne by each party itself; and
4. Where the value of the contract is Rs.1.00 Crore and below, the disputes or differences arising shall be referred to the Sole Arbitrator. The Sole Arbitrator should be appointed by mutual agreement between the parties.

### 8.23 Compliance with Applicable Laws of India

The Bidder shall undertake to observe, adhere to, abide by, comply with and notify NPCI about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this Contract and shall indemnify, keep indemnified, hold harmless, defend and protect NPCI /officers/staff/personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.

The Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate NPCI and its employees/officers/staff/personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from and NPCI will give notice of any such claim or demand of liability within reasonable time to the Bidder.

### 8.24 Compliance of Labour and other Law

The Bidder shall comply with all the statutory requirements as are applicable from time to time and shall be solely responsible for fulfillment of all legal obligations under various statutes including Contract Labour (Regulation and Abolition) Act 1970, Minimum Wages Act, Workmen Compensation Act, EPF & Miscellaneous Provisions Act, Shop and Establishment Act etc. Bidder shall keep NPCI indemnified against any dues/compensation or any other liability of any nature whatsoever due to non-fulfillment of any of the statutory provision under any statute/byelaws/ notification etc. including industrial laws. NPCI shall have full right to recover any claim and liability incurred towards payment of any dues, compensation or cost from Bidder and deducts it from its outstanding subsequent bills.

### 8.25 Legal Compliances:

The Bidder confirms to NPCI that its personnel/ employees/staff are covered under the provision of various Acts enacted for the protection and benefits of workmen /employees /staff or otherwise such as Employees State Insurance Act and Employees Provident Fund Miscellaneous Provision Act etc. and such other Acts like Profession Tax Act etc. as applicable and that Bidder is duly registered under the provisions of the said Acts and is complying with the provisions of the Acts.

The Bidder shall allow NPCI as well as regulatory authorities to verify books in so far as they relate to compliance with the provisions of these Acts and shall provide on demand by NPCI & regulatory authorities such documentary proof as may be necessary to confirm compliance in this regard. NPCI shall not be responsible in any event to the employees of Bidder for any of their outstanding claims or liability in that regard. NPCI shall not be responsible for any claim or demand made by such personnel for their dues outstanding against Bidder.

### 8.26 Statutory Compliance:

Bidder shall comply and ensure strict compliance by his employees and agents of all applicable Central, State, Municipal and Local laws and Regulations and undertake to indemnify NPCI from and against all levies, damages, penalties and payments whatsoever as may be imposed by reason of any breach or violation of any law, rule, including but not limited to the claims against NPCI under Workmen Compensation Act, 1923, The Employees Provident Fund Act, 1952, The Purchase Order Labour (Abolition and Regulation) Act 1970, Factories Act, 1948, Minimum Wages Act and



Regulations, etc. Shop and Establishment Act and any Labour Laws which would be amended/modified or any new act if it comes in force whatsoever, and all actions claim and demand arising therefrom and/or related thereto.

Bidder shall ensure to keep and maintain all the statutory registers, records as required under provisions of contract of Labour(R&A) Act,1970, Minimum Wages Act and the rules made thereunder, Employees Provident Fund Act, 1952 and keep the same available for inspection by NPCI and Government Authorities.

#### 8.27 Applicable Law, Jurisdiction

**Applicable Law:** The Agreement shall be governed by and interpreted in accordance with the Indian Law. The jurisdiction and venue of any action with respect to the subject-matter of this Agreement shall be the Courts of Mumbai in India and each of the parties hereto submits itself to the exclusive jurisdiction and venue of such courts for the purpose of any such action.

#### 8.28 Governing Language

All correspondences and other documents pertaining to this Agreement shall be in English only.

#### 8.29 No Damage of NPCI Property

Bidder shall ensure that there is no loss or damage to the property of NPCI while executing the Contract. In case, it is found that there is any such loss/damage due to direct negligence/non-performance of duty by any personnel, the amount of loss/damage so fixed by NPCI shall be recovered from Bidder.

#### 8.30 Fraudulent and Corrupt Practice

“Fraudulent Practice” means a misrepresentation of facts in order to influence a procurement process or the execution of the project and includes collusive practice among Bidder’s (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the NPCI of the benefits of free and open competition.

Corrupt Practice” means the offering, giving, receiving or soliciting of anything of value, pressurizing to influence the action of a public official in the process of project execution.

NPCI will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for, or in executing the project.

#### 8.31 Addresses for Notices

Following shall be address of NPCI and Bidder

NPCI address for notice purpose:

Managing Director & CEO  
**National Payments Corporation of India**  
1001A, B wing 10th Floor,  
The Capital, Bandra-Kurla Complex,  
Bandra (East), Mumbai - 400 051

Supplier’s address for notice purpose: (To be filled by supplier)

## Section 9 - Technical Specifications

**Table 9.1 Location wise server details are as under:**

| Sr.No | Equipment details  | Qty | Location  |
|-------|--------------------|-----|-----------|
| 1     | Application Server | 8   | Hyderabad |
| 2     | Database Server    | 6   | Hyderabad |
| 3     | Storage-PR +HA     | 2   | Hyderabad |
| 4     | Application Server | 4   | Chennai   |
| 5     | Database Server    | 3   | Chennai   |
| 6     | Production Server  | 7   | Chennai   |
| 7     | Storage -DR        | 1   | Chennai   |

**Table 9.2 Technical Specification of Servers and Storage is as under**

| A) Application server Qty. 8 for Hyderabad and Qty. 4 for Chennai Location. Technical Specification is as below |                         |   |
|---|-------------------------|---|
| Sr.No   | Area                    | Specification                                     |
| 1   | Make                    | Bidder to specify                                 |
| 2   | Model                   | Bidder to specify                                 |
| 3   | Processor               | 2X Intel E5-2640v3 or higher                      |
| 4   | Processor sockets       | 2   |
| 5   | Internal interconnect:  | Up to 9.6GT/s                                     |
| 6   | Chipset                 | Intel® C610 series chipset or higher              |
| 7   | Memory                  | 2x128GB using 32GB DIMMS and scalable up to 576GB |
| 8   | Drive Bays              | 2x600GB 10 K SAS drives                           |
| 9   | NIC                     | 4x1Gbps   |
| 10  | Additional Cards        | 2x single port FC HBA                             |
| 11  | Expansion Slots         | Min 5 PCIe 3.0 slots                              |
| 12  | OS & Hypervisor Support | Microsoft® Windows Server® 2008 R2                |
|   |                         | Microsoft Windows Server 2012                     |
|   |                         | Microsoft Windows Server 2012 R2                  |
|   |                         | Microsoft Windows® HPC Server 2008                |
|   |                         | Novell® SUSE® Linux Enterprise Server             |
|   |                         | Red Hat® Enterprise Linux                         |
|   |                         | VMware® ESX®                                      |
|   |                         | Citrix® XenServer®                                |
|   |                         | Microsoft® Windows Server® 2008, with Hyper-V     |
| VMware® vSphere   |                         |   |
| 13  | Availability            | ECC memory  |
|   |                         | Single Device Data Correction (SDDC)              |
|   |                         | Spare Rank  |
|   |                         | Hot-plug hard drives                              |
|   |                         | Hot-plug redundant power                          |
|   |                         | Support for HA clustering                         |



Request for Proposal for Supply, Installation & Maintenance of Servers & Storage

|    |                    |   |
|----|--------------------|---|
|    |                    | Virtualization-ready  |
|    |                    | Internal Dual SD Module (Failsafe Hypervisor)   |
|    |                    | TPM 1.2   |
| 14 | Video Card         | 16MB  |
| 15 | Form Factor        | 2 U   |
| 16 |                    | <ul style="list-style-type: none"> <li>• Smart Embedded Systems Management should be able to automate task like discovery deploy monitor and update.</li> </ul> |
|    |                    | <ul style="list-style-type: none"> <li>• Should not be dependent on agents to for life cycle management.</li> </ul>   |
|    |                    | <ul style="list-style-type: none"> <li>• Should be OS Agnostic.</li> </ul>  |
|    |                    | <ul style="list-style-type: none"> <li>• Should be able to provide Single console to manage Servers.</li> </ul>   |
|    |                    | <ul style="list-style-type: none"> <li>• Power management tool - Single interface to optimize ad control every usage for servers and Racks.</li> </ul>          |
|    |                    | <ul style="list-style-type: none"> <li>• Should be able to integrate to 3rd party management tools.</li> </ul>  |
|    |                    | <ul style="list-style-type: none"> <li>• Performance management software to be included.</li> </ul>   |
| 18 | Warranty & Support | 3 yrs. & 2 yrs. AMC with 24x7*4 mission critical back to back onsite support from OEM   |

| B) DB server Qty. 6 for Hyderabad and Qty. 3 for Chennai Location. Technical Specification is as below |                         |  |
|--|-------------------------|--|
| Sr.No  | Area                    | Specification  |
| 1  | Make                    | Bidder to specify  |
| 2  | Model                   | Bidder to specify  |
| 3  | Processor               | 2X E5-2698v3 or higher   |
| 4  | Processor sockets       | 2  |
| 5  | Internal interconnect:  | Up to 9.6GT/s  |
| 6  | Chipset                 | Intel® C610 series chipset or higher   |
| 7  | Memory                  | 2x128GB using 32GB DIMMS and scalable up to 576 GB   |
| 8  | Drive Bays              | 2x600GB 10 K SAS drives  |
| 9  | NIC                     | 4x1Gbps  |
| 10   | Additional Cards        | 2x single port FC HBA  |
| 11   | Expansion Slots         | Min 5 PCIe 3.0 slots   |
| 12   | OS & Hypervisor Support | Microsoft® Windows Server® 2008 R2<br>Microsoft Windows Server 2012<br>Microsoft Windows Server 2012 R2<br>Microsoft Windows® HPC Server 2008<br>Novell® SUSE® Linux Enterprise Server<br>Red Hat® Enterprise Linux<br>VMware® ESX®<br>Citrix® XenServer®<br>Microsoft® Windows Server® 2008, with Hyper-V<br>VMware® vSphere  |
| 13   | Availability            | ECC memory<br>Single Device Data Correction (SDDC)<br>Spare Rank<br>Hot-plug hard drives<br>Hot-plug redundant power<br>Support for HA clustering<br>Virtualization-ready<br>Internal Dual SD Module (Failsafe Hypervisor)<br>TPM 1.2  |
| 14   | Video Card              | 16MB   |
| 15   | Form Factor             | 2U RACK  |
| 16   | Server Management       | <ul style="list-style-type: none"> <li>• Smart Embedded Systems Management should be able to automate task like discovery deploy monitor and update.</li> <li>• Should not be dependent on agents to for life cycle management.</li> <li>• Should be OS Agnostic.</li> <li>• Should be able to provide Single console to manage Servers.</li> <li>• Power management tool - Single interface to optimize ad control every usage for servers and Racks.</li> <li>• Should be able to integrate to 3rd party management tools.</li> <li>• Performance management software to be included.</li> </ul> |
| 17   | Support                 | 3 Yrs. warranty & 2 Yrs. AMC with 24x7*4 mission critical back to back onsite support from OEM   |

| <b>C) Development server Qty. 7 for Chennai Location. Technical Specification is as below</b> |                         |  |
|---|-------------------------|--|
| <b>Sr.No</b>  | <b>Area</b>             | <b>Specification</b>   |
| 1   | Make                    | Bidder to specify  |
| 2   | Model                   | Bidder to specify  |
| 3   | Processor               | 2X Intel E5-2640v3 or higher   |
| 4   | Processor sockets       | 2  |
| 5   | Internal interconnect:  | Up to 9.6GT/s  |
| 6   | Chipset                 | Intel® C610 series chipset or higher   |
| 7   | Memory                  | 256 GB   |
| 8   | Drive Bays              | 2x600 GB 10K SAS drives  |
| 9   | NIC                     | 4x1Gbps  |
| 10  | Additional Cards        | 2x single port FC HBA  |
| 11  | Expansion Slots         | Min 5 PCIe 3.0 slots   |
| 12  | OS & Hypervisor Support | Microsoft® Windows Server® 2008 R2<br>Microsoft Windows Server 2012<br>Microsoft Windows Server 2012 R2<br>Microsoft Windows® HPC Server 2008<br>Novell® SUSE® Linux Enterprise Server<br>Red Hat® Enterprise Linux<br>VMware® ESX®<br>Citrix® XenServer®<br>Microsoft® Windows Server® 2008, with Hyper-V<br>VMware® vSphere  |
| 13  |                         | ECC memory<br>Single Device Data Correction (SDDC)<br>Spare Rank<br>Hot-plug hard drives<br>Hot-plug redundant power<br>Support for HA clustering<br>Virtualization-ready<br>Internal Dual SD Module (Failsafe Hypervisor)<br>TPM 1.2  |
| 14  | Video Card              | 16MB   |
| 15  | Form Factor             | 2U Rack  |
| 16  |                         | <ul style="list-style-type: none"> <li>• Smart Embedded Systems Management should be able to automate task like discovery deploy monitor and update.</li> <li>• Should not be dependent on agents to for life cycle management.</li> <li>• Should be OS Agnostic.</li> <li>• Should be able to provide Single console to manage Servers.</li> <li>• Power management tool - Single interface to optimize ad control every usage for servers and Racks.</li> <li>• Should be able to integrate to 3rd party management tools.</li> <li>• Performance management software to be included.</li> </ul> |
| 17  | Warranty & Support      | 3 Yrs. warranty & 2 Yrs. AMC with 24x7*4 mission critical back to back onsite support from OEM   |

| <b>D) Storage Qty. 1 for PR and Qty. 1 for HA at Hyderabad location. Technical Specification is as below</b> |   |
|--|---|
| <b>Sr.No</b>   | <b>Specification</b>  |
| 1  | Make-Bidder should specify  |
| 2  | Model-Bidder should specify   |
| 3  | The <b>storage system</b> should be of <b>Mid Range category</b> and should have unified capability i.e. should support block (FC) and file access (CIFS, NFS).   |
| 4  | The storage solution must have dedicated redundant controllers for Block protocol   |
| 5  | The storage system must have <b>active-active</b> dual controllers with automatic failover capabilities in case of one controller failure. It should have redundancy features and <b>No Single Point of Failure</b>   |
| 6  | The system should have minimum 32 GB of Cache memory across the controllers.  |
| 7  | The cache in SAN must have either Battery Backup or better technology for fully automatic de-stage of cache to disk/ SD-card during power failure.  |
| 8  | The storage System should support RAID Levels 0, 5, 6, 10 or equivalent data protections. Multiple RAID configurations to be configured in the proposed solution. All the data to be written in RAID 10 and Read will be on RAID 5.   |
| 9  | The proposed System must be populated with the following ports  |
|  | <ul style="list-style-type: none"> <li>• 4 (or more) x 8Gbps FC per controller</li> <li>• 2 (or more) x 10Gbps iSCSI per controller</li> </ul>  |
| 10   | Proposed system must support all on-line data storage tiers in order to maximize both system performance and capacity scalability. It should support following types of drives  |
|  | SLC/ MLC / eMLC SSD   |
|  | 15K RPM 6Gbps SAS   |
|  | 10K RPM 6Gbps SAS   |
|  | 7.2K RPM NL-SAS   |
| 11   | The storage should be configured with a total usable capacity of 17 TB using eMLC - SSDs with single SSD not larger than 1.6TB. All the data to be written in RAID 5.   |
| 12   | Proposed storage should support less than 3 ms Response time with SSD   |
| 13   | The storage system should have the capability to support Non-Disruptive Data migration across Volumes.  |
| 14   | The storage array must support at least 180 disk drives behind the proposed pair of controllers. It must be a single or tightly clustered singly managed system rather than aggregate of multiple separate smaller boxes. The same should be upgradeable to minimum 500 drives by adding controllers / changing the controllers |

|    |   |
|----|---|
|    | The storage must have   |
| 15 | <ul style="list-style-type: none"> <li>· Thin Provisioning and Reclamation</li> <li>· Reclamation from thin volumes once data is deleted</li> <li>· Snapshot and clone</li> <li>· Tiering</li> </ul>  |
| 16 | Licenses for the same must be provided  |
| 17 | <p>Replication:</p> <p>The storage should support replication feature</p>   |
| 18 | <p>Snapshot:</p> <p>The storage System must have the Capability to support creation of instantaneous or Point-In-Time Snapshot copies of volumes. The snapshot feature should support incremental and thin provisioned volumes. If the Snapshot feature requires any pre-allocation than minimum 20% additional space should be provided for SAS &amp; NL-SAS capacities.</p> |
| 19 | The storage should support for heterogeneous Operating System platforms like Microsoft Windows ESXi 5.0 and above, LINUX , HP-UX, SUN Solaris, IBM-AIX, etc.  |
| 20 | Easy to use GUI based and web enabled administration interface for configuration, managing, administration and associated functionalities including deployment, automation, provisioning, protection and monitoring management. Solution Should offer real time performance monitoring tools giving information on volume throughput, I/O rate and latency etc.               |
| 21 | 2 x 24-port SAN Switch with 16-ports active   |
| 22 | Each Switch should be configured with minimum 16 x 8Gbps FC ports & 11 x 10M LC-LC Cables   |
| 23 | 3 Yrs. warranty & 2 Yrs. AMC with 24x7*4 mission critical back to back onsite OEM support   |
| 24 | Replacement of disk drive would only be performed after degaussing faulty disk drive at NPCI Onsite location. Any such scenarios will be covered under the support period and contract.   |

| <b>E) Storage Qty 1 for DR at Chennai location. Technical Specification is as below</b> |   |  |
|---|---|--|
| <b>Sr.No</b>  | <b>Specification</b>  |  |
| 1   | Make-Bidder should specify  |  |
| 2   | Model-Bidder should specify   |  |
| 3   | The <b>storage system</b> should be of <b>Mid Range category</b> and should have unified capability i.e. should support block (FC) and file access (CIFS, NFS).   |  |
| 4   | The storage solution must have dedicated redundant controllers for Block protocol   |  |
| 5   | The storage system must have <b>active-active</b> dual controllers with automatic failover capabilities in case of one controller failure. It should have redundancy features and <b>No Single Point of Failure</b>                 |  |
| 6   | The system should have minimum 32 GB of Cache memory across the controllers. The cache in SAN must have either Battery Backup or better technology for fully automatic de-stage of cache to disk/ SD-card during power failure.     |  |
| 7   | The Storage System should support RAID Levels 0, 5, 6, 10 or equivalent data protections. Multiple RAID configurations to be configured in the proposed solution. All the data to be written in RAID 10 and Read will be on RAID 5. |  |
| 8   | The proposed System must be populated with the following ports  |  |
|   | o 4 (or more) x 8Gbps FC per controller   |  |
|   | o 2 (or more) x 10Gbps iSCSI per controller   |  |
| 9   | Proposed system must support all on-line data storage tiers in order to maximize both system performance and capacity scalability. It should support following types of drives  |  |
|   | SLC/ MLC / eMLC SSD   |  |
|   | 15K RPM 6Gbps SAS   |  |
|   | 10K RPM 6Gbps SAS   |  |
| 10  | 7.2K RPM NL-SAS   |  |
|   | The storage should be configured with a total usable capacity of 17 TB using eMLC-SSDs with single SSD not larger than 1.6TB & 3TB in SAS 10K with single SAS disk not larger than 900GB. All the data to be written in RAID 5      |  |
|   | 11  | Proposed storage should support Less than 3 ms Response time for SSD Disk                              |
|   | 12  | The Storage System should have the capability to support Non-Disruptive Data migration across Volumes. |

|    |   |
|----|---|
| 13 | The storage array must support at least 180 disk drives behind the proposed pair of controllers. It must be a single or tightly clustered singly managed system rather than aggregate of multiple separate smaller boxes. The same should be upgradeable to minimum 500 drives by adding controllers / changing the controllers                                 |
| 14 | The storage must have   |
|    | · Thin Provisioning and Reclamation   |
|    | · Reclamation from thin volumes once data is deleted  |
|    | · Snapshot and clone  |
|    | · Tiering   |
|    | Licenses for the same must be provided  |
| 15 | Replication:  |
|    | The Storage should support replication feature  |
| 16 | Snapshot:   |
|    | The Storage System must have the Capability to support creation of instantaneous or Point-In-Time Snapshot copies of volumes. The snapshot feature should support incremental and thin provisioned volumes. If the Snapshot feature requires any pre-allocation than minimum 20% additional space should be provided for SAS & NL-SAS capacities.               |
| 17 | The storage should support for heterogeneous Operating System platforms like Microsoft Windows ESXi 5.0 and above, LINUX , HP-UX, SUN Solaris, IBM-AIX, etc.  |
| 18 | Easy to use GUI based and web enabled administration interface for configuration, managing, administration and associated functionalities including deployment, automation, provisioning, protection and monitoring management. Solution Should offer real time performance monitoring tools giving information on volume throughput, I/O rate and latency etc. |
| 19 | 2 x 24-port SAN Switch with 18-ports active   |
| 20 | Each Switch should be configured with minimum 18 x 8Gbps FC ports & 18 x 10M LC-LC Cables   |
| 21 | 3 Yrs. warranty & 2 Yrs. AMC with 24x7*4 mission critical back to back onsite OEM support   |
| 22 | Replacement of disk drive would only be performed after degaussing faulty disk drive at NPCI Onsite location. Any such scenarios will be covered under the support period and contract.   |

**\*\* Red Hat Cluster Suite required for each pair of DB servers within a site - both the servers within a site need to be clustered. NPCI had already purchased 1 yr. support for REHL from existing UPI vendor. The vendor should provide an onsite Engineer (minimum Engineering graduate) with minimum 5 years domain experience in Servers and Storage for 6 days a week as per NPCI working hours during the entire Contract period.**

## Section 10 - Documents forms to be put in Envelope A

### Annexure A1 - Bidder's Letter for EMD

To

The Chief Executive Officer  
National Payments Corporation of India,  
1001A, B wing 10th Floor,  
Bandra Kurla Complex  
Bandra(E), Mumbai - 400 051.

**Subject: RFP No. NPCI/RFP/2015-16/IT/012 dated 27.08.2015 for "Request for Proposal for Supply, Installation & Maintenance of Servers & Storage"**

We have enclosed an EMD in the form of a Demand Draft No.\_\_\_\_ issued by the branch of the \_\_\_\_\_Bank, for the sum of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_). This EMD is as required by clause 5.8 of the Instructions to Bidders of the above referred RFP.

Thanking you,

Yours faithfully,

(Signature of the Bidder)

Printed Name:

Designation:

Seal:

Date:

Business Address:



**Annexure A2 - Bid Security (Bank Guarantee)**

\_\_\_\_\_  
[Bank's Name, and Address of Issuing Branch or Office]

**National Payments Corporation of India:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**BID GUARANTEE No.:** \_\_\_\_\_

We have been informed that \_\_\_\_\_ (hereinafter called "the Bidder") has submitted to you its bid dated (hereinafter called "the Bid") for the execution of \_\_\_\_\_ under RFP No.

Furthermore, we understand that, according to your conditions, bids must be supported by a bank guarantee.

At the request of the Bidder, we \_\_\_\_\_ hereby irrevocably undertake to pay you without any demur or protest, any sum or sums not exceeding in total an amount of Rs.1,00,000/- (Rupees One lakh only) upon receipt by us of your first demand in writing accompanied by a written statement stating that the Bidder is in breach of its obligation(s) under the bid conditions, because the Bidder:

(a) Has withdrawn its Bid during the period of bid validity specified by the Bidder in the Form of Bid; or

(b) having been notified of the acceptance of its Bid by NPCI during the period of bid validity, (i) fails or refuses to execute the Contract Form; or (ii) fails or refuses to furnish the performance security, if required, in accordance with the Instructions to Bidders.

This guarantee will expire:

(a) If the Bidder is the successful bidder, upon our receipt of copies of the contract signed by the Bidder and the performance security issued to you upon the instruction of the Bidder; or

(b) if the Bidder is not the successful bidder, upon the earlier of (i) our receipt of a copy of your notification to the Bidder of the name of the successful bidder; or (ii) twelve months after the expiration of the Bidder's Bid.

Consequently, any demand for payment under this guarantee must be received by us at the Office on or before that date.

\_\_\_\_\_  
[Signature]

**Annexure A3 - Bid Security (Performance Bank Guarantee)**

**(BANK GUARANTEE)**

Date

Beneficiary: NATIONAL PAYMENTS CORPORATION OF INDIA  
1001A, B wing 10th Floor,  
The Capital, Bandra-Kurla Complex,  
Bandra (East), Mumbai - 400 051

Performance Bank Guarantee No:

We have been informed that----- ( hereinafter called “the Supplier”) has received the purchase order no. “-----” dated ----- issued by National Payments Corporation of India (NPCI), for ----- (hereinafter called “the Purchase Order”).

Furthermore, we understand that, according to the conditions of the Purchase order, a Performance Bank Guarantee is required to be submitted by the Supplier to NPCI.

At the request of the Supplier, We ----- (name of the Bank , the details of its incorporation) having its registered office at ----- and, for the purposes of this Guarantee and place where claims are payable, acting through its ---- branch presently situated at ----- (hereinafter referred to as "Bank" which term shall mean and include, unless repugnant to the context or meaning thereof, its successors and permitted assigns), hereby irrevocably undertake to pay you without any demur or objection any sum(s) not exceeding in total an amount of Rs. ----- (in figures) (Rupees----- (in words)----- only) upon receipt by us of your first demand in writing declaring the Supplier to be in default under the purchase order, without caveat or argument, or your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

Please note that you may, if you so require, independently seek confirmation with -(Bank Name & Issuing branch address)-----, that this Bank Guarantee has been duly and validly issued.

Notwithstanding anything contained in the foregoing:

The liability of ----- (Bank), under this Bank Guarantee is restricted to a maximum total amount of Rs. ----- (Amount in figures and words).

This bank guarantee is valid upto -----.

The liability of ----- (Bank), under this Bank Guarantee is finally discharged if no claim is made on behalf of NPCI within twelve months from the date of the expiry of the validity period of this Bank Guarantee.

Our liability pursuant to this Bank Guarantee is conditional upon the receipt of a valid and duly executed written claim or demand, by ----- (Bank)----- (Address), delivered by hand, courier or registered post, or by fax prior to close of banking business hours on ----- ( date should be one year from the date of expiry of guarantee) failing which all rights under this Bank Guarantee shall be forfeited and ----- (Bank), shall stand absolutely and unequivocally discharged of all of its obligations hereunder.

This Bank Guarantee shall be governed by and construed in accordance with the laws of India and competent courts in the city of Mumbai shall have exclusive jurisdiction.

Kindly return the original of this Bank Guarantee to ----- (Bank & Its Address), upon (a) its discharge by payment of claims aggregating to Rs. ----- (Amount in figures & words); (b) Fulfillment of the purpose for which this Bank Guarantee was issued; or (c) Claim Expiry Date (date should be one year from the date of expiry of this Bank Guarantee).

All claims under this Bank Guarantee will be payable at ----- (Bank & Its Address).

{Signature of the Authorized representatives of the Bank}

**Annexure B - Bid Offer Form (without Price)**

(Bidder's Letter Head)

**OFFER LETTER**

Date:

To

The Chief Executive Officer  
National Payments Corporation of India  
1001A, B wing 10th Floor,  
Bandra Kurla Complex, Bandra (East),  
Mumbai - 400 051

Dear Sir,

**Subject: RFP No. NPCI/RFP/2015-16/IT/012 dated 27.08.2015 for "Request for Proposal for Supply, Installation & Maintenance of Servers & Storage".**

We have examined the above referred RFP document. As per the terms and conditions specified in the RFP document, and in accordance with the schedule of prices indicated in the commercial bid and made part of this offer.

We acknowledge having received the following addenda / corrigenda to the RFP document.

| Addendum No. / Corrigendum No. | Dated |
|--------------------------------|-------|
|                                |       |
|                                |       |

While submitting this bid, we certify that:

1. Prices have been quoted in INR.
2. The prices in the bid have not been disclosed and will not be disclosed to any other bidder of this RFP.
3. We have not induced nor attempted to induce any other bidder to submit or not submit a bid for restricting competition.
4. We agree that the rates / quotes, terms and conditions furnished in this RFP are for NPCI and its Associates.

If our offer is accepted, we undertake, to start the assignment under the scope immediately after receipt of your order. We have taken note of Penalty clauses in the RFP and agree to abide by the same. We also note that NPCI reserves the right to cancel the order and order cancellation clause as per terms and condition would be applicable. We understand that for delays not attributable to us or on account of uncontrollable circumstances, penalties will not be levied and that the decision of NPCI will be final and binding on us.

We agree to abide by this offer till 180 days from the last date stipulated by NPCI for submission of bid, and our offer shall remain binding upon us and may be accepted by NPCI any time before the expiry of that period.

Until a formal contract is prepared and executed with the selected bidder, this offer will be binding on us. We also certify that the information/data/particulars furnished in our bid are factually

correct. We also accept that in the event of any information / data / particulars are found to be incorrect, NPCI will have the right to disqualify /blacklist us and forfeit bid security.

We undertake to comply with the terms and conditions of the bid document. We understand that NPCI may reject any or all of the offers without assigning any reason whatsoever.

As security (EMD) for the due performance and observance of the undertaking and obligation of the bid we submit herewith Demand Draft bearing no. \_\_\_\_\_dated \_\_\_\_\_ drawn in favor of “National Payments Corporation of India” or Bank Guarantee valid for \_\_\_\_\_days for an amount of Rs (Rs. \_\_\_Lakhs Only ) payable at Mumbai.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Company/Firm:

Address

## Annexure C - Bidder Information

| Details of the Bidder  |   |         |         |         |
|--|---|---------|---------|---------|
| 1  | Name of the Bidder (Prime)  |         |         |         |
| 2  | Address of the Bidder   |         |         |         |
| 3  | Status of the Company (Public Ltd/ Pvt. Ltd / Partnership / LLP)                                    |         |         |         |
| 4  | Details of Incorporation of the Company.  | Date:   |         |         |
|  |   | Ref#    |         |         |
| 6  | Valid Sales tax registration no.  |         |         |         |
| 7  | Valid Service tax registration no.  |         |         |         |
| 8  | Permanent Account Number (PAN)  |         |         |         |
| 9  | Name & Designation of the contact person to whom all references shall be made regarding this tender |         |         |         |
| 10   | Telephone No. (Cell and Landline number with STD Code)  |         |         |         |
| 11   | E-Mail of the contact person:   |         |         |         |
| 12   | Fax No. (with STD Code)   |         |         |         |
| 13   | Website   |         |         |         |
| Financial Details (as per audited Balance Sheets) (Rs in Cr) |   |         |         |         |
| 14   | Year  | 2011-12 | 2012-13 | 2013-14 |
| 15   | Net worth   |         |         |         |
| 16   | Turn Over   |         |         |         |
| 17   | PAT   |         |         |         |

**Annexure D - Declaration for Clean Track Record**

To

The Chief Executive Officer  
National Payments Corporation of India,  
1001A, B wing 10th Floor,  
Bandra Kurla Complex  
Bandra(E), Mumbai - 400 051.

Sir,

I have carefully gone through the Terms & Conditions contained in the RFP document for selection of vendor for **RFP No. NPCI/RFP/2015-16/IT/012 dated 27.08.2015 - Request for Proposal for Supply, Installation & Maintenance of Servers & storage**. I hereby declare that my company has not been debarred/black listed by any Government / Semi Government / Private organizations in India / abroad. I further certify that I am competent officer and duly authorized by my company to make this declaration.

Yours faithfully,

(Signature of the Bidder)  
Printed Name  
Designation  
Seal  
Date:  
Business Address:

**Annexure E - Declaration for Acceptance of RFP Terms and Conditions**

To

The Chief Executive Officer  
National Payments Corporation of India,  
1001A, B wing 10th Floor,  
Bandra- Kurla Complex  
Bandra (E), Mumbai - 400 051.

Sir,

I have carefully gone through the Terms & Conditions contained in the RFP document for selection of vendor for RFP No. **NPCI/RFP/2015-16/IT/012 dated 27.08.2015 - Request for Proposal for Supply, Installation & Maintenance of Servers and Storage**. I declare that all the provisions of this RFP/Tender Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

(Signature of the Bidder)  
Printed Name  
Designation  
Seal  
Date:  
Business Address:

**Annexure F - Declaration for Acceptance of Scope of Work**

To

The Chief Executive Officer  
National Payments Corporation of India,  
1001A, B wing 10th Floor,  
Bandra Kurla Complex  
Bandra(E), Mumbai - 400 051.

Sir,

I have carefully gone through the Scope of Work contained in the RFP document for selection of vendor for RFP No. NPCI/RFP/2015-16/IT/012 dated 27.08.2015 - Request for Proposal for **Supply, Installation & Maintenance of Servers & Storage.**

I declare that all the provisions of this RFP / Tender Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:



**Annexure G - Format Power of Attorney**

(On Stamp paper of relevant value)

Know all men by the present, we \_\_\_\_\_ (name of the company and address of the registered office) do hereby appoint and authorize \_\_\_\_\_ (full name and residential address) who is presently employed with us holding the position of \_\_\_\_\_ as our attorney, to do in our name and on our behalf, deed and things necessary in connection with or incidental to our proposal for **RFP No. NPCI/RFP/2015-16/IT/012 dated 27.08.2015 Request for Proposal for Supply, Installation & Maintenance of Servers & Storage** in response to the RFP by NPCI, including signing and submission of all the documents and providing information/responses to NPCI in all the matter in connection with our bid. We hereby agree to ratify all deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all deeds and things done by our aforesaid attorney shall always be deemed to have been done by us.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2015.  
For \_\_\_\_\_.

(Signature)

(Name Designation and Address)

Accepted

Signature)  
(Name Designation)  
Date:  
Business Address:

## Annexure H - Eligibility Criteria Compliance

| Sr.No | Eligibility Criteria   | Compliance Yes/No | Documentary proof to be attached                                   |
|-------|--|-------------------|--|
| 1     | The bidder should be a Company registered under the Companies Act,1956/Partnership/LLP since the last three years  |                   | Valid company Registration Certificate                             |
| 2     | The bidder should have minimum annual turnover of Rs.10 crores and positive net worth during the three financial years (2011-12, 2012-13, 2013-14 or Calendar year 2011, 2012, 2013 or the Bidder's financial year). |                   | Audited balance sheets & Profit and loss statement to be submitted |
| 3     | The bidder should be a profit (profit after tax) making company in any one of the three financial years i.e. (2011-12, 2012-13, 2013-14 or Calendar year 2011, 2012, 2013 or the Bidder's financial year).           |                   | Audited balance sheets & Profit and loss statement to be submitted |
| 4     | The Bidder should not be currently blacklisted by any bank / institution in India or abroad.   |                   | As per Annexure-E  |
| 5     | The bidder should be Authorized OEM partner for sales and service and should provide back to back on site support from OEM during warranty and AMC period.   |                   | Documentary evidence to be provided                                |

**Annexure I - OEM / Manufacturer's Authorization Letter**

*[The Bidder shall require the Manufacturer to fill in this Form in accordance with the instructions indicated. This letter of authorization should be on the letterhead of the Manufacturer and should be signed by a person with the proper authority to sign documents that are binding on the Manufacturer. The Bidder shall include it in its bid]*

Date:

To:

WHEREAS

We \_\_\_\_\_, are official manufacturers/OEM vendors of \_\_\_\_\_.  
We \_\_\_\_\_ do hereby authorize M/S \_\_\_\_\_ to submit a bid the purpose of which is to provide the following Goods, manufactured by us \_\_\_\_\_, and to subsequently negotiate and sign the Contract.

We hereby extend our full guarantee and warranty, with respect to the Goods & back to back on site support for hardware offered by the above firm.

Signed by the Manufacturer/OEM Vendor:

Name:

Title:

Seal:

Dated on \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_

**Section 11 - Documents to be put in Envelope 'B'****Annexure J - Technical Evaluation Compliance**

| A) Application server Qty. 8 for Hyderabad and Qty. 4 for Chennai Location. Technical Specification is as below |                         |   |                 |
|---|-------------------------|---|-----------------|
| Sr.No   | Area                    | Specification   | Complied-Yes/No |
| 1   | Make                    | Bidder to specify   |                 |
| 2   | Model                   | Bidder to specify   |                 |
| 3   | Processor               | 2X Intel E5-2640v3 or higher  |                 |
| 4   | Processor sockets       | 2   |                 |
| 5   | Internal interconnect:  | Up to 9.6GT/s   |                 |
| 6   | Chipset                 | Intel® C610 series chipset or higher  |                 |
| 7   | Memory                  | 2x128GB using 32GB DIMMS and scalable up to 576GB   |                 |
| 8   | Drive Bays              | 2x600GB 10 K SAS drives   |                 |
| 9   | NIC                     | 4x1Gbps   |                 |
| 10  | Additional Cards        | 2x single port FC HBA   |                 |
| 11  | Expansion Slots         | Min 5 PCIe 3.0 slots  |                 |
| 12  | OS & Hypervisor Support | Microsoft® Windows Server® 2008 R2  |                 |
|   |                         | Microsoft Windows Server 2012   |                 |
|   |                         | Microsoft Windows Server 2012 R2  |                 |
|   |                         | Microsoft Windows® HPC Server 2008  |                 |
|   |                         | Novell® SUSE® Linux Enterprise Server   |                 |
|   |                         | Red Hat® Enterprise Linux   |                 |
|   |                         | VMware® ESX®<br>Citrix® XenServer®  |                 |
|   |                         | Microsoft® Windows Server® 2008, with Hyper-V   |                 |
|   |                         | VMware® vSphere   |                 |
| 13  | Availability            | ECC memory  |                 |
|   |                         | Single Device Data Correction (SDDC)  |                 |
|   |                         | Spare Rank  |                 |
|   |                         | Hot-plug hard drives  |                 |
|   |                         | Hot-plug redundant power  |                 |
|   |                         | Support for HA clustering   |                 |
|   |                         | Virtualization-ready  |                 |
|   |                         | Internal Dual SD Module (Failsafe Hypervisor)   |                 |
|   |                         | TPM 1.2   |                 |
| 14  | Video Card              | 16MB  |                 |
| 15  | Form Factor             | 2 U   |                 |
| 16  |                         | • Smart Embedded Systems Management should be able to automate task like discovery deploy monitor and update. |                 |
|   |                         | • Should not be dependent on agents to for life cycle management.   |                 |
|   |                         | • Should be OS Agnostic.  |                 |

Request for Proposal for Supply, Installation & Maintenance of Servers & Storage

|    |                    |  |  |
|----|--------------------|--|--|
|    |                    | <ul style="list-style-type: none"> <li>• Should be able to provide Single console to manage Servers.</li> </ul>  |  |
|    |                    | <ul style="list-style-type: none"> <li>• Power management tool - Single interface to optimize ad control every usage for servers and Racks.</li> </ul> |  |
|    |                    | <ul style="list-style-type: none"> <li>• Should be able to integrate to 3rd party management tools.</li> </ul>   |  |
|    |                    | <ul style="list-style-type: none"> <li>• Performance management software to be included.</li> </ul>  |  |
| 18 | Warranty & Support | 3 Yrs. warranty & 2 Yrs. AMC with 24x7*4 mission critical, back to back onsite OEM support   |  |

| B) DB server Qty. 6 for Hyderabad and Qty. 3 for Chennai Location. Technical Specification is as below |                         |   |                 |
|--|-------------------------|---|-----------------|
| Sr.No  | Area                    | Specification   | Complied-Yes/No |
| 1  | Make                    | Bidder to specify   |                 |
| 2  | Model                   | Bidder to specify   |                 |
| 3  | Processor               | 2X E5-2698v3 or higher  |                 |
| 4  | Processor sockets       | 2   |                 |
| 5  | Internal interconnect:  | Up to 9.6GT/s   |                 |
| 6  | Chipset                 | Intel® C610 series chipset or higher  |                 |
| 7  | Memory                  | 2x128GB using 32GB DIMMS and scalable up to 576 GB  |                 |
| 8  | Drive Bays              | 2x600GB 10 K SAS drives   |                 |
| 9  | NIC                     | 4x1Gbps   |                 |
| 10   | Additional Cards        | 2x single port FC HBA   |                 |
| 11   | Expansion Slots         | Min 5 PCIe 3.0 slots  |                 |
| 12   | OS & Hypervisor Support | Microsoft® Windows Server® 2008 R2<br>Microsoft Windows Server 2012<br>Microsoft Windows Server 2012 R2<br>Microsoft Windows® HPC Server 2008<br>Novell® SUSE® Linux Enterprise Server<br>Red Hat® Enterprise Linux<br>VMware® ESX®<br>Citrix® XenServer®<br>Microsoft® Windows Server® 2008, with Hyper-V<br>VMware® vSphere |                 |
| 13   | Availability            | ECC memory<br>Single Device Data Correction (SDDC)<br>Spare Rank<br>Hot-plug hard drives<br>Hot-plug redundant power<br>Support for HA clustering<br>Virtualization-ready<br>Internal Dual SD Module (Failsafe Hypervisor)<br>TPM 1.2   |                 |
| 14   | Video Card              | 16MB  |                 |
| 15   | Form Factor             | 2U RACK   |                 |

Request for Proposal for Supply, Installation & Maintenance of Servers & Storage

|    |                    |  |  |
|----|--------------------|--|--|
| 16 | Server Management  | <ul style="list-style-type: none"> <li>• Smart Embedded Systems Management should be able to automate task like discovery deploy monitor and update.</li> <li>• Should not be dependent on agents to for life cycle management.</li> <li>• Should be OS Agnostic.</li> <li>• Should be able to provide Single console to manage Servers.</li> <li>• Power management tool - Single interface to optimize ad control every usage for servers and Racks.</li> <li>• Should be able to integrate to 3rd party management tools.</li> <li>• Performance management software to be included.</li> </ul> |  |
| 17 | Warranty & Support | 3 Yrs. warranty & 2 Yrs. AMC with 24x7*4 mission critical back to back onsite OEM support  |  |

| <b>C) Development server Qty. 7 for Chennai Location. Technical Specification is as below</b> |                         |   |                        |
|---|-------------------------|---|------------------------|
| <b>Sr.No</b>  | <b>Area</b>             | <b>Specification</b>  | <b>Complied-Yes/No</b> |
| 1   | Make                    | Bidder to specify   |                        |
| 2   | Model                   | Bidder to specify   |                        |
| 3   | Processor               | 2X Intel E5-2640v3 or higher  |                        |
| 4   | Processor sockets       | 2   |                        |
| 5   | Internal interconnect:  | Up to 9.6GT/s   |                        |
| 6   | Chipset                 | Intel® C610 series chipset or higher  |                        |
| 7   | Memory                  | 256 GB  |                        |
| 8   | Drive Bays              | 2x600GB 10K SAS drives  |                        |
| 9   | NIC                     | 4x1Gbps   |                        |
| 10  | Additional Cards        | 2x single port FC HBA   |                        |
| 11  | Expansion Slots         | Min 5 PCIe 3.0 slots  |                        |
| 12  | OS & Hypervisor Support | Microsoft® Windows Server® 2008 R2<br>Microsoft Windows Server 2012<br>Microsoft Windows Server 2012 R2<br>Microsoft Windows® HPC Server 2008<br>Novell® SUSE® Linux Enterprise Server<br>Red Hat® Enterprise Linux<br>VMware® ESX®<br>Citrix® XenServer®<br>Microsoft® Windows Server® 2008, with Hyper-V<br>VMware® vSphere |                        |
| 13  |                         | ECC memory<br>Single Device Data Correction (SDDC)<br>Spare Rank<br>Hot-plug hard drives<br>Hot-plug redundant power<br>Support for HA clustering<br>Virtualization-ready<br>Internal Dual SD Module (Failsafe Hypervisor)<br>TPM 1.2   |                        |
| 14  | Video Card              | 16MB  |                        |
| 15  | Form Factor             | 2U Rack   |                        |



|    |                    |  |  |
|----|--------------------|--|--|
| 16 |                    | <ul style="list-style-type: none"> <li>• Smart Embedded Systems Management should be able to automate task like discovery deploy monitor and update.</li> <li>• Should not be dependent on agents to for life cycle management.</li> <li>• Should be OS Agnostic.</li> <li>• Should be able to provide Single console to manage Servers.</li> <li>• Power management tool - Single interface to optimize ad control every usage for servers and Racks.</li> <li>• Should be able to integrate to 3rd party management tools.</li> <li>• Performance management software to be included.</li> </ul> |  |
| 17 | Warranty & Support | 3 Yrs. warranty & 2 Yrs. AMC with 24x7*4 mission critical back to back onsite OEM support  |  |

| <b>D) Storage Qty 1 for PR and Qty 1 for HA at Hyderabad location. Technical Specification is as below</b> |  |                        |
|--|--|------------------------|
| <b>Sr.No</b>   | <b>Specification</b>   | <b>Complied-Yes/No</b> |
| 1  | Make-Bidder should specify   |                        |
| 2  | Model-Bidder should specify  |                        |
| 3  | The <b>Storage system</b> should be of <b>Mid-Range category</b> and should have unified capability i.e. should support block (FC) and file access (CIFS, NFS).  |                        |
| 4  | The storage solution must have dedicated redundant controllers for Block protocol  |                        |
| 5  | The storage system must have <b>active-active</b> dual controllers with automatic failover capabilities in case of one controller failure. It should have redundancy features and <b>No Single Point of Failure</b>                |                        |
| 6  | The system should have minimum 32 GB of Cache memory across the controllers.   |                        |
| 7  | The cache in SAN must have either Battery Backup or better technology for fully automatic de-stage of cache to disk/ SD-card during power failure. All the data to be written in RAID 10 & Read will be on RAID 5.                 |                        |
| 8  | The storage system should support RAID Levels 0, 5, 6, 10 or equivalent data protections. Multiple RAID configurations to be configured in the proposed solution. All the data to be written in RAID 10 and Read will be on RAID 5 |                        |
| 9  | The proposed system must be populated with the following ports   |                        |
|  | <ul style="list-style-type: none"> <li>4 (or more) x 8Gbps FC per controller</li> </ul>  |                        |
|  | <ul style="list-style-type: none"> <li>2 (or more) x 10Gbps iSCSI per controller</li> </ul>  |                        |
| 10   | Proposed system must support all on-line data storage tiers in order to maximize both system performance and capacity scalability. It should support following types of drives   |                        |
|  | SLC/ MLC / eMLC SSD  |                        |
|  | 15K RPM 6Gbps SAS  |                        |
|  | 10K RPM 6Gbps SAS  |                        |
|  | 7.2K RPM NL-SAS  |                        |
| 11   | The storage should be configured with a total usable capacity of 17 TB using eMLC - SSDs with single SSD not larger than 1.6TB. All the data to be written in RAID 5.  |                        |
| 12   | Proposed storage should support less than 3 ms Response time with SSD  |                        |
| 13   | The storage system should have the capability to support Non-Disruptive Data migration across Volumes.   |                        |

|    |   |  |
|----|---|--|
| 14 | The storage array must support at least 180 disk drives behind the proposed pair of controllers. It must be a single or tightly clustered singly managed system rather than aggregate of multiple separate smaller boxes. The same should be upgradeable to minimum 500 drives by adding controllers / changing the controllers                                 |  |
| 15 | The storage must have   |  |
|    | · Thin Provisioning and Reclamation   |  |
|    | · Reclamation from thin volumes once data is deleted  |  |
|    | · Snapshot and clone  |  |
|    | · Tiering   |  |
| 16 | Licenses for the same must be provided  |  |
| 17 | Replication:  |  |
|    | The storage should support replication feature  |  |
| 18 | Snapshot:   |  |
|    | The storage System must have the Capability to support creation of instantaneous or Point-In-Time Snapshot copies of volumes. The snapshot feature should support incremental and thin provisioned volumes. If the Snapshot feature requires any pre-allocation than minimum 20% additional space should be provided for SAS & NL-SAS capacities.               |  |
| 19 | The storage should support for heterogeneous Operating System platforms like Microsoft Windows ESXi 5.0 and above, LINUX , HP-UX, SUN Solaris, IBM-AIX, etc.  |  |
| 20 | Easy to use GUI based and web enabled administration interface for configuration, managing, administration and associated functionalities including deployment, automation, provisioning, protection and monitoring management. Solution Should offer real time performance monitoring tools giving information on volume throughput, I/O rate and latency etc. |  |
| 21 | 2 x 24-port SAN Switch with 16-ports active   |  |
| 22 | Each Switch should be configured with minimum 16 x 8Gbps FC ports & 11 x 10M LC-LC Cables   |  |
| 23 | 3 Yrs. warranty & 2 Yrs. AMC with 24x7*4 mission critical back to back onsite OEM support   |  |
| 24 | Replacement of disk drive would only be performed after degaussing faulty disk drive at NPCI Onsite location. Any such scenarios will be covered under the support period and contract.   |  |

| <b>E) Storage Qty 1 for DR at Chennai location . Techncial Specification is as below</b> |   |                        |
|--|---|------------------------|
| <b>Sr.No</b>   | <b>Specification</b>  | <b>Complied-Yes/No</b> |
| 1  | Make-Bidder should specify  |                        |
| 2  | Model-Bidder should specify   |                        |
| 3  | The <b>storage system</b> should be of <b>Mid-Range category</b> and should have unified capability i.e. should support block (FC) and file access (CIFS, NFS).   |                        |
| 4  | The storage solution must have dedicated redundant controllers for Block protocol   |                        |
| 5  | The storage system must have <b>active-active</b> dual controllers with automatic failover capabilities in case of one controller failure. It should have redundancy features and <b>No Single Point of Failure</b>   |                        |
| 6  | The system should have minimum 32 GB of Cache memory across the controllers. The cache in SAN must have either Battery Backup or better technology for fully automatic de-stage of cache to disk/ SD-card during power failure.   |                        |
| 7  | The Storage System should support RAID Levels 0, 5, 6, 10 or equivalent data protections. Multiple RAID configurations to be configured in the proposed solution. All the data to be written in RAID 10 and Read will be on RAID 5  |                        |
| 8  | The proposed System must be populated with the following ports  |                        |
|  | <ul style="list-style-type: none"> <li>• 4 (or more) x 8Gbps FC per controller</li> </ul>   |                        |
|  | <ul style="list-style-type: none"> <li>• 2 (or more) x 10Gbps iSCSI per controller</li> </ul>   |                        |
| 9  | Proposed system must support all on-line data storage tiers in order to maximize both system performance and capacity scalability. It should support following types of drives  |                        |
|  | SLC/ MLC / eMLC SSD   |                        |
|  | 15K RPM 6Gbps SAS   |                        |
|  | 10K RPM 6Gbps SAS   |                        |
|  | 7.2K RPM NL-SAS   |                        |
| 10   | The storage should be configured with a total usable capacity of 17 TB using eMLC-SSDs with single SSD not larger than 1.6TB & 3TB in SAS 10K with single SAS disk not larger than 900GB. All the data to be written in RAID 5  |                        |
| 11   | Proposed storage should support Less than 3 ms Response time for SSD Disk   |                        |
| 12   | The storage System should have the capability to support Non-Disruptive Data migration across Volumes.  |                        |
| 13   | The storage array must support at least 180 disk drives behind the proposed pair of controllers. It must be a single or tightly clustered singly managed system rather than aggregate of multiple separate smaller boxes. The same should be upgradeable to minimum 500 drives by adding controllers / changing the controllers |                        |
| 14   | The storage must have   |                        |
|  | · Thin Provisioning and Reclamation   |                        |

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|    |   |  |
|----|---|--|
|    | <ul style="list-style-type: none"> <li>· Reclamation from thin volumes once data is deleted</li> <li>· Snapshot and clone</li> <li>· Tiering</li> </ul>   |  |
|    | Licenses for the same must be provided  |  |
| 15 | <p>Replication:</p> <p>The storage should support replication feature</p>   |  |
| 16 | <p>Snapshot:</p> <p>The storage System must have the Capability to support creation of instantaneous or Point-In-Time Snapshot copies of volumes. The snapshot feature should support incremental and thin provisioned volumes. If the Snapshot feature requires any pre-allocation than minimum 20% additional space should be provided for SAS &amp; NL-SAS capacities.</p> |  |
| 17 | The storage should support for heterogeneous Operating System platforms like Microsoft Windows ESXi 5.0 and above, LINUX , HP-UX, SUN Solaris, IBM-AIX, etc.  |  |
| 18 | Easy to use GUI based and web enabled administration interface for configuration, managing, administration and associated functionalities including deployment, automation, provisioning, protection and monitoring management. Solution Should offer real time performance monitoring tools giving information on volume throughput, I/O rate and latency etc.               |  |
| 19 | 2 x 24-port SAN Switch with 18-ports active   |  |
| 20 | Each Switch should be configured with minimum 18 x 8Gbps FC ports & 18 x 10M LC-LC Cables   |  |
| 21 | 3 Yrs. warranty & 2 Yrs. AMC with 24x7*4 mission critical back to back onsite OEM support   |  |
| 22 | Replacement of disk drive would only be performed after degaussing faulty disk drive at NPCI Onsite location. Any such scenarios will be covered under the support period and contract.   |  |

Dated this..... Day of.....2015

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

**Annexure K - Client Reference**

**Client Reference Details**

| <b>Sr.No</b> | <b>Particulars</b>                  | <b>Details</b> |
|--------------|-------------------------------------|----------------|
| 1            | Name of the Organization            |                |
| 2            | Contact Person Name and Designation |                |
| 3            | Phone Number of the Contact person  |                |
| 4            | Email Address of the Contact person |                |

(Signature)

(Name)  
Duly authorized to sign Bid for and on behalf of

(In the capacity of)

**Annexure L - Bill of Material**

| <b>Bill of Material</b> |                |                          |                 |                           |
|-------------------------|----------------|--------------------------|-----------------|---------------------------|
| <b>Sr.No</b>            | <b>Part No</b> | <b>Line Item Details</b> | <b>Quantity</b> | <b>Functional Details</b> |
|                         |                |                          |                 |                           |
|                         |                |                          |                 |                           |
|                         |                |                          |                 |                           |
|                         |                |                          |                 |                           |
|                         |                |                          |                 |                           |
|                         |                |                          |                 |                           |
|                         |                |                          |                 |                           |
|                         |                |                          |                 |                           |
|                         |                |                          |                 |                           |

**Section 12 - Documents to be put in Envelope 'C'**

**Annexure M - Commercial Bid Form**

(To be included in Commercial Bid Envelope)

To

NPCI

Dear Sirs,

**Re: NPCI/RFP/2015-16/IT/12 dated 27.08.2015 for Request for Proposal for Supply, Installation and Maintenance of Servers & Storage.**

Having examined the Bidding Documents placed along with RFP, we, the undersigned, offer to provide the required infrastructure in conformity with the said Bidding documents for the sum of Rs.....(Rupees all inclusive) or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, to provide \_\_\_\_\_ for the above purpose within the stipulated time schedule. We agree to abide by the Bid and the rates quoted therein for the orders awarded by NPCI up to the period prescribed in the Bid which shall remain binding upon us. Until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India.

We have complied with all the terms and conditions of the RFP. We understand that you are not bound to accept the lowest or any Bid you may receive.

Dated this..... Day of.....2015

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of



## Annexure N - Commercial Bid Format

| Sr. | A) Hardware-Hyderabad                                   | Qty. | Unit Rate | Total |
|-----|---|------|-----------|-------|
| 1   | APP Server  | 8    |           |       |
| 2   | DB Server   | 6    |           |       |
| 3   | Storage (PR +HA)  | 2    |           |       |
|     | <b>Sub-Total-A</b>                                      |      |           |       |
| Sr. | B) Hardware-Chennai                                     | Qty. | Unit Rate | Total |
| 4   | APP Server  | 4    |           |       |
| 5   | DB Server   | 3    |           |       |
| 6   | Production Server                                       | 7    |           |       |
| 7   | Storage (DR)  | 1    |           |       |
|     | <b>Sub-Total-B</b>                                      |      |           |       |
| Sr  | C) Installation Charges at Hyderabad & Chennai Location | Qty. | Unit Rate | Total |
| a   | Installation of Servers                                 | 28   |           |       |
| b   | Installation of Storage                                 | 3    |           |       |
|     | <b>Sub-Total-C</b>                                      |      |           |       |
| Sr  | D) AMC Hardware Charges                                 | Qty. | Unit Rate | Total |
| a   | AMC hardware -4 <sup>th</sup> Year                      | 28   |           |       |
| b   | AMC Hardware 5 <sup>th</sup> Year                       | 28   |           |       |
|     | <b>Sub-Total-D</b>                                      |      |           |       |

| Sr. | E) Resource Requirement   | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 | Total |
|-----|---|--------|--------|--------|--------|--------|-------|
| 1   | Onsite Engineer for 6 days a week as per NPCI working hours during the entire contract period |        |        |        |        |        |       |
|     | <b>Sub-Total- E</b>   |        |        |        |        |        |       |

**Total (TCO) = A + B + C + D + E**

**Above prices are exclusive of taxes.**

(All hardware/software costs/Implementation cost/AMC cost should be detailed with line item wise prices and submitted as Annexure L. NPCI reserves the right to add or delete any one of the items as per requirement).

Dated this..... Day of.....2015

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

**Annexure Z - Non-Disclosure Agreement**

This Agreement is made and entered on this ----- day of -----, 2015 (“Effective Date”) between

**NATIONAL PAYMENTS CORPORATION OF INDIA**, a company incorporated in India under Section 25 of the Companies Act, 1956 and having its registered office at **1001A, B wing 10th Floor, Bandra-Kurla Complex, Bandra (East) Mumbai-400 051** (Hereinafter referred to as “NPCI”, which expression shall mean and include unless repugnant to the context, its successors and permitted assigns);

**AND**

\_\_\_\_\_, a company registered in \_\_\_\_\_ and having its registered office at \_\_\_\_\_ (Hereinafter referred to as “-----”, which expression shall mean and include unless repugnant to the context, its successors and permitted assigns).

The term “Disclosing Party” refers to the party disclosing the confidential information to the other party of this Agreement and the term “Receiving Party” means the party to this Agreement which is receiving the confidential information from the Disclosing Party.

NPCI and ----- shall hereinafter be jointly referred to as the “Parties” and individually as a “Party”.

**NOW THEREFORE**

In consideration of the mutual protection of information herein by the parties hereto and such additional promises and understandings as are hereinafter set forth, the parties agree as follows:

**Article 1: Purpose**

The purpose of this Agreement is to maintain in confidence the various Confidential Information, which is provided between NPCI and ----- to perform the considerations (hereinafter called “Purpose”) set forth in below:

(State the purpose:-----)

**Article 2: DEFINITION**

For purposes of this Agreement, “Confidential Information” means the terms and conditions, and with respect to either party, any and all information in written, representational, electronic, verbal or other form relating directly or indirectly to the Purpose (including, but not limited to, information identified as being proprietary and/or confidential or pertaining to, pricing, marketing plans or strategy, volumes, services rendered, customers and suppliers lists, financial or technical or service matters or data, employee/agent/ consultant/officer/director related personal or sensitive data and any information which might reasonably be presumed to be proprietary or confidential in nature) excluding any such information which (i) is known to the public (through no act or omission of the Receiving Party in violation of this Agreement); (ii) is lawfully acquired by the Receiving Party from an independent source having no obligation to maintain the confidentiality of such information; (iii) was known to the Receiving Party prior to its disclosure under this Agreement; (iv) was or is independently developed by the Receiving Party without breach of this Agreement; or (v) is required to be disclosed by governmental or judicial order, in which case

Receiving Party shall give the Disclosing Party prompt written notice, where possible, and use reasonable efforts to ensure that such disclosure is accorded confidential treatment and also to enable the Disclosing Party to seek a protective order or other appropriate remedy at Disclosing Party's sole costs. Confidential Information disclosed orally shall only be considered Confidential Information if: (i) identified as confidential, proprietary or the like at the time of disclosure, and (ii) confirmed in writing within Seven (7) days of disclosure.

### **Article 3: NO LICENSES**

This Agreement does not obligate either party to disclose any particular proprietary information; to purchase, sell, license, transfer, or otherwise dispose of any technology, services, or products; or to enter into any other form of business, contract or arrangement. Furthermore, nothing contained hereunder shall be construed as creating, conveying, transferring, granting or conferring by one party on the other party any rights, license or authority in or to the Confidential Information disclosed under this Agreement.

### **Article 4: DISCLOSURE**

1. Receiving Party agrees and undertakes that it shall not, without first obtaining the written consent of the Disclosing Party, disclose or make available to any person, reproduce or transmit in any manner, or use (directly or indirectly) for its own benefit or the benefit of others, any Confidential Information save and except both parties may disclose any Confidential Information to their Affiliates, directors, officers, employees or advisors of their own or of Affiliates on a "need to know" basis to enable them to evaluate such Confidential Information in connection with the negotiation of the possible business relationship; provided that such persons have been informed of, and agree to be bound by obligations which are at least as strict as the recipient's obligations hereunder. For the purpose of this Agreement, Affiliates shall mean, with respect to any party, any other person directly or indirectly Controlling, Controlled by, or under direct or indirect common Control with, such party. "Control", "Controlled" or "Controlling" shall mean, with respect to any person, any circumstance in which such person is controlled by another person by virtue of the latter person controlling the composition of the Board of Directors or owning the largest or controlling percentage of the voting securities of such person or by way of contractual relationship or otherwise.

2. The Receiving Party shall use the same degree of care and protection to protect the Confidential Information received by it from the Disclosing Party as it uses to protect its own Confidential Information of a like nature, and in no event such degree of care and protection shall be of less than a reasonable degree of care.

3. The Disclosing Party shall not be in any way responsible for any decisions or commitments made by Receiving Party in relying on the Disclosing Party's Confidential Information.

### **Article 5: RETURN OR DESTRUCTION OF CONFIDENTIAL INFORMATION**

The parties agree that upon termination/expiry of this Agreement or at any time during its currency, at the request of the Disclosing Party, the Receiving Party shall promptly deliver to the Disclosing Party the Confidential Information and copies thereof in its possession or under its direct or indirect control, and shall destroy all memoranda, notes and other writings prepared by the Receiving Party or its Affiliates or directors, officers, employees or advisors based on the Confidential Information and promptly certify such destruction.

### **Article 6: INDEPENDENT DEVELOPMENT AND RESIDUALS**

Both parties acknowledge that the Confidential Information coming to the knowledge of the other may relate to and/or have implications regarding the future strategies, plans, business activities, methods, processes and or information of the parties, which afford them certain competitive and

strategic advantage. Accordingly, nothing in this Agreement will prohibit the Receiving Party from developing or having developed for its products, concepts, tools or techniques that are similar to or compete with the products, concepts, tools or techniques contemplated by or embodied in the Confidential Information provided that the Receiving Party does not violate any of its obligations under this Agreement in connection with such development.

**Article 7: INJUNCTIVE RELIEF**

The parties hereto acknowledge and agree that in the event of a breach or threatened breach by the other of the provisions of this Agreement, the party not in breach will have no adequate remedy in money or damages and accordingly the party not in breach shall be entitled to injunctive relief against such breach or threatened breach by the party in breach.

**Article 8: NON-WAIVER**

No failure or delay by either party in exercising or enforcing any right, remedy or power hereunder shall operate as a waiver thereof, nor shall any single or partial exercise or enforcement of any right, remedy or power preclude any further exercise or enforcement thereof or the exercise of enforcement of any other right, remedy or power.

**Article 9: JURISDICTION**

If any dispute arises between the parties hereto during the subsistence or thereafter, in connection with or arising out of this Agreement, the dispute shall be referred to arbitration under the Indian Arbitration and Conciliation Act, 1996 by a sole arbitrator mutually agreed upon. In the absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrators, one to be nominated by each party and the said arbitrators shall nominate a presiding arbitrator, before commencing the arbitration proceedings. Arbitration shall be held in Mumbai, India. The proceedings of arbitration shall be in the English language. The arbitrator's award shall be final and binding on the parties.

**Article 10: GOVERNING LAW**

This Agreement shall be governed exclusively by the laws of India and jurisdiction shall be vested exclusively in the courts at Mumbai in India.

**Article 11: NON-ASSIGNMENT**

This Agreement shall not be amended, modified, assigned or transferred by either party without the prior written consent of the other party.

**Article 12: TERM**

This Agreement shall remain valid from the Effective Date until the termination or expiry of this Agreement. The obligations of each Party hereunder will continue and be binding irrespective of whether the termination / expiry of the Agreement for a period of five years after the termination / expiry of this Agreement.

**Article 13: INTELLECTUAL PROPERTY RIGHTS**

Neither Party will use or permit the use of the other Party's names, logos, trademarks or other identifying data, or otherwise discuss or make reference to such other Party or infringe Patent, Copyrights, in any notices to third Parties, any promotional or marketing material or in any press release or other public announcement or advertisement, however characterized, without such other Party's prior written consent.

**Article 14: GENERAL**

1. Nothing in this Agreement is intended to confer any rights/remedies under or by reason of this Agreement on any third party.

2. This Agreement and the confidentiality obligations of the Parties under this Agreement supersedes all prior discussions and writings with respect to the Confidential Information and constitutes the entire Agreement between the parties with respect to the subject matter hereof. If any term or provision of this Agreement is determined to be illegal, unenforceable, or invalid in whole or in part for any reason, such illegal, unenforceable, or invalid provisions or part(s) thereof shall be stricken from this Agreement.

3. Any breach of any provision of this Agreement by a party hereto shall not affect the other party's non-disclosure and non-use obligations under this Agreement.

|   |                                      |
|---|--------------------------------------|
| <p><b>IN WITNESS WHEREOF</b>, the parties hereto have duly executed this Agreement by their duly authorized representatives as of the Effective Date written above. <b>NATIONAL PAYMENTS CORPORATION OF INDIA</b></p> | <p><b>Successful Bidder Name</b></p> |
| <p>By Name:</p>   | <p>By Name:</p>                      |
| <p>Designation</p>  | <p>Designation</p>                   |