



Notification pertaining to Request for Proposal for setting up of Private Cloud at NPCI

RFP Reference No: NPCI/RFP/2015-16/IT/0003 dated 12.05.2015

1. About NPCI

National Payments Corporation of India (NPCI) is a Company registered under Section 25 of the Companies Act, 1956 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 core objective of setting up NPCI is to consolidate and integrate the multiple systems with varying service levels into a nation-wide, uniform and standard business process in the retail electronic payments system segment. The vision, mission and objectives of NPCI are to operate for the benefit of all the member banks and the common man at large.

2. Objective of this RFP:

NPCI needs to deliver applications and services at speed and scale greater than ever. The deployment of private cloud would integrate the required components to create an automated, easily managed platform that embraces all applications, for fast deployment across data centers and clouds. With a private cloud at NPCI, a predefined list of services would be available to users and additional services can be created instantly upon request, while still enabling IT to control and secure these services.

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 procure the RFP document from NPCI's office at 08th Floor, R- Tech Park, Nirlon Knowledge Park, Near HUB Mall, Opp. Western Express Highway Goregaon (E), Mumbai - 400 063, on payment of non-refundable amount of Rs 5,618/- (INR Five thousand hundred and only, inclusive of Service Tax), payable in the form of Demand Draft/Pay Order from any scheduled commercial bank in India favouring "NATIONAL PAYMENTS CORPORATION OF INDIA" payable at Mumbai.

RFP document containing detailed specifications and requirements with terms and conditions can be obtained by eligible Bidders on any working day during office hours from 10:30 hrs to 18:30 hrs till the stipulated last date for the purpose, on payment of RFP cost in the form of Demand Draft / Pay Order.

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 the table below.

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.

6. Scope of Work:

1. Definitions and Explanations: All the definitions and explanations used in the current RFP are based on cloud computing definitions, explanations, synopsis and recommendations issued by NIST through their documents - SP 800-145, SP 800-146.
2. The scope of the work is deployment of private cloud along with Supply, Installation and Commissioning of Server chassis, blade servers, storage and to provide maintenance support for the same during the warranty period of 3 years from the date of acceptance of the systems/ Solution. The private cloud solution would be deployed in Mumbai, Hyderabad and Chennai Data Centres of NPCI. Bidders should provide comprehensive onsite support during the Warranty period of 3 years and AMC for 4th and 5th year with back to back arrangements with the respective OEMs and with response time of 4 hours and resolution time of 6 hours. Bidder also needs to ensure onsite support for the period of deployment and handover to NPCI. Necessary proof for the tie-up arrangements with the OEMs to be provided to NPCI.
3. The bidder shall provide perpetual / subscription licenses for all software components proposed in the solution and should be in name of NPCI.
4. NPCI reserves the right to place purchase order to the successful Bidder for any further requirement of server's chassis, servers, storage at the agreed unit rate i.e. the rate contract for a period of 12 months from the date of first Purchase Order.
5. The proposed solution must include all the hardware, software, services and other components necessary to meet the given requirements and to carry out the necessary activities as described in this section as well as the deliverables section given below. Activities must cover whatever is necessary to build the solution, deliver, train, and support NPCI personnel for the period of the contract.
6. Periodic reporting as per the requirements stipulated in this document, as well as NPCI policies and guidelines issued from time to time are included in the scope.
7. Web-based dashboards with continuous real-time / near real-time status updates as well as relevant statistics form a part of the reporting requirements are also

included. Issue Management responsibilities include establishment of and managing effectively, a web-based collaborative issue management tool wherein all the issues raised and discovered during the course of the project are recorded, tracked and managed.

8. The solution required is a private cloud-computing (as defined by NIST in the deployment models section of the document SP 800-145) environment for the private use of the NPCI. Further, this definition is extended to include non-virtualized resource environment as well. At this time, extension of this definition - to a unified (across virtualized and non-virtualized) resource requesting (self-service), orchestration, provisioning (request triggered as well as rule-triggered), monitoring and management (including automated capacity management such as scaling up and down) platform across the virtualized and non-virtualized environments is desired but not mandated. However, the solution is required to function as a single unit, at a minimum to cover the entire virtualized environment - irrespective of the service model being used.
9. The service models offered by the solution must include IaaS, PaaS and SaaS as defined by NIST (in the service models section of the document SP 800-145) are desired but not mandated.
10. The proposed solution can be a combination of bought-out components as well as those built specifically for this purpose. The proposal must clearly identify bought-out vs. built-to-spec components along with the effort, schedule and pricing of built-to-spec components. If the price of built-to-spec components is included in the commercial proposal, the exclusive intellectual property rights on the said components will belong to NPCI.
11. NPCI has existing virtualization software, powered by vSphere <version 5.5.0 and 5.0.0>, running applications in Production environment. The proposed solution may make use of existing licenses.
12. Phases Involved:
 - a) PoC Phase: within 4 weeks from short listing of technical bidders.
 - b) Build Phase: As per project milestone plan provided but not exceeding the time required for the UAT of the NPCI private cloud project.
 - c) Operational Phase: 5 (Warranty of 3 years and AMC of 2 years) years from the date of acceptance of an application in the Cloud solution. 3 years of warranty + 2 years of AMC, payments towards AMC charges would be made quarterly in arrears.
13. Proposed private cloud solution may work with current virtualization setup or migrate to new platform.
14. Consider below table for current virtualized setup and licensing. Bidder should consider below licensing details and existing 8 unused virtualization licenses, which can be reused.

Workload	Description	Production	
		Mumbai	Chennai
e Comm Workload	No. Of vSphere hosts	3	2
	vSphere Enterprise licenses consumed	6	4
	Unused vSphere Enterprise Licenses	8	
SIEM Workload - 56 VMs	No. Of vSphere hosts	5	4
	vSphere Standard Licenses	10	8
	Unused vSphere Standard Licenses	0	

15. Count of physical servers that needs to be considered for Private Cloud Solution: Bidder should consider average 60% CPU utilization (1 hrs. cycle) and 80% memory utilization while proposing solution for virtualizing existing 65 servers.

Physical Servers	CPU / Cores	Memory GB
65	520	2080

16. Solution should be scalable and bidder should consider 20% growth year on year for 3 years and there on. NPCI should be able to add incremental components to be able to scale-up by 100% without major hardware/software investment.
17. The servers should support virtualized application environments and should maximize the benefits of virtualization. Should be designed to provide the best density, flexibility and performance in a virtual setup.
18. Bidder to provide detailed architecture, design. Also to provide details on how replication across three data centers (Hyderabad, Mumbai and Chennai) takes place.
19. Bidder to provide detailed specifications of each component on the proposed solution.
20. Bidder to provide detailed bill of material of all the components of proposed solution in NPCI provided Annexure - L.
21. The total uptime availability for the Private Cloud Solution should be 99.99%.
22. Bidder should quote for 2 different OEM for hardware.
23. Bidder should ensure onsite support availability for the period 1st year.
24. The Solutions should be integrated with CA Service Desk, AV, PIM, SIEM etc. and also ensure patch updating process.
25. The solution should have compliance with ITILv3 framework and Gopalakrishnan Committee report.
26. Detailed process documentation, SOP's and management of solution should be created and submitted before project signoff.

Cloud solution should Support and integrate with Existing Backup Solution of HP Data Proctor.

7. 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.

8. Eligibility Criteria

The Bidder should possess the requisite experience, resources and capabilities in providing and implementing the Private Cloud solution to meet the requirements, as described in the tender document. The Bidder should also possess the technical know-how and the financial wherewithal that would be required to support requirements sought by NPCI for the entire period of the contract. The bid must be complete in all respects and should cover the entire scope of work as stipulated in the document

1. Bidder should be a Company registered under the Companies Act, 1956 since the last three years.
2. Bidder should have minimum annual turnover of Rs.100 crores during the last three financial years (2011-12, 2012-13, 2013-14 or calendar years 2011, 2012, 2013 or bidder's financial years).
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 shall provide at least 1 reference of successful private cloud deployment for the proposed Solution in India preferably in banking domain using proposed technologies with at least 300 active VMs (Virtual Machines) as on the date of submission of the bid.
6. The bidder should have Service Centre in Mumbai / Chennai /Hyderabad.

7. Technical Requirements:

All the technical specifications/ requirements are mentioned in the RFP document.

8. Bid Schedule and Address:

Sr. No.	Description	Detailed Information
1	Name of Project	Request for Proposal for Setting up of Private Cloud at NPCI
2	Tender Reference Number	NPCI/RFP/2014-15/IT/0003
3	Date of Commencement of Sale of Bid Document	12/05/2015
4	Last Date and Time for Sale of Bid Document	21/05/2015 - 5.00 pm
5	Last Date for Receiving Bidder's Pre-Bid clarifications in writing	28/05/2015
6	Date and Time for Pre Bid Meeting	Not applicable
7	Last Date and Time for Bid Submission	15/06/2015 - 3.00 pm
8	Address for Sale of Bid Document and Place of Bid Submission	National Payments Corporation of India, 8th Floor, R- Tech Park, Nirlon Knowledge Park, Near HUB Mall, Opp. Western Express Highway, Goregaon (E), Mumbai - 400 063
9	Date and Time of Eligibility Bid Opening (Envelope A)	15/06/2015 - 3.30 pm
10	Date and Time of Technical Bid Opening (Envelope B)	Will be informed to the qualified bidders
11	Date and time of Commercial Bid Opening (Envelope C)	Technically qualified bidders would be informed.
12	Name and Address for Communication	VP & Head - IT Procurement National Payments Corporation of India 8th Floor, R Tech Park, Off Western Express Highway, Nirlon Knowledge Park, Near HUB Mall, Opp Western Express Highway, Goregaon-East, Mumbai - 400063
13	Bid Related Queries	Praveen Ratnagiri Contact : +91 7506446538 praveen.ratnagiri@npci.org.in Karun Joshi Contact : + 91 8879772830 karun.joshi@npci.org.in Prashant Awale Contact: +91 8108108650 prashant.awale@npci.org.in Benny Joseph Contact: +91 8108122844 Benny.joseph@npci.org.in
14	Bid Cost	Rs. 5,618 /-(Rs. 5,000/- plus Service Tax@12.36%)
15	EMD/Bid Security	Rs 1,00,000/-(One lakh only)

Note:

1. Bids will be opened in the presence of the Bidders' representatives who choose to attend.
2. Date and Time & Address for Technical Bid & Commercial Bid Opening will be intimated later to the qualified Bidders.
3. Bid Cost: DD shall be made in favour of "National Payments Corporation of India" for Rs. 5,618 /- (Rs.5, 000/- plus Service Tax@12.36%) payable at Mumbai.