

E-TENDER

FOR

**Procurement of Cloud Hosting Service for
Export-Import Bank of India**

Tender Reference No: IT/EXIM/RFP/2018-19/030

Phone: 022-22172410

E-Mail: dharmendra@eximbankindia.in

EXPORT - IMPORT BANK INDIA

**Center One Building, 21st Floor,
World Trade Centre Complex, Cuffe Parade,**

Mumbai – 400 005.

Phone: 022-22172600, 2410

E-Mail : dharmendra@eximbankindia.in

TENDER DOCUMENTS FOR	Procurement of Cloud Hosting Service for Export-Import Bank of India.
TENDER DOCUMENT COST	Rs. 3000/-
EMD Amount	Nil.
Last date for acceptance of Tender Document fee and EMD Demand Draft (DD)	19 th November 2018
Date of Online Notice	12 th November 2018, 19.00 hrs.
Document Downloading Start Date	12 th November 2018, 19.00 hrs.
Document Downloading END Date	26 th November 2018, 14:00 hrs.
Last Date and Time For Submission	26 th November 2018, 15:00 hrs.
Opening Of Tender	26 th November 2018, 16:00 hrs.
Place of Receipt of Tender	https://eximbankindiatenders.procuretiger.com

e-Tendering / Electronic Tendering / Web Tendering / Online Tendering is the simulation of the manual tendering process on the internet. i.e., the eligible bidders / tenders can log on to the internet site specified using a unique user name & password and place their Technical & Commercial bids. The eligible bidders will be trained by M/s e Procurement Technologies Ltd. (Abc Procure) personnel on the methodology of submitting the bids online using a special digital signature/electronic key / password at the date and time specified. The bids placed by the tenderers are confidential and will be opened by the authorized EXIM Bank officials. No other person can gain access to the information regarding the bids, which is confidential in nature.

MINIMUM REQUIREMENTS:

1. Computer/Laptop with internet connection
2. Operating system – Windows XP Service pack -3 / VISTA/ WINDOWS 7
3. Digital certificate -Class II or III, signing + Encryption, and it should be organizational certificate.

CONTACT INFORMATION FOR E-TENDER PROCESS

Vendor registration can be done online by opening Website:

<https://eximbankindiatenders.procuretiger.com>

Click on “New Bidder Registration” link, create User Id and Password and attach your Digital certificate. For any clarification kindly contact

E-Procurement Technologies
Limited A- 801 – Wall Street - II,
Opposite Orient Club,
Nr. Gujarat College, Ellis Bridge,
Ahmedabad – 380 006.
Gujarat State, India

Phone: +91 (79) 40230 813/14/16/18/03

Fax: +91 (79) 40230847

E-Tendering Process Compliance Statement

The following terms and conditions are deemed as accepted by you for participation in the bid event:

1. The price once submitted cannot be changed.
2. Technical and other non-commercial queries (not impacting price) can be routed to the respective contact personnel of EXIM Bank indicated in the tender document. Bidding process related queries could be addressed to M/s e Procurement Technologies Ltd personnel indicated in the tender document.
3. Inability to bid due to telephone line glitch, Internet response issues, software or hardware hangs will not be the responsibility of M/s e Procurement Technologies Ltd or the EXIM Bank. However, M/s e Procurement Technologies Ltd, shall make every effort to ensure availability of technology resources to enable continuous bidding.
4. M/s e Procurement Technologies Ltd does not take responsibility beyond the bid event. Order finalization and post order activities would be transacted directly between bidder and the EXIM bank.
5. Bids once made cannot be withdrawn or modified under any circumstances.
6. EXIM Bank can decide to extend or reschedule or cancel an e-tendering.
7. The bidders are advised to visit <https://eximbankindiatenders.procuretiger.com> for any corrigendum etc.

I / We have read, understood and agree to abide by the e-tendering process compliance statement.

Date :

Organization Name :

Name :

Designation :

Seal and Signature of the Bidder/s not required since the document is Digitally Signed.

C O N T E N T S

Sr. No	Title
01	Quotation Bid Notice
02	Eligibility Criteria
03	Mandatory Information
A	Information Required For Prequalification of the Tenderer
04	Tender Form
05	Instruction to Tenderers
07	Appendix Showing Important Schedule

QUOTATION BID NOTICE

1. Export-Import Bank of India (EXIM Bank), a corporation established under the Act Export-Import Bank of India, 1981 and having its registered office at 21st Floor, World Trade Centre Complex, Cuffe Parade, Mumbai 400 005 invites bids from eligible bidders for the Cloud Hosting Service.
2. The mode of tendering is through e-Tendering. E-Tendering is the process by which the physical tendering activity is carried out using internet and associated technologies in a faster and secure environment.
3. Vendor registration can be done online by opening Website:
<https://eximbankindiatenders.procuretiger.com> Click on “New Bidder Registration” link, create User Id and Password and attach your Digital certificate.
4. Tender document will be allowed for download from above web site after successful vendor registration (hard copies of the tender document will not be provided) and submission of tender document cost.

5. CONTACT INFORMATION FOR E-TENDER PROCESS

**e-Procurement Technologies
Limited A- 801 – Wall Street - II,
Opposite Orient Club,
Nr. Gujarat College, Ellis Bridge,
Ahmedabad – 380 006.
Gujarat State, India**

**Phone: +91 (79)-40270566/567/579/580/582/590
Fax: +91 (79) 40230847**

6. EXIM Bank reserves the right to accept or reject in part or full any or all the offers without assigning any reasons there for.

ELIGIBILITY CRITERIA

S.NO.	Eligibility Criteria	Documents to be Submitted
1.	The bidder should be a government organization/ Public sector unit/ Partnership firm / Limited Company/ Private Limited Company having its Registered Office in India since last Five years as on 31/03/2018. Relevant documents of registration should be submitted as part of the proposal.	Certificate of incorporation to be uploaded.
2.	The bidder should be providing Cloud Hosting services to customers for a minimum period of 5 years.	Proof of document to be uploaded.
3.	The Service Provider must possess ISO 9001, 27001 20000-1 , 22301 , ISO 27017 and ISO 27018 certified	Copies of unexpired certificates to be uploaded.
4.	The proposed Datacenter should be a PCI DSS certified Datacenter.	Copies of unexpired certificates to be uploaded.
5.	Must have been owning and managing at least two Datacenters in India from the last Five years. The datacenters must be in different seismic zones with Tier3/Tier4 facility.	Undertaking from the authorized signatory mentioning the address of the Datacenter needs to be submitted
6.	The datacenter and customer data must be hosted within Indian territory only. The proof of document to be submitted to the Bank after cloud infra setup completed. The Bank can check/Inspect the infrastructure at any point of time without any prior approval from service provider.	Self-declaration and consent of inspection on letter head to be uploaded.
7.	The successful Bidder must execute Non-Disclosure Agreement (NDA), Service Level Agreement (SLA) with 99.90 % uptime time.	Consent letter to be uploaded.

MANDATORY INFORMATION

Required for Prequalification of the Tenderer

I/We confirm that to the best of our knowledge this information is authentic **and accept that any deliberate concealment will amount to disqualification at any stage.**

Sr. No.	Particulars	Details
1. Name of the Firm		
2. Name of the Proprietor, Partners/Directors		
A (Mobile No.)		
B (Mobile No.)		
3. Office Telephone Nos.		
a.		
b.		
c.		
4. Head Office Address		
5. Email Address a.		
b.		
6. Year of Establishment		
7. Registration No.& Date of Registration.		
8. Status Of Firm. (Proprietor/Partnership/C o. etc.)		
9. Name of Bankers	a.	
	b.	
10. PAN Card No.		
11. GST No.		

Seal and Signature of the Bidder/s not required since the document is digitally Signed

Date:

Place:

Note:

Please upload scanned copies of the above mentioned documents with sr. nos. marked on it.

TENDER FORM

Mr. Dharmendra Sachan
General Manager
Export- Import Bank of India
21st Floor, Centre One, World Trade Centre.
Cuffe Parade, Mumbai 400 005

Dear Sirs,

Ref: Procurement of Cloud Hosting Service for Export-Import Bank of India.

Ref. No: IT/EXIM/RFP/2018-19/030

I/we further agree to execute and complete the work within the time frame stipulated in the tender scope of document. I/we agree not to employ Sub-Service Providers without the prior approval of the EXIM Bank. I/We agree to pay GST, Sales Tax, Works Contract Tax, Excise Tax, LBT, Duties, all Royalties and all other applicable taxes prevailing and be levied from time to time on such items for which the same are liable and the rates quoted by me/us are Exclusive of the same.

I/we understand that you are not bound to accept the lowest tender or bound to assign any reasons for rejecting our tender. We unconditionally agree Exim Bank's preconditions as stipulated in the tender documents and empanelment process.

I/We agree that in case of my/our failure to execute work in accordance with the specifications and instructions received from the Exim Bank, during the course of the work, Exim Bank reserves the right to terminate my contract.

Yours truly,

Seal and Signature of the Bidder/s not required since the document is Digitally Signed.

Place:	Name	:
Date :	Designation	:
	Seal	:

INSTRUCTIONS TO TENDERERS

1.0 Location:

Export-Import Bank of India, 21st Floor, Centre One Building, World Trade Center, Cuffe Parade, Mumbai 400 005 and regional offices in pan India.

- a. Tenderers must get acquainted with the proposed work, specifications, conditions of contract and other conditions carefully before tendering. The Tenderer shall seek **clarifications up to 20th November 2018, 16.00 Hrs.** No request of any change in rates or conditions for want of information on any particular point shall be entertained after receipt of the tenders.

2.0 Submission of Tender:

Refer to E-Tendering Process Compliance Statement (Title No. 7) No queries will be entertained on last day of tender submission.

- 3.0** Any **printing or typographical errors /omission** in tender document shall be referred to EXIM Bank and their interpretation regarding correction shall be final and binding on Service Provider.

4.0 Transfer of Tender Documents:

Transfer of tender documents purchased by one intending Tenderer to another is not permitted.

5.0 Validity:

Tenders submitted by Tenderers shall remain valid for acceptance for a period **up to 90 days from the date of opening of Bid/tender**. The Tenderers shall not be entitled during the period of validity, without the consent in writing of EXIM Bank to revoke or cancel his tender or to vary the tender given or any terms thereof.

6.0 Right to accept or reject tender:

The acceptance of a tender will rest with the EXIM Bank who does not bind themselves to accept lowest tender and reserve to themselves the authority to reject any or all the tenders received. They also reserve the right of accepting the whole or any part of the tender and the Tenderers shall be bound to perform the same at the rates quoted. All tenders in which any of the prescribed conditions are not fulfilled or are incomplete in any respect or there is any correction not duly signed and dated by the Tenderer are liable to be rejected. For this purpose Tenderer shall quote rates for various items which will be self-sufficient to meet their whole costs for executing any / every item. No demand for variations in rates for items executed shall be entertained on the plea of the EXIM Bank deciding to delete, alter or reduce the quantities specified in respect of the any item.

7.0 Rates:

EXIM Bank is not concerned with any rise or fall in the prices of product, Parts and labour.

8.0 Payments for the work to be executed under this contract shall be made as per the tender document, and no variation in the mode of payment will be acceptable.

9.0 Signing of the contract:

- a) The successful Tenderer shall be required to execute a non-disclosure agreement with Exim Bank within 10 working days from the date of receipt of the notice of acceptance of tender. In the event of failure on the part of the successful Tenderer to sign the agreement in the above- stipulated period. EXIM Bank reserves the right to cancel the contract.
- b) Until the Agreement is formally signed, the Work Order / Letter of Acceptance of Tender issued to the successful tenderer and accepted by him shall be operative and binding on the EXIM Bank of India and the Service Provider.

10.0 On acceptance of the tender, the name of the accredited representatives of the Tenderer who would be responsible for taking instructions from EXIM Bank shall be mentioned by the Tenderer.

11.0 If so decided EXIM Bank reserves the right to appoint PMC (Project Management Consultant) or any other agency to get the quality of works checked, measurements recorded, including certification of bills etc.

12.0 EXIM Bank has the right to delete items, reduce or increase the scope of work without the Service Provider claiming any compensation for the reduction in the scope of work.

13.0 Notices to local bodies:

The Service Provider shall comply with and give all notices required under any law, rule, regulations or bye laws of parliament, state legislature or local authority relating to works.

14.0 I / We hereby declare that I / We have read and understood the above instructions for the guidance of the Tenderers. Seal and Signature of the Bidder/s not required since the document is Digitally Signed.

APPENDIX SHOWING IMPORTANT SCHEDULE

Sr. No.	Description	Remarks
1	Earnest money Deposit ` 0 /- in the form of Demand Draft Drawn in favor of "Export-Import Bank of India" payable at Mumbai. Only by successful Bidder within 10 days from purchase order date.	Not Applicable
2	Tender Document Fee `3,000/- in the form of Demand Draft Drawn in favor of "Export-Import Bank of India" payable at Mumbai.	Only in the form of Demand Draft.
3	Date of Commencement of Project	01st December 2018
4	Applicable Taxes shall be deducted at prevailing rate from each bill as per Govt. or Local laws.	
5	Payment Terms.	One Time Installation Charge will be paid after Project Sign Off date. Yearly Recurring Charges will be paid on Half Yearly advance basis only.
6	Contract Period	36 Months (Three Years)
7	Contract Termination Notice from both sides.	Two Months (60 days)

SCOPE OF WORK

1. The L1 (lowest value quoted) bidder has to provide Cloud Infrastructure, Data Security and Full Infra Management (Except hosted application and hosted Data base) to the Bank during contract period on OPEX model.
2. The cloud infrastructure and security service mentioned in the tender Bill of Material.
3. The L1 bidder has to provide initial cloud infrastructure configuration and security setup as per Bank's requirements.
4. The L1 bidder has to provide Infrastructure configuration documentation and hardening documentation to the Bank.
5. The L1 bidder has to fix the VAPT audit observations in consultation with Bank within 15 days from VAPT report submission by Bank.
6. The L1 bidder has to provide 24X7 support on cloud infrastructure and basic cloud security services to the Bank.
7. One Time installation and configuration charges will be paid within 15 working days after submission of all documents submitted to the Bank.
8. The following documents needs to be submitted to the Bank after cloud infrastructure setup completed.
 1. **Server Hardening Document.**
 2. **User Access Control Matrix.**
 3. **Firewall Policy GUI screen shot.**
 4. **Cloud Infrastructure Diagram.**
 5. **Hosted data location proof.**
 6. **99.9% Uptime SLA agreement.**
9. The L1 bidder must provide infrastructure uptime of 99.90%.
10. **Annual Recurring Charges (ARC) will be paid on half yearly advance basis.**

11. The L1 bidder has to **EXPORT-IMPORT BANK OF INDIA** execute Non-Disclosure Agreement (NDA) and Service Level Agreement with the Bank.

12. The penalty for Uptime violation should be as per below table.

Uptime on monthly	Monthly SLA Refund Amount
Uptime >= 99.5 %	Nil
Between 97.00% to 99.50%	10% of Monthly Recurring Charge
Below <=97.00%	50% of Monthly Recurring Charge

B I L L O F M A T E R I A L (BOM)

Sr. No	Item Category	Item Description	Qty.
1	Internet Bandwidth		
1.1		1 GB Bandwidth transfer per month on 100 Mbps link Speed-Premium Bandwidth- Email Intimation required to the Bank above 500 GB data transfer per month. Should not allow above 750 GB data transfer per month without Bank's email confirmation.	500
1.2		Variable Internet Data Usage Volume per month (per GB)	1
1.3		Pool of IPV4 Addresses	4
2	Shared Firewall		
2.1		Shared Firewall 100 Mbps- with 1 Gbps Switch port UTM on High Availability (HA).	2

3.	Web Application Firewall (WAF)		
3.1		<p>24X7 protection from web application attacks.</p> <p>Dynamic web application profiling.</p> <p>Anti-automation detection.</p> <p>Daily and weekly detailed alert report.</p> <p>Support up to 5 domains.</p> <p>WAF on High Availability (HA) required.</p>	2
4	Data Protection Backup		
4.1		<p>Data protection on different storage disk for data backup.</p> <p>The Hard Disk space required is 500 GB.</p> <p>Daily incremental backup-automated backup.</p> <p>Weekly full backup- automated backup.</p> <p>Last 15 days' daily backup should be available at any point of time.</p> <p>Last 4 weeks' full backup should be available at any point of time.</p> <p>Backup downloadable link to be provided to the Bank to download the Backup data on Bank's server.</p>	1
7	Server Workloads		
7.1		<p>Virtual Machine with 4 Virtual CPU, 16 GB Virtual RAM, 500 GB Virtual HDD on SAS disks in VM, Cloud OS - Cent OS latest version.</p>	2

		4 IPv4 IP Address. Infra Manage Cloud OS. With Local failover – Synchronous Replication, Host HA, Public Network HA, Storage Network HA, Storage Controller HA,	
8	Full Managed Services		
8.1		Infrastructure Management.	1
8.2		OS, DB, Apache, MY SQL, data Backup Management.	1
8.3		MY SQL Community Edition latest version. Cent OS 64 Bit Community Edition with Apache, PHP	1

COMMERCIAL PROPOSAL:

Sr. No	Item Category	Item Description	Qty.	*OTC (₹)	*MRC(₹)
1	Internet Bandwidth				
1.1		1 GB Bandwidth transfer per month on 100 Mbps link Speed-Premium Bandwidth- Email Intimation required to the Bank above 500 GB data transfer per month. Should not allow above 750 GB data transfer per month without Bank's email confirmation.	500		
1.2		Variable Internet Data Usage Volume per month (per GB)	1		
1.3		Pool of IPV4 Addresses	4		
2	Shared Firewall				
2.1		Shared Firewall 100 Mbps- with 1 Gbps Switch port UTM on High Availability (HA).	2		
3.	Web Application Firewall (WAF)				
3.1		24X7 protection from web application attacks. Dynamic web application profiling.	2		

		Anti-automation detection. Daily and weekly detailed alert report. Support up to 5 domains. WAF on High Availability (HA) required.			
4	Data Protection Backup				
4.1		Data protection on different storage disk for data backup. The Hard Disk space required is 500 GB. Daily incremental backup- automated backup. Weekly full backup- automated backup. Last 15 days' daily backup should be available at any point of time. Last 4 weeks' full backup should be available at any point of time. Backup downloadable link to be provided to the Bank to download the Backup data on Bank's server.	1		
7	Server Workloads				

7.1		Virtual Machine with 4 Virtual CPU, 16 GB Virtual RAM, 500 GB Virtual HDD on SAS disks in VM, Cloud OS - Cent OS latest version. 4 IPv4 IP Address. Infra Manage Cloud OS. With Local failover - Synchronous Replication, Host HA, Public Network HA, Storage Network HA, Storage Controller HA,	2		
8	Full Managed Services				
8.1		Infrastructure Management.	1		
8.2		OS, DB, Apache, MY SQL, data Backup Management.	1		
8.3		MY SQL Community Edition latest version. Cent OS 64 Bit Community Edition with Apache, PHP	1		
Total Charge Exclusive of all taxes and duties (₹)					

MRC- Monthly Recurring Charge

OTC- One Time Charge

* Exclusive of all taxes and duties