

Request for Proposal (RFP)

*For Backup & Recovery Services
(Disk –to- Disk –to- Tape)*

October 4, 2011



*Delhi Integrated Multi-Modal Transit System Limited
1st Floor, ISBT Kashmere Gate
Kashmere Gate, Delhi – 110006
Ph: 011- 43090100; Fax: 011-23860966
Website: www.dimts.in*

Cost of RFP Document: INR 2,000/-

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1. Introduction

- 1.1 Delhi Integrated Multi-Modal Transit System Ltd. (DIMTS) is managing several Transport related automation activities in the State of Delhi. For this DIMTS have commissioned a state of the art Datacenter for managing such activities.
- 1.2 DIMTS is soliciting proposals from qualified bidders to provide backup and recovery services (Disk –to- Disk –to- Tape) including solution design, installation, end user training and full implementation. Proposals will be accepted from backup service providers who meet the qualifications outlined in this Request for Proposal (RFP) document.

2. Scope of Services

- 2.1 DIMTS is looking for an enterprise class backup and recovery solution that is reliable, scalable and has very little impact on the existing production environment. This should be a single solution that provides protection for all the servers, data and applications. This RFP should only include responses to the backup and recovery requirements outlined in the RFP document. Other services offered by a solution provider such as SRM, Network Monitoring/Management, Change Management, Data Center Management/Automation, should not be included in the response.
- 2.2 The Preferred Bidder to be selected through the process outlined in this RFP shall perform the following key scope of services:
 - i. Design, develop, procure, test, integrate, commission and train the end users for the solution proposed, as per the broad requirements provided in Annexure C.
 - ii. Provide complete documentation and support for the solution proposed as per the RFP.
- 2.3 The Preferred Bidder shall be required to complete the process of design, develop, procure, test, integrate, commission and train the end users within a period of 50days from the date of acceptance and acknowledgement of Letter of Award (LoA)

3. Bid Process

- 3.1 The Bidders are required to submit their Proposals in three separate parts, each in a separate sealed envelope:
 - Part 1: Qualification Bid;
 - Part 2: Technical Bid; and
 - Part 2: Financial Bid.
- 3.2 In the first stage, the Qualification Bids of the Bidders will be evaluated for assessing the Bidder's technical and financial capabilities vis-à-vis the stipulated Eligibility Criteria in section 4 of this RFP.

- 3.3 In the second stage, Technical Bids of the Bidders emerging qualified from the first stage of evaluation shall be evaluated, as per section 6 of this RFP.
- 3.4 The Financial Bids of only those Bidders who have secured Technical Score equal to or above a minimum threshold shall be considered for evaluation, as per the evaluation method outlined in section 6 of this RFP.
- 3.5 The final evaluation will be done using the Quality cum Cost Based Selection (QCBS) methodology, which would ensure the quality of the solution as well as the cost effectiveness of the same. The Preferred Bidder will be the one who obtains the highest Composite Score, as per the evaluation method detailed in section 6 of this RFP.

4. Eligibility Criteria

4.1 Eligibility of Bidders

Only the entities meeting the criteria provided in this section shall be eligible to submit their Proposal in response to this RFP.

- 4.1.1 The Bidder shall be a business entity incorporated under the Companies Act, 1956 or sole proprietor, partnership.

4.1.2 Technical Criteria

The Bidder shall meet the following criteria:

- (a) Shall be in the business of providing IT solutions.
- (b) Shall have provided backup solution services to at least three clients during last one year.
- (c) Shall be registered partners or authorized supplier of data backup & recovery solutions or manufacturer himself for the items mentioned in the scope of work. Offers from Bidder without proper authorization from the manufacturer (MAF) shall be treated as non-responsive and will be rejected.

4.1.3 Financial Criteria

The Bidder shall meet the following financial criteria:

- (a) Minimum average turnover of Rs. 1 crores in the three preceding financial years on the basis of audited financial statements of the Bidder.

Bidder must submit certificates from practicing chartered accountant(s) or its/their statutory auditor(s) in support of (a) above along with supporting documents.

5. Preparation and Submission of Proposals

5.1 Preparation of Proposals

The Bidders are required to submit their Proposal in three separate parts each sealed in a separate envelope:

Part 1 Qualification Bid: To contain details as per Annexure C bearing the identification – “Qualification Bid for Backup & Recovery Services (Disk –to- Disk –to- Tape)” along with the name of the Bidder.

Part 2 Technical Bid: To contain details as per Annexure D bearing the identification – “Technical Bid for Backup & Recovery Services (Disk –to- Disk –to- Tape)” along with the name of the Bidder.

The Bidders need to provide soft copies in Word or PDF format of the Technical Proposal in CD/DVD along with the Part 2 Technical Bid envelope.

Part 3 Financial Bid: To contain details as per Annexure E bearing the identification – “Financial Bid for Backup & Recovery Services (Disk –to- Disk –to- Tape)” along with the name of the Bidder.

All three envelopes along with cover letter as per Annexure B, Bid Security and cost of RFP Document should be placed inside an outer envelope bearing the identification – **“Proposal for Backup & Recovery Services (Disk –to- Disk –to- Tape)”** along with the name of the Bidder.

The Proposal shall be typed or printed in indelible ink and the Bidder shall initial each page. All the alterations, omissions, additions, or any other amendments made to the Proposal shall be initialed by the person signing the Proposal.

Each Bidder shall submit only one (1) Proposal in response to this RFP. Any Bidder, who submits more than one Proposal, will be disqualified.

5.2 Language & Currency

The Proposal and all related correspondence and documents should be written in English. Supporting documents and printed literature furnished by Bidder with the Proposal may be in any other language provided that they are accompanied by appropriate translations of the pertinent passages in English. Supporting materials, which are not translated into English, may not be considered. For the purpose of interpretation and evaluation of the Proposal, the English language translation shall prevail.

The currency for the purpose of the Proposal shall be the Indian National Rupee (INR)

5.3 Proposal Validity

Proposals submitted by the Bidders in response to this RFP shall be deemed to have a validity period of 150 days from the Due Date (“Proposal Validity Period”) as provided in section 5.5.

In exceptional circumstances, prior to expiry of the original Proposal Validity Period, DIMTS may request Bidders to extend the Proposal Validity Period for a specified additional period.

5.4 Bid Security

- 5.4.1 Proposals shall be accompanied by a Bid Security for an amount of INR 1,00,000/- (Rupees One Lakhs only) for the Project. No relaxation of any kind in Bid Security shall be given to any Bidder.
- 5.4.2 The Bid Security shall be in the form of a demand draft issued by a Scheduled Bank in India, drawn in favour of Delhi Integrated Multi-Modal Transit System Ltd. and payable in Delhi. DIMTS shall not be liable to pay any interest on the Bid Security and the same shall be interest free.
- 5.4.3 The Bid Security shall be returned to unsuccessful Bidders upon acceptance of the Letter of Award (LoA) by the Preferred Bidder or within 30 (thirty) days from the date of expiry of the Proposal validity period, whichever is earlier.
- 5.4.4 The Bid Security shall be liable to be forfeited as mutually agreed genuine pre-estimated compensation and damages to DIMTS in the following cases:
- a. If the Bidder modifies or withdraws its Proposal during the interval between the Due Date and expiration of the Proposal Validity Period; or
 - b. If the Bidder fails to accept the LOA within the stipulated time period as specified in LOA; or
 - c. If any information or document furnished by the Bidder turns out to be misleading or untrue in any material respect; or
 - d. If a Bidder engages in a corrupt, fraudulent, coercive, undesirable or restrictive practice in relation to the bid process.

5.5 Submission of Proposals

Proposal prepared in accordance with section 5.1 above should reach not later than **October 17, 2011, 1500 Hrs ("Due Date")** at the following address:

Mr. Saumya Bhattacharya
Delhi Integrated Multi-modal Transit System Limited
First Floor, Maharana Pratap ISBT Building,
Kashmere Gate, Delhi 110 006
Tel: 011 4309 0256 (Dir)
Fax: 011-2386 0966
Email: saumya.bhattacharya@dimts.in

5.6 Proposal Preparation Cost and Due Diligence

- 5.6.1 The Bidder shall be responsible and shall pay for all of the costs associated with the preparation of its Proposal and its participation in the bidding process. DIMTS shall not be

responsible or in any manner be liable for such costs, regardless of the conduct or outcome of the bidding process.

5.6.2 By submission of the Proposal, the Bidder shall be deemed to have:

- a. Made a complete and careful examination of terms & conditions/requirements, and other information set forth in this RFP document; and
- b. received all such relevant information as it has requested from DIMTS; and
- c. made a complete and careful examination of the various aspects of the Project; and
- d. all other matters that might affect the Bidder's performance under the terms of this RFP document.

DIMTS shall not be liable for any mistake, error or omission on the part of the Bidder in respect of the above or otherwise.

5.7 Cost of RFP Document

The RFP Document is priced at Rupees (INR) 2,000 (Rupees Two Thousand only) payable in the form of a Demand Draft drawn in favour of 'Delhi Integrated Multi-Modal Transit System Limited' payable at Delhi. The Bidders who are downloading the RFP Document from website shall deposit the said cost of the RFP Document (in the form of a Demand Draft only) along with the Proposal. In the event of failure to deposit the requisite cost by such Bidder, its Proposal shall not be processed further.

6. Opening and Evaluation of Proposals

6.1 Opening of the Proposals

The Proposals (only outer envelope and Bid Security) shall be opened on the Due Date at 15:30 Hrs, at the venue specified in Clause 5.5, in the presence of Bidders' representatives, who choose to attend. Bidders' representatives attending the Proposal opening shall bring an authorisation letter from the Bidder and register to evidence their presence. The names of the Bidders and details of Bid Security shall be announced at the time of opening of the Proposals.

6.2 Tests of Responsiveness

6.2.1 Prior to evaluation of Proposals, DIMTS will determine whether each Proposal is responsive to the requirements of the RFP. A Proposal shall be considered responsive if the Proposal:

- (a) is received before 1500 Hrs on the Due Date.
- (b) is signed, sealed and marked as stipulated in section 5.1.
- (c) contains the information and documents as requested in the RFP along with the Bid Security as specified.
- (d) contains information in formats specified in the RFP.

- (e) mentions the validity period as set out in section 5.3.
- (f) it provides the information in reasonable detail. ("Reasonable Detail" means that, but for minor deviations, the information can be reviewed and evaluated by DIMTS). DIMTS reserves the right to determine whether the information has been provided in reasonable detail.
- (g) there are no inconsistencies between the Proposal and the supporting documents.

6.2.2 A Proposal that is substantially responsive is one that conforms to the preceding requirements without material deviation or reservation. A material deviation or reservation is one which,

- (a) affects in any substantial way, the scope, quality, or performance of the Project, or
- (b) limits in any substantial way, inconsistent with the RFP document, DIMTS' rights or the Bidder's obligations under the Project Agreement, or
- (c) unfairly affects the competitive position of other Bidders presenting substantially responsive bids.

6.2.3 DIMTS reserves the right to reject any Proposal, at any stage, which is not substantially responsive and no request for alteration, modification, substitution or withdrawal shall be entertained by DIMTS in respect of such Proposals.

6.3 Clarifications

To assist in the process of evaluation of Proposals, DIMTS may, at its sole discretion, ask any Bidder for clarification on its Proposal or substantiation of any of the submissions made by the Bidder. The request for such clarification or substantiation and the response shall be in writing or by facsimile/e-mail. No material change in the substance of the Proposal would be permitted by way of such clarification/substantiation.

6.4 Evaluation of the Qualification Bids

In the first stage, the Qualification Bids of the Bidders shall be evaluated for assessing the Bidder's technical and financial capabilities vis-à-vis the stipulated Eligibility Criteria in section 4 of this RFP.

6.4.1 Only those Bidders who have qualified in the evaluation of their Qualification Bids shall be considered for further evaluation including evaluation of their Technical Bids.

6.5 Evaluation of the Technical Bids

In the second stage, the Technical Bids of only those Bidders, who have qualified in the evaluation of their Qualification Bids shall be evaluated, in accordance with the following:

SI	Evaluation Elements	Maximum Marks
1	Organizational Strengths	10

SI	Evaluation Elements	Maximum Marks
(i)	Number of similar projects successfully completed within last 2 years	6
(ii)	Experience in development of Backup & Recovery Solution	4
2	Technical Solution	65
(i)	Overall understanding of DIMTS Requirement	6
(ii)	Architecture Overview	8
(iii)	Operating System Support	6
(iv)	Application Support	7
(v)	Mobile Device Support	4
(vi)	Architecture Design	5
(vii)	Security	7
(viii)	Scheduling	7
(ix)	Efficiency	5
(x)	Intrusiveness	4
(xi)	Reliability	6
3	Business Support & Training	15
4	Implementation Approach	10
(i)	Number of resources with skill-set, roles and period of deployment for each resource	5
(ii)	Detailed Project Plan including detailed activities with Work Breakdown Structures, milestones, etc.	5
	Total Maximum Marks	100

Note: The Bidders are required to enclose write-ups and supporting documents for each of the above details. In the absence of sufficient details/supporting documents, the Bidder may be given zero marks in the respective Evaluation Element.

6.5.1 The Bidders may be required to make presentation to the evaluation committee on technical and operational aspects of the proposal. The date, time and venue for the presentation would be intimated separately to the individual bidders by DIMTS vide Email/Fax or by Post.

6.5.2 The marks secured based on evaluation of the Technical Bid as outlined above shall be the technical score of the Bidder ("**Technical Score**"). Only those Bidders who have secured Technical Score of 70 marks or above shall be considered for further evaluation including evaluation of their Financial Bids.

6.6 Evaluation of the Financial Bid

- 6.6.1 The Financial Bids of only those Bidders, who have scored a Technical Score of 70 marks or above, shall be opened on the date and time to be intimated to the technically qualified Bidders, at the venue specified in section 5.5, in the presence of Bidders' representatives, who choose to attend. Bidders' representatives attending the Proposal opening shall bring an authorisation letter from the Bidder and register to evidence their presence. The names of the Bidders and quoted price shall be announced at the time of opening of Financial Bids..
- 6.6.2 The Financial Bids shall be evaluated on the basis of the total backup and recovery services (Disk –to- Disk –to- Tape) charges quoted by the Bidder and the Financial Score shall be computed as below:

The Bidder who has quoted the least Backup & Recovery Services (Disk –to- Disk –to- Tape) Charges shall be given a Financial Score of 100 marks. The Financial Scores of Bidders shall be computed as follows:

$$\text{Financial Score of a Bidder} = 100 \times \frac{\text{Lowest Charges quoted}}{\text{Charges quoted by the Bidder}}$$

The marks secured based on evaluation of the Financial Bid as per the above shall be the Financial Score of the Bidder ("**Financial Score**")

6.7 Final Evaluation

- 6.7.1 The final evaluation of the Bidders shall be done on the basis of the Composite Scores obtained by the Bidders as under:

SI	Bidder's Scores (A)	Weight (B)	Weighted Score (C) = (A) x (B)
1	Technical Score (___)	70%	X
2	Financial Score (___)	30%	Y
Composite Score of the Bidder			X + Y

- 6.7.2 The Bidder who has secured the highest Composite Score shall be considered by DIMTS to be the Preferred Bidder. DIMTS will notify the Preferred Bidder by way of a Letter of Award (LOA) that the Proposal has been accepted.

6.8 Acknowledgement of Letter of Award (LOA) and Execution of Project Agreement

Within one (1) week from the date of issue of the LOA by DIMTS, the Preferred Bidder shall acknowledge and accept the LOA.

7. Pre-Proposal Meeting

- 7.1 To clarify and discuss issues with respect to the Project and the RFP, DIMTS will hold a Pre-Proposal meeting on **October 10, 2011 at 11:30 Hrs** at the address provided in section 5.5 of the RFP.
- 7.2 Prior to the Pre-Proposal meeting, the Bidders may submit a list of queries, if any to DIMTS. DIMTS, in its sole discretion, may, on its own or based on inputs provided by Bidders that it considers acceptable, amend the RFP.
- 7.3 Bidders may note that DIMTS will not entertain any deviations to the RFP at the time of submission of the Proposal or thereafter. The Proposals to be submitted by the Bidders would have to be unconditional and unqualified and the Bidders would be deemed to have accepted the terms and conditions of the RFP with all its contents including the Key Agreement Terms. Any conditional Proposal shall be regarded as non-responsive and would be liable for rejection.
- 7.4 Attendance of the Bidders at the Pre-Proposal meeting is not mandatory. However, subsequent to the meeting, DIMTS may not respond to queries from any Bidder including those who have not attended the Pre-Proposal meeting.
- 7.5 All correspondence in this regard should be addressed to and submitted at the address provided in section 5.5 of the RFP.

8. Right to Accept or Reject Proposals

- 8.1 Notwithstanding anything contained in this RFP, DIMTS reserves the right to accept or reject any Proposal and/or to annul the Bidding Process and reject all Proposals, at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons therefor. Without limiting the generality of the foregoing, DIMTS reserves the right to reject any Proposal if:
 - (a) at any time, a material misrepresentation and/or concealment of any facts/ materials is made or discovered, or
 - (b) the Bidder does not respond promptly and diligently to requests for supplemental information required for the evaluation of the Proposal.

ANNEXURES TO RFP

Annexure A – Existing IT Infra Setup for which DIMTS require a Backup Solution:

The Server Make, Operating System, Applications, Current Data Size and the Expected Growth in next 1 year for which the Backup and Recovery Solution is required :

SN	Make / Model	No. of CPUs	OS	Application	Current Data Size (GB)	Expected Data Growth in next 1 Year (GB)	Desired RPO ¹	Desired RTO ²
1	HP proliant 460c g6 (blade)	2	WIN 2K8	MS SQL SERVER 2K8	900	2048	30 mins	1 Hour
2	HP proliant 460c g6 (blade)	2	WIN 2K8 R2	MS SQL SERVER 2K8 R2	137	200	30 mins	1 Hour
3	HP proliant 460c g6 (blade)	2	WIN 2K8	MS SQL SERVER 2K8	600	1250	30 mins	1 Hour
4	DELL PowerEdge R710 (rack)	1	WIN 2K8	MS SQL SERVER 2K8	70	120	30 mins	1 Hour
6	DELL PowerEdge R710 (rack)	1	RHEL 5.5	Oracle 10.2.0.1.0	235	400	30 mins	1 Hour
7	HP proliant 460c g6 (blade)	2	RHEL 5.5	Oracle 11.2.0.1.0 R2	55	250	30 mins	1 Hour
8	IBM 7979 (rack)	1	WIN 2K3 STD	MS Exchange 2007	200	500	30 mins	1 Hour
9	IBM 7979 (rack)	1	WIN 2K3 STD	File Server	500	1000	30 mins	1 Hour

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¹ RPO – Recovery Point Objective

² RTO – Recovery Time Objective

Annexure B – Format for Cover Letter

Dated:

To,

The Managing Director,
Delhi Integrated Multi-modal Transit System Limited,
First Floor, Maharana Pratap ISBT Building,
Kashmere Gate
Delhi 110 006

Sub: Proposal for Backup & Recovery Services (Disk –to- Disk –to- Tape)

Dear Sir,

With reference to your RFP document dated, we, having examined the RFP document and understood its contents, hereby submit our Proposal for the aforesaid project. The Proposal is unconditional and unqualified.

2. We acknowledge that DIMTS will be relying on the information provided in the Proposal and the documents accompanying such Proposal for the aforesaid Project, and we certify that all information provided in the Proposal and in Annexures thereto is true and correct; nothing has been omitted which renders such information misleading; and all documents accompanying such Proposal are originals and/or or true copies of their respective originals.

3. We shall make available to DIMTS any additional information it may find necessary or require to supplement or authenticate the Proposal.

4. We acknowledge the right of DIMTS to reject our Proposal without assigning any reason or otherwise and hereby waive, to the fullest extent permitted by applicable law, our right to challenge the same on any account whatsoever.

5. We declare that:

a. We have examined and have no reservations to the RFP document, including any Addendum issued by DIMTS;

b. We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, in respect of the Bidding Process.

6. We understand that you may cancel the Bidding Process at any time and that you are not bound to accept any Proposal that you may receive.

7. We believe that we satisfy the Eligibility Criteria and meet all the requirements as specified in the RFP document and are qualified to submit a Bid.

9. We undertake that in case due to any change in facts or circumstances during the Bidding Process, we are attracted by the provisions of disqualification in terms of the provisions of this RFP, we shall intimate DIMTS of the same immediately.

10. We hereby irrevocably waive any right or remedy which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by DIMTS in connection with the selection of the Preferred Bidder, or in connection with the selection/ Bidding Process itself, in respect of the above mentioned Project and the terms and implementation thereof.

11. We confirm that the Proposal submitted by us shall be valid for the period of 150 (One hundred and Fifty) days from the date of opening of Proposals prescribed by DIMTS.

12. We agree and undertake to abide by all the terms and conditions of the RFP document.

In witness thereof, we submit this Proposal under and in accordance with the terms of the RFP document.

Yours faithfully,

Date: (Signature, name and designation of the Authorised Signatory)

Place: Name and seal of the Bidder

Annexure C – Contents of Qualification Bid

1. Preparation of Qualification Bid

1.1. The Qualification Bid needs to contain the information / documents listed hereunder in a sealed envelope bearing the identification – **“Qualification Bid for Backup & Recovery Services (Disk –to- Disk –to- Tape)”** along with the name of the Bidder:

(A) Details of the Bidder

- (i) Name
- (ii) Country of incorporation
- (iii) Date of incorporation and/ or commencement of business
- (iv) Shareholding details (give names of all shareholders holding more than 5% shares)
- (v) Address of corporate headquarters (If corporate headquarters is outside India, give address of office in India)
- (vi) Certifications of bidder (ISO etc.)
- (vii) Brief description of the Bidder including details of its main lines of business
- (viii) Website URL
- (ix) Particulars of the Authorized Signatory of the Bidder:
 - (i) Name:
 - (ii) Designation:
 - (iii) Address:
 - (iv) Phone Number:
 - (v) Mobile Number:
 - (vi) Fax Number:
 - (vii) Email Address:
- (x) Particulars of the contact Person (if different than Authorized Signature) of the Bidder:
 - (i) Name:
 - (ii) Designation:
 - (iii) Address:
 - (iv) Phone Number:
 - (v) Mobile Number:
 - (vi) Fax Number:
 - (vii) Email Address:

(B) Documents in support of compliance of the Bidder with regard to Technical Criteria / other requirements (section 4.1.1 & 4.1.2 of the RFP):

Sl.	RFP Section	Supporting Documents
1	4.1.1	<ul style="list-style-type: none"> • Copy of the Certificate of Incorporation or proprietorship or partnership
2	4.1.2 (a)	<ul style="list-style-type: none"> • Copies of previous purchase orders
3	4.1.2 (b)	<ul style="list-style-type: none"> • Copies of work orders/ purchase orders/ contracts and Client Satisfaction Certificate for the supplied orders and contracts
4	4.1.2 (c)	<ul style="list-style-type: none"> • Manufacturer Authorization Form (MAF)

(C) Documents in support of compliance of the Bidder with regard to Financial Criteria (section 4.1.3 of the RFP):

Sl.	RFP Section	Supporting Documents
1	4.1.3 (a) and (b)	<ul style="list-style-type: none"> • Audited Annual Report(s) / Income Tax Return (ITR) • Certificate(s) from the chartered accountant/ statutory auditor

Annexure D – Contents of Technical Bid

The Technical Bid needs to contain the information / documents listed hereunder in a sealed envelope bearing the identification – **“Technical Bid for Backup & Recovery Services (Disk –to- Disk –to- Tape)”** along with the name of the Bidder:

1. Organizational Strength

- (i) Number of similar projects successfully completed within last 2 years
- (ii) Experience in development of Backup & Recovery Solution

2. Technical Solution

(i) OVERALL UNDERSTANDING OF DIMTS REQUIREMENT

Describe in details about the understanding of the DIMTS requirement.

(ii) ARCHITECTURE OVERVIEW:

Describe the architecture of the proposed backup and recovery solution. Include features and functionality designed to minimize impact on production servers, applications, and network bandwidth and ultimately the end user of the production environment.

(iii) OPERATING SYSTEM SUPPORT:

Indicate if the proposed solution supports backup and recovery of servers or PCs running the following Operating Systems by placing an “√” in the appropriate column. Also place a “Y” or “N” in the last column to indicate if a separate Agent needs to be loaded on the source machine to provide this support.

Application	Supported	Not Supported	Agent Required
Windows XP			
Windows Vista			
Windows 7			
Windows Server 2003			
Windows Server 2008			
Linux			
VMWare ESX/ESXi			
MS Hyper-V			
XenServer			

(iv) APPLICATION SUPPORT:

Indicate if the solution as proposed can provide hot/online backup of the following applications without taking the application down and restore the specified data to those applications by placing an “√” in the appropriate column. If supported, place a “Y” or “N” in the last column to indicate if a separate Agent needs to be loaded on the source machine to provide this support.

Operating System	Supported	Not Supported	Agent Required
MS SQL using VSS writers			
MS SQL without VSS			
MS Exchange Server using VSS writers			
MS Exchange Server without using VSS			
Exchange mailboxes and individual emails			
MS SharePoint Server using VSS writers			
SharePoint without VSS			
Sharepoint individual list and library items			
Oracle			
MySQL			
PostgreSQL			

(v) MOBILE DEVICE SUPPORT:

Indicate if the solution as proposed can provide hot backup of the following mobile devices by placing an "√" in the appropriate column

Operating System	Supported	Not Supported	Agent Required
Android			
iOS (iPhone, iPad, iPod)			
Laptops not on a network			

(vi) ARCHTECTURE DESIGN:

1. Describe whether the solution requires additional hardware to be installed as a part of the proposed backup and recovery solution.
2. Describe the hardware requirements and specify whether the hardware is vendor specific, or can the solution / software run on off the shelf hardware.
3. Describe how the bidder will analyze the environment help DIMTS manage its data and choose the backup types, schedules and retention rule to maximize DIMTS's investment in backup services.
4. In general describe how the bidder will deploy its software/hardware solution in DIMTS environment. Include a diagram of a deployment in a similar environment.

(vii) SECURITY:

Backup data and communications must be encrypted prior to transmission from the DIMTS infrastructure to the local Storage and remain encrypted while at rest in the Storage.

1. Describe where the encryption takes place. Is it done on the source computer being backed up or is the data encrypted by a separate backup server?
2. Describe the specific level(s) of data encryption supported, such as DES or AES128, AES56.
3. Describe how communications protocols are encrypted.
4. Describe the certifications of the proposed solution like the USA National Institute of Standards (NIST) FIPS 140-2 certification etc.

(viii) SCHEDULING:

1. Describe how backups are scheduled using the proposed solution.
2. Describe how the system would ascertain the last day of the current month and schedule the backup as per the policy.
3. Illustrate whether backups can be scheduled to run only on a Friday or Saturday night
4. Can backups be scheduled to run more often than once per day? If yes, how often can the solution schedule a backup of the same data or application
5. Describe whether the solution support Continuous Data Protection (CDP) on data vs scheduled backup?

(ix) EFFICIENCY:

1. Describe backup data de-duplication features of your proposed solution.
2. Describe whether the solution requires periodic full backups of source data.
3. Describe whether the incremental backups done at the file level, the disk block level or file block level?
4. Elaborate the process of backup restoration in case of incremental backup and the restoration technology like requirement of restoring a base file and all incremental backups or a synthetic full backup
5. Describe whether the solution supports creating synthetic full backups from incremental backups and where the synthetic full backup created.
6. In case incremental backup forever is supported, specify whether is it possible to force a true full backup rather than have the solution create a synthetic full backup

(x) INTRUSIVENESS:

1. Describe the process of installing any agents your proposed solution may require to be loaded on DIMTS servers. Include access required and an estimate as to the time required.

2. When installing agents on servers to be backed up, does this require the server to be rebooted. If the answer is not "yes" or "no", describe when a reboot of the server is required and when it is not required.
3. Describe the process of upgrading any agents the proposed solution may require to be loaded on DIMTS servers. Include access required and an estimate as to the time required.
4. Specify whether during upgrading agents on servers to be backed up, does the system requires the server to be rebooted. If the answer is not clearly "yes" or "no", describe the when a reboot of the server is required and when it is not required.

(xi) RELIABILITY:

1. Describe features and functions in place at your storage device for ensuring the disk storage is reliable and not suffering for errors/failures such as bit rot.
2. Describe procedures or functions in place to ensure the data in the storage device is the exact same data that was restored.

3. BUSINESS SUPPORT & TRAINING:

1. Describe reporting capabilities built into the proposed solution.
2. In case the standard report does not meet DIMTS's requirements, please specify the capability to produce custom reports from the meta-data maintained by the proposed solution and illustrate the process for generating custom reports.
3. Detail about the warranty and support provided for the proposed solution. Provide detail escalation matrix and the service levels.
4. Describe in details the approach and methodology for imparting training to the DIMTS
5. Specify in depth on the training content & manual and training schedules and batch size

4. IMPLEMENTATION APPROACH

1. Specify the approach for implementation of the solution for DIMTS
2. Details approach on risk and its mitigation approach
3. Manpower Deployment Plan, Qualification and Experience on the deployed manpower
4. Detailed Timelines for execution of the work

Notes: Please enclose write-ups and supporting documents for each parameter.

Annexure E – Financial Bid

The Financial Bid should contain the information / documents listed hereunder in a sealed envelope bearing the identification – “**Financial Bid for Backup & Recovery Services (Disk –to- Disk –to- Tape)**” along with the name of the Bidder.

1. Base Quote

The total charges for **Backup & Recovery Services (Disk –to- Disk –to- Tape)** with 1 year Onsite Comprehensive Warranty and additional 2 years of Onsite Support and Maintenance shall be as under:

SI No.	Description	Amount (in Rs.)
1 (a)	Supply, Delivery, Installation & Commissioning, Testing and Training with one year onsite comprehensive warranty	
1 (b)	Taxes* Name of Tax: _____ @ _____%	
2 (a)	Onsite Comprehensive Support and Maintenance for 2 nd and 3 rd Year	
2 (b)	Taxes* Name of Tax: _____ @ _____%	
Backup & Recovery Services (Disk-to-Disk-to-Tape) Charges		

* Please specify the nature of tax. If more than one tax is applicable, furnish details in respect of each of the taxes

2. Service and Support Quote

SI No.	Description	Amount (in Rs.)
1 (a)	Support and Maintenance for 4 th Year	
1 (b)	Taxes* Name of Tax: _____ @ _____%	
2 (a)	Support and Maintenance for 5 th Year	
2 (b)	Taxes* Name of Tax: _____ @ _____%	

3. Payment Schedule for Backup & Recovery Services (Disk –to- Disk –to- Tape)

The payment schedule for Backup & Recovery Services (Disk –to- Disk –to- Tape) shall be as under:

A. Supply, Delivery, Installation & Commissioning, Testing and Training with one year onsite comprehensive warranty

Sl. No.	Milestone	Amount Payable (% of Charges)
1	Delivery of all the quoted hardware and software to DIMTS	40
2	Completion of Installation & Commissioning of the solution	30
3	Acceptance Testing by DIMTS after completion of all deliverables including Training	20
4	On completion of one (1) year warranty from the date of Acceptance by DIMTS	10
	Total	100%

B. Maintenance & Support

Bi-annually – Payable at the end of each 6 months.