Request for proposal for Supply, Installation, Testing, Commissioning and Maintenance of VMware products for the Data Centre and Disaster Recovery Centre located in Chennai and Bangalore

I. About Repco Home Finance Ltd (RHFL)

RHFL is a professionally managed housing finance company head quartered in Chennai, Tamil Nadu. The company was incorporated in April 2000 to tap the growth potential in the housing finance market. We had been registered with National Housing Bank. As of now, RHFL is operating through 144 branches and 26 satellite centres in Tamil Nadu, Andhra Pradesh, Telengana, Jharkhand, Kerala, Karnataka, Maharashtra, Madhya Pradesh, Gujarat, Odisha, West Bengal and Puducherry. All these branches and Satellite Centres are connected with Corporate Office through a Core Banking Platform.

II. REQUIREMENT DETAILS

RHFL requires, Solution to consolidate the physical servers by virtualization, using VMware products for our Data Centre (2*X3850 X6) and Data Recovery Centre (2*X3650 M5).

Towards the above, RHFL proposes to invite proposals from eligible vendors to undertake supply, installation, testing, commissioning and maintenance of VMware products for its Data Centre in Chennai and its Disaster Recovery Centre in Bangalore.

The description and Specification of VMware Software Licenses are listed below:

Table A:

Sl.No	Location	Product	No. Of Licenses
1	DC	VMware vCloud Suite Standard	8 CPUs
2		VMware vSAN Standard	8 CPUs
3		vCenter Standard	1
4	DRC	VMware vSphereEnt. Plus	4 CPUs
5		VMware vSAN Standard	4 CPUs

Proposed solution should address our following requirements

1. On Platform Specific

SI No	Requirement Details	Compliance (Yes / No)
1)	Provide a purpose-built hypervisor with minimal footprint that installs directly on the bare metal x86 server hardware with no dependence on a general purpose OS for greater reliability and security.	
2)	Provide a highly-available administrative console for management of the virtual data centre platform to conduct activities such as onboarding/managing/updating hosts, virtual machines, storage and networks.	
3)	Provide the ability to create new virtual machines from scratch or based on templates (created from fully configured virtual machines)	

4)	Provide the ability to boot from iSCSI, FCoE, Fibre Channel SAN , locally attached USB storage and network PXE boot.	
5)	Provide support for heterogeneous guest operating systems such as Windows (Desktop & Server OS) and Linux (at least Red Hat, SUSE, Ubuntu and CentOS) and Solaris x86.	
6)	Provide the ability to rapidly on-board new hosts by automatically deploying reference configurations including networking settings.	
7)	Intelligently place and balance virtual machines on appropriate available storage tier based on SLA, performance and availability requirements.	
8)	Provide a built-in convertor to migrate physical Windows and Linux workloads to virtual workloads.	
9)	Provide automated live migrations for initial placement and balancing of available resources with rules to define affinity and/or anti-affinity for workloads (eg. 2 VMs providing availability for each other should always be placed on different hosts).	
10)	Enable consolidation of VMs on fewer hosts and automatically power down unused capacity to reduce power/cooling requirements. It should also leverage deep process power state of the CPU at the host level to further optimize power & cooling requirements.	
11)	Provide the ability to hot-add cpu and memory and hot-plug disks and NICs (provided the same is supported by the guest operating system).	
12)	A framework to deliver proven 3rd party endpoint security solutions to eliminate agent footprint from virtual workloads and offload scanning functions to a security appliance thus reducing impact of security scans on performance.	
13)	Built-in replication capability which will enable efficient array-agnostic replication of virtual machine data over the LAN or WAN. This replication should simplify management enabling replication at the virtual machine level and enabling RPOs as low as 5 minutes.	
14)	Provide configurations at VM level that can be tuned to help reduce latency. When the Latency sensitivity is set to high the hypervisor will try to reduce latency in the virtual machine by reserving memory, dedicating CPU cores and disabling network features that are prone to high latency.	
15)	Provide the ability to expand virtual disks (boot and non-boot disks) without downtime and provide options for locating new virtual disks for existing workloads on different tiers of storage for both Windows and Linux workloads.	
16)	Provide I/O prioritization for virtual workloads to ensure that business critical VMs are not affected due to congestion by other VMs on the same host.	
17)	Provide a highly-available platform with built-in clustering capability leveraging both network & storage communication for cluster heartbeats. Failure of the management network shall not result in downtime for the workloads.	
18)	Provide zero downtime hosts patching with maintenance mode to move running workloads to other hosts on the platform with a consistent audit trail of the patching process.	

		Compliance (Yes / No)
19)	Provide continuous availability for critical application workloads in the event of server failures by creating a live shadow instance of a virtual machine that is always up-to-date with the primary virtual machine thus enabling fault tolerance with zero downtime.	
20)	Provide a centralized interface from which virtual machine access switching for the entire data centre can be configured, monitored and administered.	
21)	Lend itself to network monitoring by supporting standards such as RSPAN and ERSPAN protocols (for remote network analysis), IPFIX Netflow version 10 (for flow analysis) and SNMPv3 (for network management).	
22)	Provide remote port-mirroring capabilities (eg. Mirror traffic from one virtual port to another across physical hosts and networks).	
23)	Support configurations of 802.1q VLANs which are compatible with standard VLAN implementations from other vendors.	
24)	Support an option to securely boot workloads using the UEFI (Unified Extensible Firmware Interface) when available in hardware to ensure that only signed drivers & OS loaders are loaded while booting.	
25)	Support AES-128 and AES-256 encryption (in conjunction with any KMIP 1.1 compliant KMS server) of the workloads when at rest on storage without modifying the Guest OS.	

2. On Storage Specific

SI No	Scope of Work	Compliance (Yes / No)
1)	Provide software based enterprise class storage services on our existing x86 hardware.	
2)	Have in-built software defined storage capability integrated within the hypervisor kernel itself and should work without the need for any specialized dedicated controller virtual appliance.	
3)	Allow common management across storage tiers and dynamic SLA automation via policy-driven control plane. Policies can be applied on a per-VM level and adjusted on the fly. No LUNs or RAID configurations should be required.	
4)	The software defined storage solution should support the capability of increasing the storage capacity by simply adding another hard drive in the physical node instead of adding another physical server in the cluster. Cluster scalability up to 64 Nodes.	
5)	Provide a single unified management console for the management of the entire environment including virtualized environment as well as software defined storage environment to simplify the manageability of the entire solution.	
6)	The software defined storage solution should be able to work without the need for Data Locality	
7)	The solution should be able to accelerate read/write disk I/O traffic with built-in caching on server-side flash devices to optimally minimize the storage latency.	

8)	Provide distributed RAID and cache mirroring for intelligent placement of VM objects across disks, hosts and server racks for enhanced application availability. Zero data loss with zero downtime in case of disk, host, network or rack failure.	
9)	Provide highly efficient VM-centric snapshots and clones with support for up to 32 snapshots/ clones per VM and 1k snapshots/clones per cluster, leveraging the unique Software defined storage file system.	
10)	Provide end-to-end software checksum of data enables automatic detection and resolution of silent disk errors and ensures data integrity.	
11)	Support to create an all-flash architecture delivering consistent, predictable performance with up to 100K IOPS/Host and sub-millisecond response times.	
12)	Provide ability to expand to new, non-virtualized/ physical workloads with iSCSI access.	
13)	Limit IOPS consumption per VM to better manage performance SLAs for different workloads.	
14)	OEM should directly design and implement the solution with best practices.	

3. On Management Software Specific

SI No	Scope of Work	Compliance (Yes / No)
1)	Virtualization management software console should provide a single view of all virtual machines, allow monitoring of system availability and performance and automated notifications with email alerts.	
2)	The virtualization management software should provide the core administration interface as a single Web based interface. This interface should be flexible and robust and should simplify the hypervisor control through shortcut navigation, custom tagging, enhanced scalability, and the ability to manage from anywhere with Internet Explorer or Firefox-enabled devices.	
3)	The management software should provide means to perform quick, as-needed deployment of additional hypervisor hosts. This automatic deployment should be able to push out update images, eliminating patching and the need to schedule patch windows.	
4)	The virtualization should have capability to simplify host deployment and compliance by creating virtual machines from configuration templates.	
5)	Power, storage related and OS cluster related information has to initiate from the relevant sources and can be integrated through RESTful APIs.	
6)	Virtualization management software console should provide reports for performance and utilization of Virtual Machines. It shall co-exist and integrate with leading systems management vendors.	
7)	Virtualization management software console should provide capability to monitor and analyse virtual machines, and server utilization and availability with detailed performance graphs.	
8)	Virtualization management software console should allow to Move a	

	powered off virtual machine from one physical server to another by dragging and dropping the virtual machine icon and allow cloning of both powered on and powered off virtual machines.	
9)	Virtualization management software console should maintain a record of significant configuration changes and the administrator who initiated them.	
10)	Virtualization management software console should provide the Manageability of the complete inventory of virtual machines, and physical servers with greater visibility into object relationships.	
11)	Virtualization management software should provide a global search function to access the entire inventory of multiple instances of virtualization management server, including virtual machines, hosts, data stores and networks, anywhere from within Virtualization management server.	
12)	Virtualization management software should support user role and permission assignment (RBAC).	
13)	Virtualization management software should allow you to deploy and export virtual machines, virtual appliances in Open Virtual Machine Format (OVF).	
14)	Virtualization management software should allow reliable and non-disruptive migrations for Physical/ Virtual machines running Windows and Linux operating systems to virtual environment.	
15)	Virtualization management software should include provision for automated host patch management with no VM downtime.	
16)	The management solution for hypervisor should provide Single-Sign-On capability which should dramatically simplify administration by allowing users to log in once to access all instances or layers of management without the need for further authentication.	
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18)	The management solution should provide predictive analytics capabilities to understand baselines and model capacity and demand for accurate forecasting of infrastructure requirements.	
19)	The management solution should provide alerts with symptoms and recommended actions for known problems with the ability add custom alerts (with symptoms and recommended actions).	
20)	The management solution should have out of the box reporting features for current capacity usage, potential optimizations, physical resource availability, and available headroom for expansion and system compliance to security/operational guidelines.	
21)	The management solution should have drag and drop capabilities to create customized reporting dashboards with "zero programming" effort.	
22)	The management solution should give explanations and recommended solutions to performance, capacity and configuration problems. It should be possible to associate workflows with alerts to automatically initiate	

		corrective measures at critical thresholds.	
23)		The management solution should be able to collect and analyze all types of machine-generated log data, for example, application logs, network traces, configuration files, messages, performance data and system state dumps.	
24)		The management solution should allow connecting to data-centre ecosystem components e.g., operating systems, applications, storage arrays, firewalls, network devices, etc., providing a single location to collect, store, and analyze logs at scale.	

III. WARRANTY/SUPPORT

The quotation should include a minimum 5 years direct OEM 24x7x365 days support with unlimited incident support and 30mins or less response time including the unlimited upgrades and updates. **Vendor/partner should also produce support documents for the support offered by VMware.**

IV. SCOPE OF WORK

- Supply, Installation, Testing, Commissioning and Maintenance of Virtualization in both Data Centre and Disaster Recovery Centre.
- The above should be done by VMware certified technician/engineer.
- Moving of Existing Physical Severs to Virtual Environment
- Creation of new Virtual machines and installation of the following
  Windows server OS with latest SP
  MS SQL Server with latest SP and configure it as per industry best practice
- Providing training to the designated technical staff members identified by RHFL
- Submitting documentation of all technical configurations done by the installation team
- Verify and ensure that the installed Virtualization software should comply as per requirement specification in the RFP.
- Project Management

V. PARTICIPATION METHODOLOGY:

o Either the vendor/partner/distributor/System Integrator on behalf of the OEM or OEM itself can submit proposals, but both cannot submit simultaneously for the same item/product.

o Interested Vendors are advised to go through the entire document before submission of their proposals to avoid any chance of elimination. The eligible vendors desirous of taking up the project are invited to submit their technical and commercial proposal in response to this RFP. The criteria and the actual process of evaluation of the responses to this RFP and subsequent selection of the successful vendor will be entirely at RHFL's discretion. This RFP seeks proposal from vendors who have the necessary experience, capability and expertise to provide RHFL the proposed solution adhering to RHFL's requirements outlined in this RFP.

VI. PRE-QUALIFICATION CRITERIA

1. Partnership Firm/ Public or Private limited Company / Government Institutions / Public Sector / Private Companies, those have completed three years of business after the date of incorporation of business.
2. Minimum turnover of Rs. 5 Crores each in the last 3 financial years (2015-16, 2016-17 & 2017-18)
3. The vendor should have positive net worth and should be a profit-making in all the last three years (2015-16, 2016-17 & 2017-18).
4. Applicant must be an Authorized dealer/ Partner with good credentials. Vendor/partner should also produce support documents for the support offered by VMware.
5. They must have installed VMware products to Govt Institutions / Public sector Banks / private sector Banks / large corporate across the country. A Satisfactory project completion letter from customer has to be provided. The applicants must have their Corporate Office / branch office in Chennai.
6. The participating vendors should submit a declaration that they have not been blacklisted by any organization elsewhere within a period of FIVE years ie 01-04-2014 to 31-03-2019 and on the date of submission of the technical/commercial proposals. Any vendor who has been blacklisted and has appealed against the blacklisting and is awaiting a final verdict will be considered ineligible to participate in this process.
7. The participating vendors must have valid Registration of GST and PAN. Copies of the same should be enclosed.

VI. Method of Submission

Full description of the product details is available in the requirement details. In case any clarification regarding the servers and VMs creation details is required, then Mr. Pandiarajan K, Chief Technology Officer may be contacted at 044-42106650 on any working day between 10 am and 5 pm or visit our office in person with prior appointment or email to edp@repcohome.com

A large size cover containing the following Technical and Commercial details should be submitted to Chief Operating Officer in Corporate Office.

1. Technical details clearly describing the company profile, past work history with client list, proof of eligibility criterion No. VI should be submitted in a sealed envelope super scribing the envelope with **"Technical Proposal for the Supply, Installation, Testing, Commissioning and Maintenance of VMware products "**.
2. The Commercial Proposal should be submitted in another sealed envelope super scribing the envelope with **"Commercial Proposal for the Supply, Installation, Testing, Commissioning and Maintenance of VMware products "**.

Both the sealed envelopes should be submitted at the following address in a large size sealed envelope super scribing with **"Proposal For the Supply, Installation, Testing, Commissioning and Maintenance of VMware products "** on or before **20-04-2019, 5 PM by Speed Post/Courier.**

<div align="center">

The Chief Executive Officer,
Repco Home Finance Ltd.,
III Floor, Alexander Square,
#2, Sardar Patel Road, Guindy,

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Chennai – 600 032.

Proposals can also be dropped in the box available at the Corporate Office within the working hours on or before 20-04-2019, 5 PM

VII. Selection of Vendor:

a. Preliminary Scrutiny:

❖ The Company will scrutinise the technical proposals received to determine whether they are complete in all aspects as per the requirement of RFP, whether the documents have been properly signed, whether items are offered as per RFP requirements and whether technical documentation as required to evaluate the offer has been submitted.

❖ Prior to detailed evaluation, the Company will determine the substantial responsiveness of each proposal to RFP. Substantial responsiveness means that the proposal conforms to all terms and conditions, scope of work and technical specifications and proposal is submitted without any deviations.

❖ Proposals will be rejected if only one (i.e. Technical proposal or Commercial proposal) is received.

b. Clarification of offers:

o During the process of scrutiny, evaluation and comparison of offers, the Company may, at its discretion, seek clarifications from all the vendors/any of the vendors on the offer made by them. The vendor has to respond to the company and submit the relevant proof /supporting documents required against clarifications, if applicable. The request for such clarifications and the vendor's response will necessarily be in writing and it should be submitted within the time frame stipulated by the Company.

o The Company may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. Company's decision with regard to 'minor non-conformity' is final and the waiver shall be binding on all the vendors and the Company reserves the right for such waivers.

c. Evaluation:

❖ After the closing date, the Company will evaluate the proposal submitted by the vendors under this RFP. The proposal will be evaluated by a Committee of officers of RFHL. If warranted, the company may engage the services of external consultants for evaluation of the proposal. It is Company's discretion to decide at the relevant point of time.

❖ The envelope containing the Technical proposal will be unsealed first by RHFL's Purchase Committee. The envelope containing the Commercial proposal will be unsealed only if the Technical proposal submitted by the vendor consists of the specification details as mentioned in "Requirement Details" and also the submission of necessary documentary proof for the details mentioned in "Pre-Qualification Criteria".

❖ If the cover does not contain Technical and commercial proposals in separate sealed envelopes, then the same will not be considered by our Purchase Committee and the cover will be returned back to the vendor.

❖ The offer in commercial proposal must be made in Indian Rupees only and also strictly as per the format available under "Requirement Details" in Table A.

❖ The commercial should contain percentage of applicable tax explicitly.

❖ The Price Validity should be at-least for a minimum period of 30 days from 20-04-2019.

d. Award of Work:

- On completion of evaluation process of Indicative Technical & Commercial proposals, purchase order will be issued to the lowest vendor post negotiation, if required.
- The work order shall, be awarded and the order shall be placed on selected lowest vendor. Company may release the order either in Full or in part or place more than one order towards the contract based on project plan.
- The selected vendor shall submit the acceptance of the order within seven days from the date of receipt of the order. No conditional or qualified acceptance shall be permitted. The effective date for start of provisional contract with the selected vendor shall be the date of acceptance of the order by the vendor.
- Company reserves its right to consider at its sole discretion the late acceptance of the order by selected vendor.
- The Shortlisted vendor/s will be required to customize the services as per requirement of the Company at the rates not higher than the agreed rate finalized under this RFP.
- The Company shall be under no obligation to accept the lowest or any other offer received in response to this tender and shall be entitled to reject any or all offers without assigning any reason whatsoever. Further, the company can scrap the project at any time without assigning any reason whatsoever. Canvassing in any form will lead to disqualification.

VIII. GENERAL CONDITIONS:

- This RFP is not an offer by RHFL, but an invitation to receive responses from the eligible vendors. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized official(s) of RHFL with the selected vendor.

- The purpose of this RFP is to provide the vendor(s) with information to assist preparation of their technical / commercial proposals. RHFL may in its absolute discretion update, amend or supplement the information in this RFP.

- RHFL, its employees and advisers make no representation or warranty and shall have no liability to any person, including any applicant or vendor under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form or arising in any way for participation in this process.

- RHFL, also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused arising from reliance of any vendor upon the statements contained in this RFP.

- The issue of this RFP does not imply that RHFL is bound to select a vendor or to appoint the selected vendor for the Project and RHFL reserves the right to reject all or any of the vendors or proposals without assigning any reason whatsoever.

- Failure to furnish any or all information required by the document or to submit a proposal not substantially responsive to the RFP in all respect will be at the vendor's risk and may result in rejection of the proposal.

- **Resolution of Disputes:**

All disputes and differences of any kind whatsoever, arising out of or in connection with this Offer or in the discharge of any obligation arising under this Offer (whether during the course of execution of the order or after completion and whether beyond or after termination, abandonment or breach of the Agreement) shall be resolved amicably. In case of failure to resolve the disputes and differences amicably the matter may be referred to a sole arbitrator mutually agreed upon after issue of at least 30 days' notice in writing to the other party clearly setting out there in the specific disputes. In the event of 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 appoint a presiding arbitrator. The provisions of the Indian Arbitration and Conciliation Act, 1996, shall govern the arbitration. The venue of arbitration shall be Chennai, INDIA.

- **Legal Disputes and Jurisdiction of the court:**

The Company Clarifies that the Company shall be entitled to an injunction, restraining order, right for recovery, specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain vendor/prospective vendor from committing any violation or enforce the performance of the covenants, obligations and representations contained in this RFP. These injunctive remedies are cumulative and are in addition to any other rights and remedies the Company may have at law or in equity, including without limitation a right for recovery of any amounts and related costs and a right for damages. All disputes and controversies between RFHL and vendor shall be subject to the exclusive jurisdiction of the courts in Chennai and the parties agree to submit themselves to the jurisdiction of such court as this RFP/contract agreement shall be governed by the laws of India.

IX.   Disclaimer:

RHFL reserves the right not to consider the proposals submitted by any vendor without assigning any reason whatsoever. Bringing any outside influence will lead to disqualification.

VIII. GRIEVANCE MECHANISM:

Any Vendor participating in this process but aggrieved by the decision of the Company may submit his/her representation in writing (within 10 days of completion of the process) to:

The Chief Executive Officer,
Repco Home Finance Ltd.,
III Floor, Alexander Square,
#2, Sardar Patel Road, Guindy,
Chennai – 600 032.
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