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| महेश बैंक<br>ESTD. 1978 | **ANDHRA PRADESH MAHESH CO-OP.URBAN BANK LIMITED**<br>(Multi-State Scheduled Bank)<br>H.O.: 8-2-680/1&2, Road No 12, Banjara Hills,<br>Hyderabad, Telangana – 500 034<br>Ph.: 23437103, 23437105, 23437106.<br>Website: www.apmaheshbank.com  E-mail: info@apmaheshbank.com |

## TENDER DOCUMENT FOR-
## SUPPLY, INSTALLATION, CONFIGURATION & COMMISSIONING OF
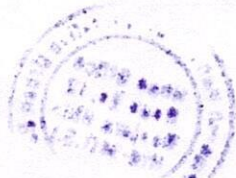## STORAGE SYSTEM AND ITS RELATED COMPONENTS / SWITCHES

Bank invites sealed tenders from the OEMs / Reputed Firms for Supply, Installation, Configuration & Commissioning of Storage Systems of Hitachi make, and its related Components and Switches.

Bank has its Data Center at Hyderabad & DR Site at Mumbai. The tender is for the purpose of replacing the existing Storage Box at our Data Center Site. It is the bidder's responsibility to replace, install, configure and operationalize in all aspects, the proposed storage box at our DC site.

The specification of Storage (existing Hitachi Storage setup) is given below & Bidders can also improvise on the specifications with more contemporary solution, if felt necessary;

**STORAGE BOX - REQUIREMENT AT DC (DATA CENTER) SITE AT BANKS HEAD OFFICE, WITH WARRANTY AND SUPPORT FOR 3 YEARS WITH FOLLOWING OR EQUIVALENT HITACHI SPECIFICATIONS;**

| Sr. No. | Parameter | Minimum Required Specifications |
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| 1 | Capacity | The storage array must be proposed with following usable capacity.<br>1. 3.84TB SSD or higher Drives in RAID 6 (6D+2P) (61 TiB Usable), Additional global hot spare drive of same drive capacity for every 30 drives should be configured.<br>2. 2.4TB SAS 10k rpm or higher Drives in RAID 6 (6D+2P) (12 TiB Usable). Additional global hot spare drive of same drive capacity for every 30 drives should be configured. |
| 2 | Expandability | Storage Array should be scalable up an additional 1 PiB or higher under the same set of controllers without modifying the initial proposed configuration |
| 3 | Controller Architecture | The storage should have Symmetric Active-Active Controller architecture where a LUN should be accessible by all the controllers simultaneously. |
| | | Storage should support 100% data availability guarantee. Necessary documentation to be submitted |
| | | The storage should support data tiering between different storage tiers such as SSD, SAS, NL-SAS drives within the same storage array. Hot Data should always reside on highest tier. |
| 4 | Memory | The storage system should have minimum 128GB global cache. |
| | | The complete cache should be accessible by all the controllers in the storage system. |
| | | Only write cache must be mirrored. |
| | | Cache memory should be delivered on DRAM, any other device or HDD should not be considered as cache. |
| | | The storage should have protection of cache data during power failures by de-staging the data in cache to non-volatile Disk. |

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| 5 | Raid Levels and Hard Disks | The proposed storage should also support 3.8TB SSD /Flash / FMD or Higher capacity, SAS disks: 1200GB or higher capacity and NL-SAS disks : 6TB or higher Capacity |
| | | The Storage should support RAID 5, RAID 6, RAID10 etc. |
| 6 | Ports | The storage should be proposed with 16*16G FC front end ports along with necessary cables |
| 7 | Availability | The storage should be with No Single Point of Failure (SPOF). All the components should be redundant and hot swappable including power supply, fans, batteries etc. The proposed storage must support non-disruptive replacement of hardware component |
| 8 | Multipath | The storage system should have support for multi-path configuration for redundant path to connected hosts. Any Licenses (unlimited/frame based) required for this should be provided with Storage. |
| 9 | OS and Database support | The storage should support multiple operating systems such as Windows, Unix, Linux, Solaris etc. on a single port |
| | | The storage should support clustering solutions such as Microsoft cluster, MS SQL cluster, SUN Solaris cluster, Linux cluster etc. |
| | | The storage should have integration with major Database like Oracle, MS-SQL, My-SQL, etc to take application consistent copies and snapshots when doing replication. Any Licenses for this support must be provided with System. |
| 10 | Features | The storage should be supplied with Storage management, virtual/thin provisioning, snapshot, clone and other required software to meet the technical requirements. Licenses to be supplied for Unlimited capacity. |
| | | The storage should support dynamic LUN expansion/concatenation while LUN is mounted on the host |
| | | The proposed storage system should support more than 10000 LUNs or volumes |
| | | The storage must provide non-disruptive firmware/micro code upgrade, device reallocation and configuration changes. |
| | | Offered Storage array should support the feature of heterogeneous storage virtualization (native/external) for vendors like, but not limited to, EMC, HP, IBM, Hitachi, NetApp etc. |
| | | Storage management software should be browser based/ web enabled accessible over IP |
| | | Storage management s/w should have roles based access for user accounts to the storage system. |
| | | Storage management software should provide interface/wizards to perform configuration operations like create LUNs present LUNs to host, set LUN attributes etc. |
| | | Storage management software should be able to monitor alerts |
| | | Should support system management console. Solution should provide: Performance Analytics for Minimum 6 months Historical data & Real-time. All Licenses required for the features described shall be provided for unlimited capacity. |
| | | The storage should be able to provide Quality or Service (QOS) to ensure bandwidth is allocated to desired servers or ports, storage should be capable of restricting IOs or throughput to LUNs or Volumes. |
| | | Storage management software should be able to perform and monitor local replication operations. Necessary licenses for local replication to be included |

| | | All the necessary hardware and software required for the storage to function are to be included with the solution. |
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| 11 | Warranty | Three years on-site comprehensive OEM Warranty Support and access to OEM TAC/support |

**SCOPE OF WORK**
a.  License installation
b.  RG creation
c.  Enabling encryption
d.  Basic Ldev creation
e.  Pool creation
f.  LUN Creation
g.  Enabling port settings
h.  HG creation
i.  LUN provisioning
j.  Any other related work
k.  Vender has to ensure the Storage Box is properly configured at our DC Site & is functional in all aspects to the satisfaction of the Bank. Vendor to complete the configuration part of data replication to DR as is happening at present.

Banks Head Office is situated at Banjara Hills, Road No. 12, Hyderabad; where the DC is housed. DR Site is under the Facility Managed by 'M/S Sify Technologies' at Mumbai and replication of data is ensured using Hitachi Storage to Storage replication method.

The Bidder needs to submit bids as per the following description;

**ELIGIBILITY CRITERIA**
a.  The bidder must have completed at least 5 years of experience/operation in the field of supply, installation and support of above or similar storage Systems & its related components.

b.  The bidder should be the OEM or authorized Distributors of specified brand having authorization for sales and after sales support. Requisite supporting document needs to be submitted with the bid.

c.  The bidder must be the OEM or should submit Manufacturers Authorization Form (MAF) along with the bid.

**FINANCIAL CAPABILITY**
Minimum turn over should be of Rs. 3 (Three) Crores per year for the FY 2021-2022, 2022-2023, 2023-2024. Chartered Accountants' Certificate on his letterhead must be submitted as evidence on turn over.

**EXPERIENCE OF BIDDER**
The bidder must have successfully executed at least three contracts of similar nature (Supply and Installation of similar hardware within the past three years as on 31 March 2024, also reference letter from the client with reference to the performance to be submitted along with the bid).

**SCHEDULE OF THE TENDER**

| Particulars | Tender Schedule Details |
|---|---|
| Tender Reference No | APMB/IT/STORAGE SYSTEM/00/2024 |
| Date of release of the Tender | 04.09.2024 |

| Last date for submission of the Tender Document | 11.09.2024, 5.00 PM |
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| Cost of the Tender Document | Rs. 5,000/- |
| Earnest Money Deposit (EMD) | Rs. 1,00,000/- |

**ADDRESS FOR COMMUNICATION**
Deputy General Manager,
Information Technology Department,
Andhra Pradesh Mahesh Cooperative Urban Bank Limited,
Head Office: 8-2-680/1 & 2, Road No. 12, Banjara Hills,
Hyderabad, Telangana -500 034
GSTIN- 36AABAT4652K1Z8
E-mail: info@apmaheshbank.com, website: www.apmaheshbank.com

**EARNEST MONEY DEPOSIT**
Bidder shall furnish, as a part of the proposal, Earnest Money Deposit of Rs. 1,00,000/- (One Lakhs only) in the form of a Demand Draft or Pay Order. The draft / pay order should be drawn in favour of "Andhra Pradesh Mahesh Coop Urban Bank Ltd.," payable at Hyderabad, Telangana.

The EMD draft / Pay Order should form part of the response to the BID submitted by the Vendor. Failure to comply with this condition shall result in rejection of the bid offer and no vendor shall be exempted from the requirement of the EMD.

The EMD amount of the unsuccessful vendor(s) shall be returned only after completion of the Tender Process and for successful vendor EMD returned after due execution of the contract to the satisfaction of the Bank.

**The EMD amount shall be forfeited in case the Vendor –**
1. Withdraws its Bid during the period of the Bid validity; or
2. Having been notified of the acceptance of bid by the Bank and the Vendor during the period of bid validity;
    a. Fails or refuses to execute the Contract formalities; or
    b. Fails or refuses to perform, in accordance with the Terms and Conditions of the BID or Contract; or
    c. Fails or refuses to complete the required formalities in accordance with the terms and conditions of the BID.
3. No interest will be paid on the EMD amount.
4. The Bank's decision in the above cases will be final.

**TENDER COST**
Interested parties may collect Tender Document from the IT Department, Head Office on all working days w.e.f. 00.08.2024 to 00.08.2024 during office hours. The cost of the Tender Document is Rs. 5,000/- (Rupees Five Thousand Only) to be submitted in the form of Demand Draft / Pay Order, drawn in favour of "Andhra Pradesh Mahesh Coop Urban Bank Ltd.," payable at Hyderabad, Telangana. The tender cost is non-refundable. The Tender Document is also available on Bank's Website-www.apmaheshbank.com

**DOCUMENTS TO BE SUBMITTED**
Application for the tender must be mandatorily submitted in **TWO SEPARATE SEALED COVERS** as under;

a. First sealed cover should contain mandatory documentary evidence to support eligibility criteria as below;

    i. Certificate of Incorporation

    ii. GST Registration Certificate

    iii. P&L Statements & Balance sheets for last three years. Bidder may be permitted to submit Provisional Financials for the FY 2023-2024.

    iv. Bidders Financial Capability- Duly certified by Chartered Accountant on CA firm letterhead.

    v. Document from OEM for the bidder being a authorized vendor for the OEM

    vi. Document from the vendor giving details of staff having skill sets required to install and maintain the storage device

    vii. The bid should cover the cost of storage and services at time of implementation (one time) and annual maintenance charges

    viii. The rate and amount of GST has to be specified separately on the components and services

    ix. The rate for services and maintenance for the 1$^{st}$ year and next 2 years should be separately mentioned.

    x. The delivery and implementation schedule should be mentioned clearly

    xi. Bidders experience certificate- Proof of Contract awarding

    xii. Technical qualification, etc.

    xiii. Letterhead containing details of the contact person from the bidders side, viz. Name, Designation, Email Id, Mobile Number, Complete Office Address with Pin code, etc.

    xiv. Company Resolution for participation in the tender process.

b. Second sealed cover shall contain Demand Drafts / Pay Orders of EMD & Tender Cost.

In case the bidder deviates from the delivery and implementation schedule then the bidder may be liable for penalty and forfeiture of the EMD.

Submitted bids shall be liable for rejection, if any of the above documents are missing during submission of bid.

Documents as mentioned above shall be submitted on or before 00.08.2024 by 5:00 PM at IT Department, Head Office at the aforestated address. Tender submission without EMD & Tender Cost will be liable for the rejection outright. Bank reserves the right to accept or reject any/all the tender(s) without assigning any reason, whatsoever.

**JURISDICTION**

a. If any disputes, differences or questions, which may arise during the tender process at any time between Bank and bidder, hereto shall endeavor to settle such dispute amicably;

b. Any dispute arising in relation during the tender process shall be subject to the jurisdiction of the courts at Hyderabad, Telangana.

Bank reserves the right to choose the appropriate vendor based on the eligibility criteria, quoted commercials, etc. on its internal assessments. No correspondence whatsoever will be entertained in this regard. Banks decision in selection of the vendor is final.

DATE : 03.09.2024
PLACE: HYDERABAD

Sd/-
DGM-IT