

IFCI FACTORS LIMITED, NEW DELHI



**REQUEST FOR PROPOSAL (RFP) FOR
IMPLEMENTATION OF DISASTER RECOVERY MANAGEMENT SYSTEM**

**IFCI FACTORS LIMITED
10TH FLOOR, IFCI TOWER,
61, NEHRU PLACE,
NEW DELHI-110019**

PHONE: 011-46412840, 011-46412871

EMAIL: naveenkumar@ifcifactors.com

IFCI FACTORS LIMITED

**10th FLOOR, IFCI TOWER, 61, NEHRU PLACE, NEW DELHI-
110019**

Date: 17.09.2021

Due Date & Time of Submission of Bids
Due Date & Time of Opening of Bids
Technical Bid/Price Bid-

Subject: Request for proposal (RFP)

IFCI Factors Limited invites RFP along with the relevant information as detailed in the RFP document below from the interested companies. We are pleased to invite your offer in two parts in sealed covers super scribed as:

1. Technical bid for Disaster Recovery Management System
2. Price bid for Disaster Recovery Management System

These proposals may be put in a larger envelope Super scribing on this envelope "Technical and price Bids for Disaster Recovery Management System". The bids are to be submitted through courier / registered post in sealed envelopes or can be hand delivered in sealed envelopes so as to reach the undersigned latest by 25th November 2021 at the following address:

Shri Naveen Kumar
Associate Vice President – IT & HR
10th Floor, IFCI Tower, 61, Nehru Place,
New Delhi-110019
Phone: 011-46412840, 01146412871

The Proposals received after the due date and time of submission are liable to be rejected.

Yours Faithfully,

(Amit Kaul)
Senior Vice President & Head- IT, Mktg. & International Factoring

RFP DOCUMENT

1. Introduction:

1.1. Statement of Purpose:

IFCI Factors Limited (The Company) solicits sealed proposals from qualified vendors providing the following services to THE COMPANY:

1. Design, Implementation and Hosting of Disaster Recovery Setup.
2. Provide services to manage the disaster recovery setup.

Through this RFP, IFL intends to shortlist a vendor, who shall provide the above services as per the company's requirements.

1.2. Objective of RFP:

The key objectives of issuing this formal Request For Proposal (RFP) are:

1. Scope Definition:

To outline THE COMPANY's requirements for: Design, Implementation and Hosting of Disaster Recovery setup.

2. Proposal Requests:

To invite detailed proposals from vendors to provide services as per the scope defined in this RFP and adhering to stipulated terms and conditions.

3. Vendor Selection:

To shortlist vendors for techno-commercial evaluation and award the contract for service as per the scope to the shortlisted vendor, keeping into consideration evaluation parameters defined in this RFP.

Responses should be submitted in accordance with the guidelines of this RFP and any addendum issued thereafter.

1.3. Important Dates:

All timings in this document follow Indian Standard Time (IST)

Milestone	Deadline
Pre-bid clarifications (THE COMPANY will provide appropriate responses to clarifications / questions received through email.)	22nd November 2021
Vendors to submit sealed detailed techno-commercial proposals as per terms and conditions of this RFP.	25 th November 2021 by 5 p.m.
Tender opening in H.O.	26 th November 2021 by 3 p.m.

Please note that, in accordance with the general conditions of RFP, THE COMPANY may amend these dates or the RFP process at its sole discretion.

The COMPANY may, on its sole discretion, issues this RFP to vendors identified by THE COMPANY. Also, THE COMPANY is free to issue the RFP to any identified vendor till the last date for submission of RFP responses. THE COMPANY may, on its sole discretion, share the responses to the RFP with any third party consultant for evaluation.

1.4. Submission of Response:

Two hard copies of the final responses to RFP should be delivered to the contact officer in a sealed envelope.

Unless specifically stated in the RFP response, it will be assumed by THE COMPANY that a respondent has fully understood and is in agreement with the requirements and information contained in this RFP.

1.5. Clarifications:

Clarifications to this RFP are to be addressed via email before 21st November 2021 Responses to clarifications will be sent via email to all vendors before the date of final submission.

1.6. Cost of Bidding:

The bidder shall bear all the costs associated with the preparation and submissions of bid and THE COMPANY will in no case be responsible or liable for these costs regardless of the conduct or outcome of the bidding process.

1.7. The Company's Right to Accept or Reject Bid or all Bids: THE COMPANY reserves the right to accept or reject any bid or annul the bidding process and rejects all bids at any time prior to award of contract without obligations of assigning any reasons or incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for the THE COMPANY's action.

- 2. Scope of Services:** THE COMPANY has identified one critical application and Infrastructure for DR setup. The Core Factoring Application software (Trade Free), provided by Concentrix Bengaluru runs on IBM Intel X series server with Windows 2008 operating system and SQL 2008 server as the database server. A similar cloud server along with the application, OS, and the database needs to be setup at the DR site. The SQL database to be replicated daily at regular intervals of time (every 30 minutes) would be about 500 MB and the total database size would not exceed 200 GB in the next 3 years.

Thereafter, the software application and the database (SQL 2008) would need to be replicated periodically using proved software tools in order for the DR site database to be a mirror copy of the setup at the main data center (DC) at our HO, New Delhi.

It is therefore required to provision a secure, disaster recovery solution on secure virtual cloud using best reliable, robust & suitable technology for current IT environment (Hardware / Software / Business Applications & others) for THE COMPANY, provision of space for DR data center and supply, installation and commissioning of IT Infrastructure including, but not restricted to Operating system software (Windows 2008 Server or equivalent compatible),

SQL 2008 Database Server or equivalent compatible, SQL Database Replication Tools, Firewalls, Routers & Switches, Leased Line Connectivity etc.at the DR data center.

3. Primary Infra Details

- Operating system: Microsoft Windows Server 2008 R2 Enterprise (version 6.1.7601; build 7601)
- Physical Server
Manufacturer: IBM Corp.
Processor: Intel(R) Xeon(R) CPU E5506 @ 2.13GHz (architecture: x64; 2128 MHz)
Name: Intel(R) Xeon(R) CPU E5506 @ 2.13GHz
Physical memory: 16.0 GB
- Database Microsoft SQL Server 2008 (64-bit) Total Size of database is 30GB Approx
- Tradefree Core Business Application Total size of application is 5 GB
- Daily Incremental data 300MB daily incremental data to be synced to cloud server
- Provision of IT Infrastructure management services at the Disaster Recovery (DR) site.

The detailed scope has been divided into three parts:

- **One Time:** These services are expected to be provided by the vendor to setup the Disaster recovery center with the required Cloud infrastructure.
- **Ongoing (Managed Services):** These services are expected to be provided by the vendor on an ongoing basis, throughout the life of the contract.
- **Disaster Situation:** These services are expected to be provided by the vendor in an event of disaster when THE COMPANY'S IT applications/ systems would be operational from the DR Cloud Infra.

4. One Time Services:

- 3.1 Provision of Disaster management solution as per the scope of and specification above.
- Design and document an efficient disaster recovery solution in lines with the requirements.
 - Selected vendor would provide DR solution as per RPO & RTO of 1 hour & 2 hour respectively.
 - Provide all IT equipment, OS, Database etc. if required at the DR site for the proposed solution.
- 3.2 **Provisioning of DR Infrastructure at an identified location:**
- A suitable DR location needs to be provided by the vendor which should be preferably located at seismically different zone from Delhi NCR in cities like Chennai, Bangalore, Mumbai, Hyderabad, Pune etc.
 - Shared connectivity for replication of data from DC to DR need to be provisioned by the bidder at the DR site. (Internet lease line to be provided by IFL)
 - Development and configuration of any additional scripts / replication scripts for successful working of DR Site.
 - Development of detailed SOPs / activity plans for recovery for all in scope systems.
 - Development of detailed Disaster Recovery plan. This document will contain steps/procedures to switch over services to DR site in the event of invocation of disaster at primary site. Also, documenting steps for restoring services from DR

site to primary site.

- Development of detailed operating manuals for the implemented replication solution from systems administrator's perspective

3.3 **Provision, Installation and setup of IT Infrastructure at DR site:**

- Provisioning of requisite hardware, software and installation at DR site premises.
- Provisioning of requisite software licenses, Business application licenses, database licenses and other required monitoring software, tools for IT setup at DR site for day to day operations.
- Installation, configuration & implementation of operating systems, storage solution and SQL database replication mechanism for all in scope business applications systems.
- Assisting in installation and configuration of in scope database and business applications.
- Installation and configuration of another specialized applications / software solution/ hardware solution required for the Disaster Recovery setup.
- Development of detailed SOPs / activity plans for recovery for all in scope systems.
- Periodic DR drills (every six months).

3.3.1 **Billing:**

Monthly consumption Billing Estimate for DR Infra over Public Cloud

3.3.1.1 **Contract Period:**

Vendor will provide in Managed Services scope to THE COMPANY for a period of one (1) year from the date of commissioning of DR solution.

3.3.2 **Disaster Scenarios:**

3.3.2.1 **Disaster Response:**

On invocation of Disaster Recovery by THE COMPANY, the supplier will carry out requisite recovery steps / activity plans to recover in-scope IT systems at the DR site. This may include:
Recovering data on to DR servers / storage

- Changing the requisite IT infrastructure configuration, which should be already configured and shall be activated during disaster (e.g. DNS, AD, Router, Firewall etc.) at DR site.
- Bringing up the servers (including OS and requisite services)
- Assisting THE COMPANY's IT team to bring up business application and databases ASAP, not later than 2 hrs from Disaster.
- Continuous monitoring of DR site infrastructure via monitoring tools and periodic reporting to the management
- Any other support tasks required.

5. **Vendor Scope Exclusions:** The following are excluded from the scope of this document.
- Configuration level change in applications and database hosted on the IT infrastructure on premise DC and on DR site.

5.1 The Company's Responsibilities:The company shall

- Provide further information regarding infrastructure details, if required.
- Approve DR solution / facility setup plan in agreement with vendor.
- Maintain and distribute a contact listing of names and contact numbers (Telephone / Mobile) of appropriate THE COMPANY personnel who need to be contracted for problem determination assistance.
- Ensure THE COMPANY representative have a basic level understanding of the services delivery process and procedures and adhere to the process and procedure for accessing each service.
- Own the design / solution/ capacity management and configuration guidelines for THE COMPANY's existing network.

6. **Selection Process:**

6.1 **Qualification Criteria:**

Vendors' proposal would be evaluated, among others, on the following key parameters:

- Location of proposed DR site within India in different seismic zone than Delhi which is the DC site.
- Capability to provide services in accordance with THE COMPANY's requirements as defined in the RFP & meeting all technical deliverables as per RFP.
- L1 (Lowest Price Bid) will be considered if meeting all technical & commercial terms & conditions of RFP.
- Understanding of requirements and the adequacy of proposed DR solution
- Experience of more than 2 years in providing disaster recovery services.
- Past experience in providing similar services in Corporate Sectors / Financial Institutions like Banks / NBFCs / Insurance Companies etc.
- Vendor should be authorized service provider/partner of OEM supplier of DR services with more than 2 years.