



REQUEST FOR PROPOSAL

Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site

Ref No. BOI/HO/IT/Core-Network/RFP- 01/2024 Dated 15/05/2024

Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site



BANK OF INDIA, HEAD OFFICE
INFORMATION TECHNOLOGY DEPARTMENT

Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site Ref No. BOI/HO/IT/Core-Network/RFP- 01/2024 Dated 15/05/2024

Bank of India, a body corporate, established under the Banking companies (Acquisition and Transfer of Undertakings) Act 1970, having its Head Office at Bank of India, Star House, 'G' Block, Bandra Kurla Complex, Bandra (East), Mumbai – 400 051, India intends to procure a total solution for **Procurement, Integration and Annual Maintenance Support with Facility Management of Existing and New Network Devices at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site to establish network infrastructure at Banks's existing and new colocation sites** and invites bids from the eligible bidders, to participate with complete solution for installation, commissioning, Integration and maintenance of network devices at our Bank's Data Centre (DC) Navi Mumbai, Disaster Recovery Site (DR) Bengaluru, Colocation DC Site, Navi Mumbai and Colocation DR Site, New Delhi (NCR) as per the specifications, terms, conditions and scope given in detail in this RFP.

The brief details of the scope of this RFP are as following:

The Bank intends to procure a total solution for the

- 1. Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site** for a period of five years. The detailed scope with technical details is mentioned in related clauses of RFP.
2. The interested bidders may collect this RFP from the Information Technology Department, Head Office located at the address as mentioned on page 6 after depositing a **non-refundable** Demand Draft / Pay Order for ₹50,000/- (Rupees Fifty Thousand Only) favouring Bank of India. The RFP/bidding document /pre bid clarifications can also be downloaded from the Bank's website <http://www.bankofindia.co.in> under Tenders section. However, the bidder shall have to submit a Demand Draft/ Pay order as above along with the bid. Bids without the cost of bid are liable for rejection. The Bidder may also deposit the cost of bid ₹50,000/- (Rupees Fifty Thousand) by way of NEFT/RTGS in the following Bank account

Account No - 01220SUNCR628
Name of the Bank - Bank of India

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Branch - BKC Branch Mumbai
IFSC Code - BKID0000122
Title of the Account - Tender Fee -IT Dept

After depositing the cost of bid respective bidders are required to send an email (as per Format-6.20) in this regard to below email ids stating the transaction details viz Amount, Date of transfer, UTR No, Bank, Sender's name, RFP Ref etc. latest by 06/06/2024 12:00 hours

Email:

HeadOffice.IT@bankofindia.co.in
Amit.Kumar50@bankofindia.co.in
Kovendan.V@bankofindia.co.in

Only upon receipt of details of payment of cost of bid document and verification of the same by the Bank, bidder will be considered as authorized to participate in the bid. In case of failure to submit the payment towards Cost of Bid for any reason before the prescribed date and time, the Bidder will be disqualified for the bidding process and the bid submitted by such bidder will be rejected at initial stage itself.

The MSE (Micro and small enterprises) bidders are exempted from depositing the bid amount of ₹50,000/- subject to the submission of valid and authorised copy of registration certificate and exemption certificate (if applicable) from the relevant authorities they are registered with. The MSE registration certificate submitted must be valid as on bid submission date. As per extent guidelines, the purchase preference to MSE is not applicable for works contracts where supply of goods not produced by MSEs is involved.

3. The Earnest Money Deposit (EMD) for the bid is of ₹ 2,00,00,000/- (₹ Two Crore Only) which should be submitted by way of Bank Guarantee (format 6.4 Bid Security form) from any of the scheduled commercial banks (other than Bank of India) in an acceptable form favouring "**Bank of India – EMD for RFP Ref No. BOI/HO/IT/Core-Network/RFP- 01/2024 Dated 15/05/2024**", Mumbai. No interest shall be applicable on the Earnest Money deposit. The Bidder may deposit the cost of EMD in form of demand draft or fixed deposit receipt or banker's Cheque also. Bids without Earnest Money deposit are liable for rejection.
4. The Bidder may also deposit the bid security/ EMD amount of ₹ 2,00,00,000/- (₹ Two Crore Only) by way of NEFT/RTGS in the following Bank account:
Account No*- 01220SUNCR627
Name of the Bank-Bank of India
Branch- BKC Branch Mumbai
IFSC Code-BKID0000122
Title of the account- Earnest Money Deposit-IT

** This is a different account from Tender Fee Account mentioned earlier in this RFP. Please submit amounts in respective account only to avoid issues.*

After depositing the EMD payment respective bidders are required to send an email (as per **FORMAT-6.20 Bank / Payment Details from Bidder** in this regard to email ids mentioned in point 11 stating the transaction details viz Amount, Date of transfer, UTR No, Bank, Sender's name, RFP Ref etc latest by **06/06/2024 12:00 hrs**

Only upon receipt of details of payment of EMD and verification of the same by the Bank, bidder will be considered as authorized to participate in the bid. In case of failure to submit the payment towards EMD document for any reason before the prescribed date and time, the Bidder will be disqualified for the bidding process and the bid submitted by such bidder will be rejected at initial stage itself.

A bidder need to submit proposal for the price bids as per Format 6.3. The bidder has to exclusively mention the Project Name for which they are submitting the Bid Security Declaration in the Bid Security Declaration document.

5. **The MSE (Micro and Small) bidders only are exempted from depositing the bid cost of RFP and EMD.** In place of EMD, the MSE bidders have to submit **Format 6.4A Bid Security Declaration** for participation in the RFP. For this purpose, MSE bidder shall also submit the relevant registration certificate, clearly indicating capacity and monetary limit. However, exemption is only for cost of bid & EMD, if such a bidder is successful, then Performance Security as per **Format 6.6** of the RFP document shall be submitted. The MSE registration certificate submitted must be valid as on bid submission date.
6. **The EMD or Bid Security declaration as per Format 6.4 or Format 6.4A (in stamp paper) and cost of bid (in form of DD/PO or NEFT/RTGS with proof) will be submitted in a separate envelope.**
7. In this regard, a **three-envelope** bidding Procedure (**Qualifying Bid**, Technical Bid and Price Bid) in separate envelopes will be adopted. The technically complete and commercially competitive bids shall be submitted in **three** parts viz. **Qualifying Bid – Part A, Technical Bid – Part B and Price Bid – Part C in separate sealed cover.** Bank shall evaluate Qualifying Bids first. Technical bids of only those bidders shall be opened who are responsive in qualifying bids evaluation. Bidders shall be notified accordingly. Furthermore, Price bids of only those bidders shall be opened who are responsive in Technical bids evaluation.
8. The Bids should be delivered to the address mentioned below with acknowledgement due so as to reach before **12.00 hours** on or before **06/06/2024**. If the last day of submission of bid is declared holiday under **Negotiable Instruments Act** by the Government subsequent to the issuance of RFP, the next working day will be deemed

to be the last date of submission of the Bid. The bids, which are received after the above mentioned date and time, are liable to be rejected at the discretion of the Bank.

9. The Bank shall not be liable for non-delivery of documents due to Postal/Courier delay or loss of documents in transit etc, if any, in submitting the Bid. The Qualifying & Technical Bid shall be opened in the presence of Bidders on **06/06/2024 at 12:45 hrs** in the below mentioned Premises. The Bidder's representative may be present during the Technical Bid opening at our Office well in time along with the authorization letter from the bidder's company.
10. Bidding in consortium is not permitted. Any bid submitted under consortium will be summarily rejected. Sub-contracting of contract is also not permitted.
11. The important dates / schedules for the above RFP shall be as following:

Date and Time of commencement of inspection / Sale of Bid Document	15/05/2024
Pre bid meeting	<p>21/05/2024 15:00 Hrs Venue: Bank of India Building, 7th Floor, Sector 11, Plot No.11, C.B.D. Belapur, Navi Mumbai 400 614</p> <p>Interested bidders can send email communication before 21/05/2024 11:00 Hrs on below mentioned e-mail IDs to share the link of online pre bid meeting. In e-Mail communication, Bidder should mention the details of officials who will be participating in the pre bid meeting. No separate notice/communication shall be published/sent by bank in this regard.</p> <p>Amit.Kumar50@bankofindia.co.in Kovendan.V@bankofindia.co.in</p>
Last Date and Time for Receipt of Bids at Bank of India (Address as given below)	06/06/2024 12.00 hrs
Date and Time of opening of Qualifying Bids	06/06/2024 12.45 hrs
Date and Time of opening of Price Bids	Will be informed subsequently to bidders qualifying in the Technical Bid.

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Address for Communication and submission of bid.	The General Manager Bank of India ,Head Office Information Technology Department, PNB-BOI Tower,10th Floor, Star House-3, C-29, G-Block, Bandra Kurla Complex, Bandra East, Mumbai – 400 051 Telephone: 022 6917 9300
Bid document Availability	Bidding Document to be downloaded from the Tender section of our Bank's web-site www.bankofindia.com

12. For any technical clarification, the contact people are:

Shri Amit Kumar, Senior Manager (Amit.Kumar50@bankofindia.co.in),
Ph.No.022-61289429,
Shri Kovendan V, Chief Manager (Kovendan.V@bankofindia.co.in),
Ph.No.022-67447322

13. Bank reserves the right to change the dates mentioned above or in the RFP, which will be communicated in Tender section of bank's website (<https://www.bankofindia.co.in>). The bidder is required to comply all criteria/ related experience etc., as on RFP date.

(Satish Verma)
Assistant General Manager

IMPORTANT CLARIFICATIONS

Following terms are used in the document interchangeably to mean:

1. Bank, BOI means 'Bank of India'
2. Recipient, Respondent, Bidder, Service Provider, SP means the respondent to the RFP document
3. RFP means the Request for Proposal document
4. Proposal, Bid means "Response to the RFP Document"
5. Support means Support & Services shall be provided as part of the Scope of Work
6. ATP means Acceptance Test Procedure
7. AMC means Annual Maintenance Contract
8. FMS means Facility management Support
9. Earnest Money Deposit (EMD)
10. One Time Cost (OTC)
11. MSE (Micro and Small Enterprises)
12. Service Level Agreement (SLA)
13. Data Centre Site, Navi Mumbai - DC
14. Disaster Recovery Site, Bengaluru - DR
15. DC Colocation Site, Navi Mumbai – New DC, colocation DC
16. DR Colocation Site, New Delhi (NCR) – New DR, colocation DR

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The Bidding Documents include:

- (a) **PART 1 - Invitation to Bid (ITB)**
- (b) **PART 2 - Disclaimer**
- (c) **PART 3 - Instruction for Bidders (IFB)**
- (d) **PART 4 - Terms and Conditions of Contract (TCC)**
- (e) **PART 5 - Functional Specifications (FS)**
- (f) **PART 6 - Bid Forms, Price Schedules and other formats (BF)**
- (g) **PART 7 - Other Terms and Conditions. (OTC)**

PART 1: INVITATION TO BID (ITB)

The Bank intends to procure Network Devices with Annual Maintenance Support, Facility Management of existing and new devices along with Integration with existing setup, at Bank's Data Centre (DC), Disaster Recovery Site (DR), Near Site (NR), DC Colocation Site and DR Colocation Site and for this purpose invites quotes for the same as per the specifications as indicated in Part 5 Functional Specification. You are requested to send your Technical and Price proposal as per the enclosed formats. The methodology for submission of the proposals is enumerated in Part 3 Instruction for Bidders and Terms and Conditions of Contract (TCC) are given in Part 4.

The Bidding Document may be obtained from the Bank as under or downloaded from Bank's Website <https://www.bankofindia.co.in/tenders> and the bid should be submitted to the office of Bank Of India , Information Technology Department, Head office, C-29, G-Block, PNB-BOI Tower, 10th Floor, Bandra Kurla Complex, Bandra (East), Mumbai – 400051 (Telephone No. 022 6917 9300).

- ❖ For queries and clarification regarding the RFP, please feel free to contact us at the above mentioned address or telephone number or e-mail id before the pre-bid meeting.
- ❖ Please note that all the information desired needs to be provided. Incomplete information may lead to non-selection.
- ❖ All Bids must be accompanied by Bid Security Declaration document as specified in the Bid document.
- ❖ A non-refundable bid amount of ₹50,000/- to be paid by means of NEFT/RTGS, demand draft / pay order favouring “Bank of India – Bid amount for RFP Ref No. BOI/HO/IT/Core-Network/RFP-01/2024 Dated 15/05/2024”, payable in Mumbai. If the bid is downloaded from website, the cost of the bid may be paid along with the technical bid in a separate envelope. The MSE bidders are exempted from depositing

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the bid amount of ₹ 50,000/- subject to the submission of valid and authorised copy of registration certificate and exemption certificate (if applicable) from the relevant authorities they are registered with. The MSE registration certificate submitted must be valid as on bid submission date.

- ❖ Bank reserves the right to change the dates mentioned below or in the RFP, which will be communicated.

PART 2: DISCLAIMER

The information contained in this Request for Proposal (RFP) document or information provided subsequently to Bidder(s) or applicants whether verbally or in documentary form by or on behalf of Bank of India (BOI), is provided to the Bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP document is not a recommendation, offer or invitation to enter into a contract, agreement or any other arrangement in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between the Bank and any successful bidder as identified by the Bank after completion of the selection process. This RFP document is intended solely for the information of the party to whom it is issued (“the **Bidder**” or “the **Supplier**”) The purpose of this RFP is to provide the Bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. BOI makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. BOI may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

The RFP document contains statements derived from information that is believed to be true and reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with Bank in relation to the provision of services. Neither Bank nor any of its directors, officers, employees, agents, representative, contractors, or advisers gives any representation or warranty (whether oral or written), express or implied as to the accuracy, updating or completeness of any writings, information or statement given or made in this RFP document. Neither Bank nor any of its directors, officers, employees, agents, representative, contractors, or advisers has carried out or will carry out an independent audit or verification or investigation or due diligence exercise in relation to the contents of any part of the RFP document

Confidentiality of RFP

This RFP document is confidential and is not to be disclosed, reproduced, transmitted, or made available by the Bidders to any other person. The RFP document is provided to the Bidder on the basis of the undertaking of confidentiality given by the Bidder to Bank. Bank may update or revise the RFP document or any part of it. The Bidders accepts that any such revised or amended document will be subject to the same confidentiality undertaking. The Bidders will not disclose or discuss the contents of this RFP document with any officer, employee, consultant, director, agent, or other person associated or

affiliated in any way with Bank or any of its customers or suppliers without the prior written consent of Bank. The Confidentiality obligation of the Bidder shall be perpetual

Bidder Obligation to Inform Itself

The Bidder must apply its own care and conduct its own investigation and analysis regarding any information contained in the RFP document and the meaning and impact of that information.

Evaluation of Offers

Each Bidder acknowledges and accepts that the Bank may, in its sole and absolute discretion, apply whatever criteria it deems appropriate in the selection of organizations, not limited to those selection criteria set out in this RFP document.

The issuance of RFP document is merely an invitation to offer and must not be construed as any agreement or contract or arrangement nor would it be construed as any investigation or review carried out by a Bidder. The Bidder unconditionally acknowledges by submitting its response to this RFP document that it has not relied on any idea, information, statement, representation, or warranty given in this RFP document.

Errors and Omissions

Each Bidder should notify the Bank of any error, fault, omission, or discrepancy found in this RFP document but not later than five business days prior to the due date for lodgement of Response to RFP.

Acceptance of Terms

A Bidder will, by responding to the Bank's RFP document, be deemed to have accepted the terms as stated in this RFP document

Costs Borne by Respondent

All costs and expenses incurred by Bidders in any way associated with the development, preparation, and submission of responses, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by Bank, will be borne entirely and exclusively by the Bidder.

Independent External Monitors (IEM)

Bank of India has empanelled Independent External Monitors (IEMs) for implementation of Integrity Pact (IP) in respect of procurements as per directives received from the Central Vigilance Commission (CVC).

The details are as under:

Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site



1	2
Dr. P K Dash , IAS (Retired) Bhopal, Mobile No: 9425011441 e-mail: pkdash81@gmail.com	Shri Salil Kumar Jha Ex-MD, HAL C-300,SKS Flats ,Sheikh Sarai Phase-1, New Delhi-110017 Mobile No: 9838106717 Email: skjha_lck@rediffmail.com

Integrity Pact

Venders/bidders/sellers, only those who commit themselves to Integrity Pact with the Bank, would be considered competent to participate in the bidding process. In other words, entering into this pact would be the preliminary qualification. In case of bids not accompanied with signed IP by the bidders along with the technical bid, the offers shall be summarily rejected.

Integrity Pact shall cover all phases of contract i.e. from the stage of Notice Inviting Tenders (NIT)/Request for Proposals (RFP) till the conclusion of the contract i.e. final payment or the duration of warrantee/guarantee. Format of Integrity Pact is provided as Format 6.18 for strict compliance.

PART 3: INSTRUCTIONS FOR BIDDERS (IFB)
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A. Introduction

3.1. Introduction

Bank of India is one of the largest public banks in India with a Branch network of more than 5000 branches in India and more than 50 branches / offices in 21 countries overseas. Bank's Data Center (DC), Disaster Recovery Site (DR), Near Site (NR) cater the domestic branches and foreign branches. Recently Bank has also procured two new data centre sites i.e New DC, and New DR colocation sites. As these sites are to established, there is requirement of additional network hardware for setup of Network Infrastructure at these colocation sites.

Bank is having Firewall and IPS devices installed in multiple zones at Existing DC and DR Sites. Bank has commissioned two additional data centre sites on colocation model and is in the process of setting up of complete infrastructure at new data centre sites. For this purpose, bank is required to procure Firewalls, IPS and DC grade Routers to be used in Core Segment and perimeter segment.

3.2. Broad Scope of Work

This RFP shall select/shortlist successful bidders viz. Bidder from all the eligible bidders in response of this RFP.

Bidder should provide a total solution for the Supply, Installation, Configuration, Integration, Implementation of new network devices, with Annual Maintenance Support and facility management of existing and new network devices at Bank's Data Centre (DC), Disaster Recovery Site (DR), Near Site (NR), Colocation DC Site and Colocation DR Site as per the technical specifications mentioned in Part - 5 of the RFP for a period of 5 years as per Banks' requirement.

Any new network device being procured by Bank at above mentioned sites shall be included in scope of this RFP. If Bank is opening any new data centre site in addition to above mentioned sites, same shall be added in the Scope of this RFP.

The bidder shall be responsible for managing existing core network devices at DC, DR, New DC, New DR, NR, Corporate office etc. and new network devices to be procured via this RFP process or any other upcoming RFP process. In order to perform Day2Day activities, bidder should also have their own expertise in the installation, configuration, integration and implementation of the Firewalls, IPS Device, Routers and Switches.

3.2.1. Network Support services

- a. The selected Bidder will manage the existing Domestic and FCBS network equipment (i.e. Router, switches, Firewalls, IPS Device, Load balancers, IP phones, ACI Fabric etc) of existing/ upcoming Data Centre locations, corporate office as per directions of Bank. The selected bidder shall be responsible for monitoring, management and maintenance of same for 5 years.
- b. The selected Bidder is responsible for taking backup of all in-scope devices. The backup shall include but not limited to configuration backup, Log backup etc. Bank will provide the required infrastructure for taking Backup.
- c. The selected Bidder should monitor the WAN network devices and communication links at Data Centre sites preferably through Bank provided NMS tool and submit the reports as per Bank's requirement.
- d. Selected Bidder has to test the backup links once in a month.
- e. Selected Bidder should develop a Standard Operating Procedure (SOP) for day to day operation for management and monitoring of in-scope devices. SOP shall cover step by step illustrative guide with required screenshot for carrying out any operation.
- f. Selected Bidder is responsible for reporting and logging of network incidents through the use of appropriate automated ticketing tools (to be provided by the Bank). Bidder should Track and monitor the closure of these incidents and escalation of these incidents to appropriate ISP/teams/ individuals in the Bank.
- g. Bidder is responsible for preparing, maintaining and updating network documents/diagrams/inventory as per the Bank's requirement. The documents/diagrams should be updated with proper version /application with adequate license needs to be provided by Bidder for creation controls. Tool and maintaining network diagram. Bidder needs to provide at least 3 licences to onsite team of the diagram management software such as Visio.
- h. The Bidder is required to work in tandem with other vendors with whom the Bank is having an AMC agreement for installation/ support/ implementation /management/ maintenance of existing / proposed devices. Bidder has to support other activities outsourced like Security Management/Patch Management/AV management etc. which have dependency on Bank's Network infrastructure.
- i. Bank has procured Core Network devices and other critical equipment installed at the Data Centre Sites. The selected Bidder should manage the network equipment installed at these centers and owned by Bank. Summarized list of these devices is provided in Clause 3.2.7.31 under facility management scope of the RFP.
- j. The selected bidder should implement and maintain the Bank's network topology, and advice on required bandwidth of primary and backup links.
- k. Bidder shall manage the IP addressing schema being used in Bank's Network and may provide an IP address management solution without any additional cost to Bank.

- l. Bidder should maintain database of all the links of the Bank's WAN as per the parameters decided by Bank. Bidder will also be responsible to collect the details of each existing link and new link provided by different service providers and add the details to central database. Bank at its discretion, may add/modify said parameters and Bidder has to update its database accordingly without any additional cost to Bank.
- m. Selected Bidder should ensure at least once a year site maintenance activity. As part of site maintenance, field engineer will physically validate deployed network infrastructure, ensure proper dressing and cleaning on deployed network rack and appliance. A report on the same to be submitted to Project manager for compilation and onward submission to Bank's team.
- n. Periodic network architecture updates, HLD, LLD updates shall be provided by Bidder as per frequency required by Bank without any additional cost to Bank.

3.2.2. Maintenance and monitoring of network

- a. The Bidder shall do all such configuration as access list, firewall features that are required on the routers or other equipment under their maintenance.
- b. The Bidder shall maintain the network equipment inventory and configuration details.
- c. The Bidder will be responsible for ensuring the quality of service required by each of the applications running on the network. This activity includes application wise investigation of bandwidth usage, network latency, and identification of congestion points, troubleshooting and capacity planning.
- d. In case, the network latency/jitter/packet loss is more than expected, it shall be the duty of the Bidder to investigate the network to find out the cause and rectify the same for achieving the optimal network operation.
- e. The Bidder will be responsible for monitoring of Bank's WAN infrastructure and regular checking of network health. Some of the major activities include but not limited to:
 - i. Daily Networks Health Checklist of all Network Equipment's at existing and new DC, DR Site, NR, shall include Interface status/errors, equipment uptime, CPU / memory utilization, Logs, power status, Module status of managed devices and diagnostic result.
 - ii. Finding out status of all links from data centre, DR Site, Near Line Site. If any link is down, the Bidder shall initiate steps to resolve the same as per escalation matrix of the respective service provider.
 - iii. Capacity/Bandwidth usage monitoring. Need to capture Min/Max/Avg utilization on Daily/Weekly/Monthly basis of monitored links.
 - iv. Monitor port status on network devices.

- v. Network cabling status and verify connectivity in Co-ordination with respective teams /vendors.
 - vi. The Bidder using its in-house expertise will be responsible for conducting network audits on yearly basis to review the implementation and ongoing operation in regards to protocol usage statistics, Communication Matrix, Bandwidth hoggers. Service Providers will evaluate such parameters against industry best practices and provide suggestion to bank as part of official report.
 - vii. Identification and troubleshooting of any network problem faced by the Bank within the defined time frame. Co-ordinate with various service providers for early resolution of outages, including escalation and co-ordination with the respective Service integrator or Service Provider for resolution of the problem.
 - viii. Testing the links for various link errors.
 - ix. Identification of Configuration/hardware problem of all Network devices of Data Centre, DR Site and resolve the same. This would include escalation and coordination with the supplier for resolution of the problem, if required.
 - x. The selected Bidder should be able to analyze the problems identified in the network, perform a root cause analysis for the problem and they should troubleshoot network issues, locate network breaches, etc. among captured network packets within stipulated timeframe. The successful Bidder shall also analyze whether the application slowness is on account of abnormality of Network parameters (High Latency, Bandwidth utilization, CPU utilization of Network devices) and take necessary steps to resolve the slowness issue immediately.
 - xi. The successful Bidder should use network monitoring tool through which all the core network devices, other network devices are integrated for monitoring purpose.
 - xii. Responding to network complaints of application team and resolving them within given timeframe.
- f. The Bidder will also have the responsibility of maintaining all networking resources and equipment which includes but not limited to:
- i. Maintaining updated records/documents of all the change request orders, network diagram, bandwidth details and hardware/port details.
 - ii. Maintain up to date inventory of all network hardware assets including information like locations, configuration details, serial number, asset code, warranty and AMC details. Bidder may, initially co-ordinate with the Bank to set up a base data.
 - iii. Track installation of equipment including routers, switches and any other network equipment.
 - iv. The Bidder shall perform periodic password changes on the all network devices.
 - v. The Bidder has to compile the inventory of IP addresses mapped to the Serial Number of the Router, Location and the Branch/Office.
 - vi. The Bidder will also be responsible of closing all Vulnerability Assessment, Audit finding in given timeframe.

- vii. The Bidder should log calls with the respective supplier of the Networking Equipment for Hardware issues and co-ordinate with the members in the escalation matrix of the supplier.
- viii. The Bidder is responsible for collecting information (bandwidth capacity, IP details, vendor, location etc.) about existing links at Data Centre sites of the Bank and adding the information to Central Database.

g. Maintenance of Third-party links:

The Bank has engaged various companies like NPCI, NFS, IDRBT, SWIFT, FIS etc. for providing various delivery channel services like MB, ATMs, Credit Cards, SWIFT, etc. For this purpose, network links have been established connecting Bank's Data Centre to various third-party offices with network links. The selected Bidder is required to manage as per Bank requirement. Bidder has to suggest in tandem with 3rd party link provider for any changes made / bandwidth up gradation / non availability of redundant link if any.

- h. Bidder shall perform Cabling as per the bank's requirement at cost discovered in this RFP process.

3.2.3. Managing & Supporting Network at Data Centre sites

- a. The onsite engineers deployed needs take care of management, monitoring, troubleshooting & Integration of all (existing and new) Core network devices, MPLS/P2P/ILL links on 24 X 7 basis.
- b. Onsite engineers will be in charge on the network aspect for any DR drills conducted by the Bank in coordination with Bank's CBS/ application team as and when required even on Bank holidays without any condition or any additional cost to Bank.
- c. Coordinate with existing network service providers of the Bank for maintaining the uptime of all the links at data centre sites.
- d. Bidder shall depute Service Delivery Manager (SDM) immediately on acceptance of the order, who shall be the single point of contact for the implementation and day2 operations of the project. The SDM should have prior experience in implementing and managing operations of similar-sized project with types of devices proposed by the Bank.
- e. The Bidder should depute additional resources to ensure that 24X7 on-site support is provided at Data Centre sites.
- f. The onsite engineers should provide services for any troubleshooting activities of the data centre network issues. The onsite-deputed engineer stationed at a data centre site may be required to deputed temporarily or permanently at other data centre sites as the need may arise.

- g. Bidder shall install & configure network equipment for integration of new application, additional network etc., should support for smooth operation of its entire network, or any other location desired by the bank, conduct user training at the location specified by the bank and provide consultation, management and monitoring for other network related problems of any applications.
- h. Bidder shall conduct BIA (Business Impact Analysis) of the bank's network & security architecture and prepare Disaster Recovery plan (for network including links, equipment) including step-by-step procedure of the network recovery, time taken for each operation and dependencies.
- i. The Bidder shall be assisting the Bank with respect to the network design for new requirements/ revamping the existing architecture as per the best practices and implementing the same. The Network Specialist/Network Engineer to be available onsite during such deployments as and when required by the Bank without any additional cost to the Bank.
- j. The Bidder is responsible to ensure that the NOC operations comply with the Bank's information security policies and industry leading standards (such as mentioned elsewhere in this Tender) and applicable laws and regulations.
- k. The Bidder should do necessary configuration changes in the network devices to mitigate the vulnerabilities of the devices. The Bidder shall provide support to the Bank/security team in doing the vulnerability assessment of the devices on a regular basis.
- l. In addition, the Bidder is responsible for impact assessment and modification of NOC operations at no extra cost, on account of any changes to applicable information security policies/ procedures / standards/ regulations.
- m. As per industry practices, selected Bidder should submit and regularly update following indicative list of documents for all in-scope solutions and operation activities:
 - i. High Level Design Document (HLD),
 - ii. Low Level Design Document (LLD),
 - iii. Standard Operating Procedure (SOP) for all operation activities
 - iv. Network Diagram for all the Data Centre Sites as per requirement of Bank
 - v. Admin Guide for various in-scope solutions and any other document as required by Bank
 - vi. Network Troubleshooting Document for Day2 day Operations.
- n. Mutually agreed roaster for Engineer shifts may be designed post awarding the contract. However, it is to be noted that Onsite support at Data Centers must be in 24X7X365 basis. In addition to this, in case of exigency of for any other requirement, Bank may call Project Manager, Network engineers (L3/L2/L1) on holidays as well as on non-business hours.

3.2.4. Monitor and Manage In Scope Devices

Bidder has to take over the management of the in-scope devices from existing service provider/Network Service Integrator as per timeline provided in this RFP. Scope of work for the respective devices are as follows:

Scope of work for managed Network Devices:

- a. Should implement patches / upgrades / updates for Network Devices (inclusive of Routers/Switches/Firewalls/IPS/load balancer) as and when released by the OEM or as per requirements of the Bank. Bidder should bring to notice of the Bank all release / version change on weekly basis.
- b. Should obtain permission from the Bank via Change Management Process before applying any of the patches / upgrades / updates.
- c. Should provide down call report during any period of time as required by the bank and maintain inventory of all Devices including working/spare/faulty maintained at all offices of the bank.
- d. Bidder to align engineer to the site for RMA/replacement/maintenance of the devices without any cost to the Bank.
- e. Overall management and monitoring of the solution, including the H/W, S/W and application health and utilisations.
- f. Day2Day operations and configuration management as per bank's requirement.
- g. Take and manage back up of log, configuration, data of the managed devices
- h. Prepare and submit regular reports as required by the bank.
- i. Call log, follow up and escalation for resolution of all types of h/w or application issue for the solution.
- j. Promptly alert bank's team in case of any discrepancy observed or any security threat and initiate necessary action in coordination with security vendors of the bank.
- k. The Bidder should participate and provide necessary support during the DC-DR Drill and during real disaster.
- l. System/OS hardening to the satisfaction of the bank inline to Bank's InfoSec Policies will be under the scope of the Bidder.

Additional Scope of work specific for Firewall/IPS Management:

- a. Onsite resources has to document on day today basis for all changes made to firewalls. Team need to follow already defined Change Request (CR) process for making any changes to the Firewall. Changes to be done post approval.
- b. The Bidder has to manage and monitor the IPS solution 24/7 basis. Issues relating to Security and Controls have to be comprehensively taken care of for the deployed IPS solution.

- c. The OEM will provide 24x7 technical support through phone and Web for Support, Product Upgrades, Updates, Patches, Signatures and access to Technical Library and Product Documentation during the entire contract period. It will be the responsibility of the Bidder to coordinate and implement it.

Additional Scope of work for IP Phone Management:

- a. Total responsibility for fault free operation of all IP Phones.
- b. To ensure installation of the updates and upgrades for the solution as and when released by the OEM.
- c. Resolve any operational issues related to IP Phones (at all locations where IP phone installed), Call Manager Server (at DC & DR), Audio issues as per SLA.
- d. To submit Preventive & Breakdown maintenance report of all endpoint device once in a half year.
- e. Co-ordinate with all Zonal Offices and make arrangements for fault free operation to any IP phone in their region.
- f. Maintain database of all IP phones with all the physical details of device (i.e. Device no., Make & Model, software version etc) and to be shared with Network department on monthly basis.
- g. Maintain separate database of all IP phone numbers allotted to Executives at Head Office and Zonal offices. The same has to be shared with Network Team on monthly basis.

3.2.5. Management of IP Address Schema

- a. The Bidder is responsible for maintaining and managing LAN IP address, Public IP address and VLAN schema for Bank across all locations.
- b. The Bidder should design the IP addressing scheme for the new branches/offices proposed in line with the existing IP schema and implement the same in coordination with required teams after obtaining approval from the Bank.
- c. If it is felt necessary that the IP design needs to be changed at a later date, the Bidder should design the new IP scheme based on Bank's requirements and implement the same on the network. The Bidder shall coordinate with the vendors of LAN, PCs, servers and other equipment and with the help of them migrate old IP addresses to the new scheme. The Bidder shall submit a comprehensive document for the IP address scheme including implementation details for connecting all the branches/offices/ATMs/other locations of the Bank. The above IP address design, implementation, migration and documentation shall be offered without any extra cost to the Bank.
- d. Presently Bank is using IPv4 IP address across the network. If it is felt necessary that the IP design needs to be migrated to IPv6 at later date, the Bidder should

design the new IPv6 scheme based on Bank's requirements and implement the same on the network without any additional cost to the Bank. Initially both IPv4 and IP v6 will continue simultaneously. The Bidder should submit a comprehensive document for the IPv6 address scheme including implementation details for connecting all the branches/offices/ATMs/other locations of the Bank. The IPv6 address design, implementation, migration and documentation shall be offered without any extra cost to the Bank.

- e. The selected Bidder will coordinate with MPLS service providers and other third party (TP) vendors for migration of the IP Addresses from IPv4 to IPv6.
- f. Bidder need to manage assignment and configuration of public IP address on BOI Network Devices.

3.2.6. Network Review/Audit

- a. During the tenure of the contract, the bidder shall conduct a network review / Audit once in a year on the following aspects without any cost to the Bank:
 - i. Examine the health of the network by verifying the parameters such as link latency, CRC errors, and link utilization during peak hours, version control of router, switches and other network devices.
 - ii. Identify the performance bottlenecks and to take suitable rectification steps, in consultation with the Bank and suggest measures for improvement.
 - iii. Review of network architecture and provide recommendations for changes if any.
 - iv. Verify configuration of the network devices as per the Bank's IT security policy.
 - v. Detailed report of review / audit to be provided to Bank within mutual agreed timeline.
 - vi. Bidder to analyse the repeated network issues which arises in last quarter and place a review report to Bank.
- b. Bank can conduct the audit of the network as per RBI guidelines, if any requirement through a third party auditor or by Bank's internal audit team arises, Bidder will be responsible for complying with all the audit observations.
- c. Bank at its discretion may also appoint third party for auditing the activities of Services and operations of entire services provided to the Bank.
- d. Bank or its regulator (i.e. Reserve Bank of India) reserves the right to audit the bidder in terms of services offered by bidder.

3.2.7. Reports/MIS related to Network

Following are some of the reports that are to be submitted to Bank:

Daily, Weekly:

- a. Daily/Weekly Incident Report, link down, threshold violation report etc
- b. Health status of all the core network devices on daily basis.
- c. Uptime of all critical links on daily basis.
- d. Patching status of all network devices daily
- e. Backup summary report daily
- f. TCAM utilization report daily
- g. Change implementation status at firewalls (with maker checker details)
- h. Any other report as and when required by the Bank.

Monthly

- a. Link wise availability report,
- b. Status of backup links
- c. Link-wise Bandwidth Utilization report with suggestions for bandwidth upgrade/downgrade based on the report.
- d. External Partner link statistics report.
- e. Change reports and change compliance
 - a. Incident response and resolution SLA reporting
 - b. Link commissioning/de-commissioning, upgrade/de-grade report& SLA reporting
 - c. User access management report for network devices.
 - d. IOS vulnerability report.
 - e. Monthly downtime report.
 - f. Network Security action taken report.
 - g. Attendance report for onsite resource engineers.
 - h. Network Asset inventory
 - i. Any other report as and when required by the Bank.
 - j. SOP list and updated versions of SOP
 - k. VAPT/SCD compliance report
 - l. Overall Monthly OPS report

Quarterly

- a. All monthly reports with trend analysis
- b. Quarterly SLA report
- c. WAN equipment/Network Assets inventory Report including Model, OS Version, DRAM, Flash RAM and Interface card details with other hardware available in the equipment.
- d. Link inventory including location, ISP. Bandwidth, Link Carried Medium, Peak utilization, Average utilization, etc.
- e. User Access Review Report

- f. Patch compliance report
- g. Audit compliance report
- h. VAPT/SCD compliance report
- i. Any other reports on network status/monitoring etc. as required by Bank in due course.
- j. Firewall rule review report
- k. Updated SOP documents as and when applicable
- l. Any other report as and when required by the Bank.

Yearly

- a. Network audit report.
- b. Network Management Document
- c. Any other report as and when required by the Bank

3.2.8. Problem management

- a. The bidder has to open problem tickets for incidents affecting the Bank, perform Root Cause Analysis (RCA) and implement the resolution as per agreed change management process.
- b. Identify incidents in datacentres, which have caused an impact on the Bank's operations.
- c. Identify individual critical devices at datacentres that were impacted more than 5 times in a month.

3.2.9. Transition period

- a. It is the responsibility of the bidder to start the transition from current Network Integrator within 1 month from the acceptance of contract /Purchase order.
- b. The bidder has to present the detailed process for completing the transition to the Bank. At every stage, a signoff needs to be taken from the bank.
- c. The bidder shall inform contact details of SPOC identified for as implementation manager within 2 weeks of receipt of order.
- d. Post discussion with Bank's team, the bidder will have to share the profile of its support staff and technical personnel at Bank's data centre sites, and Head office within 2 weeks from date of receipt of order.
- e. Bank at its own discretion shall conduct interview for all the resources to be deployed.
- f. The bidder shall conduct study of Bank's existing network (including IP scheme, router and switches configurations, routing protocols etc.,) and design the architecture for proposed network.
- g. Network Design document and configuration document of all Bank applications in the network has to be submitted separately.

- h. The bidder has to submit detailed report to bank containing but not limited to network equipment's requirement (like managed switches, etc.), bandwidth requirement etc.
- i. Disaster Recovery plan (for network including links, equipment) should be prepared with step-by-step procedure of the network recovery, time taken for each operation and dependencies.
- j. Project Manager is responsible/Single Point of Contact for all technical and non-technical/commercial activities within the scope of this RFP.

3.2.10. Compliance With Is/Cyber Security Policy

- a. The bidder shall have to comply with Bank's IT & IS Security policy in key concern areas relevant to the RFP, details of which will be shared with the selected bidder. Some of the key areas are as under:
 - i. Responsibilities for data and application privacy and confidentiality
 - ii. Responsibilities on system and software access control and administration
 - iii. Custodial responsibilities for data, software, hardware and other assets of the Bank being managed by or assigned to the bidder
 - iv. Physical Security of the facilities
 - v. Physical and logical separation from other customers of the bidder
 - vi. Incident response and reporting procedures
 - vii. Password Policy of the Bank
 - viii. Data Encryption/Protection requirements of the Bank.
- b. In general, confidentiality, integrity and availability must be ensured.

3.2.11. Training

- a. The selected bidder will be responsible for training the Bank's employees as and when required in the areas of implementation, operations, management, monitoring, error handling, system administration etc. The training will be given both pre-implementation and post-implementation for proposed solution.
- b. In addition to this the bidder will also be responsible for providing minimum 3 days training on networking (Once in a year) to Bank official at different Bank locations (datacentres, Head office etc.) or bidder locations as communicated by Bank. The bidder shall train the Bank's personnel for basics of networking, operation, policy management, Troubleshooting and familiarization of features and functionalities,

Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site



policy configuration, alert monitoring. The final agenda of training will be mutually agreed.

- c. The bidder is required to provide all trainees with detailed training material for each solution as per the scope of work of the bank. This training material should cover installation, operation, integration, maintenance, troubleshooting and other necessary areas for each solution.
- d. All out of pocket expenses related to training shall be borne by the bidder. Bidder may utilize the OEM resources in case the bidder does not have adequately experienced resources for providing training. It is to be noted that all expenses related to trainer (logistic or other) shall be borne by the bidder. Rest all requirement such as training room, printout, etc. shall be taken care by the Bank.
- e. The Bidder will be responsible to install the required (in any) applications/systems, training server at data centres and also ensure connectivity to the training server, for the purpose of training at the training Centres.
- f. Bidder need to provide training and certification voucher along with LAB test (if applicable) for below certifications over the contract period of 5 years at no additional cost to Bank:

S.N.	Training	Count of resources
1	Professional Level Certification for Router& Switch OEM Selected in RFP (Equivalent to CCNP)	6
2	Expert Level Certification for Router& Switch OEM Selected in RFP (Equivalent to CCIE)	3
3	CCNP Data Centre	3
4	CCIE Data Centre	2
5	Professional Level Certification for Firewall & IPS OEM Selected in RFP (Equivalent to CCNP Security)	6
6	Expert Level Certification for Firewall & IPS OEM Selected in RFP (Equivalent to CCIE Security)	3

3.2.12. Disruption/Incident Management

- a. To restore normal service operation as quickly as possible and minimize the adverse impact on business operations, thus ensuring the best possible levels of service quality, initially logging all incidents and then using diagnostic and escalation techniques to identify a resolution that will restore service to the affected user(s) as soon as possible. The following are to be covered:

- i. Liaison with hardware vendors and Link service providers in case of link failures.
 - ii. Logging calls with the vendors and follow up till closure, and update the Bank with details.
 - iii. Details of the Trouble Tickets / Dockets booked with the Service Providers and the time taken to get them closed along with the "Reasons for Outage" analysis.
 - iv. Advise the bank on such action items that help prevent any avoidable outages.
 - v. Monitor all network equipment like Switches, Routers, firewalls, Load balancers, ACI fabric etc. so as to prevent, detect and correct the problems using Bank's Network monitoring tools/ manually.
 - vi. To plan out down time for maintenance and inform users accordingly.
 - vii. Escalate the problem to the Bank on network failures. Top failures to be identified bi-monthly and reports to be provided to bank team.
 - viii. Bidder to inform the respective OEM/Service integrator (who have AMC of existing device)
- b. Reports required relating to Disruption Management:
- i. Call Statistics (daily, weekly, monthly)
 - ii. Daily Reporting with uptime /downtime & reason
 - iii. Analysis/Performance Report (downtime status)
 - iv. Maintain updated Escalation Report
 - v. MTBF Analysis Report calculated quarterly
 - vi. MTTR Analysis Report (Monthly)
 - vii. Frequent Problem Analysis Report
 - viii. Bandwidth utilization Report for Data Centre and Key Network Links on Weekly basis.
 - ix. Bidder need to review the network changes raised by application owners.

3.2.13. Change Management

- a. To manage all changes relating to Network that could impact on IT's ability to deliver services through a single, centralized process of approval, scheduling and control to

ensure that the IT Infrastructure stays aligned to the business requirement of the bank with a minimum of risk. The Scope of work will include:

- i. Initiate a Change Request for all configuration changes
- ii. Assign ticket number to Change request
- iii. Coordinate with change approver for getting approval for change request
- iv. Weekly review of change request.
- v. Close Change Request
- vi. Prevent unauthorized changes

b. The Reports relating to Change Management will include:

- i. The RFC (Request for Change)
- ii. Maker Checker details for each CR implemented
- iii. Process documentation
- iv. Maintain work orders details for change request and details to be shared with bank

3.2.14. Capacity Management

Capacity Management will assess the future business requirements (the required service delivery), the organization's operation (the current service delivery), the IT infrastructure (the means of service delivery), and will confirm that all current and future capacity and performance aspects of the business requirements are provided cost-effectively. The provider's responsibilities will include the following:

- i. Review capacity requirements as part of Customer's normal business planning cycle.
- ii. Verify that there is adequate IT capacity to meet the required levels of service.
- iii. Manage capacity to demand for the Services.
- iv. Work with Bank/Bank's SI/OEM to achieve optimal utilization of capacity.
- v. Produce monthly management reports, including current usage of resources, trends and forecasts, and exceptions. Quarterly review with customer on current status and proposal for change in capacity requirement.
- vi. Assist Customer in forecasting Customer's capacity requirements and in monitoring and validating the capacity forecast against Customer's actual

utilization.

- vii. Usage and Bandwidth Analysis. Recommendations to bank for upgrades, consolidation.
- viii. Analyze traffic and identify opportunities for setting QOS for the business services.
- ix. Provide transparency w.r.t network health up to in-depth about applications & network traffic.
- x. The use of advanced management tools enables constant monitoring of the performance and capacity of network bandwidth and more, all of which information is captured and held as historical data. This data can be used to analyze trends in performance or capacity associated with a specific device or database and to make educated, informed decisions about future IT capacity and performance needs as a result.

3.2.15. Asset Management

- a.** Following are to be ensured:
 - i. Asset Management must make sure that the networking infrastructure available for use meets current demands of the business and can address the future needs of the business.
 - ii. Maintenance of asset database of all network devices and update the asset management database to track any addition, deletion, modification and transfer/movement.
 - iii. Maintenance of up-to-date inventory of all network devices and software assets giving information like locations, configuration details, serial number, asset code, warranty and AMC details etc.
 - iv. Track installation of equipment including routers, switches, firewalls, ACI devices, Load balancers etc. and any other network equipment.
 - v. Track licensed software and applications, movement within site/ between locations, changes in configurations etc.
 - vi. Documentation of all software deployed with version/patch details
 - vii. Consolidation of all license information.
 - viii. Monitoring Warranty/AMC details to notify contract renewals (bidder to submit the proposal for renewal of the contract 120 days in advance of the expiry of

- the contract)
- ix. Coordinate for hardware upgrade with vendors and update the asset database.
 - x. Repairs and Replacement of hardware and assist in hardware scrap management.
 - xi. Need to maintain the inventory of equipment and spares. Inventory report to be shared with the bank every fortnight.
 - xii. Coordination relating to Preventive Maintenance of equipment. Preventive Maintenance period will be once in three months or as requested by Bank.
 - xiii. Inform the Bank of any deviation in the service delivery of vendors to enable the Bank to initiate necessary action.
 - xiv. Hardware not in use should be taken into possession and the database updated accordingly.
 - xv. Build a comprehensive Vendor Database that includes Vendor details like name, address, telephone number, SLA details etc
 - xvi. Call logging and follow up with vendors for timely resolution of escalated calls.
 - xvii. Co-ordinating with maintenance vendors to ensure up-time.
 - xviii. Preparing and publishing Vendor Performance Report
 - xix. Take up escalation of issues related to non-performance with the vendors
 - xx. Maintaining due confidentiality with the external vendors for services/ prices etc.
 - xxi. Follow-up with vendors for early delivery of the materials as per the timelines agreed between the bank and vendor. If there is delay due to some reason, prior intimation should be provided to the bank.
 - xxii. Co-ordination for all the legal requirement like sales tax, way bill for smooth delivery of materials.
- b. Reports on Assets Management should include:
- i. Weekly inventory of network equipment
 - ii. Weekly network equipment spares
 - iii. Hardware backup plan

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- iv. Monthly Movement of inventory and spares
- v. Software License compliance
- vi. Review of monthly AMC

3.2.16. Network Automation

- a. Bank is having BMC suite including Remedy, TrueSight Network Automation, TrueSight Orchestration, Discovery and AlgoSec Fireflow tools available. Bidder needs to utilize these existing automation tools available and deploy any additional tools required to automate day to day tasks being performed by FMS Team to maximum extent possible.
- b. As bidder is being selected as Bank's upcoming Network Service Integrator, bidder needs to collaborate with various teams, network/solution architects to ascertain automation scope possible as on date and integrate automation solutions seamlessly into the existing infrastructure.
- c. Bidder needs to deploy dedicated resources as and when required for the required automation and integration. These resources should have experience in setup of similar level automation at minimum one site before this project. These resources should be trained in network automation tools (example: Ansible) as per industry standard.
- d. Bidder should conduct regular assessments of existing network automation processes and recommend improvements for efficiency and reliability.
- e. Bidder should document automation workflows, configurations, and best practices for reference and training purposes.
- f. Bidder to troubleshoot and resolve automation-related issues, ensuring minimal impact on network operations.
- g. Bidder should work closely with security teams to ensure network automation processes adhere to cybersecurity best practices and standards.
- h. Bidder should work closely with stakeholders and Product management to assist in creating and maintain the technical strategy and roadmap for Network Automation use cases.
- i. Bidder is responsible for creation of scripts and workflows to automate network provisioning, configuration, and management tasks.
- j. Bidder needs to educate Bank Team regarding industry trends and emerging technologies related to network automation and orchestration once every quarter.
- k. Bidder is responsible for integration of network devices with any other tool procured by bank during contract period without any additional cost to bank.

- I. Bidder will be responsible for handing over all the necessary documents of Integration with the different tools, also bank will be the sole owner of the integration after the end of the contract.
- m. For automation process CI/CD pipelining shall be preferred.
- n. Bank is having some level of automation in following processes but needs to further enhance automation:
 - i. IP address/URL Blocking at appropriate level
 - ii. ACL configuration on respective firewalls based on the raised change request
 - iii. IOS upgradation
 - iv. VAPT mitigation
 - v. SCD compliance
 - vi. Daily Backup of devices
 - vii. High Availability Testing
 - viii. Capturing logs and status for reported issues
 - ix. ACI setup configuration such as adding a new application EPG in ACI, allotting ports to an EPG and Contract deployment based on raised Change request
 - x. Reporting on configured ACL from Firewall manager/ firewall and IPS Device as per shared server details
 - xi. troubleshooting NMS Alerts
 - xii. Inventory Management - Device On boarding / de-boarding and integration with required tools
 - xiii. Firewall rule review - Zero Hit rules for disabling and Optimization of provided rules
 - xiv. IP address allotment and inventory management

3.2.17. New Network Devices Procurement

- a. A total solution for the Supply, Installation, Configuration, Integration, Implementation and Maintenance of new network devices and Annual Maintenance Support with Facility management of existing and new Network Devices at DC, DR,

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New DC and New DR sites as mentioned in the RFP for a period of five years as per Banks' requirement.

- b. Bidder to supply and installation of Network equipment i.e. firewalls, IPS, sandbox appliances, routers and link load balancers complying with the technical specifications given in Part-5, along with all required accessories and necessary documentation.
- c. Bidder to provide Annual Maintenance Support of new network equipment along with all required accessories and necessary documentation as per technical specifications given in Part-5. The support contract for all the newly supplied devices has to be backlined in one go for the full contract period at the start of the project with respective OEMs from the date of acceptance of each device. All modules, transceivers, cards, licenses, power cables and all other sub-components should be bundled/mapped with parent devices and backlining of these items should be co-terminus with backlining of parent devices. Bidder need to submit evidence of the same.
- d. Bidder to also provide Annual Maintenance Support for existing network equipments (500+ existing devices inclusive of routers, switches, Firewalls, IPS, Load balancers) at existing Data Centre Sites (5 sites) along with all required accessories.
- e. The bidder shall study and understand the Bank's existing setup and engage OEM for Planning, Design and post implementation Audit of the ordered devices and ensure that integration should be seamless and within stipulated timelines where none of the banking operations are impacted adversely and adequate skilled resources are available to support 24*7 operations.
- f. Bidder shall supply the brand-new and genuine equipment procured through this RFP at the Bank Locations as per the delivery schedule.
- g. Bidder shall verify the equipment delivery as per the Bill of Material approved by the Bank. Bidder shall unpack and perform physical verification of the supplied equipment and is responsible for any physical movement of those equipment within the Bank's Data Centre sites such as DC, DR and Colocation Data centres etc.
- h. The bidder shall do the required cabling and necessary arrangements for cage nuts, clamps etc. to make the proposed solution working. Bidder shall also do the necessary labelling, dressing and tagging of power cables, Ethernet, Fiber Cables within the racks and inter-rack.

- i. The bidder shall perform the POST (Power ON Self-Test) for all supplied equipment. The bidder shall be responsible for unmounting and mounting devices into the racks.
- j. Bidder shall provide all the power cords of proposed devices/ equipment, which are compatible as per existing data center standard at the location (such as C13-C14 / C19-C20 Connectors).
- k. If Memory (RAM/Disk) of a device is utilized above Bank defined thresholds (80% at present, may change) Bidder needs to upgrade the same to higher capacity where technically feasible without any additional cost to Bank.
- l. The bidder shall be responsible for configuration and Integration of network devices with Bank's existing Devices/Servers/LAN/WAN monitoring tools.
- m. The bidder at no extra cost to the bank shall provide any other miscellaneous requirements or extra work required to be performed due to existing hardware/software/structure limitation even if those items are not mentioned explicitly in this RFP related to the scope described in the RFP. The Bank will not accept any plea of the Bidder at a later date for omission of services on the pretext that the same was not explicitly mentioned in the RFP.
- n. Bidder shall be responsible to carry out all required changes/ configurations as per requirement of the Bank at no extra cost to bank during the contract period.
- o. Bidder shall submit the escalation matrix upto VP level for the overall project.
- p. Bidders shall also provide evidence to prove all the features as advised in technical specifications at bank's location or as specified by the location by the bank.
- q. Login-IDs shall be created by the bidder for bank team/ Bank appointed System Integrator for logging into the OEMs portal for the support and logging/viewing the status of calls/TAC cases raised by/for the Bank.
- r. The bidder shall be in close coordination with the Bank's existing Services Integrators managing branch routers/SDWAN/ core network devices for the migration and integration of new network devices to be deployed at existing and colocation data centers and provide required support if necessary.
- s. The Bidder shall ensure to:

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- i. Configure the solution as per the Secure Configuration Document (SCD) and as per IS policy of the Bank and preserve/record the same.
- ii. Provide, install Software/Firmware/OS/Signature updates and upgrades to fix/mitigate security vulnerabilities, define actions on signatures, firewall rule review at no cost to the Bank within one week as and when any advisory released/suggested by competent authority/organization/Bank during the validity of the contract period.
- iii. Mitigate various audit points, Compliance and Mitigation of VA/PT points at no cost to the Bank as per InfoSec approved timelines as and when any advisory released/suggested by competent authority/organization/Bank at any point of time during the validity of the contract period.
- iv. Take prompt action on the advisories shared by the Bank at any point of time during the validity of the contract period.
- v. Implement IP Sec (3DES / AES), MAC Sec encryption, or other required encryption technique for every location as per existing setup of the Bank as required.
- vi. Prepare Disaster Recovery plan with systematic procedure of the network recovery, time taken for each operation and dependencies.
- t. **The Bidder shall closely coordinate with Bank or Bank designated SI and extend required support in designing any new network solution, expansion of network as required.** Bidder shall also update and share network architecture, refresh network devices going out of support during the contract period without any extra additional cost to the bank in a time bound manner after intimation to the bidder by Bank or Bank designated SI. The bidder shall submit the requirements along with proper justification. The report should contain the recommendation as per regulatory guidelines and best standard industry practice while considering scalability as well as provisioning of future requirements including bandwidth/device requirement of various applications.
- u. If any new network device, configured and installed by the Bidder goes faulty during the contract period, it will be the responsible of the Bidder to arrange for the RMA device of same or higher capacity and configure, integrate and commission the device with their own expertise and support from OEM without any cost to Bank.
- v. The Bank shall use the network devices procured in this RFP with the full capacity, with all available features/functionalities (whether explicitly mentioned or not in this

RFP) of the devices and the bidder shall be responsible for all the necessary arrangements and support during the contract period.

- w. On-site, comprehensive, back-to-back support from Original Equipment Manufacturer (OEM) for contract duration from the date of acceptance of solution. The warranty also includes all software subscriptions (including but not limited to critical hot fixes, service packs, and major upgrades).
- x. Bidder need to provide 24x7 TAC support directly from OEM to Bank for delivered devices.
- y. Bidder need to provide required support to Bank appointed Service Integrator if Bank decides to award device management to Service Integrator other than Bidder.
- z. Software updates and upgrades during period of warranty should be at no cost to Bank
- aa. The bidder needs to provide onsite resources for project implementation as per Bank's requirement.
- bb. All modules, transceivers, cards, licenses, power cables and all other sub-components should be bundled/mapped with parent devices and warranty of these items should be co-terminus with warranty of parent devices.
- cc. The bidder shall have to handover the system in 100% working condition on termination or at the end of the contract. Any breakdown call that has been reported before termination of the contract shall have to be rectified/corrected by the Bidder before handing over to BOI or its authorised service agency.
- dd. Onsite Preventive maintenance should be carried out mandatorily by the Bidder once during each quarter for all new network devices. They have to submit the site visit report duly counter signed by the bank officials. Preventive maintenance visits report should be submitted while claiming the quarterly FMS charges, failing which the Bidder will be penalized as per penalty/SLA clause for that quarter and for no PM sites, any down time due to whatsoever be the reason (including earthing) for that site will be treated as non-compliance to uptime SLA as per this RFP. Bank will not pay any additional charges for such preventive maintenance visits.
- ee. The Bidder has to ensure that all the Products or any part thereof which are offered in the response of this RFP should not reach End Of Sale at the contract start date and should have seamless support services (which includes all kind of support viz.

Hardware, Software etc.) within next 5 years from the contract start date. Necessary supporting documents should be attached from the OEM for the same. In case the product reaches End of Sale or End of Support (which includes all kind of support viz. Hardware, Software etc.) during the period mentioned above, Bidder has to arrange alternate product of similar or higher capacity without any additional cost to bank. These alternate products supplied by the Bidder shall be bank's asset. Bidder need to submit OEM signed documents.

- ff. All the proposed network devices in response of this RFP should be integrated with existing solutions in Bank e.g. SIEM tool (IBM Q Radar), Arcos Privileged User Management Solution, IBM IDAM access solution, HP Aruba NAC solution, BMC Truesight Network Automation, Entuity Network Analytics, BMC Discovery etc. or any other tool commissioned in Bank's Environment during the contract period.
- gg. Bidder shall ensure that bank staff shall be having knowledge of fundamental technologies related to ordered devices with necessary certifications up to professional level from respective OEM and shall ensure Bank staff stay relevant with skill sets needed for the adoption of next generation technologies. The Bidder shall arrange the necessary study materials for certifications regarding knowledge of technology being deployed, which shall be inclusive of certification exam fees without any extra cost to the Bank. The bank will inform the details of bank staff to be trained and certified up to professional level on annual basis. Total 34 (thirty four) number of candidates who will be trained and certified in the contract period of the project i.e. in 5 years for each technology.
- hh. Any required interconnectivity cabling for devices under Bidder scope including OOB is to be done by the Bidder as per the color-coding standard being followed by Bank. All the cables need to be factory crimped only. After implementation and acceptance, for any additional cable requirement, Bidder need to provide cables and cabling services as per cost discovered in the RFP.
- ii. The necessary support, logistics, insurance of the network devices, planning, configuration changes, manpower etc required during the migration shall be under the scope of Bidder. Bidder need to complete ordered cabling within 48 hours otherwise a penalty of ₹ 1000 per day shall be levied. In case of improper cable tagging/dressing of cabling, a penalty of ₹ 1000 per day shall be levied.
- jj. Device Installation and compliance management shall be responsibility of the Bidder.

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3.2.18. Facility Management Services:

The bidder has to provide Facility Management services at Bank of India Existing and Colocation Data Centres by deploying the professionals to support 24x7x365 days basis with shifting duty hours for managing all the network devices (existing and new network devices) during the entire contract period. If required, the Bank shall ask the Bidders to deploy some of the Facility Management services resources at New DC site or DR site anytime during the contact duration as per Bank's requirement. Any rate quoted by Bidder shall be valid for whole contract duration of 5 years where bank can place order for any count of resources as per business requirement at the rate quoted by the bidder.

As Bank is also having Facility Management Service from existing Network Integrator via contract valid till Sept 2026, Bank shall be procuring FMS resources in three parts:

- Table 01 – RFP Contract start date to RFP contract end date
- Table 02 - 1st Oct 2026 to RFP contract end date
- Table 03 – RFP Contract start date to 31st Oct 2026 – management of Branch Switches.

Devices which are to be managed by existing Network integrator and Bidder shall be decided by Bank as per business requirement.

The following are the tentative resources to be deployed by bidder to provide onsite facility Management for each of the shift at any time. However, Bank may place order for required resources as per requirement only.

Table 01: FMS requirement for 5 years

S.N.	Resource	Total Resource per shift on 24x7 basis (A)	Total Resource in General Shift (B)	Resource requirement
				(C=A*3+B)
1	L1	2	-	6
2	L2 – ACI	1	-	3
3	L2 - R & S	-	1	1
4	L2 - FW + IPS	2	-	6
5	L3 Network	-	2	2
6	L3 – ACI	-	1	1
7	L3 – FW + IPS	1	-	3
8	Compliance, documentation & Incident Manager	-	1	1
9	Service Delivery Lead	-	1	1
	Total	6	6	24

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Table 02: FMS requirement from 01.10.2026 to contract end date

S.N.	Resource	Total Resource per shift on 24x7 basis (A)	Total Resource in General Shift (B)	Resource requirement
				(C=A*3+B)
1	L1	2	-	6
2	L2 - R & S	1	-	3
3	L2 - Collaboration	-	1	1
	SUB Total	3	1	10
1	L2 - FCBS	1	-	3
	SUB Total	1	-	3
	Total	4	1	13

Table 03: FMS requirement for branch switch management for 23 months

S.N.	Resource	Total Resource per shift on 24x7 basis (A)	Total Resource in General Shift (B)	Resource requirement
				(C=A*3+B)
1	L1	1	-	3
2	L2	1	-	3
	Total	2	-	6

Note: For business continuity purpose, upto 20% of FMS resources may be recommended by Bank to be hired by new Service integrator even if they do not meet eligibility criteria (educational qualification) of this RFP.

Skill wise bifurcation along with qualification of resources is given in below table

S.N	Resource	Education	Experience	Certification
1	L1	BE/ B Tech/ MCA/ BCA/ BSc(IT)/ MSc(IT)	2 years managing routing/switching	CCNA
2	L2 - ACI		5 years managing Data Centre Switching	CCNP Data Centre
3	L2 - Routing & Switching		5 years managing Data Centre Routing & Switching	CCNP
4	L2 - FW + IPS		5 years managing Data Center Firewall/IPS Devices	CCNP Security or equivalent professional level certification from proposed OEM
5	L2 Collaboration		3 year in managing CISCO IP Phone Collaboration system such as CUCM	CCNP Collaboration
6	L3 - Network		8 years managing Data Centre Network devices such as router/switches and Firewall/IPS	CCNP

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S.N	Resource	Education	Experience	Certification
7	L3 – SDN ACI Fabric (1 per shift)		8 year in Data Centre Routing & switching and minimum 1 year experience in ACI	CCNP Data Centre
8	L3 – FW + IPS (1 per shift)		8 years managing Data Center Firewall/IPS Devices	CCNP Security or equivalent professional level certification from proposed OEM
9	Compliance, documentation & Incident Manager		5 year experience in Change/ Incident management	ITILv4 manager Certified in Incident management
10	Service Delivery manager		Below mentioned both criteria to be fulfilled a. 10 year in Network Devices (Router, Switches, Firewalls, IPS etc.) at Data Centre in BFSI Sector b. 5 years as a team lead managing a team in BFSI sector	Below mentioned both criteria to be fulfilled a. PMP Certified or Equivalent b. CCNP

Facility Management services include but not limited to the following:

1. Overall proactive Monitoring and management of existing and new network devices (Router, Switches, Firewalls, IPS, Load balancers etc), contact centre solution, IP phones, Software Defined Networking (SDN) Solution, and related services on all applicable sites (DC, DR, New DC, New DR, NR)
2. The selected bidder shall have to provide services related to network management as well as for coordination with the existing service integrators for the management of network devices.
3. Overall monitoring and management of the project during and after installation for the full period of contract.
4. Coordination with implementation team for delivery/ installation of new hardware in stipulated time frame during the contract period
5. Monitoring and management of Critical links (up to 100 links) being in use by Bank at data centre sites. Team need to monitor link status and inform respective TSP regarding link fault immediately. Team shall coordinate and follow-up with respective TSP for fault restoration. Late intimation shall attract penalty @1000 ₹ per 30 min of delay.
6. SLA Maintenance/ Management, monthly Uptime reports, bandwidth utilization reports & interface utilization/reporting of all the devices.

7. Crisis management and emergency response procedures to ensure business continuity
8. The selected bidder shall arrange any additional engineer's visits at Bank's data centre sites if required for any core network activity, cabling, device mounting etc. without prior intimation from Bank and without any additional cost to bank.
9. Bidder has to ensure the required uptime of 99.99% on monthly basis for all the existing and new network devices. If any additional resources are required to maintain the uptime of 99.99%/SLA/maintenance of devices, the bidder has to provide without any extra cost to the Bank.
10. The onsite FMS resources to be deputed shall be interviewed by Bank/Bank designated officials to assess their knowledge level by way of personal interaction or written paper for ensuring the quality of onsite technical support.
11. The onsite FMS resources should abide by timings of the BOI and should be ready to work for extended hours in case of exigencies.
12. The members of the on-site team should be provided with mobile phones by the bidder and the details like Name, Address (Inclusive of Residential Telephone Number (Residential), Mobile Number should be provided to Bank. In addition, Name of emergency contact personnel with relationship to FMS resource and contact number should be provided to Bank.
13. Disability if any or suffering from any disease should be informed to the Bank in advance.
14. The on-site team shall maintain attendance register and the same should be shared with Bank on monthly basis.
15. The on-site team shall not be changed without prior approval from Bank and adequate notice (minimum one month for Level 1 (L1), two months for Level 2 (L2) and three months for TL/Level 3 and above). Any resigned resource of on-site team should not be relieved before giving suitable replacement.
16. The bidder shall also provide additional suitable technical staff (SME, solution engineer, L4 resources etc.) to supplement the efforts of the on-site support resources during emergencies / contingencies that might affect the systems, Systems and services covered under the scope of the RFP.
17. Bidder shall provide backup resource in case any of the onsite FMS resource avails leave, however bidder service delivery team will be entirely responsible for team deployment, SLA monitoring, task delegation, workload distribution etc.
18. In case of Major absence (10 days or more in a month) of onsite FMS resource, an equally skilled resource to be deputed by Bidder.

19. If the engineer is found to be not-qualified / unsuitable w.r.t. his performance, bidder shall have to replace the engineer within 30 days of written e-mail communication from Bank regarding the same.
20. During the contract period, the bidder and its employees shall at all the times comply with & abide by the security policy of the bank in so far as the same may be applicable to or in respect of the works and the provisions of the contract.
21. Bidder will follow and comply with the procedures and policies, applicable to the scope of work mentioned in the RFP, lay down by the Bank vide IS Security Policy from time to time and also extend full cooperation to the auditors designated by Bank.
22. During the contract period, the bidder and its employees shall adhere to premises/building security policy of the bank.
23. All the onsite FMS resources deputed at bank should have Police verification report. Bidder needs to submit the Police Verification report of FMS resources along with all documents at the time of joining the onsite FMS team.
24. Bidder/ onsite FMS resources at bank shall maintain inventory of all installed and spare network devices/SFPs/ Cables/Modules etc. and share the report with Bank on daily basis. The Bidder shall also be responsible for maintaining tracker of devices installed, shifted, replaced etc.
25. The Bank may shift resources deputed within Mumbai at other site, within Mumbai/Navi Mumbai if required.
26. Bidder shall engage senior solution architect and network SME to validate the operation, implementation, corrective action, improve documentation etc. during the entire contract period without any additional cost to the bank.
27. Any major change in architecture/ implementation of major component, bidder shall get the POA vetted by bidder's SME.
28. The Facility Management charges as per Format – 6.3 Part III shall be paid by the bank in equal calendar quarterly instalments within Forty-Five (45) days from the date submission of invoice after completion of respective quarter, subject to submission of monthly attendance reports and satisfactory services rendered from the date of start of contract after deducting the applicable penalty at the rates quoted in the price schedule.
29. Bank at its discretion can terminate the FMS contract in whole or as part thereof with the bidder and discontinue the same without citing any reason by giving three months or 90 days' notice and applicable amount, on pro-rata basis, for the service rendered shall be payable.
30. Bidder shall follow Bank's dress code.

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31. Bidder shall manage Data Centre racks in which network devices are installed. Bidder shall keep the cabling neat, clean as per best practice, and maintain biometric access of such racks.
32. Bidder shall follow onboarding and exit formalities of Devices and FMS as per Bank's requirements.
33. **Devices under Scope:** The below mentioned are the tentative count of devices under the scope of bidder which needs to be managed by the FMS resources provided by bidder.

Device	Count
ACI Switches	200
Other Network Switch	120
Collaboration Device	10
Firewall/IPS with manager	80
Load Balancer	12
WAN Optimizer	6
Router	35
Total	463

The above-mentioned count of devices is tentative and may increase in the future depending on the business requirement. Bank may also plan to shift/migrate these devices across their Central Locations and the necessary support and configuration changes to be performed by the bidder.

34. **All the L3, Compliance manager, SME, SDM resources and at least 50% of L2 resources shall be on the payroll (on-roll) of the bidder mandatorily. Rest of the resources may be sub contracted but only after written permission from Bank.**
35. **Transition: Taking-over network operations by Selected Bidder from its Predecessor**
 - i. It shall be the responsibility of the selected bidder to take over the entire network operations from the current service integrator **within 90 days from** the date of issuance of Letter of Intent (LoI)/Purchase Order (PO). This shall include the takeover of the network management of all core network devices/assets and links at Bank's Data Centres locations.
 - ii. The selected Bidder shall provide the exhaustive list of documents and information required from the current Service Integrator within 10 days and draft transition plan within 15 days from the date of issuance of LoI/PO

based on which the selected bidder shall plan the transition from the current service integrator. However, each prospective bidder shall be required to provide along with their technical bids, the list of essential documents with a brief description of the contents of the documents that are typically required for taking over network operations by a new service integrator from an existing service integrator. This shall apply to the existing service integrator as well.

- iii. It shall be the responsibility of the selected bidder to document, collect, maintain and update all essential information about the Bank's network from existing service integrator which is including but not limited to:
- IP Addressing Schema,
 - Network Architecture (including all network segments such as the Internet, Core, Extranet, LAN etc.) at Data Centre sites and corporate office.
 - overall WAN architecture,
 - interconnectivity between the data centres,
 - inventory of all network devices and their configurations,
 - All communication links details, etc.
 - Any other requirement as per RFP scope

It may be noted that the documents readily available with the current service integrator shall be provided by the Bank to the selected bidder.

- iv. The selected bidder shall take handover of all existing SOPs from existing service integrator and develop a consolidated Standard Operating Procedure report (SOP) for day to day operations for management and monitoring of the Bank's network. The SOP shall serve as a step by step illustrative guide with the required screenshot for carrying out any operations for intended users/administrators of the respective solutions. The initial draft of all such SOPs shall have to be provided by the selected bidder within 45 days from the date of issuance of PO/Lol.
- v. Any dependency on the current service integrator should be highlighted by the selected bidder at the initial stage and also during the transition period well in advance so that the information could be provided by the current service integrator to the selected bidder and hence avoid delays in the project.
- vi. The selected bidder shall have to appoint a Single Point of Contact (SPoC) who shall be supervising the entire process of transition from the current service integrator to the selected bidder and shall be stationed at

the Bank's Data Centre (DC). The SPoC shall be responsible for addressing the concerns raised by the Bank effectively and efficiently.

- vii. After the Transition period, the selected network integrator will be responsible for handling all the tasks handled by current service integrator. Therefore, it is responsibility of selected bidder to take proper handover to avoid delays in operations.

36. The major responsibilities of FMS resources includes but not limited to:

- i. ACI Contract deployment implementation for existing and upcoming applications
- ii. Proactive TCAM monitoring and optimization shall be done to avoid any performance and operational issues,
- iii. EPG creation shall be done as per application team requests
- iv. Entire operations related to Nexus dashboards, APIC, Spine and leaf switches
- v. Entire operations related to firewalls, IPS, routers, switches and Load Balancers.
- vi. Entire operations related to call manager servers including all the IP phones managed by existing service integrator.
- vii. The resources deployed to manage IP phones shall maintain the IP phone inventory (live/active/kept in inventory) and shall keep track of live IP phone status.
- viii. The resources need to coordinate with all the team required to make IP phone operational.
- ix. Coordination with links team and branch network teams to restore bank's services on priority basis
- x. Developing, implementing, and maintaining firewall policies and access control lists to regulate network traffic.
- xi. Configuring and maintaining firewall settings, including network interfaces, routing, NAT, and logging etc.
- xii. Firewall Rules Review: Reviewing and updating firewall rules to achieve best security compliance, ISO compliance or any other regulatory compliance, on periodic basis.
- xiii. Configuring and maintaining router settings, including interfaces, routing protocols (OSPF, BGP etc.), encryption protocols (IPsec etc.), VLANs, and QoS parameters etc.
- xiv. Coordination with various application owners to restore services and addition of new services or modification in existing services.
- xv. Raising tickets and Coordination with TAC to resolve issues end to end
- xvi. Support for activities requiring network support should be provided 24x7 basis

- xvii. Capacity Planning: Monitoring performance and resource utilization of network devices to anticipate future requirements and ensure scalability. The capacity-planning document shall be submitted to bank team on quarterly basis.
- xviii. Integration of network devices with various tools as per Bank's requirement
- xix. Inventory Management: It shall contain tracking of Assets detail (make, model, type, Serial no.), EOL/EOS details, firmware details, location and segment, rack and U details, tools integration status (Archer, SIEM, TACACS, PIM, Entuity, TSNA and any other tools (if required)). The inventory shall be reviewed and updated regularly. All the devices shall be integrated with Bank's asset management tool and to be reviewed periodically.
- xx. IP schema management: The selected bidder shall be responsible for maintaining, validating, and managing all the IP addresses already allocated and those that shall be allocated during the period of contract. The bidder shall have to keep a record of each IP address allocated to various servers and network devices along with the purpose of the IP address (management IP, data IP), date of allocation, requestor details, department, and application name. The details of any IP address should be readily available for reference as and when required.
- xxi. Daily backup of devices through tools/ manual basis.
- xxii. VAPT and SCD of network devices on periodic basis or as per Bank's requirement
- xxiii. IOS upgradation/Patch management/ Hotfix installations as per Bank's Policies and procedures/requirements
- xxiv. Reviewing and updating of network architecture quarterly as per best practices in industry or as per Bank's tailored needs. The bidder need to provide at least three licenses for a tool (MS Visio or others) to create and update architecture diagrams.
- xxv. Proactive monitoring of bank's network for performance issues, security breaches and potential vulnerabilities
- xxvi. Participate and provide necessary support during the DC-DR Drill and during real disaster.
- xxvii. Periodic password change of network devices
- xxviii. Responding promptly to network incidents, investing root cause, and implementing corrective actions to minimize downtime
- xxix. Reporting and logging of network incidents through the use of appropriate automated ticketing tools provided by Bank.
- xxx. Monitoring of bandwidth utilization, network latency, and packet loss to ensure network operates efficiently
- xxxi. Ensuring high availability (HA) of network devices to minimize service disruptions. HA testing is to be performed on periodic basis

- xxxii. Daily health check-up should include CPU, Memory and Disk utilization to ensure optimal performance and to ensure capacity planning accordingly.
- xxxiii. All network troubleshooting done and activities performed should be recorded and documented on daily basis and should be published to Bank team. The detailed network report shall be submitted on monthly basis. This is to ensure historical data is available for compliance and forensic analysis.
- xxxiv. SOP should be reviewed periodically or as and when required and should contain version control.
- xxxv. Any cabling activity in Banks data centre network racks should be monitored by FMS resources deployed to ensure Cable management (labelling, proper dressing etc.) for better troubleshooting and rack space management. If cable vendors are not performing proper cabling, FMS team shall inform to Data Centre Management Team as well as Bank team immediately.
- xxxvi. Preventive maintenance reports shall be provided by selected bidder for all network devices as and when required. The report shall be duly signed and stamped by service integrator and bank team.
- xxxvii. The access to the network devices must only be provided after successful authentication of the user and the user must be permitted to execute commands as per his/her authorization level. All the activities of the user must be recorded and must be reviewed by the selected bidder and report to the Bank in case any abnormality is observed by them. It must be noted that the administrative access of devices should not be through a generic user ID.
- xxxviii. The selected bidder shall be responsible for the verification of the Bill of Material (BoM) and Bill of Quantity (BoQ) for any procurement done by the Network team during the tenure of the contract.
- xxxix. The selected bidder shall be responsible for raising the RMA requests and replace the Faulty Hardware components.
 - xl. Naming conventions for network devices, starting from device name to individual interface, should be planned and implemented as part of the configuration standard. For the interface naming convention, it can include the segment to which a port is connected, the name of connecting hub, and so forth.
 - xli. Implementation of change requests as suggested by change management team in timely manner.
 - xlii. For every change request, there should be a maker and checker of the configuration from the selected bidder's team. All changes must be documented by the selected bidder official also confirming that the configuration is done on a device is correct and complete. Also after implementation confirmation is to sent to change manager and respective asset owners regarding the same.

- xl.iii. The selected bidder shall be responsible for ensuring compliance with all the security and regulatory policies shared by the Bank with them.
- xliv. The selected bidder shall be responsible for implementing an L2 extension between the locations without any production impact/ minimal impact, whenever it is required to be implemented by the Bank
- xlv. The selected bidder shall be responsible to enable/configure network device security features (including MAC binding, port mapping, etc.) following the Bank's Access control policies.
- xlvi. For all the new configurations or configuration update related activities (that may require downtime or not) on the network devices must be carried out during the time window specified by the Bank with the object of having no / minimal business impact.
- xlvii. It shall be the responsibility of the selected bidder to ensure that same or similar issues do not occur repeatedly. This shall have to be achieved by conducting proper root cause analysis and identification of preventive measures and its execution. Additionally, the selected bidder shall have to build a central knowledge base containing the incident and corresponding Solution in detail which should be accessible to the respective user group and Bank team.
- xlviii. The selected bidder is responsible for SMS/WhatsApp and email notification of incidents as per the escalation matrix provided by the Bank.
- xlix. The selected bidder is responsible for submitting detailed RCA of the incident within 72 hours after the incident resolution.
 - I. Bidder shall be responsible for timely compliance of all network Device level audits, Vulnerability Assessment (VA) audit observations, Penetration testing observations, CERT alerts, and SOC alerts, etc.
 - ii. For all modes of escalations, the selected bidder must maintain track of reporting time, resolution time, and sequence of events up to resolution time. The bidder shall be responsible to update the progress/status to the designated officials of the Bank, on a regular basis, till the time the incident/issue gets resolved.
 - lii. Proper handover has to be ensured by the Bidder between their FMS resources during the shift changes.
 - liii. To automate day to day routine tasks in consultation with bank to ensure FMS focus on value addition.
 - liv. Periodic assessment of solutions including HLD and LLD to ensure industry standard best practices are followed. Bidder solution architect need to work in close coordination with FMS team.
 - lv. For any implementation or other assigned activities, bidder shall provide proper POA, raise CR, coordinate and get approval from all stakeholders to complete the assigned activity.
 - lvi. An operations review meeting is to be conducted with Bank on monthly basis and signed report is to be submitted

Ivii. The FMS resources shall do any work assigned by Bank or Bank designated SI, which is deemed necessary for business continuity and the uptime of the branches/offices

37. Bidder or its authorized agents or its employees / technical resources shall not store or allow to store in the Bank's premises any goods, articles or things of a hazardous, inflammable, combustible, corrosive, explosive or toxic nature.
38. It is well defined and understood that the labour or any employee or technical resources of the Bidder will have no right for claim of employment on the Bank.
39. Bidder shall take all risk Insurance coverage for its employees, technical resources, representatives or any person acting on his behalf during the contract period to cover damages, accidents and death or whatever may be.
40. Bidder needs to coordinate with all stake holders/ applications owners/ departments for any network related activities providing all plan, clarification, supporting documents for planning and executing any activity.
41. Any outage/service impact due to wrong activity / implementation/ negligence during implementation or management of ordered/managed devices shall be penalized as per applicable SLA penalty.

3.2.19. Additional Scope (FMS and Implementation)

1. Scope of Implementation Project manager:

- a) Communicate formally and informally to stakeholders at all levels, including senior management.
- b) Implementation, refinement, and ongoing monitoring
- c) Confirm configuration of the system(s) as defined in the project scope and specifications.
- d) Manage team's performance to ensure timeliness, accuracy, compliance, and quality
- e) Serve as single point of contact
- f) Conducts meetings as per frequency mentioned in FMS scope
- g) To share daily and weekly progress reports

2. An operations review meeting is to be conducted with Bank on monthly basis and signed report is to be submitted with emphasis on below pointers:

- a) Inventory management
- b) Integration status of devices in bank's various tools
- c) Daily backup of devices
- d) Devices uptime
- e) VAPT Status of devices

- f) SCD Status of Devices
- g) IOS Upgradation and patching
- h) Firewall Rule Review
- i) Any other parameter as identified by Bank

3.3. Cost of Bidding

- 3.3.1. All costs and expenses (whether in terms of time or money) incurred by the Recipient / Respondent in any way associated with the development, preparation and submission of responses, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by the Bank, will be borne entirely and exclusively by the Recipient / Respondent.
- 3.3.2. The Bank shall not be responsible or liable for any of such costs, regardless of the conduct or outcome of the Bidding process.

B. Bidding Documents

3.4. Content of Bidding Documents

- 3.4.1. The products required, Bidding procedures, and contract terms are prescribed in the Bidding Documents. The Bidding Document include:
- i. PART 1 - Invitation to Bid (ITB)
 - ii. PART 2 - Disclaimer
 - iii. PART 3 - Instruction for The bidders (IFB)
 - iv. PART 4 - Terms and Conditions of Contract (TCC)
 - v. PART 5 - Functional Specifications
 - vi. PART 6 - Bid Forms, Price Schedules and other formats (BF)
 - vii. PART 7 - Other Terms and Conditions (OTC)
- 3.4.2. The bidder should ensure to examine all instructions, forms, terms and specifications in the Bidding Document. Failure to furnish all information required by the Bidding Document or to submit a Bid not substantially responsive to the Bidding Document in every respect will be at the Bidder's risk and may result in the rejection of the Bid.
- 3.4.3. The bidder has to submit all undertaking /annexures/documents/Formats duly signed by authorised signatory of bidder's firm on mandatorily basis. If any other

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supporting document /clarification required after submission of bid also, the bidder shall clarify/submit the same on immediate basis to the Bank.

3.5. Clarification of Bidding Documents

- 3.5.1. Bidder requiring any clarification of the Bidding Document may notify the Bank in writing at the address or by e-mail indicated in Invitation to Bid on or before 21/05/2024 up to 11.00 Hrs.
- 3.5.2. A pre-bid meeting is scheduled on 21/05/2024 at 15.00 Hrs. Relaxation in any of the terms contained in the Bid, in general, will not be permitted, but if granted, the same will be put up on Bank's Website.

3.6. Amendment of Bidding Documents

- 3.6.1. At any time prior to the deadline for submission of Bids, the Bank, for any reason, whether, at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the Bidding Document, by amendment.
- 3.6.2. Notification of amendments will be put up on the Bank's Website and will be binding on all Bidders.
- 3.6.3. In order to allow prospective Bidders reasonable time in which to take the amendment into account in preparing their Bids, the Bank, at its discretion, may extend the deadline for a reasonable period as decided by the Bank for the submission of Bids.

C. Preparation of BID

Bid Document shall contain index and all the pages are to be numbered properly. Bids received without page numbers and proper index are liable for rejection without any intimation. Page no. are to be properly filled in Format 6.16 and Format 6.32.

3.7. Language of Bid

The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the Bank and supporting documents and printed literature shall be written in English.

3.8. Format and Signing of Bid:

Each bid shall be in three parts:

**Qualifying Proposal – Part A,
Technical Proposal – Part B and
Price Proposal – Part C**

- 3.8.1. The three parts should be in three separate covers, each super-scribed with the name of the Project “**Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site**” as well as “Qualifying Proposal”, “Technical Proposal” and “Price Proposal” as the case may be.
- 3.8.2. The Bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. The person or persons signing the Bids shall initial all pages of the Bids, except for un-amended printed literature.
- 3.8.3. Any interlineations, erasures or overwriting shall be valid only if the person signing the Bids initials them. The Bank reserves the right to reject bids not confirming to above.

3.9. Documents Comprising the Bid

- 3.9.1. Documents to be included in Qualifying Bid Envelope:
 - i. Bid cost of ₹50,000/- (Rupees Fifty Thousand only),
 - ii. EMD,
 - iii. Format 6.20 - Bank / Payment Details.
 - iv. Format 6.18 - Integrity Pact on stamp paper
 - v. Format 6.19 - NPA undertaking on stamp paper
 - vi. Annual turnover qualification criteria as per Format 6.16.
 - vii. Work experience qualifications as per Format 6.16.
 - viii. Power of Attorney of person signing the bid.
- 3.9.2. Documents to include of all the Formats as mentioned in the RFP Technical Bid Envelope.
- 3.9.3. Documents to include of Full Price Schedule of the Solution indicating all the components of the solution, services (Format 6.3 all parts), and format 6.13 with

the prices and Bid form (Price Bid) as per Format 6.1.2 in the Bidding Documents duly signed by the Bidder and completed in the **Price Bid Envelope**.

3.9.4. Bids containing any deviations or similar clauses will be summarily rejected.

3.10. Bid Submission

The Bidder shall complete all three Envelopes of the Bid Forms furnished in the Bidding Document separately. Bids are liable to be rejected if any one of three envelopes are not received.

3.11. Bid Prices

3.11.1. The prices indicated in the Price Schedule shall be entered in the following manner:

- i. The total price quoted by bidder must be inclusive of cost of providing hardware, services for installation, testing and commissioning of the Solution and support, and all applicable taxes, duties, levies, charges etc. with applicable warranty, as also cost of incidental services such as transportation, insurance, training etc., but exclusive of GST and/or other taxes (if applicable).
- ii. The cost of Facility Management Services, for a period of five years.
- iii. The Vendor cannot quote for the project in parts.

3.11.2. Prices quoted by the Bidder shall be fixed during the Bidder's performance of the Contract and shall not be subject to variation on any account, including exchange rate fluctuations, changes in taxes, duties, levies, charges etc. A Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.

3.11.3. However, during the contract period, if the market price of services has been on the lower side, the Bank will request the vendor to revise the rates with mutual consent.

3.12. Bid Currencies

Bids are to be quoted in **Indian Rupees** only.

3.13. Documents Establishing Bidder's Eligibility and Qualifications

- 3.13.1. The bidder shall furnish, as part of its Bid, documents establishing the bidder's eligibility to Bid and its qualifications to perform the Contract, if its Bid is accepted.
- 3.13.2. The documentary evidence of the bidder's qualifications to perform the Contract if its Bid is accepted, shall establish to the Bank's satisfaction:
- that, in the case of a bidder offering to supply products and/or systems under the Contract which the bidder did not produce, the bidder has been duly authorized as per authorization format 6.8 given in the Bid, by the products' producer to supply the products and/or systems in India;
 - that the Bidder has the technical and production capability necessary to perform the Contract as per format 6.10 (Organization Profile);
 - that adequate, specialized related software/technical expertise is already available, to ensure that the support services are responsive, and the bidder will assume total responsibility for the fault-free operation of the solution proposed and maintenance till the end of contract period.

3.14. Documents Establishing Eligibility of Products and Conformity to Bid Documents

The Bidder shall furnish, as part of its Bid, documents establishing the eligibility and conformity to the bidding documents of all products and / or system and/or services, which the bidder proposes to supply under the Contract.

3.15. Bid Security Declaration

- 3.15.1. The Bidder (including MSE bidders) shall furnish, as part of its Bid, a Bid Security Declaration as per format 6.4 (6.4 A for MSE)
- 3.15.2. The Bid Security Declaration is required to protect the Bank against the risk of bidder's conduct, which would warrant the security's forfeiture.
- 3.15.3. The bidder has to exclusively the mention the Project Name for which they are submitting the Bid Security Declaration in the Bid Security Declaration document.
- 3.15.4. Only upon the verification of the Bid Security Declaration by the Bank, bidder will be considered as authorized to participate in the bid. In case of failure to submit the Bid Security Declaration document for any reason before the prescribed date and time, the Bidder will be disqualified from the bidding process and the bid submitted by such bidder will be rejected at initial stage itself.

- 3.15.5. Any Bid not secured, as above, will be rejected by the Bank, as nonresponsive.
- 3.15.6. Unsuccessful bidders' Bid security will be discharged or returned as promptly as possible after the expiration of the period of Bid validity (i.e. not later than prescribed by the Bank).
- 3.15.7. The Bidder may be disqualified from bidding in any contract with the Bank for the period of five years from the date of notification, if they breach any obligation(s) under the bid conditions:
- i. if a bidder withdraws/modifies/amends its Bid during the period of Bid validity specified by the bidder on the Bid Form; or
 - ii. if a bidder makes any statement or encloses any form which turns out to be false / incorrect at any time prior to signing of Contract; or
 - iii. in the case of a successful bidder, if the bidder fails;
 - a. to sign or refuses to execute the Contract; or
 - b. to furnish Performance Security.
- 3.15.8. The Bid Security Declaration of the unsuccessful bidders becomes invalid, after thirty days after the expiration of the validity of Bid.

3.16. Period of Validity of Bids & repeat orders

- 3.16.1. Bids shall remain valid for a period of 12 months from the date of opening of the Bid. A Bid valid for a shorter period shall be rejected by the Bank as non-responsive.
- 3.16.2. In exceptional circumstances, the Bank may solicit the bidders' consent to an extension of the period of validity. The request and the responses thereto, shall be made in writing. The Bid Security Declaration provided shall also be suitably extended.
- 3.16.3. The Bank shall have the right to place the order for network devices (for either single or multiple locations/ devices, for all locations or new locations) spread over the period of two years from the date of starting the contract. Such orders, if any, shall be governed by this RFP and agreed terms. However, Bank may place orders for components other than network devices during entire contract

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duration of 5 years at rates discovered during RFP Process such as Facility Management Services and Cabling services etc.

3.16.4. The Bank shall have the right at its absolute discretion to place any order as full or for any percentage of original quantity (mentioned in this RFP) on the selected bidder (including AMC) during first year of starting the contract. During the second year of contract, Bank may place order for up to 30% of original quantity (mentioned in this RFP).

D. Submission of Bids

3.17. Sealing and Marking of Bids

3.17.1. **The Bidders shall seal the envelopes containing “Qualifying Bid”, “Technical Bid” and “Price Bid” separately and the three envelopes shall be enclosed and sealed in an outer envelope.** The Bidder should additionally submit soft copies of the Technical Specification in the form of CD/DVD/Pen Drives. The bidder should clearly mention the Project Name as mentioned below in the envelope cover otherwise the bid may be liable for rejection.

3.17.2. The inner and outer envelopes shall:

- i. be addressed to the Bank at the address given; and
- ii. bear the Project Name
- iii. Envelope-1 " Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site – Qualifying Bid", and a statement: "DO NOT OPEN BEFORE (mention respective bid opening dates)"
- iv. Envelope-2 " Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site – Technical Bid", and a statement: "DO NOT OPEN BEFORE (mention respective bid opening dates)" and
- v. Envelope-3 "Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site - (Format 6.3) – Price Bid",

vi. All envelopes should indicate on the cover the name and address of the bidder.

3.17.3. If the outer envelope is not sealed and marked, the Bank will assume no responsibility for the Bid's misplacement or premature opening.

3.18. Deadline for Submission of Bids

3.18.1. Bids must be received by the Bank at the address specified, no later than the date and time specified in the Invitation to Bid.

3.18.2. The Bank may, at its discretion, extend this deadline for the submission of Bids by amending the Bid Documents, in which case, all rights and obligations of the Bank and bidders, previously subject to the deadline, will thereafter be subject to the deadline as extended.

3.19. Late Bids

Any Bid received by the Bank after the deadline for submission of Bids prescribed, will be rejected and returned unopened to the Bidder.

3.20. Modification and Withdrawal of Bids

3.20.1. The Bidder may modify or withdraw its Bid after the Bid's submission, provided that written notice of the modification, including substitution or withdrawal of the Bids, is received by the Bank, prior to the deadline prescribed for submission of Bids.

3.20.2. The Bidder's modification or withdrawal notice shall be prepared, sealed, marked and dispatched. A withdrawal notice may also be sent by fax/e-mail, but followed by a signed confirmation copy, postmarked not later than the deadline for submission of Bids.

3.20.3. No Bid may be modified after the deadline for submission of Bids.

3.20.4. No Bid may be withdrawn in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified by the bidder on the Bid Form. Withdrawal of a Bid during this interval may result in the bidder's forfeiture of its Bid security.

E. Bid Opening and Evaluation

3.21. Opening of Bids by the Bank

3.21.1. The bidders' names, bid modifications or withdrawals and the presence or absence of requisite Bid Security Declaration and such other details as the Bank, at its discretion, may consider appropriate, will be announced at the Bid opening. No bid shall be rejected at bid opening, except for late bids, which shall be returned unopened to the Bidder.

3.21.2. Bids (and modifications sent) that are not opened at Bid Opening shall not be considered further for evaluation, irrespective of the circumstances. Withdrawn bids will be returned unopened to the Bidders.

3.22. Clarification of Bids

During evaluation of the Bids, the Bank, at its discretion, may ask the bidder for clarification of its Bid. The request for clarification and the response shall be in writing, and no change in the prices or substance of the Bid shall be sought, offered, or permitted.

3.23. Preliminary Examination

3.23.1. The Bank will examine the Bids to determine whether they are complete, required formats have been furnished, the documents have been properly signed, and the Bids are generally in order.

3.23.2. The Bank may, at its discretion, waive any minor infirmity, non-conformity, or irregularity in a Bid, which does not constitute a material deviation.

3.23.3. The Bank will first examine whether the Bid and the bidder is eligible as per eligibility criteria set in this RFP.

3.23.4. Prior to the detailed evaluation, the Bank will determine the substantial responsiveness of each Bid to the Bidding Document. For purposes of these Clauses, a substantially responsive Bid is one, which conforms to all the terms and conditions of the Bidding Document, without material deviations. Deviations from, or objections or reservations to critical provisions, such as those concerning Bid Security Declaration, Applicable Law, Performance Security, Qualification Criteria, Insurance, AMC and Force Majeure will be deemed to be a material deviation. The Bank's determination of a Bid's responsiveness is to be based on the contents of the Bid itself, without recourse to extrinsic evidence. The Bank reserves the right to evaluate the bids on technical and functional parameters, including possible visit to inspect live site/s of the Vendor and witness demos of

the system and verify functionalities, response times, etc. The vendor should arrange for presentation and live site visit within 2 days of Bank's notice.

- 3.23.5. If a Bid is not substantially responsive, it will be rejected by the Bank and may not subsequently be made responsive by the bidder by correction of the nonconformity. The technical evaluation will take into account the capability of the bidder to implement the proposed solution.
- 3.23.6. Only those bidders whose Technical bids have been found substantially responsive would be intimated by the Bank about their responsiveness and about the revised / updated Technical & Functional Specification (if any) arising out of normalization (if any). In case of normalization and/or revision, they would also be advised to submit fresh "Price Bid" which should either be equal to or less than the Prices quoted in the Original Price Bid. The Original and revised price bids as above would then be opened in the presence of the bidders' representatives on a specified date and time to be intimated to the respective bidders. The lower of the two prices quoted by the bidders shall only be reckoned for the purpose of price evaluation.

3.24. Technical Evaluation

- 3.24.1. Only those bidders and Bids who have been found to be in the conformity of the eligibility terms and conditions during the preliminary evaluation, would be taken up by the Bank for further detailed evaluation. Those Bids, which do not qualify the eligibility criteria and all terms during preliminary examination, will not be taken up for further evaluation.
- 3.24.2. The Bank may use the services of external consultants for technical evaluation.
- 3.24.3. The Bank reserves the right to evaluate the bids on technical and functional parameters, including visit to inspect live site/s of the bidder and witness demos of the system and verify functionalities, response times, etc in which all the travelling/lodging etc. expenses will be borne by the Bidder.
- 3.24.4. The Bank will do the evaluation on the responses provided by the bidder in the for eligibility criteria, other required format and required documentary as required in RFP.
- 3.24.5. Bank reserves the right to waive any of the Technical and Functional Specifications during technical evaluation, if in the Bank's opinion it is found to be minor deviation or acceptable deviation.

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- 3.24.6. Bill of Materials (with Masked Price Schedule) submitted along with Technical Bid will be first evaluated and if the Bank, during the evaluation, deems it fit, may request bidder to revise the bill of materials submitted originally in the pricing schedule. If the bidder does not agree to revise the same within 5 days from the date of notification to revise the price bid submitted, it will be considered non-responsive and accordingly rejected.
- 3.24.7. During evaluation of the Bids, the Bank, at its discretion, may ask the bidder for clarification of its Bid. The request for clarification and the response shall be in writing, and no change in the prices or substance of the Bid shall be sought, offered or permitted.
- 3.24.8. The technical evaluation will be done on a total score of 100. The technical evaluation criterion would broadly involve the following major areas:

Technical Scoring Matrix		Count of reference	Maximum Mark
A	Reference of Proposed OEM		8
1	Bidder should have reference of Proposed OEM as Data Centre Firewall in last 5 Year	4 or more	4
		3	3
		2	2
2	Bidder should have reference of Proposed OEM as Data Centre Router in last 5 Year	4 or more	4
		3	3
		2	2
B	Reference of Similar Technologies		8
1	Bidder should Have experiences in Implementing /Maintaining Load Balancer/ GSLB in last 5 Year	2 or more	2
		1	1
2	Bidder should have experience in Implementing /Maintaining CISCO ACI Switching Setup at Data Centre Site in last 5 Year	4 or more	4
		3	3
		2	2
3	Bidder should have reference of Implementing /Maintaining of Data Centre firewall/IPS devices with 40 Gbps or higher threat protection throughput in last 5 Year	1 or more	1

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Technical Scoring Matrix		Count of reference	Maximum Mark
4	Bidder should have reference of Implementing /Maintaining of IP Telephony system such as CUCM in last 5 Year	2 or more	1
C	Bidder Financial Criteria		10
1	Bidders' Average Turnover for the last 5 financial years	More than Rs. 1600 Crore	5
		Rs. 1400-1600 Crore	4
		Rs. 1200-1400 Crore	3
2	Bidders' Net Profit for the last 5 financial years	Four years or more out of Five Years	5
		Three years out of last Five years	4
D	Experience		4
1	Bidders' or bidder 100% owned subsidiary engagement (running contract) with Clients for Network Management Services of DC/DR Network devices (Inclusive of Firewall/IPS) as on the date of the RFP in India.	One or more Reference for minimum 100 resources in scheduled Commercial Bank	4 Marks
		One or more Reference for minimum 40 resources in scheduled Commercial Bank	2 marks per reference
		One or more reference for minimum 40 resources in BFSI other than Scheduled commercial banks	1 marks per reference, upto 2 marks
SUB-TOTAL			30
E	Preferred Points Complied		70
Grand Total			100
NOTE: Experience only in scheduled commercial Banks, NABARD, NPCI and Financial regulators (namely: RBI, SEBI and their subsidiary) shall be counted			

3.25. Opening of Price Bids / Reverse Auction

- 3.25.1. Only those bids which are found to be technically responsive will be informed of the date / time / venue of opening of price bids / reverse auction.
- 3.25.2. The Technical Bids will be evaluated as per eligibility criteria. Thereafter the Bank reserves the right of selection of vendor either by opening of commercial Bids or rates quoted by the vendors in reverse auction (who are found eligible after evaluation of Technical Bids).

3.25.3. After opening of price bids and declaring the prices, the Bank will evaluate and compare the Price Bids. Alternatively, the Bank may shortlist the vendors, who were found eligible after evaluation of Technical Bids, for participating in the reverse auction after opening the price bids.

3.25.4. Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the total price shall prevail, and the unit price shall be corrected. If the Successful Bidder does not accept the correction of the errors, its Bid will be rejected, and the Bidder may be disqualified from bidding in any contract with the Bank of India for the period of five years from the date of notification. If there is a discrepancy between words and figures, the amount in words will prevail.

3.25.5. The Bank's evaluation of a Price Bid will take into account, in addition to the Bid price quoted, one or more of the following factors:

- i. Deviations in payment schedule & Delivery Schedule from that specified;
- ii. Deviation in prices quoted;
- iii. Other specific criteria indicated in the Bid and/or in the Technical & Functional Specifications & Price schedule.

3.25.6. Quotation of Prices for all Items.

The Bidder should quote for complete consignment of items proposed / listed in this Bid. In case, prices are not quoted by any bidder for any specific item / product / service for the purpose of evaluation, the highest of the prices quoted by other bidders, participating in the bidding process, will be reckoned as the notional price for that product / service, for that bidder. However, if selected, at the time of award of Contract, the lowest of the price(s) quoted by other bidders (whose Price Bids are also opened) for that product / service will be reckoned. This shall be binding on all the bidders. However, the Bank reserves the right to reject all such incomplete bids.

3.25.7. Contacting the Bank

- i. No Bidder shall contact the Bank on any matter relating to its Bid, from the time of opening of Bid, to the time the Contract is awarded.
- ii. Any effort by a bidder to influence the Bank in its decisions on Bid evaluation, bid comparison or contract award, may result in the rejection of the bidder's Bid.

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3.26. Selection Criteria:

The following weightage system shall be incorporated for final selection:
Technical Evaluation will be allotted weightage of 70%.
Commercial Evaluation will be allotted weightage of 30%.

Selection of Highest Point basis (L1):

Based on the combined weightage score for the Technical Evaluation and Commercial Evaluation, the bidder obtaining the Highest Final Score in evaluation process shall be considered as successful bidder.

Formula and Calculation:

Financial bid of the shortlisted bidder quoting the lowest amount of price will be given a financial score of 100 and bids of rest of the bidders will be given financial score that are inversely proportional to quoted price by bidder having lowest cost. Similarly, technical bid of the bidder having obtained highest marks will be given technical score of 100 and bids of rest of the bidders will be given technical score inversely proportional to the marks obtained by bidder having highest technical score.

The total score, both technical and financial, shall be obtained by weighing the quality and cost scores and adding them up. On the basis of the combined weightage score for quality and cost, the bidders shall be ranked in terms of the total score obtained.

The bidder obtaining the highest total combined score in evaluation of cost and quality will be ranked as L1 followed by the bidders securing lesser marks as L2, L3 etc. The bidder securing the highest combined score and ranked as L1 will be selected and appointed at the price bid quoted by them.

The formula for working out the combined score will be as under:

$$\text{Total scores} = T (w) \times T (s) + F (w) \times F(s)$$

T (w) stands for weightage for Technical score i,e **0.7**

T-(s)-stands for Technical score evaluated-as mentioned above

F (w) stands for weightage for Financial score i,e **0.3**

F(s) stands for financial score evaluated as mentioned above

Example:

An example to clarify the matter is produced below. Suppose, there are three bidders (A, B & C) qualified based on the marks received on technical parameters and percentage of fees quoted by them are as under–

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Bidder Name	Marks obtained in Technical Bid	Price Bid Amount
A	80	6
B	70	2
C	75	3

For the purpose of evaluation, the three bidders will be given scores as under

Bidder Name	Technical Score	Financial Score
A	100.00	33.33
B	87.50	100.00
C	93.75	66.67

Total Score of the bidder will be as under:

$$A = 0.7 \times 100 + 0.3 \times 33.33 = 79.99 \text{ (L3)}$$

$$B = 0.7 \times 87.5 + 0.3 \times 100 = 91.25 \text{ (L1)}$$

$$C = 0.7 \times 93.75 + 0.3 \times 66.67 = 85.63 \text{ (L2)}$$

Thus, Bidder 'B' will be the successful bidder in this case. In case of a tie w.r.to total score, preference shall be given to bidder having higher Technical score.

3.27. Delivery, Installation and Migration Schedule:

For new network devices, OEM Backlining by the selected Bidder should be completed before deploying the devices in production. The deliverables and products and/ or Systems and/or Services covered under this bid except OEM backlining of existing devices are to be supplied, delivered within 10 weeks from the date of purchase order and installation within 15 weeks from the date of purchase order. The FMS services needs to be deployed within 10 weeks from the date of purchase order.

In case, Bank wants to shift any network devices (procured under this RFP or any other RFP) from one Data Centre to another Data Centre or any other location as per bank's requirement, shifting charges (including transit insurance) shall be 1.25% of the Hardware cost as discovered during the RFP process.

F. Award of Contract

3.28. Post-qualification

3.28.1. After bids evaluation on the parameters mentioned above, bank shall discover the L1 bidder for new network devices (Format 6.3) on the basis of lowest evaluated bidder in Closed Bid/Reverse Auction process.

3.28.2. If L1 Vendor fails to execute the order, Bank will be free to award the contract to L2 Vendor (and so on) on the same terms at which the contract was awarded to L1 vendor.

3.29. Bank's Right to Accept Any Bid and To Reject Any or All Bids.

3.29.1. The Bank reserves the right to accept or reject any Bid, and to annul the bidding process and reject all Bids at any time prior to contract award, without thereby incurring any liability to the affected bidder or bidders, or any obligation to inform the affected bidder or bidders of the grounds for the Bank's action.

3.29.2. After identification of L1 Bidder, the Bank will follow the internal procedure for necessary approvals and thereafter proceed with notification of award to L1.

3.30. Award Criteria

The Bank will award the Contract to the successful bidder who has been determined to qualify to perform the Contract satisfactorily, and whose Bid has been determined to be responsive, and is the L1 bid.

3.31. Notification of Award

3.31.1. Prior to expiration of the period of Bid validity, the Bank will notify the successful bidder in writing or by fax/email, that its Bid has been accepted.

3.31.2. The notification of award will constitute the formation of the Contract.

3.31.3. Upon the successful bidder's furnishing of Performance Security, the Bank will promptly notify each unsuccessful bidder and their Bid Security Declaration will be invalid within 90 days.

3.32. Signing of Contract

3.32.1. **Signing of Agreement or contract:** After the award of the contract to the successful bidders, contract or agreement has to be signed by the bidders as per the RFP. The agreement has to be signed by the bidders within three months or 90 days from the date of award of the contract. Bidders have to prepare the contract or agreement as per the RFP and submit to the bank for review, bank will review the contract shared by the successful bidders by engaging the bank

legal department. Bank has full right to add further standard clauses or details required under this RFP in the contract or agreement for protecting bank's interest. After the final review done by bank legal department successful bidders have to do the final stamping and printing of the contract with no cost to the bank and submit the duly signed contract to bank. Bank will sign the contract or agreement and submit one copy of the contract or agreement to the successful bidders and keep one copy for their internal record. Bidders should ensure contract or agreement should be completed under the above mentioned stipulated time. Bank may stop processing of payment if contract is not signed within the stipulated time period.

3.32.2. Bidders shall claim any kind of payment under this project after the submission of Performance Bank Guarantee, execution of contract and delivery of solution as per RFP terms.

3.33. Performance Security

3.33.1. Performance Securities in the required format is to be submitted by the successful bidders as per Clause 4.6.

3.33.2. Failure of the successful bidder to comply with the necessity of performance securities shall constitute sufficient grounds for the annulment of the award and disqualification from bidding in any contract with the Bank of India for the period of five years from the date of notification. In this event, the Bank may make the award to the next lowest evaluated Bidder, i.e. L2, or call for new Bids.

Note: Notwithstanding anything said above, the Bank reserves the right to reject / award the contract to any vendor or cancel the entire process or part thereof without assigning reasons thereto.

3.34. Contract Start date and Duration

The contract period under the project will start from the installation of first network device & its acceptance or deployment of FMS services, whichever is earlier. The duration of contract period shall be 5 years from the start date of the contract. The bidder has to provide the Performance security for the contract duration.

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PART 4: TERMS AND CONDITIONS OF CONTRACT (TCC)

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4.23	Force Majeure		

4.1. Definitions

In this Contract, the following terms shall be interpreted as indicated:

- 4.1.1. "Solution" means Network Devices for Bank's Data Center (DC) / Disaster Recovery Site (DR) / Near Site (NR) / Colocation Data Centers or any location as identified by bank on the Banks network to meet the functional requirements of the Bank indicated in Part 5 of this document.
- 4.1.2. "Supplier" is the successful bidder who have been determined to qualify to perform the Contract satisfactorily, and whose Bid has been determined to be substantially responsive, and is the highest evaluated Bid.
- 4.1.3. "The Contract" means the agreement entered into between the Bank and the Supplier, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto, and all documents incorporated by reference therein;
- 4.1.4. "The Contract Price" means the price payable to the Supplier under the Contract for the full and proper performance of its contractual obligations;
- 4.1.5. "The Product/Goods" means hardware/software/firmware/middleware, which the Supplier is required to supply to the Bank under the Contract, required for the implementation/management of Network Devices for Bank's Data Center (DC) / Disaster Recovery Site (DR) / Near Site (NR) / Colocation Data Centres.
- 4.1.6. "Confidential Information" shall mean all non-public information, of the Bank and its customers which is accessible by and/or is available to the Bidder directly or indirectly, whether in writing, oral, graphic, visual or any other tangible, intangible or electronic form including, without limitation, any and all information relating to the Bank's staff or its clients/customers (whether past, present, or future), financial data, financial results and projections, costs and prices, details of Banks employees and consultants (past, present or prospective), technologies, technical and business strategies, business and marketing plans, marketing and sales techniques, pricing and other strategies, computer programs, software tools, source codes, object codes, protocols, product descriptions, development schedules, Software positioning, choices of Software names, trade secrets or know how, customer information and Intellectual Property Rights (defined later) as well as any such information not generally known to third parties or received from others.

- 4.1.7. "The Services" means those services ancillary to the supply of the Products, such as, installation, commissioning, configuration, migration, customization, provision of technical assistance, training, maintenance, management, monitoring and other such obligations of the Supplier covered under the Contract;
- 4.1.8. "TCC" means the Terms and Conditions of Contract contained in this section.
- 4.1.9. "The Project Site" means the locations where the Network Devices for Bank's Data Center (DC) / Disaster Recovery Site (DR) / Near Site(NR)/ Colocation Data Centres or any other site identified by the Bank are to be installed and commissioned, as per Bank's requirements.
- 4.1.10. "Taxes" means all present and future taxes including Cess, levies, surcharges, Octroi or withholdings assessed by any Central, State or Local Authority as a result of the provision of the Services by Vendor to the Bank.
- 4.1.11. "Deliverables" means all the goods, products, network devices, equipment spares and services provided/to be provided by the Bidder to the Bank under this Contract which are more particularly stated in the Format 6.3 of this RFP.
- 4.1.12. "Payments" or "Fees" means all payments to be made by the Bank to the Bidder as per the Payment Terms stated in this Agreement hereto.
- 4.1.13. 'Successful/Selected Bidder' is the Bidder (Service Integrator) whose technical bid has been accepted and whose price as per the commercial bid is the lowest.
- 4.1.14. 'QoS' means Quality of Service.
- 4.1.15. 'CPE' means Customer Premises Equipments.
- 4.1.16. 'End to End' means CPE to CPE

In case of a difference of opinion on the part of the Bidder (Service Integrator) in comprehending and/or interpreting any Clause / Provision of the Bid Document after submission of the Bid, the interpretation by the Bank shall be binding and final on the Bidder.

4.2. Country of Origin / Eligibility of Goods & Services

- i. All goods and related services to be supplied under the Contract shall have their origin in eligible source countries, as per the prevailing Import Trade Control Regulations in India.
- ii. For purposes of this clause, "origin" means the place where the goods are mined, grown, or manufactured or produced, or the place from which the related services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially-recognized product results that is substantially different in basic characteristics or in purpose or utility from its components.

4.3. Standards

The Service provided under this Contract shall conform to the standards mentioned in the Technical Specifications, and, when no applicable standard is mentioned, to the authoritative standards appropriate to the Indian industry. Such standards shall be the latest issued by the institution concerned.

4.4. Use of Contract Documents and Information

- 4.4.1. The Supplier shall not, without the Bank's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, sample or information furnished by or on behalf of the Bank in connection therewith, to any person other than a person employed by the Supplier in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.
- 4.4.2. The Supplier shall not make use of any document or information enumerated in this Bidding Document except for purposes of performing the Contract without the Bank's prior written consent.
- 4.4.3. Any document, other than the Contract itself, enumerated in this Bidding Document shall remain the property of the Bank and shall be returned (all copies) to the Bank on completion of the Supplier's performance under the Contract, if so required by the Bank.
- 4.4.4. The Bidder shall sign a Non-Disclosure Agreement as per Format 6.2. Bank has full right to add further details in the NDA format to protect bank's interest.

4.5. Patent Rights/Intellectual Property rights

In the event of any claim asserted by a third party of infringement of copyright, patent, trademark, industrial design rights, etc. arising from the use of the products or any part thereof in India, the Supplier shall act expeditiously to extinguish such claim. If the Supplier fails to comply and the Bank is required to pay compensation to a third party resulting from such infringement, the Supplier shall be responsible for the compensation to claimant including all expenses, court costs and lawyer fees. The Bank will give notice to the Supplier of such claim, if it is made. The Supplier shall indemnify the Bank against all third-party claims of infringement of patent, trademark, intellectual property, copyrights or industrial design rights arising from use of the Products or any part thereof.

4.6. Performance Security

- 4.6.1. The Selected bidder shall furnish an unconditional and irrevocable Bank Guarantee for 10% of the total value of contract, in favour of the Bank, from a scheduled Commercial Bank, other than Bank of India, towards performance of the contract in accordance with the specification and conditions of the bid document and agreed upon on final bid evaluation. The above guarantee shall be submitted by the bidder within 21 days from the start date of the contract. The Contract Performance guarantee shall be kept valid up to end of the contract period i.e. till 5 years from the start date of the contract, with continuous period, without any break period. The guarantee shall contain a claim period of six months from the last date of validity.
- 4.6.2. The proceeds of the Performance Security shall be payable to the Bank as compensation for any loss resulting from the bidder's failure to complete its obligations under the Contract.
- 4.6.3. The Performance Security shall be denominated in Indian Rupees and shall be by way of Bank Guarantee issued by a scheduled commercial bank/ Public/ Private Sector Bank in India (Other than Bank of India), acceptable to the Bank in the format 6.6 provided in the Bid. Bank has full right to add further details in the above mentioned performance security format for protecting the bank's interest.
- 4.6.4. The Performance Security will be discharged by the Bank and returned to the bidder within 90 days after claim period, following the date of completion of the bidder's performance and other obligations under the Contract.

4.6.5. In the event of any contract amendment, the bidder shall furnish the amendment to the Performance security within 21 days after receipt of such amendment, rendering the same valid for the duration of the Contract. In the event of any correction of defects or replacement of defective software/products/equipment/system during the warranty period, the warranty for the corrected/replaced software/products/ equipment/system shall be extended to a further period of 12 months from the date of the user acceptance. The performance guarantee for a proportionate value shall be extended by the period of 90 days over and above the extended warranty period.

4.7. Inspection, Quality Control and Factory Assessment Tests

- 4.7.1. The bidder shall provide the quality study of the product with its behaviour in real time environment at their quality control lab.
- 4.7.2. The inspection and quality assessment (Factory Assessment Test) of the equipment at manufacturing site shall be carried out by the bank officials or bank designated personnel / agency and all necessary arrangements required for this factory visit (to and fro) shall be arranged by the bidder without any extra cost to the bank.
- 4.7.3. Upon any change in the product, the bidder shall further arrange the manufacturing site visit to assess the quality of the product to the bank officials without any extra cost to the bank.
- 4.7.4. The Bank reserves the right to carry out pre-shipment inspection by a team of Bank Officials, of any of the existing live installations of the Supplier, referred to in the Technical Bid or demand a demonstration of the solution proposed on a representative model in the bidder's office.
- 4.7.5. The Bank's right to inspect, test and, where necessary, reject the Products after the Products' arrival at the destination, shall in no way be limited or waived by reason of the Products having previously been inspected, tested, and passed by the Bank or its representative, prior to the Products' shipment from the place of origin.
- 4.7.6. Nothing stated hereinabove shall in any way release the Supplier from any obligations under this Contract.

4.8. Manuals

- 4.8.1. Before the products/system is/are taken over by the Bank, the Supplier shall supply technical/systems manuals for all hardware, software supplied and for all interfaces etc. The bidder shall coordinate with the existing service provider for smooth handover and other relevant details. Operation and maintenance manuals for all systems and applications systems, covering at least the operations needed to start, run the system during operational day, close, restore, archive, recover from failures, and transfer to fall back system/site including business continuity plan to be provided by the vendor. User manuals for network devices, for all modules are to be provided for by the vendor. The manuals shall be in English.
- 4.8.2. Unless and otherwise agreed, the products and equipment shall not be considered to be completed for the purpose of taking over, until such manuals have been supplied to the Bank.
- 4.8.3. The Supplier shall provide one set of Design Manual, System Manual, User Manual and Security Manual for the Application Software. The Supplier shall also provide one Soft copy of each of the Manuals. Soft and Hard Copy User manuals shall be provided, commensurate with number of installations of Products in the Bank.
- 4.8.4. Documentation should be comprehensive & include:
- i. Product Literature.
 - ii. Operating manuals.
 - iii. General Specifications.
 - iv. Operator Reference manuals for each operator task.
 - v. Messages manuals.
 - vi. Documentation on troubleshooting.

4.9. System & Other Software:

For the System & Other Software, the following will apply:

The Supplier shall provide complete and legal documentation of subsystems, licensed system hardware and software, licensed utility software and other licensed software. The Supplier shall also provide licensed software for all software products, whether developed by it or acquired from others. The Supplier shall also indemnify the Bank against any levies/penalties on account of any default in this regard.

4.10. Acceptance Tests and Certificates:

- 4.10.1. The Acceptance criteria for the Devices are subject to Installation reports and User Acceptance Test (UAT) Certificate signed by the Bank officials for installed Network Devices after its successful installation and with satisfactory access of all the applications required.
- 4.10.2. The installation reports/ User Acceptance Test (UAT) Certificate should be in format duly vetted and checked by the bank officials as per requirements. Installation reports and User Acceptance Test (UAT) Certificate shall be duly signed by Bank officials and bidder's engineer for installed Network Devices with satisfactory access of all the applications required.
- 4.10.3. The Acceptance Test Procedures (ATP) to demonstrate the feature, quality, and encryption enabled and capabilities of all equipment supplied and installed by the bidder as per bank requirements, such as Hardware, Software and Network equipment. The ATP shall be finalized by the selected bidder as per the inputs/requirements/instructions from Bank. Bidder shall plan in advance the locations for which the pilot ATP is to be conducted with bank designated official. Bidder shall demonstrate all the features to Bank Officials for signing the ATP. Bidder and Bank officials shall sign ATP document after checking all applications accessibility. Pending completion of acceptance tests, the bank reserves the right to use the system and such usage shall not be deemed as acceptance of the system by the selected bidder. Unsatisfactory performance in interconnectivity or integration or migration may result in the Bank's rejection of part or all of the system. The Network Devices shall be accepted from the date of installation and commissioning and on successful completion of user acceptance test.
- 4.10.4. On successful completion of the acceptance tests, receipt of deliverables, etc., and after the solution runs successfully after going live and Bank is satisfied with the working of the solution/system, the acceptance certificate in Format 6.9, signed by the Supplier and the representative of the Bank will be issued. The date on which such certificate is signed shall be deemed to be the date of successful commissioning of the system/solution proposed.

4.11. Delivery, Installation, Migration and Documentation

- 4.11.1. The deliverables and products and/ or Systems and/or Services under this bid are to be delivered within 10 weeks from the date of purchase order and installation within 15 weeks from the date of purchase order. The FMS services needs to be deployed within 10 weeks from the date of purchase order.

- 4.11.2. Before taken over by the Bank, the bidder shall supply technical / systems Manuals for all the systems supplied and for all required interfaces. Operation and maintenance Manuals for all the configurations and applications covering the operations needed to start, run, other operations, transfer to fall back system / site including business continuity plan to be provided by the vendor. The manuals shall be in English.
- 4.11.3. The bidder shall provide one set of Design Manual, System Manual, User manual and Security Manual for Network establishment. Soft and hard Copy Manuals shall commensurate with number of installations of Products in the Bank.
- 4.11.4. Unless and otherwise agreed, the Deliverables and equipment shall not be considered to be completed for the purpose of taking over, until such manuals and drawings have been supplied to the Bank.
- 4.11.5. Documentation should be comprehensive & include:
- i. Product Literature.
 - ii. Operating manuals
 - iii. Licenses details
 - iv. General Specifications.
 - v. Operator Reference manuals for each operator task.
 - vi. Messages manuals.
 - vii. Documentation on troubleshooting
- 4.11.6. Delivery of the products/software shall be made by the Supplier in accordance with the system approved/ordered. The details of documents to be furnished by the Supplier are specified hereunder:
- i. 3 copies of Supplier's invoice showing contract number, Products description, quantity, unit price and total amount;
 - ii. Delivery note or acknowledgement of receipt of products from the Consignee or in case of products from abroad, original and two copies of the negotiable, clean Airway Bill;

The above documents shall be received by the Bank before arrival of products (except where it is handed over to the Consignee with all documents) and, if not received, the Supplier will be responsible for any consequent expenses.

4.12. Incidental Services

The incidental services to be provided are as under:

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- 4.12.1. Furnishing manuals for each appropriate unit of the supplied Products, as mentioned in TCC;
- 4.12.2. Maintenance and software updates of the supplied Products, technical support as per contractual obligation from date of go live.

4.13. Annual Maintenance Support

- 4.13.1. The Supplier warrants that the products supplied under the Contract are of the most recent version and that they incorporate all recent improvements in design and / or features. The Supplier further warrants that all the Products supplied under this Contract shall have no defect, arising from design or from any act of omission of the Supplier that may develop under normal use of the supplied products in the conditions prevailing in India. Professionally qualified personnel, who have expertise in system software supplied by the vendor, will provide these services.
- 4.13.2. The Supplier shall comply with the performance guarantees specified under the Contract. If, for reasons attributable to the Supplier, these guarantees are not attained in whole or in part, the Supplier shall make such changes, modifications and / or additions to the Products or any part thereof as may be necessary in order to attain the contractual guarantees specified in the Contract at its own cost and expense and to carry out further performance tests.
- 4.13.3. The Bank shall notify the Supplier in writing of any penalty/claims arising under this Annual Maintenance Contract.
- 4.13.4. Upon receipt of such notice, the Supplier shall with all reasonable speed, repair or replace the defective products or part thereof without cost to the Bank.
- 4.13.5. If the Supplier, having been notified, fails to remedy the defect(s) within the period specified where Mean Time to Respond (MTTR) for Network devices should be Fifteen minutes and restoration time should be thirty minutes from failure/incidence occurred. In case of any hardware issue, Replacement Device to be commissioned within window of 2 hours over and above OEM replacement delivery SLA. Bidder has to ensure all kind of troubleshooting should not be go beyond 15 minutes with the non-responding hardware, bidder has to ensure the availability of field engineer or sufficient resources at centralized location for arranging the support/ replacement of faulty hardware as per MTTR mentioned above, the Bank may proceed to take such remedial action as may be necessary, at the Supplier's risk and expense and without prejudice to any other rights, which the Bank may have

against the supplier under the Contract. The required cables/cards/consumables related to supplied Network Device shall be replaced/provided by the bidder in case of any defects at no extra cost to the bank. The Bank shall also impose penalty as mentioned in clause for such defects in the solution.

- 4.13.6. AMC for System hardware and Software / off-the-shelf Software will be provided to the Bank as per the general conditions of sale of such software without any extra cost to the bank.
- 4.13.7. The maximum response time for a maintenance complaint from the site of installation (i.e. time required for Supplier's maintenance engineers to report to the installations after a request call /e-mail is made or letter is written) shall not exceed 2 (two) hours.
- 4.13.8. The Supplier shall ensure delivery of replacement against failed hardware as per OEM SLA timelines from the time call is lodged. Replacement Device to be commissioned within window of 2 hours over and above OEM replacement delivery SLA.

4.14. Training and Awareness on new module installed

For each module/database/middleware and third party utilities installed, the Supplier is required to train the designated Bank's technical in all aspects like resource management of hardware and software, storage allocation, backup management, backup recovery and end-user personnel to enable them to effectively operate and perform administration of the total system. The bidder shall conduct the training without any additional cost.

4.15. Payment and Payment Schedule

Payment shall be made in Indian Rupees, as given below for delivering, installing, commissioning, migrating and monitoring the Solution / deliverables as mentioned in price schedule.

A. Payment of Network Devices

- i. **On Delivery:** Sixty percentage (60%) of the Total amount of delivered Network Devices with all accessories subject to all supporting documents of evidence of delivery (Proof of Delivery) of Network Devices and duly accepted invoice after deducting applicable LD if any.

- ii. **On Installation / commissioning and acceptance:** Thirty percentage (30%) of the amount of commissioned Network Devices on installation and commissioning of the total Solution, and Bank's acceptance of the same as mentioned. The delivered Network Devices (in full) which are delayed for installation due to reasons attributed to the bank, bank may consider the payment of installation of these delivered Network Devices on case to case basis after submission of evidence by the bidder. As stated herein above, for reasons of delays in installation and not attributable to the Bank the liquidated damages shall be levied as mentioned in the RFP.
- iii. **Balance Payment:** Balance 10% of total amount of ordered and commissioned network devices will be paid in annual installments of 2.5% yearly after deducting necessary penalty as per applicable SLA/Penalty clause from 2nd year onwards.
- iv. All payment invoices should be supported with documents having delivery dates (with bank official signature and stamp) and Installation dates (with bank official signature and stamp). Bidder should ensure the submission of invoices with mentioned documents, in absence of same delay in processing the invoices will be the responsibility of bidder.
- v. The selected bidder shall submit invoice and other documents necessary as per the terms duly authenticating on each document, site-wise, along with the request letter for payment of delivery, installation, AMC charges. The payment shall be directly credited to the designated account provided by the successful bidder through electronically after deducting applicable TDS if any. The payment after deducting applicable TDS will be released by the Bank. The payments will be released only on acceptance of the order and all deliverables by the selected bidder of this RFP and also on submission of contract performance guarantee as per **Format 6.6**. The bidder shall be responsible for extending the validity date and claim period of all the bank guarantees as and when it is due on account of incompleteness of work under guarantees. The bank shall invoke the guarantee before expiry of validity if the work is not completed and the guarantee is not extended, accordingly.
- vi. The FMS charges shall be paid on quarterly basis in arrears, subject to satisfactory services rendered, till that date.

4.16. Prices

- 4.16.1. Prices payable to the Supplier as stated in the Contract shall be firm and not subject to adjustment during performance of the Contract, irrespective of reasons whatsoever, including exchange rate fluctuations, changes in taxes, duties, levies, charges, etc.
- 4.16.2. The Bidder will pass on to the Bank, the benefit of discounts, if any, announced in respect of the cost of the items for which orders have been placed during that period.

4.17. Change Orders

- 4.17.1. The Bank may, at any time, by a written order given to the Supplier, make changes within the general scope of the Contract in any one or more of the following:
- i. Technical and functional specifications
 - ii. Services to be provided by the Supplier.
- 4.17.2. If any such change causes an increase or decrease in the cost of, or the time required for the Supplier's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by the Supplier for adjustment under this clause must be asserted within thirty (30) days from the date of Supplier's receipt of Bank's change order.

4.18. Contract Amendments

No variation in or modification of the terms of the Contract shall be made, except by written amendment, signed by the parties.

4.19. Assignment

- 4.19.1. The Supplier shall not assign, in whole or in part, its obligations to perform under the Contract, except with the Bank's prior written consent.
- 4.19.2. If the bank undergoes an amalgamation, take over, consolidation, reconstruction, merger, change of ownership etc., this RFP shall be considered to be assigned to the new entity and such an act shall not affect the rights and obligations of the bidder under this RFP. However, if the bidder undergoes an amalgamation, take over, consolidation, reconstruction, merger, change of ownership etc. such act

shall not affect the rights and interest of the bank and bidder shall continue to support bank till the end of contract period as per SLA signed between bank and Bidder.

4.20. Delays in the Supplier's Performance

- 4.20.1. Delivery/Installation of the Products and performance of Services shall be made by the Supplier in accordance with the time schedule prescribed by the Bank in Clause 7.
- 4.20.2. If at any time during performance of the Contract, the **Supplier** or its subcontractor(s) should encounter conditions impeding timely delivery of the Products and performance of Services, the **Supplier** shall promptly notify the Bank in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the **Supplier's** notice, the Bank shall evaluate the situation and may, at its discretion, extend the **Suppliers'** time for performance, with or without liquidated damages, in which case, the extension shall be ratified by the parties by amendment of the Contract.
- 4.20.3. Except as provided in the above clause, a delay by the **Supplier** in the performance of its delivery obligations shall render the **Supplier** liable to the imposition of liquidated damages, unless an extension of time is agreed upon without the application of liquidated damages.

4.21. Liquidated Damages

LD on Network Device Delivery/ Installation:

- 4.21.1. If the Supplier fails to deliver any or all of the products or perform the services within a period of 10 weeks from the date of purchase order, the Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5% (per week of delay) of the total price of delayed deliverables, subject to maximum deduction of 10% of the total contract price, until actual delivery. Partial delivery shall be treated as non-delivery of the entire goods/deliverables ordered. Once the maximum deduction is reached, the Bank may consider termination of the Contract. All items placed under one purchase order to be delivered within the stipulated delivery period.
- 4.21.2. All equipment ordered shall be installed by the bidder at the respective sites within a period of 15 weeks from the date of purchase order. If the supplier fails to install and commission all the equipment and make it functional to the satisfaction of the bank within timeline from the date of purchase order, the Bank

shall, without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.5 % (per week of delay) of the total price of delayed deliverables, subject to maximum deduction of 10% of the total contract price, until actual installation, commissioning by bidder and acceptance by bank. Partial installation shall be treated as non-commissioning of the entire goods ordered. Once the maximum deduction is reached, the bank may consider termination of the contract.

- 4.21.3. The LD for delivery of equipment and delivery of services shall be applicable concurrently and cumulatively. However, LD as mentioned above shall be applied to the entire amount of delayed deliverables of the purchase order(s) subject to a maximum deduction of 10% of the total contract price.

4.22. Exit, Termination or Cancellation of the Contract & Compensation

Bank shall be within its right to terminate the contract by giving 90 days notice to the Vendor in the event of breach or failure of Vendor to perform the contract in terms of the Agreement. Vendor shall have the right to terminate the contract by giving 90 days notice to the Bank in the event of failure of the Bank to make payment of undisputed fees for more than 90 days of demand. However, such termination shall not take effect if such undisputed fees is paid during the notice period.

- 4.22.1. The Bank shall also be within its rights to terminate this agreement immediately without notice to the Bidder in the event the Bidder:

- i. Any application under the Insolvency and Bankruptcy Code, 2016 has been filed against the Bidder; or
- ii. has a winding up proceeding made against it; or if
- iii. has a receiver appointed over substantial assets; or if
- iv. is or becomes unable to pay its debts as they become due; or if
- v. enters into any arrangement or composition with or for the benefit of its creditors; or if
- vi. a resolution is passed for its voluntary winding up or dissolution or if it is dissolved or any analogous occurrence under any other jurisdiction. or if
- vii. Change its constitution of the Vendor or if
- viii. Upon receipt of any regulatory or Government Guidelines restraining Bank to procure deliverables and Services under the contract. or if
- ix. the Bidder discontinues its business

- 4.22.2. The Bank shall also be within its right to terminate the contract (a) If deductions on account of liquidated Damages exceeds more than 10% of the total contract price or (b) If uptime of devices is less than 97.9% for any 3 months in a year during the contract period.

- 4.22.3. The Bank may, at any point during the currency of this contract may terminate the contract by giving 30 days advance notice to the Vendor without assigning whatsoever reason.
- 4.22.4. Any mode of termination shall be without any compensation to the Vendor and without prejudice to the Bank's right under law. Termination shall not affect any accrued rights and obligations of the Parties.
- 4.22.5. In case the Bidder fails to deliver the solution as stipulated in the delivery schedule, the Bank reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility of the Bidder. After the award of the contract, if the Bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving 90 days' notice for the same. In this event, the Bidder is bound to make good the additional expenditure, which the Bank may have to incur in executing the balance of the contract. This clause is applicable, if for any reason, when the contract is cancelled.
- 4.22.6. Alternatively, at the discretion of the Bank, if the Contract is cancelled during the contract period, the Bidder shall remove notified equipment supplied and installed by them without any extra cost to the Bank, as requested by Bank and handover the same to Bank. The Bank shall not be liable for anything, whatsoever, in this regard. If the Contract is cancelled at any time during the contract period due to unsatisfactory performance, the Bank shall invoke the performance guarantee provided by the Bidder at the time of entering into the contract
- 4.22.7. The Bank reserves the right to recover any dues payable by the Bidder from any amount outstanding to the credit of the Bidder, including the pending bills and security deposit, if any, under this contract.
- 4.22.8. Any termination of this Agreement (howsoever occasioned) shall not affect any rights, obligations or liabilities of Bidder and/or Bank accrued/ accruing before such termination.
- 4.22.9. Immediately upon termination of this Agreement the Bidder shall handover Confidential Information of the Bank promptly within 7 days of termination/ expiry
- 4.22.10. **Termination for Downward rates:** The Bank may exit from contract, if the rates will be observed down from the existing rates by giving 30 days' notice. Bank may

call fresh quotes from the Bidder and may award the contract to new service provider.

- 4.22.11. In the event the Bank terminates the Contract in whole or in part, it may procure, upon such terms and in such manner as it deems appropriate, Goods and Services similar to those undelivered, and the Bidder shall be liable to the Bank for any excess costs for such similar Goods or Services. The Bidder shall continue performance of the Contract to the extent not terminated.
- 4.22.12. **Exit from Contract:** The performance of Bidder will be continuously reviewed by the Bank to maintain the terms & conditions as specified in this document. Based on the review, if the Bidder fails to satisfy / maintain their commitment with respect to Uptime, Performance, Timely implementation of the project etc. the contract may be terminated by giving 90 days' notice period. Bank's decision in this regard will be final. In case of termination of this contract, the Bank shall have the right to avail services of any other Service Provider to continue the project without any let or hindrance from Bidder and the Bidder has to provide necessary help for smooth switch over. Bank will not pay any charges to the Bidder towards packing / forwarding / freight / transit insurance etc., for the equipment at the time of termination/completion of the contract. In addition to the cancellation of purchase order, Bank reserves the right to appropriate the bid security / performance Bank guarantee given by the Bidder.

4.23. Force Majeure

- 4.23.1. Notwithstanding the provisions of TCC, the Supplier shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- 4.23.2. For purposes of this clause, "Force Majeure" means an event beyond the control of the Supplier and not involving the Supplier's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Bank in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.
- 4.23.3. If a Force Majeure situation arises, the Supplier shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the Supplier shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

4.23.4. If a Force Majeure situation arises, the Supplier shall ensure minimum half of resources strength for ensuring continuity of critical setup. The bidder shall arrange all kind of arrangements, conveyance, accommodation and logistics to their resources for ensuring availability onsite for supporting the operations and continuity of business operations with no extra cost to the Bank. Failing which, the penalty for non-availability of resources shall be applicable in case of force majeure too.

4.24. Resolution of Disputes

4.24.1. The Bank and the Supplier shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the Contract.

4.24.2. If, the Bank and the Supplier have been unable to resolve amicably a Contract dispute even after a reasonably long period, either party may require that the dispute be referred for resolution to the formal mechanisms specified herein below. These mechanisms may include, but are not restricted to, conciliation mediated by a third party and/or adjudication in an agreed national forum.

4.24.3. The dispute resolution mechanism to be applied shall be as follows:

- i. In case of Dispute or difference arising between the Bank and the Supplier relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. Where the value of the Contract is above ₹1.00 Crore, the arbitral tribunal shall consist of 3 arbitrators, one each to be appointed by the Purchaser and the Supplier. The third Arbitrator shall be chosen by mutual discussion between the Purchaser and the Supplier.
- ii. Arbitration proceedings shall be held at Mumbai, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.
- iii. The decision of the majority of arbitrators shall be final and binding upon both parties. The cost and expenses of Arbitration proceedings will be paid as determined by the arbitral tribunal. However, the expenses incurred by each party in connection with the preparation, presentation, etc., of its proceedings as also the fees and expenses paid to the arbitrator appointed by such party or on its behalf shall be borne by each party itself; and,

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iv. Where the value of the contract is ₹1.00 Crore and below, the disputes or differences arising shall be referred to the Sole Arbitrator. The Sole Arbitrator should be appointed by agreement between the parties.

4.25. Governing Language

The governing language shall be English.

4.26. Applicable Law

The Contract shall be interpreted in accordance with the laws of the Union of India and the Bidder shall agree to submit to the courts under whose exclusive jurisdiction the Registered Office of the Bank falls.

4.27. Addresses for Notices

The following shall be the address of the Bank and Supplier.

Bank's address for notice purposes:

Bank of India ,Head Office
Information Technology Department,
PNB-BOI Tower,10th Floor, Star House-3,
C-29, G-Block, Bandra Kurla Complex,
Bandra East, Mumbai – 400 051

Supplier's address for notice purposes (To be filled in by the Supplier)

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A notice shall be effective when delivered or on effective date of the notice whichever is later.

4.28. Taxes and Duties

4.28.1. Prices shall include all applicable taxes, duties, levies, charges, license fees, road permits etc. in connection with delivery of equipments at site including incidental services and commissioning. However, GST and/or other taxes (if applicable) will be paid extra at actual from time to time and the same is payable at Bank's Head Office. The charges towards supply, installation, commissioning, integration, acceptance and services regulatory/govt. charges, duties, AMC etc, should be

included in the total charges of the equipments and these charges should not be quoted separately. However, GST, if any, is to be quoted separately. Otherwise, the bid is liable for rejection at the discretion of the bank.

- 4.28.2. The equipment's cost should be inclusive of all taxes. Invoice submitted by the vendor should indicate exact cost of the items ordered and supplied along with the Tax amount.
- 4.28.3. It is the responsibility of the selected bidder to obtain the necessary approval from the Government /any other authorities for importing such products, if the items to be supplied by the bidder are to be imported from any other country.
- 4.28.4. The Bidder shall be solely responsible for arranging the foreign exchange release and import license for any materials, components, bought out items that may be required to be imported for the purpose of performing the work under this RFP and accordingly the bid prices shall include all the customs, customs clearance, import duties, levies, license fee etc. payable by the Bidder on imported items. Bank is not liable in this regard whatsoever. All prices quoted shall be in Indian Rupees only and no exchange rate fluctuations shall be borne by the bank for whatever be the reason incurred by the bidder.
- 4.28.5. Any certificate required to be submitted by the Bank in case of acquiring encryption hardware or software shall be explicitly specified in the technical bid by the bidder.
- 4.28.6. Income Tax /Corporate Taxes in India: The bidder shall be liable to pay all corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India and the price bid by the bidder shall include all such taxes in the contract price.
- 4.28.7. Tax deduction at Source: Wherever the laws and regulations require deduction of such taxes at the source of payment, the Bank shall effect such deductions from the payment due to the Supplier. The remittance of amounts so deducted and issuance of certificate for such deductions shall be made by the Bank as per the laws and regulations in force. Nothing in the Contract shall relieve the Supplier from his responsibility to pay any tax that may be levied in India on income and profits made by the Supplier in respect of this contract.
- 4.28.8. The Supplier's staff, personnel and labour will be liable to pay personal income taxes in India in respect of such of their salaries and wages as are chargeable under the laws and regulations for the time being in force, and the Supplier shall

perform such duties in regard to such deductions thereof as may be imposed on him by such laws and regulations.

4.29. Supplier's Integrity

The **Supplier** is responsible for and obliged to conduct all contracted activities in accordance with the contract using state-of-the-art methods and economic principles and exercising all means available to achieve the performance specified in the Contract.

4.30. Supplier's obligations

- 4.30.1. The Supplier is obliged to work closely with the Bank's staff, act within its own authority and abide by directives issued by the Bank and implementation activities.
- 4.30.2. The Supplier will abide by the job safety measures prevalent in India and will free the Bank from all demands or responsibilities arising from accidents or loss of life, the cause of which is the Supplier's negligence. The Supplier will pay all indemnities arising from such incidents and will not hold the Bank responsible or obligated.
- 4.30.3. The Supplier is responsible for managing the activities of its personnel or subcontracted personnel and will hold itself responsible for any misdemeanours.
- 4.30.4. The Supplier will treat as confidential all data and information about the Bank, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of the Bank.

4.31. Site preparation and installation

The Bank is solely responsible for the construction of the hardware site in compliance with the technical and environmental specifications. The Bank will designate the installation site before the scheduled installation date, to allow the Supplier to perform a site inspection to verify the appropriateness of the sites before the installation / commissioning of the software.

4.32. Commissioning of Solution

The Supplier is responsible for all unpacking and installation of Products. The Supplier will test all system operations and accomplish all adjustments necessary for successful and continuous operation of the software at all installation sites.

4.33. Technical Documentation

The Technical Documentation involving detailed instruction for operation and maintenance of the hardware (if any) and software is to be delivered. The language of the documentation should be English.

4.34. Right to use defective product

If after delivery, acceptance and installation and within the guarantee and AMC period, the operation or use of the product is found to be unsatisfactory, the Bank shall have the right to continue to operate or use such product until rectification of defects, errors or omissions by partial or complete replacement is made without interfering with the Bank's operation.

4.35. Uptime

Each network device is required to be up and running for 99.99% on a monthly basis, barring scheduled and agreed upon downtime for maintenance or training purposes. That is, device should be up and available to the Bank personnel on 24x7 basis with an uptime of 99.99%. In case bidder fails to restore the services as per MTTR (mean time to resolve) mentioned in clause 4.13.5, Penalty of ₹ 1000 per hour shall be levied from FMS cost.

The selected bidders shall guarantee for each network device uptime of 99.99% during warranty. The selected bidders shall provide call log-in procedure, preventive break down/corrective maintenance during warranty. The "Uptime" is, for calculation purposes, equals to the Total contracted hours in a month less Downtime. The "Downtime" is the time between the Time of Failure and Time of Restoration within the contracted hours. "Failure" is the condition that renders the Bank unable to perform any of the defined functions on the Network Device. "Restoration" is the condition when the selected bidder demonstrates that the Network Device is in working order and the Bank acknowledges the same.

The Selected bidders should track and update the OS/Patches/Firmware etc in network devices as and when new updates/upgrades are released by Original Equipment manufacturer (OEM). Updates/upgrades should be reviewed as per Bank's IT Infrastructure and should be applied by the bidder.

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Selected bidders should prepare standard operating procedure (SOP) / SCD document for Network devices and submit to the Bank after implementation of Network Devices.

The percentage uptime is calculated on monthly basis as follows:

$$\frac{(\text{Total contracted hours in a month} - \text{downtime hours within contracted hours})}{100} \times \text{Total contracted hours in a month}$$

4.36. Penalty/SLA

Monthly device cost = Total device cost / 60
Annual device cost = Total device cost / 5

4.37.1. Penalty for downtime: If the monthly uptime of any equipment (existing and new network devices) or part thereof is below **99.99%**, the Bank shall deduct a penalty equal to monthly device cost for every **1%** or part thereof reduction in the uptime (maximum to 100% of annual device cost of defaulted equipment at location/ site per incident).

The maximum Penalty charges due to SLA violation shall be 10% of the total ordered devices cost of all the devices, post which Bank reserves right to terminate the contract with bidder.

If the selected bidder fails to guarantee the required uptime, the Bidder need to extend AMC of defaulted device with OEM by 30 days period for each 1% downtime during a month in addition to SLA Penalty to be levied.

The bidder has to perform preventative maintenance for Network Devices once in three months (online or offline) and upon receiving of satisfactory signed report from Bank Official, Bank will release payment for Facility management after deduction of any applicable uptime penalty.

4.37.2. Penalty for non-submission of Root Cause Analysis / First Incidence Report of Major / minor incidents:

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The bidder shall submit the RCA of major incidents within 72 hours from its occurrence. If bidder fails to submit the RCA within 72 hours, the penalty of ₹1,000/- per day will be deducted from its respective quarterly AMC charges subject to maximum deduction of ₹ 50,000/- per incident.

4.37.3. The bidder shall fix the security vulnerabilities, take prompt action on the RBI/ CERT-IN Advisories/ other regulatory advisory sent by the Bank's Security Consultant or by the Bank officials within seven working days. The penalty of ₹ 1000/- per day will be levied after due date subject to maximum deduction of ₹ 20,000/- per vulnerability/ advisories.

4.37.4. Additional penalty:

S.N.	Penalty Clause	Penalty Amount
1	Non deployment of skilled resources during the contract period. This Penalty is in addition to deduction of relevant day's unit cost of the resource.	₹ 1000 per day for L1 ₹ 2000 per day for L2 ₹ 5000 per day for L3
2	Deployment of poor performance resources two or more times	₹ 50,000 per resource and as per S.N. 1 after notified by bank to bidder
3	Failure to deploy RMA device within timeline within window of 2 hours over and above OEM replacement delivery SLA	₹ 1000 per incident per hour or part thereof upto @1% of annual device cost
4	Failure to follow SOP document during day to day operations/Scheduled activity/outages or incorrect implementation of the change requests	₹ 10,000 per incident/activity/ lapse from team
5	Failure to submit required documentation within timeline	₹ 5000 per week or part thereof
6	Failure to Notify Bank Team and respective stakeholder regarding observed/reported outages within 30 minutes of occurrence/ reporting of incident	₹ 2000 per hour per incident
7	Bidder fails to accept purchase order and execute the same timely	₹ 50,000 per week from the date of purchase order. Bank May take suitable action in addition to the penalty amount in case delay is more than 30 days.
8	Outage caused by implementation team during device implementation	As per Device SLA, to be deducted from Implementation cost of the device.

4.37. Indemnity

The Vendor hereby Indemnify the Bank and shall keep indemnified and hold the Bank harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including attorneys' fees) relating to or arising out of any claim and /or under a suit or proceeding brought against the Bank as a result of:

- a. breach of any term of this RFP by the Vendor and/or by its agents/subcontractors; and/or
- b. an act or omission, misconduct or negligence of the Vendor, its employees in performance of the contract; and / or
- c. claims and/or any legal proceedings made against the Bank by the employees or other persons deployed by the Vendor and/or by any statutory/regulatory/Government authority; and / or
- d. acts of fraud and/or wilful act or omission by the Vendor, its employees or other persons deployed by the Vendor; and/or
- e. violation of the Confidentiality obligations by the Vendor and/or its employees or any other person deployed by them in connection with the Contract.
- f. any breach/violation of Trademarks, copyrights, Intellectual Property Rights of the Bank by the Vendor and/or on material/deliverables supplied by the Vendor and / or claims against the Bank in connection with the breach of any Intellectual Property Rights of any third party (ies) etc.

The aggregate liability of the Vendor under clause (a) and (b) shall be limited to 100% of the contract value. Provided however that there shall be no cap on the liability of the Vendor for events set out in other sub clauses mentioned above. It is further clarified that wherever the Bank permits sub-contracting, the liability on account of such sub-contracting shall vest with the Vendor only and in such cases, the reference to the employee of Vendor mentioned above shall include the sub-contractors and their employees, agents as well.

Service provider further undertakes to promptly notify the Bank in writing any breach of obligation of the Agreement by its employees or representatives including confidentiality obligation and in such an event, the Bank will in addition to and without prejudice to any other available remedies be entitled to immediate equitable relief in a Court of competent jurisdiction to protect its interest including injunctive relief.

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The Service provider shall indemnify and keep fully and effectively indemnified the Bank against any fine or penalty levied on the Bank for improper payment of tax for the reasons attributable to the Service Provider.

The Service Provider hereby undertakes the responsibility to take all possible measures, at no additional cost, to avoid or rectify any issues which thereby results in non-performance of software/ hardware/ deliverables within reasonable time. The Bank shall report as far as possible all material defects to the Service Provider without undue delay. The Service Provider also undertakes to co-operate with other service provider thereby ensuring expected performance covered under scope of work.

The Service Provider shall at its own cost and expenses defend or settle any claim against the Bank that the Deliverables and Services delivered or provided under this Agreement infringe a patent, utility model, industrial design, copyright, trade secret, mask work or trade mark in the country where the Deliverables and Services are used, sold or received.

4.38. Limitations of Liability

The liability under this Agreement, to the extent allowed by Indian Laws, shall be limited to the total contract value. The limitations set forth herein shall not apply with respect to:

- a. claims and/or any legal proceedings made against the Bank by the employees or other persons deployed by the Vendor and/or by any statutory/regulatory/Government authority; and / or
- b. acts of fraud and/or wilful act or omission by the Vendor, its employees or other persons deployed by the Vendor; and/or
- c. violation of the Confidentiality obligations by the Vendor and/or its employees or any other person deployed by them in connection with the Contract.
- d. any breach/violation of Intellectual Property Rights of the Bank by the Vendor and/or on material/deliverables supplied by the Vendor and / or claims against the Bank in connection with the breach of any Intellectual Property Rights of any third party (ies) etc.

Service Provider will ensure Bank's data confidentiality and shall be responsible for liability arising in case of breach of any kind of security and/or leakage of confidential customer/ Bank's related information to the extent of loss so caused.

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In no event shall either party be liable for any consequential, incidental, indirect, special or punitive damage, loss or expenses (including but not limited to business interruption, lost business, lost profits, or lost savings) nor for any third party claims (other than those set-forth in Clause 4.37) even if it has been advised of their possible existence

4.39. Confidentiality

By virtue of awarding the Contact to the Vendor and in the course of its performance, the Vendor may have access to the Confidential Information of the Bank and its Customers. The Vendor is aware that Confidential Information is valuable Information of the Bank and any disclosure of which would cause irreparable loss and damage to the Bank for which monetary compensation may not be adequate and accordingly the Vendor agrees and undertakes to hold the Confidential Information as confidential and shall not disclose the same including to any third party and the Vendor also agrees that its employees, agents, sub-contractors shall also maintain Confidentiality of the Confidential Information. The Vendor agrees that it shall neither use, nor reproduce for use in any way, any Confidential Information of the Bank. The Vendor agrees to protect the Confidential Information of the Bank with at least the same standard of care and procedures used by them to protect its own Confidential Information of similar importance. Without limitation of the foregoing, the Vendor shall advise the Bank immediately in the event that the Vendor learns or has reason to believe that any person who has had access to Confidential Information has violated or intends to violate the terms of this Agreement, the Vendor shall immediately seek injunctive relief against any such person, at the Vendors cost and expenses. If the Vendor hires another person to assist it in the performance of its obligations under the Contract, or assigns any portion of its rights or delegates any portion of its responsibilities or obligations under this Agreement to another person, it shall cause its assignee or delegatee to be bound by the confidentiality of the Confidential Information in the same manner as the Vendor is bound to maintain the confidentiality.

For the purpose of this clause "Confidential Information" shall mean all nonpublic information, of the Bank and its customers which is accessible by and/or is available to the Vendor directly or indirectly, whether in writing, oral, graphic, visual or any other tangible, intangible or electronic form including, without limitation, any and all information relating to the Bank's staff or its clients/customers (whether past, present, or future), financial data, financial results and projections, costs and prices, details of Banks employees and consultants (past, present or prospective), technologies, technical and business strategies, business and marketing plans, marketing and sales techniques, pricing and other strategies, computer programs, software tools, source codes, object codes, protocols, product descriptions, development schedules, Software positioning,

choices of Software names, trade secrets or know how, customer information and Intellectual Property Rights (defined later) as well as any such information not generally known to third parties or received from others.

The Confidentiality obligation shall survive termination / expiry of the Agreement.

4.40. Prohibition against Assignment, Outsourcing or Sub contract

- 4.40.1. Bidder shall not, directly or indirectly, transfer or assign its rights or
- 4.40.2. obligations hereunder or interests herein, either in whole or in part, without the prior written consent of the other Party.
- 4.40.3. Notwithstanding anything contained herein the BIDDER shall not assign, outsource, or sub-contract to any third party, in whole or in part, its duties, human resources and obligations under the Contract, except with the BANK's prior written consent and if so permitted on such terms and conditions as may be stipulated by the BANK. The BANK shall be within its absolute right at its sole discretion to refuse / deny approval & give consent and the same shall not be challenged by the BIDDER.
- 4.40.4. BIDDER shall ensure that outsourcing or Subcontracts, if permitted by the BANK, shall comply with the provisions of this Agreement. It is clearly understood that the BIDDER shall be solely and primarily responsible to fulfil its obligations and adhere to the time limits agreed upon and stated in this Agreement irrespective of whether any sub-Contracting is permitted by the BANK. It is clarified that the BANK shall not be liable or answerable to the Sub-Contractors under any circumstances. The BANK and/or the RBI shall be authorized to make inquiries and audit the Sub-Contractors compliance with its obligations and the BIDDER agrees to provide the BANK with such information and access for audit of the Sub-Contractors, as requested for by the BANK and/or RBI. At all times, the BANK and/or the RBI shall have the right to inspect the premises, Books and records of the bidder/Sub-Contractors directly or through its representatives. All BIDDER's/ Sub-Contractor's records with respect to any matters covered by this Agreement and/or as may be required by RBI and/or the BANK shall be made available to the BANK or its designees as often as the BANK deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data. The BIDDER shall accordingly incorporate the necessary clauses to that effect in the agreement with the Sub Contractor. The BIDDER is aware that any failure to permit inspection may result in RBI imposing fine/penalty and all such amounts shall be paid by the BIDDER.

4.40.5. Notwithstanding anything stated herein above, the BIDDER may subcontract certain jobs/activities under this Contract for which the BANK may not have any objection, and such type of sub contract may be informed to the BANK by the BIDDER.

4.41. Insurance

It is the responsibility of the bidder to insure the equipment against all risks and the charges are to be borne by the bidder till the sign off/commissioning/shifting of the equipment at bank locations. If any loss incurred by the Bank due to Insurance not taken by the bidder, then the bidder should make good the loss to the Bank.

4.42. Right to Audit

Bank has full right to review and audit bidder's place and whole setup by bank officials or engaging third party consultant for auditing the bank requirement under this RFP.

The Bank and RBI and any Agencies engaged by the Bank and/or RBI shall be authorized to make inquiries and audit the selected bidder's compliance with the provisions of this RFP and the selected bidder shall provide the Bank with such information and access for audit as requested for by the Bank and / or RBI. At all times the Bank and / or RBI shall have the right to inspect the premises, books and records of the selected bidder directly or through its representatives. All selected bidder's records with respect to any matters covered by this agreement and / or as may be required by RBI and / or the Bank shall be made available to the Bank or its designees, to audit, examine and make excerpts or transcripts of all relevant data. If the Bank permits the selected bidder to outsource any of the activities under this RFP which shall always be in writing, the selected bidder shall ensure that necessary agreement is entered into with the Agency engaged for such purpose and such agreement shall also contain necessary mandate by the said outsourced agency inter-alia agreeing for production of documents called for, inspection and audit of their premises and books by RBI and / or the Bank and any Agencies engaged by the Bank and / or by the RBI. The outsourcing agreement shall provide the bank with the right to conduct audits on the service provider whether by its internal or external auditors, or by agents appointed to act on its behalf and to obtain copies of any audit or review reports and findings made on the service provider in conjunction with the services performed for the bank. Selected bidder is aware that any failure to permit inspection may result in RBI imposing fine/ penalty and all such amounts shall be paid by the selected bidder.

4.43. Compliance to RBI Guidelines

The Bidder hereby agrees and undertakes as under:

- 4.43.1. Bidder hereby agrees and confirms that it shall at all point of time, also abide and comply with the direction of RBI in vogue and as may be issued from time to time relating to outsourcing of such activities as if the same are incorporated herein.
- 4.43.2. Bidder hereby confirms and declares that the Bidder is not/and shall not at any point of time be owned or controlled by any director, or key managerial personnel, or approver of the outsourcing arrangement of the Bank/RRBs, or their relatives. For the purpose of this clause, terms 'control', 'director', 'key managerial personnel', and 'relative' have the same meaning as assigned under the Companies Act, 2013 and the Rules framed thereunder from time to time.
- 4.43.3. Bidder shall not indulge in any activity that may result in reputational loss to the Bank/RRBs or the reputation of Bank/RRBs being compromised or weakened.
- 4.43.4. Bidder shall not do anything that will impede or interfere with the ability of Bank/RRBs to efficiently oversee or manage its activities and /or of the RBI in carrying out its supervisory functions and objectives.
- 4.43.5. Bidder shall employ the same high standard of care in performing the services as would have been employed by the Bank/RRBs, if the activity was not outsourced to the Vendor.
- 4.43.6. Without prejudice to the obligation of the Bidder to perform the contract and without being bound to do so the Bank/RRBs, shall have the right to intervene with appropriate measures to meet legal and regulatory obligations, which directions of Bank/RRBs shall be complied by the Bidder without need for paying any additional fees or charges to the vendor.
- 4.43.7. Bidder shall promptly and without delay report to Bank any type of material adverse events including data breaches, denial of service, service unavailability, etc. and also those incidents required to be reported to the Bank to enable Bank to take prompt risk mitigation measures and ensure compliance with statutory and regulatory guidelines.
- 4.43.8. Bidder shall comply with the provisions of Information Technology Act, 2000, other applicable legal and regulatory requirements and standards including relating to protection of information of the Bank/RRBs and the customer data;

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- 4.43.9. Bidder shall ensure safe storage of data (as applicable to the scope of RFP) which storage shall be done only in India and in doing so, the extant regulatory requirements shall also be complied by the Bidder. Bidder shall also provide to the Bank from time to time the details of such data captured, processed and stored.
- 4.43.10. Bidder is aware that any data/information being confidential, the Bidder shall not disclose or share any data/information with Bank's customer and/or any other party.
- 4.43.11. Bank/RRBs shall be within its right to seek information from the Bidder about the third parties (in the supply chain) engaged by the Bidder which shall be provided by the Vendor forthwith.
- 4.43.12. Bidder hereby agrees and confirms that the Bidder shall be liable for the performance and risk management practices of the Vendor and also of its subcontractors.
- 4.43.13. Bidder shall comply with the directions issued by the RBI from time to time in relation to the activities outsourced to the Bidder.
- 4.43.14. Bidder agree and undertake to co-operate with the relevant authorities in case of insolvency/resolution of either of the parties. Further, the Bidder shall ensure availability of records to the Bank/RRBs and the RBI including in case of liquidation / resolution of the Bidder.
- 4.43.15. Bidder hereby agree and undertake that the skilled resources of the Bidder who provide core services are considered as "essential personnel" so that required number of staff with back-up arrangements necessary to operate critical functions can work on-site during exigencies (including pandemic situations).
- 4.43.16. Bidder confirms that it has back-to-back arrangements with the OEMs relating to the said contract.
- 4.43.17. Bidder is aware that Public confidence and customer trust in Bank/RRBs is a prerequisite for Bank's/RRBs' stability and reputation and therefore the Bidder shall not do anything, which will affect the same. Further, the Bidder shall ensure the preservation and protection of the security and confidentiality of the Bank's information and also of Bank's/RRBs' customer information which is accessed or in the custody or possession of the Bidder. Bidder shall also ensure that their employees/staff agents also maintain confidentiality of such information and

Bidder shall ensure that any access to customer information by staff of the Bidder shall be strictly on need-to-know basis.

- 4.43.18. Bidder shall ensure that cyber incidents are reported to the Bank by the Bidder immediately without any delay, so that the incident is reported by the Bank to the RBI within the time frame stipulated by RBI.
- 4.43.19. Bidder shall ensure that they are able to isolate the Bank's/RRBs' and its customer's information, documents and records and other assets. This is to ensure that, in adverse conditions or termination of the contract, all such assets of the Bank, documents, record of transactions and information with the Bidder can be removed from the possession of the Bidder, or deleted, destroyed or rendered unusable. In the event of termination of contract, the Bidder shall ensure safe removal/destruction of data, hardware and all records (digital and physical), as applicable. The Bidder shall cooperate fully with both the Bank/RRBs and new service provider(s) to ensure there is a smooth transition. The Bidder shall not erase, purge, revoke, alter or change any data during the transition period, unless specifically advised by the regulator / Bank.
- 4.43.20. If the Bidder is operating in different jurisdictions, the Bidder shall abide by the legal, regulatory and government policies of not only the jurisdictions in which the Bidder is based but also of all the places where it is operating. Bidder shall also monitor the political, social, economic and legal conditions of all such jurisdictions on a continuous basis, as well as establish sound procedures for mitigating the country and other risk. This includes, inter alia, having appropriate contingency and exit strategies.
- 4.43.21.** Business Continuity Plan and Disaster Recovery Plan: Bidder shall develop, establish and immediately put in place a robust framework for documenting, maintaining and testing Business Continuity Plan (BCP) and Disaster Recovery Plan (DRP) commensurating with the nature and scope of the outsourced activity as per extant instructions issued by RBI from time to time on BCP/ DR requirements. Bidder is aware and agree that in establishing a viable contingency plan, Bank shall be within its right to consider the availability of alternative service providers or the possibility of bringing the outsourced activity back in-house in an emergency. This shall not in any way relieve the Bidder from its obligations unless the bank specifically discharges the Bidder from any obligations in writing. The Bidder shall not be entitled to fees/charges for such period/services and advance payment if any made by the Bank related to such period shall be returned by the Bidder to Bank.

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- 4.43.22. Bidder is also aware that while outsourcing various IT services, more than one Bank may be availing services from the same third-party service provider. In such scenario, where the Bidder is providing such services to other Banks as well, in lieu of conducting separate audits by individual Banks, the Banks may adopt pooled (shared) audit on the Bidder which allows the Banks to either pool their audit resources or engage an independent third-party auditor to jointly audit the Bidder. Bidder hereby confirms and declares that it has no objection for the same. Bank may at its sole option depending upon the risk assessment, may also rely upon globally recognized third-party certifications in lieu of conducting independent audits.
- 4.43.23. Bidder shall ensure that it shall grant unrestricted and effective access to a) data, books, records, information, logs, alerts related to the outsourced activities; and also b) the relevant business premises of the Bidder for the purpose of effective oversight use by the Bank, their auditors, regulators and other relevant Competent Authorities, as authorized under law.

4.44. Authorized Signatory

The selected bidder shall indicate the authorized signatories who can discuss and correspond with the Bank, with regard to the obligations under the RFP or Contract. The selected bidder shall submit at the time of signing the contract, a certified copy of the resolution of their Board, authenticated by Bidder Secretary, authorizing an official or officials of the Bidder to discuss, sign agreements/contracts with the Bank, raise invoice and accept payments and also to correspond. The bidder shall furnish proof of signature identification for above purposes as required by the bank.

4.45. Applicability of Preference to Make in India, Order 2017 (PPP-MII Order)

Bank will follow the guidelines on Public Procurement (Preference to Make in India), Order 2017 (PPP-MII Order) issued vide Central Vigilance Commission Order No. 018/VGL/022-377353 dated April 20, 2018 and basis of allotment will be done in terms of instructions on Public Procurement (Preference to Make In India), Order, 2017(PPP-MII Order), Order No. P-45021/2/2017-B.E.-II dated 15.06.2017, as amended by Order No. P-45021/2/2017-B.E.-II dated 28.05.2018; Order No. P-45021/2/2017(BE-II) dated May 29, 2019, Further revised on 04-06-2020; issued by GOI, Ministry of Commerce and Industry, Department of Industrial Policy and Promotion. A bidder who has been debarred by any procuring entity for violation of above mentioned orders shall not be eligible for preference under above mentioned orders for procurement for the duration of the debarment. The other Salient features of above mentioned orders are given below:

- i 'Class-I Local supplier' means a supplier or service provider, whose product or service offered for procurement, has local content equal to or more than 50%, as defined in this order.
- ii 'Class-II Local supplier' means a supplier or service provider, whose product or service offered for procurement, has local content more than 20% but less than 50%, as defined in this order. 'Class-II Local supplier' will not get purchase preference in this procurement.
- iii 'Non Local supplier' means a supplier or service provider, whose product or service offered for procurement, has local content less than or equal to 20%, as defined in this order.
- iv 'Local content' means the amount of value added in India which shall, unless otherwise prescribed by the Nodal Ministry, be the total value of the item procured (excluding net domestic Indirect taxes) minus the value of imported content in the item (including all customs duties) as a proportion of the total value, in percent.
- v 'Margin of purchase preference' means the maximum extent to which the price quoted by a 'Class-I local supplier' may be above the L1 for the purpose of purchase preference. The margin of purchase preference shall be 20%.
- vi Decisions on complaints relating to implementation of the above shall be taken by the competent authority which is empowered to look into procurement related complaints relating to the procuring entity.
- vii Among all qualified bids (which includes 'Class-I Local supplier', 'Class-II Local supplier' and/or 'Non Local supplier'), the lowest bid will be termed as L1. **If L1 is 'Class-I local supplier', the contract will be awarded to L1.**
- viii If L1 bidder is not a 'Class-I local supplier', the lowest bidder among the "Class-I local supplier" will be invited to match the L1 price subject to the local supplier's quoted price falling within the margin of purchase preference, and contract for that quantity shall be awarded to such the 'Class-I local supplier' subject to matching the L1 price. In case such lowest eligible 'Class-I local supplier' fails to match the L1 price, the next higher 'Class-I local supplier' with the next higher bid (within the margin of purchase preference) shall be invited to match the L1 price and so on, and contract shall be awarded accordingly. In case none of the 'Class-I local supplier' within the margin of purchase preference matches the L1 price, then the contract may be ordered on the L1 bidder.
- ix In case above mentioned conditions are not met, then order shall be given to L1 bidder.

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- x **Certificate of Local Content:** The bidder at the time of submission of bid shall be required to provide a certificate as per **Format 6.35** from the statutory auditor or cost auditor of the Bidder (in the case of companies). Certificate from the statutory auditor or cost auditor of the Bidder (in case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content, on their letterhead with Registration Number with seal to be submitted. (**Format 6.35**).
- xi Format of Certificate for Tenders for Works under Rule 144 (xi) in the General Financial Rules (GFRs), 2017 to be submitted by the bidder as per **Format-6.36**.

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PART 5: FUNCTIONAL SPECIFICATIONS

Bank needs following networking solution for Data Center (DC), Disaster Recovery (DR) and Near Data Center (NR) site:

Annexure-1 of Part 5 (Functional Specifications)
(Per unit specs)

Item No. 1.1:- Technical Specifications for Core Firewall

S.N	Minimum Requirement as per RFP	Essential (E) / Preferred (P)	Compiled (Y/N)	Deviations if any
1	The Device must be a next generation firewall with support for intrusion protection, application control, , threat prevention (like anti-bot, anti-virus), all managed from a central platform	E		
2	Proposed Firewall must be based on multi-core cpu's to protect & scale against dynamic latest security threats.	E		
3	Solution should have hardened OS for both appliances and management platform.	E		
4	Firewall with Logging, Reporting Dashboard and should be managed from a centralised console. (DC,DR)	E		
5	The Firewall appliance should have certifications like ICASA / EAL4/CCNDPP	E		
6	The proposed appliance must natively support HA along with redundant components such as power supplies, fan etc. The proposed appliance must have minimum 16 x1/10 GbE, 4 x 10/25 GbE, 4x40/100GBase QSFP+ Physical ports. All the modules and transceivers should be provided. Management and sync /HA ports will be additional. The proposed appliance should be populated with all minimum required ports from day 1 with all optics. 10G SFP should be multimode. 40G QSFP+ transceivers, should be short range BiDi and should support upto 100m cabling distance on OM3/OM4. If the OEM does not support BiDi they can propose necessary SFP compatible between the	E		

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S.N	Minimum Requirement as per RFP	Essential (E) / Preferred (P)	Compiled (Y/N)	Deviations if any
	firewall and Banks core switches with no additional cost to bank.			
7	Firewall Appliance should have the feature for easy rollbacks to previous version/update during the version upgrades	E		
8	Firewall should have redundant dual hot-swappable power supply	E		
9	The proposed hardware & product model should not be End of Support for next 5 years.	E		
10	The proposed solution must provide minimum 60 Gbps of throughput with Threat Protection features (Application control, IPS, AV, Anti Malware) turned on from Day-1. The performance requirement is for a single hardware appliance and should not be for a cluster. Cluster based solutions will not be acceptable. Sufficient evidence with public reference should be provided from OEM Datasheet. OEM should also provide appliance's throughput claim, after enabling all the features, along with lab test report with 64KB HTTP/appmix packet size, where the throughput should be minimum 40Gbps. Bank, at its own discretion may enable various security features on appliance at different point of time. In such cases if the threat prevention throughput of the appliance goes under 40 Gbps then it will be considered as under performance and bidder would need to provide replacement appliance of higher capacity inline to RFP requirement without any additional cost to Bank. The test should be conducted with good modelling of real world traffic including a mix of various protocols and packet sizes. The lab test reports along with declaration of throughput claim from OEM has to be submitted along with the technical bid	E		
11	The proposed solution must be able to handle minimum 400,000 new sessions per second	E		

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S.N	Minimum Requirement as per RFP	Essential (E) / Preferred (P)	Compiled (Y/N)	Deviations if any
12	The proposed solution must be able to handle minimum 45,000,000 concurrent sessions.	E		
13	The solution must be capable of handling minimum 50,000 policies.	E		
14	The proposed solution must support, Transparent, Layer 2, and Layer 3 mode providing flexible deployment.	E		
15	The communication between all the components of Firewall System should be encrypted with SSL or PKI or TLS	E		
16	The proposed solution must support 802.1Q VLAN tagging	E		
17	The proposed solution must support Dual Stack IPv4 & IPv6 from day one.	E		
18	The Firewall must provide NAT functionality, including dynamic and static NAT translations.	E		
19	Network address translation (NAT) must be supported so that the private IP addresses of hosts and the structure of an internal network can be concealed by the firewall.	E		
20	Network Address Translation (NAT) must be configurable as 1:1, 1: many, many: 1, many: many, flexible NAT (overlapping IPs).	E		
21	Port address translation must be provided	E		
22	FW should have functionality for IPv4 to IPv6 natting functionality NAT64 and NAT46.	E		
23	The solution must have IPv6 certification	E		
24	The proposed solution must support standards based Link aggregation (IEEE 802.3ad) to achieve higher bandwidth	E		
25	The proposed solution must support the routing protocols static, RIPv2, OSPF, BGP4, etc	E		
26	The proposed solution must be able to support Active/Active configuration.	E		
27	The proposed solution must be able to support Active/Passive HA configuration	E		
28	The proposed solution must be capable to detect device, link and path failure based	E		

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S.N	Minimum Requirement as per RFP	Essential (E) / Preferred (P)	Compiled (Y/N)	Deviations if any
	end to end link health by monitoring a remote target.			
29	The proposed solution must be able to support session and configuration synchronization	E		
30	The Firewall must support redundant hot swappable AC power supply and redundant fans. It should be supplied with C13/C14 power cords or with necessary arrangement to connect with existing Infra at no additional cost.	E		
31	The OEM must provide 24 X 7 X 365 highest level of technical support. The OEM must provide the dedicated login credentials to Bank with highest level permissions to search knowledge base, downloading of the patches, documents and to manage the device. Bank should be able to raise tickets directly to OEMs.	E		
32	Every Gateway Security control (like Firewall or any other feature required to meet above specification) must not have any licensing restriction on number of users and must be supplied for unlimited users unless specified otherwise.	E		
33	The proposed solution should provide seamless AD Integration on endpoints. The Solution must include User Directory capabilities to integrate over LDAP/or equivalent authentication system .	E		
34	The proposed solution must support Policy Based forwarding based on Network, Source / Destination Address/ User /User Group	E		
35	The proposed solution must support Voice & Video based protocols (H.323, SIP, SCCP, MGCP etc.)	E		
36	The proposed solution must support the creation of security policy based on Active Directory Users and Groups in addition to source/destination IP.	E		
37	The firewall shall mask the internal network from the external world.	E		

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S.N	Minimum Requirement as per RFP	Essential (E) / Preferred (P)	Compiled (Y/N)	Deviations if any
38	The firewall shall provide robust access control capability and be fast in making access control decisions. Access Control shall be done based on criteria such as source, destination IPs, port number, protocol, traffic type, application, date information (day of week, time of day), etc.	E		
39	Solution must detect Denial of Service attacks correlating events from all sources	E		
40	Multi-layer, stateful, application-based filtering shall be done.	E		
41	Proposed OEM must have its own threat intelligence analysis center and shall use the global footprint of security deployments for more comprehensive network protection.	E		
42	The proposed Solution must support IP reputation intelligence feeds from third party and custom lists of IP addresses including a global blacklist.	E		
43	The solution must provide a mechanism to limit application usage based on bandwidth consumption	E		
44	The solution must allow network exceptions based on defined network objects	E		
45	Solution shall have capability to analyze and block TCP/UDP protocol to identify attacks and malware communications. At minimum, the following protocols are supported for real-time inspection, blocking and control of download files: HTTP, SMTP, POP3, IMAP and FTP. It should be able to block Instant messaging apps and should be able to block peer-peer applications over HTTP.	E		
46	Should support DNS threat intelligence feeds to protect against threats	E		
47	Integrated IPS, IDS, functionality should be available as a module that can be activated and de-activated as and when required.	E		
48	Anti-Bot/Anti-Malware (inclusive of anti-virus) application must have a centralized event correlation and reporting mechanism.	E		
49	Firewall should support identity access for Granular user, group and machine based visibility and policy.	E		

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S.N	Minimum Requirement as per RFP	Essential (E) / Preferred (P)	Compiled (Y/N)	Deviations if any
50	The Anti-Malware (inclusive of anti-virus) should Scan files that are passing on CIFS/SMB protocol	E		
51	Vendor must have an integrated Anti-Bot and Anti-Malware (inclusive of Anti-virus) application on the next generation firewall	E		
52	Anti-Bot application must use a multi-tiered detection engine, which includes the reputation of IPs, URLs and DNS addresses and detect patterns of bot communications	E		
53	Anti-Bot protections must be able to scan for bot actions	E		
54	In the proposed solution, Vulnerability / Virus / Spyware protection signature updates shall not require reboot of the unit. Signatures can be updated either in detect mode or prevention mode as per configuration.	E		
55	The solution should support Automatic updates for all threat prevention features	E		
56	The proposed firewall should support the ability to create QoS policy by destination address / by user/user group as defined by AD / by IP Address / by port	E		
57	The proposed firewall must define QoS traffic classes with bandwidth rate limiting	E		
58	Dedicated management solution must be provided for management, logging and reporting. End to End infrastructure and hardware in this regards has to be provided by the vendor. Management and reporting solution is required at DC, DR. They should be in real time sync.	E		
59	The Firewall administration station must provide a means for exporting the firewall rules set and configuration.	E		
60	Solution should support log retention of 9 months . All the hardware, software, licenses required should be provided by the bidder from day one .	E		
61	Solution must provide log analysis and policy management, any tool which is required for providing the same must be included in offering.	E		

Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site



S.N	Minimum Requirement as per RFP	Essential (E) / Preferred (P)	Compiled (Y/N)	Deviations if any
62	The Log and report solution must be able to provide real time or near real time log viewer/dash board.	E		
63	The management platform must provide multiple report output types or formats, such as PDF, HTML, and CSV.	E		
64	The management platform must support multiple mechanisms for issuing alerts (e.g., SNMP, e-mail, SYSLOG).	E		
65	The centralized management platform must not have any limit in terms of handling logs per day or the solution sizing be such that the logs/ day limit does not hit for the proposed environment. Solution should be able to provide insights of hosts/user on basis of indication of compromise, any license required for this to be included from day one.	E		
66	The management platform must provide built-in robust reporting capabilities, including a selection of pre-defined reports and the ability for complete customization and generation of new reports.	E		
67	The management platform support running on-demand and scheduled reports	E		
68	The management platform must risk reports like advanced malware, attacks and network	E		
69	The management platform must include an integration mechanism, preferably in the form of open APIs and/or standard interfaces, to enable events and log data to be shared with external network and security management applications, such as Security Information and Event Managers (SIEMs), and log management tools.	E		
70	Firewall must support logging. Log levels must be configurable based on severity.	E		
71	It must be able to Search and Filter the log based on traffic, IP, URL, etc.	E		
72	The Firewall logs must contain information about the firewall policy rule that triggered the log. Should support google like search of logs within seconds	E		

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S.N	Minimum Requirement as per RFP	Essential (E) / Preferred (P)	Compiled (Y/N)	Deviations if any
73	It must support SNMP (Simple Network Management Protocol) v 2.0 and v 3.0.	E		
74	The firewall must be capable of integrating with other equipment like SIEM tool or reporting tools etc.	E		
75	The solution must be commonly integrated with any of the SIEM and SOAR products.	E		
76	Firewall Management system should also provide the real time health status of all the firewall modules on the dashboard for CPU & memory utilization, state table, total number of concurrent connections and the connections/second counter.	E		
77	Any changes or commands issued by an authenticated user should be logged to a database and details of changes done by user to be available in Firewall audit logs	E		
78	Solution must provide hits against firewall rules to provide usability and information on utilization of rules in access Policy.	E		
79	NGFW should be able to monitor the health of internet links and move the traffic to secondary ISP automatically if the link health of primary ISP degrades.	E		
80	Security management application must support role based administrator accounts. For instance roles for firewall policy management only or role for log viewing only	E		
81	The management must provide a security rule hit counter in the security policy	E		
82	Log window should contain a detailed history for every rule including who changed it.	E		
83	Solution must include customizable threshold setting to take actions when a certain threshold is reached on a gateway. Actions must include: Log, alert, send an SNMP trap, send an email and execute a user defined alert	E		
84	Solution should support REST API	E		
85	The offered product part codes have to be General Availability Part codes and not custom built. There should be reference of	E		

Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site



S.N	Minimum Requirement as per RFP	Essential (E) / Preferred (P)	Compiled (Y/N)	Deviations if any
	Products and licenses on the public website of the OEM			
86	Any third party product required to achieve the functionality should be provided with the necessary enterprise version license of software/appliance and necessary hardware, database and other relevant software or hardware etc. should be provided	E		
87	Proposed solution should support 24x7x365 OEM TAC support and same day 5 hrs hardware replacement	E		
88	Must support the use of LDAP nested groups	E		
89	Must be able share or propagate user identities between multiple security gateways	E		
90	The reporting tool must support filters that allow to customize a predefined report to be closest to administrator's needs	E		
91	The appliance hardware should be a multicore CPU architecture with a hardened 64 bit operating system to support higher memory.	E		
92	The reporting tool must support filters that allow to customize a predefined report to be closest to administrator's needs	E		
93	The Solution should allow identification through a proxy (example: X-forwarded headers)	E		
94	Must be able to acquire user identity from Microsoft Active Directory domain controllers	E		
95	The proposed solution should support integration with Third party Threat Intelligence subscription using STIX/TAXII or third party SIEM/ Syslog, in addition to mandatory subscription to OEM's own Threat Intelligence Feed.	E		
96	Solution should support QoS/ Policing/ Traffic shaping	E		
97	Solution must have a security policy revision control mechanism with the option to compare revisions.	E		

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S.N	Minimum Requirement as per RFP	Essential (E) / Preferred (P)	Compiled (Y/N)	Deviations if any
98	Bank intends to deploy multivendor architecture in the new datacentres. Cisco Firewalls are deployed at internet and external segment and can not be deployed as core firewall.	E		
99	The proposed application security solution must be in the Leader's quadrant in the Gartner "Magic Quadrant for Enterprise Network Firewalls" as per the last three published reports. This clause will not be applicable for the OEMs qualifying under Make In India category.	E		
100	The solution should support detection & prevention of Cryptors & ransomware viruses and variants (e.g. Wannacry, Cryptlocker, CryptoWall, etc)	E		
101	Proposed firewall solution architecture should have N+N hardware redundancy. Example Primary appliances caters to 60 Gbps then the standby appliance should also be able to cater to 100% of the capacity.	E		
102	Firewall should support the authentication protocols RADIUS,LDAP,TACACS+ and PKI methods.	E		
103	Solution should support creation of minimum 8 virtual systems/ instances from day 1 and have ability to support upto 250 virtual systems with additional license if required in future. Solution should support providing access to administrators with read only / read write access to manage firewall related tasks for different virtual context. The scale mentioned to support should be along with threat protection features like IPS, AV, Malware protection enabled in virtual systems as required by bank in future.	P		
104	Firewall should support VXLAN from Day-1	P		
105	Solution must be able to identify malwares coming from incoming files and malwares downloaded from Internet	P		

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S.N	Minimum Requirement as per RFP	Essential (E) / Preferred (P)	Compiled (Y/N)	Deviations if any
106	The centralized management console for the firewall must natively allow reading of the data from the external / inbuilt log retention device or pivot options to the extended log retention platform.	P		
107	Bidder / OEM should provide references where the same model has been proposed. PO copies from the customer should be submitted for reference. 4 marks for 4 BFSI reference, 3 marks for 3 BFSI reference, 2 marks for 2 BFSI reference, 1 Marks for 1 BFSI reference	P		
108	Proposed appliance should be launched atleast 1 year prior to the release of this RFP ensuring the stability and maturity of the product in the field.	P		
109	Firewall should have the ability to process security inspection like IPS, AV inspection in hardware to avoid degraded performance. Kindly share public reference of the proposed appliance supporting the same.	P		
110	The NGFW with built-in feature set to support WAN links load balancing and fail over based parameters such as Latency, Jitter, Packet-Loss. Any additional license required should be included from day 1.	P		
111	Management solution for NGFW must have separate option for IPS admin, so that SOC team can manage IPS feature only. Must have public documentation how this feature works	P		
112	Device should support upgradation of Memory and Disk space if utilization is observed to be above bank-defined threshold.	P		
113	NGFW should offer flow based as well as proxy based antivirus. Proxy based antivirus is required to do inline sandbox which help protect against first infection of zero day malware.	P		
114	The proposed NGFW must support virtual clustering meaning half virtual context are active on one physical appliance and other half are active on secondary appliance.	P		

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S.N .	Minimum Requirement as per RFP	Essential (E) / Preferred (P)	Compiled (Y/N)	Deviations if any
	Must have option to failover just one virtual context in case any failure is detected for that virtual context			
	Number of P points	15	No. of P points complied	

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Item No. 1.2:- Technical Specifications for Core IPS

Sr. No	Minimum Requirement as per RFP	Essential (E) / Preferred (P)	Compiled (Y/N)	Deviations if any
1	The proposed solution must be a Next Generation IPS. The solution must be deployed in HA mode at DC and DR locations .	E		
2	It should embed application visibility/intelligence for commonly used TCP/IP protocols like telnet, ftp etc.	E		
3	The solution should be next generation IPS with Layer7 Application control and visibility.	E		
4	Proposed solution must be based on multi-core cpu's to protect & scale against dynamic latest security threats.	E		
5	Solution with Logging, Reporting Dashboard and should be managed from a centralised console. (DC,DR)	E		
6	The IPS should have certifications like ICSA / EAL4/CCNDPP	E		
7	The proposed appliance must natively support HA along with redundant components such as power supplies, fan etc. The proposed appliance must have minimum 16 x1/10 GbE, 4 x 10/25 GbE, 4x40/100GBase QSFP+ Physical ports. All the modules and transceivers should be provided. Management and sync /HA ports will be additional. The proposed appliance should be populated with all minimum required ports from day 1 with all optics. 10G SFP should be multimode. 40G QSFP+ transceivers should be short range BiDi and should support upto 100m cabling distance on OM3/OM4. If the OEM does not support BiDi they can propose necessary SFP compatible between the Device and Banks core switches with no additional cost to bank.	E		
8	The Appliance/TFTP should have a feature of holding multiple OS images to support resilience & easy rollbacks during the version upgrades	E		
9	The proposed hardware & product model should not be End of Support for next 5 years.	E		
10	The proposed IPS shall be able to identify, decrypt and inspect SSL traffic for inbound connection.	E		

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Sr. No	Minimum Requirement as per RFP	Essential (E) / Preferred (P)	Compiled (Y/N)	Deviations if any
11	<p>The proposed solution must provide minimum 60 Gbps of throughput with Threat Protection features (Application control, IPS, AV, Anti Malware) turned on from Day-1. The performance requirement is for a single hardware appliance and should not be for a cluster. Cluster based solutions will not be acceptable. Sufficient evidence with public reference should be provided from OEM Datasheet. OEM should also provide appliance's throughput claim, after enabling all the features, along with lab test report with 64KB HTTP/appmix packet size, where the throughput should be minimum 40Gbps.</p> <p>Bank, at its own discretion may enable various security features on appliance at different point of time. In such cases if the threat prevention throughput of the appliance goes under 40 Gbps then it will be considered as under performance and bidder would need to provide replacement appliance of higher capacity inline to RFP requirement without any additional cost to Bank. The test should be conducted with good modelling of real world traffic including a mix of various protocols and packet sizes. The lab test reports along with declaration of throughput claim from OEM has to be submitted along with the technical bid</p>	E		
12	The proposed solution must be able to handle minimum 400,000 new sessions per second	E		
13	The proposed solution must be able to handle minimum 45,000,000 concurrent sessions.	E		
14	The solution must be capable of handling minimum 5000 policies.	E		
15	The proposed solution must support, Transparent, Layer 2, Layer 3 mode providing flexible deployment.	E		
16	The communication between all the components of System should be encrypted with SSL or PKI or TLS	E		
17	The proposed solution must support 802.1Q VLAN tagging	E		
18	The proposed solution must support Dual Stack IPv4 & IPv6 from day one.	E		
19	The proposed solution must be able to support Active/Passive HA configuration	E		
20	The proposed solution must be capable to detect device, link, path failure, path monitoring	E		

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Sr. No	Minimum Requirement as per RFP	Essential (E) / Preferred (P)	Com piled (Y/N)	Deviati ons if any
21	The proposed solution must be able to support session and configuration synchronization	E		
22	The solution must support redundant hot swappable AC power supply and redundant fans. It should be supplied with C13/C14 power cords or with necessary arrangement to connect with existing Infra at no additional cost.	E		
23	The OEM must provide 24 X 7 X 365 highest level of technical support. The OEM must provide the dedicated login credentials to Bank with highest level permissions to search knowledge base, downloading of the patches, documents and to manage the device. Bank should be able to raise tickets directly to OEMs.	E		
24	Every Gateway Security control (any feature required to meet above specification) must not have any licensing restriction on number of users and must be supplied for unlimited users unless specified otherwise.	E		
25	The solution shall provide robust access control capability and be fast in making access control decisions. Access Control shall be done based on criteria such as source, destination IPs, port number, protocol, traffic type, application, date information (day of week, time of day), etc.	E		
26	Multi-layer, stateful, application-based filtering shall be done.	E		
27	Some basic attack protection features listed below but not limited to : a. Maximum no of protections against attacks that exploit weaknesses in the TCP/IP protocol suite b. It shall enable rapid detection of network attacks c. TCP reassembly for fragmented packet protection d. Brute force attack mitigation e. SYN cookie protection , SYN Flood, Half Open Connections and NUL Packets f. Protection against IP spoofing g. Malformed packet protection	E		
28	The appliance based security platform shall be capable of providing application visibility, IPS functionality in a single appliance.	E		
29	The detection engine must be capable of operating in both passive (i.e., monitoring) and inline (i.e., blocking) modes.	E		
30	Shall support application layer and risk-based controls that can invoke tailored intrusion prevention system (IPS) threat detection policies to optimize security effectiveness.	E		

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Sr. No	Minimum Requirement as per RFP	Essential (E) / Preferred (P)	Compiled (Y/N)	Deviations if any
31	The Proposed Solution should support over 10+ K IPS Signature.	E		
32	Proposed OEM must have its own threat intelligence analysis center and shall use the global footprint of security deployments for more comprehensive network protection.	E		
33	The proposed Solution must support IP reputation intelligence feeds from third party and custom lists of IP addresses including a global blacklist.	E		
34	The proposed solution should support integration with Third party Threat Intelligence subscription using STIX/TAXII or third party SIEM/ Syslog, in addition to mandatory subscription to OEM's own Threat Intelligence Feed.	E		
35	The system must be able to provide automatic signature/rules recommendations for each intrusion policy based on operating systems, servers, and client application protocols detected on network.	E		
36	<p>The solution should be zone based, with capabilities to facilitate network segmentation across various internal, external and DMZ (Demilitarized Zone) sub-groups on the network, to prevent unauthorized access. Basic attack protection features listed below but not limited to:</p> <p>a. Maximum no of protections against attacks that exploit weaknesses in the TCP/IP protocol suite.</p> <p>b. Enable rapid detection of network attacks</p> <p>c. TCP reassembly for fragmented packet protection</p> <p>d. SYN cookie protection, SYN Flood, Half Open Connections and NULL Packets</p> <p>e. IPS / IDS / AV features with intelligence employing approaches for detecting threats, including at a minimum exploit-based signatures, vulnerability-based rules, protocol anomaly detection, and behavioural anomaly detection techniques.</p> <p>f. Able to perform in Routed as well as Transparent mode.</p> <p>g. Should support capability to configure correlation rule where multiple rules/events can be combined together for better efficacy.</p> <p>h. Should support DNS sink holing for malicious DNS request from inside hosts to outside bad domains and should be able to integrate and query third party external threat intelligence databases to block or sinkhole bad IP address, Domain.</p>	E		

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Sr. No	Minimum Requirement as per RFP	Essential (E) / Preferred (P)	Com piled (Y/N)	Deviati ons if any
37	The proposed IPS solution must support Scheduling IPS Signatures updates	E		
38	The Proposed solution should accurately detect intrusion attempts and discern between the various types and risk levels including unauthorized access attempts, pre-attack probes, suspicious activity, DoS, DDoS, vulnerability exploitation, hybrids, and zero-day attacks, Worm, Phishing, Spyware, Virus, Trojan, P2P, VoIP, Backdoor, Reconnaissance, Bandwidth Hijacking, Cross-site scripting, SQL Injection etc.	E		
39	The proposed solution shall be supported by a world-class threat research organization dedicated to the discovery and analysis of threats, applications and their respective network behaviour. The threat and vulnerability information that is protected shall be publicly accessible on the internet.	E		
40	The proposed solution shall support attack recognition for IPv6 traffic the same way it does for IPv4	E		
41	The proposed solution shall support granular tuning with option to configure overrides for individual signatures	E		
42	The proposed solution shall support automatic security updates directly over a secure connection (i.e. no dependency of any intermediate device)	E		
43	The proposed solution Vulnerability / Virus / Spyware protection signature updates shall not require reboot of the unit.	E		
44	The proposed solution must support different actions in the policy such as alert/detect, prevent/deny, drop, packet capture	E		
45	Integrated IPS, IDS, functionality should be available as a module that can be activated and de-activated as and when required.	E		
46	Activation of new IPS & IDS protections should be based on parameters like Threat severity i.e. High, Medium, low risk etc.	E		
47	IPS Engine should provide prevention against Vulnerability and Exploits, Protocol anomalies including non-RFC compliant protocol usage and Behaviour-based detection. IPS should provide protection for both Client Protection and Server Protections	E		

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Sr. No	Minimum Requirement as per RFP	Essential (E) / Preferred (P)	Compiled (Y/N)	Deviations if any
48	Solution must provide protection capabilities such as blocking invalid or malformed packets, IP defragmentation, TCP reassembly etc. Providing Protection against evasion and obfuscation methods employed by attackers.	E		
49	IPS should provide Protection against Injection Vulnerabilities SQL Injection, Command Injection (distinct and non-distinct SQL commands, Shell commands etc.), LDAP Injection, HTTP Command Injection	E		
50	IPS should provide Application layer protections for Cross site scripting, Directory traversal etc	E		
51	Solution Should be able to prevent against scripting code, JavaScript and VBScript. Commands.	E		
52	IPS should have advanced capabilities that detect, alert and prevent attacks launched against the Web infrastructure including Malicious code for Buffer Overflow, other malicious executable code attacks that target Web servers and other applications.	E		
53	The IPS must provide application level protection for HTTP / Web Hosting infrastructure including vulnerabilities within HTTP protocols such as header spoofing enforcement, directory listing prevention, error concealment etc.	E		
54	Bank should have the flexibility to define any signature in detect or prevent mode	E		
55	Threat events/protection exclusion rules can be created and view packet data directly from log entries with RAW Packets and if required can be sent to Wireshark for the analysis.	E		
56	IPS must have options to create profiles for either client or server based protections, or a combination of both	E		
57	IPS must provide an automated mechanism to activate or manage new signatures from updates	E		
58	IPS must support network exceptions based on source, destination, service or a combination of the three	E		
59	IPS must include a troubleshooting mode which sets the in use profile to detect only, with one click without modifying individual protections	E		
60	IPS must be able to collect packet capture for specific protections	E		
61	IPS must be able to detect and block network and application layer attacks, protecting at least the following services: email services, DNS, FTP, Windows services (Microsoft Networking)	E		

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Sr. No	Minimum Requirement as per RFP	Essential (E) / Preferred (P)	Compiled (Y/N)	Deviations if any
62	The administrator must be able to define network and host exclusions from IPS inspection	E		
63	The solution should support Automatic updates for all threat prevention features	E		
64	Support Automatic update of Threat Prevention policy profiles to protect against the latest cyber threats using the latest technologies.	E		
65	Proposed solution shall have required subscription like Threat Intelligence for proper functioning	E		
66	The management platform must provide multiple report output types or formats, such as PDF, HTML, and CSV.	E		
67	The management platform must support multiple mechanisms for issuing alerts (e.g., SNMP, e-mail, SYSLOG).	E		
68	Dedicated management solution must be provided for management, logging and reporting. End to End infrastructure and hardware in this regards has to be provided by the vendor. Management and reporting solution is required at DC, DR. They should be in real time sync.	E		
69	The management platform must include an integration mechanism, preferably in the form of open APIs and/or standard interfaces, to enable events and log data to be shared with external network and security management applications, such as Security Information and Event Managers (SIEMs), and log management tools.	E		
70	Solution should support log retention of 9 months. All the hardware, software, licenses required should be provided by the bidder from day one.	E		
71	Solution must provide log analysis and policy management, any tool which is required for providing the same must be included in offering.	E		
72	The Log and report solution must be able to provide real time or near real time log viewer/dash board.	E		
73	It must support logging. Log levels must be configurable based on severity.	E		
74	It must be able to Search and Filter the log based on traffic, IP, URL, etc.	E		
75	It must support SNMP (Simple Network Management Protocol) v 2.0 and v 3.0.	E		
76	The solution must be capable of integrating with other equipment like SIEM tool or reporting tools etc.	E		

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Sr. No	Minimum Requirement as per RFP	Essential (E) / Preferred (P)	Compiled (Y/N)	Deviations if any
77	The management system must support the ability for configuration or provide multiple admin role while modifying it, avoiding administrator collision when there are multiple people configuring the appliance.	E		
78	Solution should be able to generate report on Performance measurement for capacity utilization .If on box reporting is not feasible then the solution has to be integrated with SNMP infrastructure by the bidder.	E		
79	Management system should also provide the real time health status of all the modules on the dashboard for CPU & memory utilization, state table, total number of concurrent connections and the connections/second counter.	E		
80	Security management application must support role based administrator accounts. For instance roles for policy management only or role for log viewing only	E		
81	The management must provide a security rule hit counter in the security policy	E		
82	Solution must have a security policy revision control mechanism with the option to compare revisions.	E		
83	Policy window should contain a detailed history for every rule including who changed it.	E		
84	Solution must include customizable threshold setting to take actions when a certain threshold is reached on a gateway. Actions must include: Log, alert, send an SNMP trap, send an email and execute a user defined alert	E		
85	Solution should support REST API	E		
86	The management appliance should have 2 x 10G port and integrated redundant power supply from day one	E		
87	The management platform must provide a highly customizable dashboard.	E		
88	The management platform must provide centralized logging and reporting functionality	E		
89	The licenses required for the entire solution should be without restriction of number of users	E		
90	The offered product part codes have to be General Availability Part codes and not custom built. There should be reference of Products and licenses on the public website of the OEM	E		
91	Any third party product required to achieve the functionality should be provided with the necessary enterprise version license of software/appliance and necessary hardware,	E		

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Sr. No	Minimum Requirement as per RFP	Essential (E) / Preferred (P)	Com piled (Y/N)	Deviati ons if any
	database and other relevant software or hardware etc. should be provided			
92	The management platform must be capable of integrating third party vulnerability information into threat policy adjustment routines and automated tuning workflows	E		
93	Solution should support QoS/ Policing/ Traffic shaping	E		
94	IPS should have an option to create your own signatures with an open signature language.	E		
95	IPS should provide detailed information on each protection, including: Vulnerability and threat descriptions, Threat severity, Performance impact, Industry Reference such as CVC.	E		
96	Anti-Bot protections must be able to scan for bot actions and updates shall not require reboot of the unit. It should also support Automatic updates for all threat prevention features.	E		
97	The solution include onprem sandboxing appliance at DC and DR with required hardware, software and licenses included from Day -1. The sandbox appliance should support minium 8 simultaneous file scan. It should also support various operating systems like Windows, Linux, MAC, custom OS and Android. It should also support minimum HTTP, SMTP, POP3, FTP, IMAP for integration with proposed Solution.	E		
98	The proposed solution should have the ability to analyse, detect and block malware in common file formats including but not limited to executables , JAVA, PDF, MS office documents, , common multimedia contents such as JPEG/GIF/BMP/WMF and ZIP/RAR/7ZIP/TNEF archives to prevent advanced malware and zeroday attacks.	E		
99	Solution must have a security policy revision control mechanism with the option to compare revisions.	E		
100	Bank intends to deploy multivendor architecture in the new datacentres. Cisco Firewalls are deployed as Core Firewall and Core IPS must be from OEM other than CISCO.	E		
101	Proposed solution must support option to enable Threat Protection inclusive of below features 1. Malware protection (Anti Virus, Antibot, AntiSpyware) 2. Malicious URL Blocking 3. Infected File Blocking	E		

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Sr. No	Minimum Requirement as per RFP	Essential (E) / Preferred (P)	Compiled (Y/N)	Deviations if any
102	The proposed application security solution must be in the Leader's quadrant in the Gartner "Magic Quadrant for Enterprise Network Firewalls" as per the last three published reports. This clause will not be applicable for the OEMs qualifying under Make In India category.	E		
103	Bidder / OEM should provide references where the same model has been proposed. PO copies from the customer should be submitted for reference. 4 marks for 4 BFSI reference, 3 marks for 3 BFSI reference, 2 marks for 2 BFSI reference, 1 Marks for 1 BFSI reference	P		
104	Proposed appliance should be launched atleast 1 year prior to the release of this RFP ensuring the stability and maturity of the product in the field.	P		
105	The management platform must support multi-domain management	P		
106	Proposed solution architecture should have N+N hardware redundancy. Example Primary appliances caters to 60 Gbps then the standby appliance should also be able to cater to 100% of the capacity.	P		
107	Solution should support creation of minimum 8 virtual systems/ instances from day 1 and have ability to support upto 250 virtual systems with additional license if required in future. Solution should support providing access to administrators with access to manage IPS related configuration for different virtual context. The scale mentioned to support should be along with threat protection features like IPS, AV, Malware protection enabled in virtual systems as required by bank in future.	P		
108	NGIPS should have the ability to process security inspection like IPS, AV inspection in hardware to avoid degraded performance. Kindly share public reference of the proposed appliance supporting the same.	P		
109	The IPS with built-in feature set to support WAN links load balancing and fail over based parameters such as Latency, Jitter, Packet-Loss. Any additional license required should be included from day 1.	P		
110	Management solution for IPS must have separate option for IPS admin, so that SOC team can manage IPS feature only. Must have public documentation how this feature works	P		

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Sr. No	Minimum Requirement as per RFP	Essential (E) / Preferred (P)	Complied (Y/N)	Deviations if any
111	IPS should offer flow based as well as proxy based antivirus. Proxy based antivirus is required to do inline sandbox which help protect against first infection of zero day malware.	P		
112	Device should support upgradation of Memory and Disk space if utilization is observed to be above bank-defined threshold.	P		
113	The proposed solution must support virtual clustering meaning half virtual context are active on one physical appliance and other half are active on secondary appliance. Must have option to failover just one virtual context in case any failure is detected for that virtual context	P		
114	Proposed appliance should support Trusted Platform Module from Day-1 to provide hardware-based security related functions. Public reference should be submitted for the support published prior to the release date of the RFP.	P		
	Number of P points	15	No. of P points complied	

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Item No. 1.3:- Technical Specifications for Extranet and DMZ IPS

Sr. No.	Minimum Requirement as per RFP	Essential (E) / Preferred (P)	Compiled (Y/N)	Deviations if any
1	The proposed solution must be a Next Generation IPS. The solution must be deployed in HA mode at DC and DR locations.	E		
2	It should embed application visibility/intelligence for commonly used TCP/IP protocols like telnet, ftp etc.	E		
3	The solution should be next generation IPS with Layer7 Application control and visibility.	E		
4	Proposed solution must be based on multi-core cpu's to protect & scale against dynamic latest security threats.	E		
5	Solution with Logging, Reporting Dashboard and should be managed from a centralised console. (DC,DR)	E		
6	The IPS should have certifications like ICSA / EAL4/CCNDPP	E		
7	The proposed appliance must natively support HA along with redundant components such as power supplies, fan etc. The proposed appliance must have minimum 12 x1/10G SFP+, 4 x 10/25G SFP+, 4x40G/100G QSFP+ Physical ports. All the modules and transceivers should be provided. Management and sync /HA ports will be additional. The proposed appliance should be populated with all minimum required ports from day 1 with all optics. 10G SFP should be multimode. 40G/100G QSFP+ transceivers should be short range BiDi and should support upto 100m cabling distance on OM3/OM4. If the OEM does not support BiDi they can propose necessary SFP compatible between the firewall and Banks core switches with no additional cost to bank.	E		
8	The Appliance/TFTP should have a feature of holding multiple OS images to support resilience & easy rollbacks during the version upgrades	E		
9	The proposed hardware & product model should not be End of Support for next 5 years.	E		
10	The proposed IPS shall be able to identify, decrypt and <u>inspect</u> SSL traffic for inbound connection.	E		

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Sr. No.	Minimum Requirement as per RFP	Essential (E) / Preferred (P)	Compiled (Y/N)	Deviations if any
11	The proposed solution must provide minimum 20 Gbps of throughput with Threat Protection features (Application control, IPS, AV, Anti Malware) turned on from Day-1. The performance requirement is for a single hardware appliance and should not be for a cluster. Cluster based solutions will not be acceptable. Sufficient evidence with public reference should be provided from OEM Datasheet. OEM should also provide appliance's throughput claim, after enabling all the features, along with lab test report with 64KB HTTP/appmix packet size, where the throughput should be minimum 20Gbps. Bank, at its own discretion may enable various security features on appliance at different point of time. In such cases if the threat prevention throughput of the appliance goes under 20 Gbps then it will be considered as under performance and bidder would need to provide replacement appliance of higher capacity inline to RFP requirement without any additional cost to Bank. The test should be conducted with good modelling of real world traffic including a mix of various protocols and packet sizes. The lab test reports along with declaration of throughput claim from OEM has to be submitted along with the technical bid.	E		
12	The proposed solution must be able to handle minimum 350,000 new sessions per second	E		
13	The proposed solution must be able to handle minimum 20,000,000 concurrent sessions.	E		
14	The solution must be capable of handling minimum 25,000 policies.	E		
15	The proposed solution must support, Transparent, Layer 2, Layer 3 mode providing flexible deployment.	E		
16	The communication between all the components of System should be encrypted with SSL or PKI or TLS	E		
17	The proposed solution must support 802.1Q VLAN tagging	E		
18	The proposed solution must support Dual Stack IPv4 & IPv6 from day one.	E		

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Sr. No.	Minimum Requirement as per RFP	Essential (E) / Preferred (P)	Compiled (Y/N)	Deviations if any
19	The proposed solution must be able to support Active/Passive HA configuration	E		
20	The proposed solution must be capable to detect device, link, path failure, path monitoring	E		
21	The proposed solution must be able to support session and configuration synchronization	E		
22	The solution must support redundant hot swappable AC power supply and redundant fans. It should be supplied with C13/C14 power cords or with necessary arrangement to connect with existing Infra at no additional cost.	E		
23	The OEM must provide 24 X 7 X 365 highest level of technical support. The OEM must provide the dedicated login credentials to Bank with highest level permissions to search knowledge base, downloading of the patches, documents and to manage the device. Bank should be able to raise tickets directly to OEMs.	E		
24	Every Gateway Security control (any feature required to meet above specification) must not have any licensing restriction on number of users and must be supplied for unlimited users unless specified otherwise.	E		
25	The solution shall provide robust access control capability and be fast in making access control decisions. Access Control shall be done based on criteria such as source, destination IPs, port number, protocol, traffic type, application, date information (day of week, time of day), etc.	E		
26	Multi-layer, stateful, application-based filtering shall be done.	E		

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Sr. No.	Minimum Requirement as per RFP	Essential (E) / Preferred (P)	Compiled (Y/N)	Deviations if any
27	Some basic attack protection features listed below but not limited to : a. Maximum no of protections against attacks that exploit weaknesses in the TCP/IP protocol suite b. It shall enable rapid detection of network attacks c. TCP reassembly for fragmented packet protection d. Brute force attack mitigation e. SYN cookie protection , SYN Flood, Half Open Connections and NUL Packets f. Protection against IP spoofing g. Malformed packet protection	E		
28	The appliance based security platform shall be capable of providing application visibility, IPS functionality in a single appliance.	E		
29	The detection engine must be capable of operating in both passive (i.e., monitoring) and inline (i.e., blocking) modes.	E		
30	Shall support application layer and risk-based controls that can invoke tailored intrusion prevention system (IPS) threat detection policies to optimize security effectiveness.	E		
31	The Proposed Solution should support over 10+ K IPS Signature.	E		
32	Proposed OEM must have its own threat intelligence analysis center and shall use the global footprint of security deployments for more comprehensive network protection.	E		
33	The proposed Solution must support IP reputation intelligence feeds from third party and custom lists of IP addresses including a global blacklist.	E		
34	The proposed solution should support integration with Third party Threat Intelligence subscription using STIX/TAXII or third party SIEM/ Syslog, in addition to mandatory subscription to OEM's own Threat Intelligence Feed.	E		
35	The system must be able to provide automatic signature/rules recommendations for each intrusion policy based on operating systems, servers, and client application protocols detected on network.	E		

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Sr. No.	Minimum Requirement as per RFP	Essential (E) / Preferred (P)	Compiled (Y/N)	Deviations if any
36	<p>The solution should be zone based, with capabilities to facilitate network segmentation across various internal, external and DMZ (Demilitarized Zone) sub-groups on the network, to prevent unauthorized access. Basic attack protection features listed below but not limited to:</p> <p>a. Maximum no of protections against attacks that exploit weaknesses in the TCP/IP protocol suite. b. Enable rapid detection of network attacks c. TCP reassembly for fragmented packet protection d. SYN cookie protection, SYN Flood, Half Open Connections and NULL Packets e. IPS / IDS / AV features with intelligence employing approaches for detecting threats, including at a minimum exploit-based signatures, vulnerability-based rules, protocol anomaly detection, and behavioural anomaly detection techniques. f. Able to perform in Routed as well as Transparent mode. g. Should support capability to configure correlation rule where multiple rules/events can be combined together for better efficacy. h. Should support DNS sink holing for malicious DNS request from inside hosts to outside bad domains and should be able to integrate and query third party external threat intelligence databases to block or sinkhole bad IP address, Domain.</p>	E		
37	<p>Solution must support identification of malicious Urls, IP addresses, Domains and malwares based on reputation service.</p>	E		
38	<p>The proposed IPS solution must support Scheduling IPS Signatures updates</p>	E		
39	<p>The Proposed solution should accurately detect intrusion attempts and discern between the various types and risk levels including unauthorized access attempts, pre-attack probes, suspicious activity, DoS, DDoS, vulnerability exploitation, hybrids, and zero-day attacks, Worm, Phishing, Spyware, Virus, Trojan, P2P, VoIP, Backdoor, Reconnaissance,</p>	E		

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Sr. No.	Minimum Requirement as per RFP	Essential (E) / Preferred (P)	Compiled (Y/N)	Deviations if any
	Bandwidth Hijacking, Cross-site scripting, SQL Injection etc.			
40	The proposed solution shall be supported by a world-class threat research organization dedicated to the discovery and analysis of threats, applications and their respective network behaviour. The threat and vulnerability information that is protected shall be publicly accessible on the internet.	E		
41	The proposed solution shall support attack recognition for IPv6 traffic the same way it does for IPv4	E		
42	The proposed solution shall support granular tuning with option to configure overrides for individual signatures	E		
43	The proposed solution shall support automatic security updates directly over a secure connection (i.e. no dependency of any intermediate device)	E		
44	The proposed solution Vulnerability / Virus / Spyware protection signature updates shall not require reboot of the unit.	E		
45	The proposed solution must support different actions in the policy such as alert/detect, prevent/deny, drop, packet capture	E		
46	Integrated IPS, IDS, functionality should be available as a module that can be activated and deactivated as and when required.	E		
47	Activation of new IPS & IDS protections should be based on parameters like Threat severity i.e. High, Medium, low risk etc.	E		
48	IPS Engine should provide prevention against Vulnerability and Exploits, Protocol anomalies including non-RFC compliant protocol usage and Behaviour-based detection. IPS should provide protection for both Client Protection and Server Protections	E		
49	Solution must provide protection capabilities such as blocking invalid or malformed packets, IP defragmentation, TCP reassembly etc. Providing Protection against evasion and obfuscation methods employed by attackers.	E		

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Sr. No.	Minimum Requirement as per RFP	Essential (E) / Preferred (P)	Compiled (Y/N)	Deviations if any
50	IPS should provide Protection against Injection Vulnerabilities SQL Injection, Command Injection (distinct and non-distinct SQL commands, Shell commands etc.), LDAP Injection, HTTP Command Injection	E		
51	IPS should provide Application layer protections for Cross site scripting, Directory traversal etc	E		
52	Solution Should be able to prevent against scripting code, JavaScript and VBScript. Commands.	E		
53	IPS should have advanced capabilities that detect, alert and prevent attacks launched against the Web infrastructure including Malicious code for Buffer Overflow, other malicious executable code attacks that target Web servers and other applications.	E		
54	The IPS must provide application level protection for HTTP / Web Hosting infrastructure including vulnerabilities within HTTP protocols such as header spoofing enforcement, directory listing prevention, error concealment etc.	E		
55	Bank should have the flexibility to define any signature in detect or prevent mode	E		
56	Threat events/protection exclusion rules can be created and view packet data directly from log entries with RAW Packets and if required can be sent to Wireshark for the analysis.	E		
57	IPS must have options to create profiles for either client or server based protections, or a combination of both	E		
58	IPS must provide an automated mechanism to activate or manage new signatures from updates	E		
59	IPS must support network exceptions based on source, destination, service or a combination of the three	E		
60	IPS must include a troubleshooting mode which sets the in use profile to detect only, with one click without modifying individual protections	E		
61	IPS must be able to collect packet capture for specific protections	E		
62	IPS must be able to detect and block network and application layer attacks, protecting at least the	E		

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Sr. No.	Minimum Requirement as per RFP	Essential (E) / Preferred (P)	Compiled (Y/N)	Deviations if any
	following services: email services, DNS, FTP, Windows services (Microsoft Networking)			
63	The administrator must be able to define network and host exclusions from IPS inspection	E		
64	The solution should support Automatic updates for all threat prevention features	E		
65	Support Automatic update of Threat Prevention policy profiles to protect against the latest cyber threats using the latest technologies.	E		
66	Should support the capability of providing network-based detection of malware by checking the disposition of unknown files using signature based deductions, anomaly based deductions, protocol analysis , traffic pattern analysis , behavioural analysis etc using multiple secured authentication and encryptions methods.	E		
67	Solution shall have capability to analyze and block TCP/UDP protocol to identify attacks and malware communications. At minimum, the following protocols are supported for real-time inspection, blocking and control of download files: HTTP, SMTP, POP3, IMAP and FTP	E		
68	Proposed solution shall have required subscription like Threat Intelligence for proper functioning	E		
69	The management platform must provide multiple report output types or formats, such as PDF, HTML, and CSV.	E		
70	The management platform must support multiple mechanisms for issuing alerts (e.g., SNMP, e-mail, SYSLOG).	E		
71	Dedicated management solution must be provided for management, logging and reporting. End to End infrastructure and hardware in this regards has to be provided by the vendor. Management and reporting solution is required at DC, DR. They should be in real time sync.	E		
72	The management platform must include an integration mechanism, preferably in the form of open APIs and/or standard interfaces, to enable events and log data to be shared with external network and security management applications,	E		

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Sr. No.	Minimum Requirement as per RFP	Essential (E) / Preferred (P)	Compiled (Y/N)	Deviations if any
	such as Security Information and Event Managers (SIEMs), and log management tools.			
73	Solution should support log retention of 6 months. The bidder from day one should provide all the hardware, software, licenses required.	E		
74	Solution must provide log analysis and policy management, any tool, which is required for providing the same must be included in offering.	E		
75	The Log and report solution must be able to provide real time or near real time log viewer/dash board.	E		
76	It must support logging. Log levels must be configurable based on severity.	E		
77	It must be able to Search and Filter the log based on traffic, IP, URL, etc.	E		
78	It must support SNMP (Simple Network Management Protocol) v 2.0 and v 3.0.	E		
79	The solution must be capable of integrating with other equipment like SIEM tool or reporting tools etc.	E		
80	The management system must support the ability for configuration or provide multiple admin role while modifying it, avoiding administrator collision when there are multiple people configuring the appliance.	E		
81	Solution should be able to generate report on Performance measurement for capacity utilization .If on box reporting is not feasible then the solution has to be integrated with SNMP infrastructure by the bidder.	E		
82	Management system should also provide the real time health status of all the modules on the dashboard for CPU & memory utilization, state table, total number of concurrent connections and the connections/second counter.	E		
83	Security management application must support role based administrator accounts. For instance roles for policy management only or role for log viewing only	E		
84	The management must provide a security rule hit counter in the security policy	E		
85	Solution must have a security policy revision control mechanism with the option to compare revisions.	E		

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Sr. No.	Minimum Requirement as per RFP	Essential (E) / Preferred (P)	Compiled (Y/N)	Deviations if any
86	Policy window should contain a detailed history for every rule including who changed it.	E		
87	Solution must include customizable threshold setting to take actions when a certain threshold is reached on a gateway. Actions must include: Log, alert, send an SNMP trap, send an email and execute a user defined alert	E		
88	Solution should support REST API	E		
89	The management appliance should have 2 x 10G port and integrated redundant power supply from day one	E		
90	The management platform must provide a highly customizable dashboard.	E		
91	The management platform must provide centralized logging and reporting functionality	E		
92	The licenses required for the entire solution should be without restriction of number of users	E		
93	The offered product part codes have to be General Availability Part codes and not custom built. There should be reference of Products and licenses on the public website of the OEM	E		
94	Any third party product required to achieve the functionality should be provided with the necessary enterprise version license of software/appliance and necessary hardware, database and other relevant software or hardware etc. should be provided	E		
95	The management platform must be capable of integrating third party vulnerability information into threat policy adjustment routines and automated tuning workflows	E		
96	Solution should support QoS/ Policing/ Traffic shaping	E		
97	IPS should have an option to create your own signatures with an open signature language.	E		
98	IPS should provide detailed information on each protection, including Vulnerability and threat descriptions, Threat severity, Performance impact, Industry Reference such as CVC.	E		
99	Anti-Bot protections must be able to scan for bot actions and updates shall not require reboot of the unit. It should also support Automatic updates for all threat prevention features.	E		

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Sr. No.	Minimum Requirement as per RFP	Essential (E) / Preferred (P)	Compiled (Y/N)	Deviations if any
100	The solution include onprem sandboxing appliance at DC and DR with required hardware, software and licenses included from Day -1. Solution should include 1 sandbox appliance at New DC and 1 appliance at New DR. The sandbox appliance should support minimum 8 simultaneous file scan. It should also support various operating systems like Windows, Linux, MAC, custom OS and Android. It should also support minimum HTTP, SMTP, POP3, FTP, and IMAP for integration with proposed firewall.	E		
101	The proposed solution should have the ability to analyse, detect and block malware in common file formats including but not limited to executables, JAVA, PDF, MS office documents, common multimedia contents such as JPEG/GIF/BMP/WMF and ZIP/RAR/7ZIP/TNEF archives to prevent advanced malware and zeroday attacks.	E		
102	Solution must have a security policy revision control mechanism with the option to compare revisions.	E		
103	Bank intends to deploy multivendor architecture in the new datacentres. Cisco Firewalls are deployed at internet and external segment and can not be deployed as core firewall.	E		
104	Proposed solution must support option to enable Threat Protection inclusive of below features 1. Malware protection (Anti Virus, Antitbot, AntiSpyware) 2. Malicious URL Blocking 3. Infected File Blocking	E		
105	Proposed firewall solution architecture should have N+N hardware redundancy. Example Primary appliances caters to 20Gbps then the standby appliance should also be able to cater to 100% of the capacity.	E		
106	Bidder / OEM should provide references where the same model has been proposed. PO copies from the customer should be submitted for reference. 4 marks for 4 BFSI reference, 3 marks for 3 BFSI reference. 2 marks for 2 BFSI reference, 1 Marks for 1 BFSI reference	P		

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Sr. No.	Minimum Requirement as per RFP	Essential (E) / Preferred (P)	Compiled (Y/N)	Deviations if any
107	Proposed appliance should be launched atleast 1 year prior to the release of this RFP ensuring the stability and maturity of the product in the field.	P		
108	The management platform must support multi-domain management	P		
109	Solution should support providing access to administrators with access to manage IPS related configuration for different virtual context.	P		
110	Solution should support creation of minimum 8 virtual systems/ instances from day 1 and have ability to support upto 200 virtual systems with additional license if required in future. The scale mentioned to support should be along with threat protection features like IPS, AV, Malware protection enabled in virtual systems as required by bank in future.	P		
111	Firewall should have the ability to process security inspection like IPS, AV inspection in hardware to avoid degraded performance. Kindly share public reference of the proposed appliance supporting the same.	P		
112	The NGFW with built-in feature set to support WAN links load balancing and fail over based parameters such as Latency, Jitter, Packet-Loss. Any additional license required should be included from day 1.	P		
113	Management solution for NGFW must have separate option for IPS admin, so that SOC team can manage IPS feature only. Must have public documentation how this feature works	P		
114	Device should support upgradation of Memory and Disk space if utilization is observed to be above bank-defined threshold.	P		
115	NGFW should offer flow based as well as proxy based antivirus. Proxy based antivirus is required to do inline sandbox which help protect against first infection of zero day malware.	P		
116	The proposed solution must support virtual clustering meaning half virtual context are active on one physical appliance and other half are active on secondary appliance. Must have option to failover just one virtual context in case any failure is detected for that virtual context	P		

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Sr. No.	Minimum Requirement as per RFP	Essential (E) / Preferred (P)	Compiled (Y/N)	Deviations if any
117	Proposed appliance should support Trusted Platform Module from Day-1 to provide hardware-based security related functions. Public reference should be submitted for the support published prior to the release date of the RFP.	P		
	Number of P points	15	No. of P points complied	

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Item No. 1.4:- Technical Specifications for Sandbox Appliances

Sr. No	Minimum Requirement as per RFP	Essential (E) / Preferred (P)	Compiled (Y/N)	Deviations if any
1	The device must support sandboxing suspected files received from Gateway/Firewall Device. Device should download required signature from OEM's Database to detect and isolate advanced threat before users are affected.	E		
2	Solution should support API to upload files and download actionable malware indicators or remediate	E		
3	The solution include on-prem sandboxing appliance with required hardware, software and licenses included from Day -1. Solution should support High availability and Clustering of multiple devices.	E		
4	The sandbox appliance should support minimum 8 simultaneous file scan and 1000 files scan per hour. It should also support various operating systems like Windows, Linux, MAC, custom OS and Android. It should also support minimum HTTP, SMTP, POP3, FTP, IMAP for integration with proposed firewalls.	E		
5	Device should allow Operation teams to record a image or video of the entire malware interactivity	E		
6	Appliance should show license status, System performance and resources on dashboard. Device should support real time monitoring. Solution should show detailed scanning results such as malware, infected URL's etc. Solution should send email notification/alert upon detection of malicious file.	E		

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Item No. 1.5:- Technical Specifications for Core Router

Sr. No	Minimum Requirement as per RFP	Essential (E) / Preferred (P)	Compiled (Y/N)	Deviations if any
1	The proposed router should be enterprise class router as per public documentation	E		
2	Router should be a single box configuration for ease of management and able to run as a traditional router only	E		
3	Should have integrated USB port/flash, console port for accessing the device	E		
4	During router booting process, the system's software signatures should be checked for integrity. System should capable to understand that system OS are authentic and unmodified,	E		
5	Device should have minimum below ports: 20 X 1/10G SFP+, 4x40/100G QSFP The router should have RJ-45 / Micro USB console port and separate RJ-45 management port. Breakout Ports shall not be counted as multiple ports. The proposed appliance should be fully populated from day 1 with 10 quantity of 10G LR SFP, 10 quantity of 10G SR SFP and 4 quantity of 40/100G QSFP	E		
6	The proposed shall be rack mountable in standard 19" rack with Front to Back Airflow	E		
7	The proposed router should support redundancy on power supply, fan and it should be hot swappable.	E		
8	The proposed router should have RJ-45 / Micro USB console port and separate RJ-45 management port	E		
9	The router should have a pure routing throughput of minimum 400 Gbps and IPSEC throughput of minimum 100 Gbps. Router must also support 50 Gbps of WAN throughput.	E		
10	Router should support routing table scale of minimum 2,000,000 routes for IPv4 / IPv6.	E		
11	The proposed router should provide IPv6 support in hardware/software, providing wire rate forwarding for IPv6 network	E		
12	The proposed router should support following security framework algorithms - Encryption: DES, 3DES, AES-128, or AES-256 (in CBC	E		

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Sr. No	Minimum Requirement as per RFP	Essential (E) / Preferred (P)	Compiled (Y/N)	Deviations if any
.	/GCM modes) Authentication: RSA (748/1024/2048 bit), ECDSA (256/384 bit). Integrity: MD5, SHA, SHA-256, SHA-384, SHA-512			
13	The proposed router must manage through CLI/GUI using on prem Network Management System / telnet/ssh/snmp	E		
14	The router should support IEEE Standards of Ethernet such as IEEE 802.1x, 802.1q, 802.1ae, 802.3x, 802.1p, 802.1Q-IN-Q	E		
15	Routers should support traffic shaping/ <i>policing / rate-limiting</i> in ingress and egress direction	E		
16	Router should provide 2 no. of USB 3.0 ports for uploading IOS image/configuration upload.	E		
17	The proposed router should provide faster failover to support high availability with statefull / <i>stateless</i> failover between two chassis or <i>stateful switchover between two firmwares within chassis</i> .	E		
18	The proposed router should able to detect DDOS attempts to access the device connection address by repeated login attempts and prevent it using detection profile by refusing further connection requests. However, legitimate connection requests can be allowed using controlled access-list.	E		
19	The proposed router should provider role based access control for read write or read only access of the device.	E		
20	The proposed router should support RIP, RIPNG, OSPFV2, OSPFV3, BGPV4, BGPV6, BFD for peer failure detection, IS-IS, VRF, Policy-Based Routing (PBR), IGMP, PIM SM and Virtual router Redundancy Protocol (VRRP) from Day 1	E		
21	The proposed router should have 802.1p class of service, marking, classification, policing and shaping. Should support strict priority queuing and 2 level nested QOS /Hierarchical QoS or QoS Qualifier. QOS should be process at hardware level to increase the performance.	E		
22	Routers should support Configuration rollback	E		

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Sr. No	Minimum Requirement as per RFP	Essential (E) / Preferred (P)	Compiled (Y/N)	Deviations if any
23	The proposed router should support control plane policing to protect the CPU getting utilized due to different kind of attacks	E		
24	The proposed router should support management features like SCP/Telnet, SSHv2, PTP/NTP, SNMPv2c, SNMPv3, RADIUS, TACACS, Python / OpenFlow/ Netconf/ RESTCONF/ YANG should be supported on the proposed router	E		
25	The router must support minimum 8K IPV4 ACLs with 300,000 Access control entries per device. ACLs should be process at hardware level to increase the performance.	E		
26	Routers should support Network address translation (NAT) like static NAT, Dynamic NAT, NAT46, NAT44, NAT66 and NAT64.	E		
27	Router should be minimum common criteria NDPP/EAL3/EAL4 certified	E		
28	The proposed router must support application visibility and traffic monitoring sflow/jflow/netFlow entries.	E		
29	The proposed router should able to trace the Packets processed by the platform and should help admin to diagnose issues and troubleshoot them more efficiently.	E		
30	Device should be IPv6 Ready / IPv6 Logo/ USGv6 certified from Day-1	E		
31	OEM should provide 24*7 support with 4 hours part replacement	E		
32	End of Sale should have not be declared for proposed network router model	E		
33	All the relevant licenses for features asked in RFP should be included in the solution and features should be supported from Day 1	E		
34	The proposed router should support MTBF of 80000 hours	E		
35	Router and optics should be from the same OEM	E		
36	The proposed router should provide a scripted policy approach or equivalent to detect the event and take corrective action on the event notification.	E		

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Sr. No	Minimum Requirement as per RFP	Essential (E) / Preferred (P)	Compiled (Y/N)	Deviations if any
37	The Product quoted OEM should fall in the leader's quadrant for Gartner's Last three Lists of Wired and Wireless Infrastructure.	E		
38	Should support extensive support for SIA/IPSLA or equivalent monitoring for metrics like delay, latency, jitter, packet loss	E		
39	Router must support Multicast for both IPv4 and IPv6	E		
40	The router must support standard MACSEC based traffic encryption at line rate when the packet is on the wire inside LAN and over the WAN using AES-128/256 IPSEC encryption algorithm and it should processed in hardware	E		
41	Device should support 16 GB RAM with 100 GB SSD, both should be upgradable on same hardware.	P		
42	Bidder / OEM should provide references where the same model has been proposed. PO copies from the customer should be submitted for reference. 2 marks for 2 BFSI reference, 1 Marks for 1 BFSI reference	P		
43	The proposed router shall be maximum 3U	P		
44	Router should have two different software images running in protected memory in active and standby mode in Hardware or software. Vendor needs to provide required license or hardware from day-1. It should support SSO to secondary operating system.	P		
45	The router must Visibility or monitoring applications should provide path visibility and root cause of packet drops or latency increase on the internet path towards CBS applications . This helps to improve overall root cause analysis	P		
46	Router should support encrypted traffic analysis to detect malicious content and malware using machine learning	P		
	Number of P points:-	7	No. of P points complied:	

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Item No. 1.6:- Technical Specifications for External Segment Router

Sr. No	Minimum Requirement as per RFP	Essential (E) / Preferred (P)	Compiled (Y/N)	Deviations if any
1	The proposed router should be enterprise class router as per public documentation	E		
2	Router should be a single box configuration for ease of management and able to run as a traditional router only	E		
3	Should have integrated USB port/flash, console port for accessing the device	E		
4	During router booting process, the system's software signatures should be checked for integrity. System should be capable to understand that system OS are authentic and unmodified,	E		
5	Device should have minimum below ports: 20 X 1/10G SFP+, 4x40/100G QSFP The router should have RJ-45 / Micro USB console port and separate RJ-45 management port. Breakout Ports shall not be counted as multiple ports. The proposed appliance should be fully populated from day 1 with 10 quantity of 10G LR SFP, 10 quantity of 10G SR SFP and 4 quantity of 40/100G QSFP	E		
6	The proposed shall be rack mountable in standard 19" rack with Front to Back Airflow	E		
7	The proposed router should support redundancy on power supply, fan and it should be hot swappable.	E		
8	The proposed router should have RJ-45 / Micro USB console port and separate RJ-45 management port	E		
9	The router should have a pure routing throughput of minimum 100 Gbps and IPSEC throughput of minimum 50 Gbps. Router must also support 25 Gbps of WAN throughput.	E		
10	Router should support routing table scale of minimum 2,000,000 routes for IPv4 / IPv6.	E		
11	The proposed router should provide IPv6 support in hardware/software, providing wire rate forwarding for IPv6 network	E		
12	The proposed router should support following security framework algorithms - Encryption: DES, 3DES, AES-128, or AES-256 (in CBC /GCM modes) Authentication:	E		

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Sr. No	Minimum Requirement as per RFP	Essential (E) / Preferred (P)	Compiled (Y/N)	Deviations if any
	RSA (748/1024/2048 bit), ECDSA (256/384 bit). Integrity: MD5, SHA, SHA-256, SHA-384, SHA-512			
13	The proposed router must manage through CLI/GUI using on prem Network Management System / telnet/ssh/snmp	E		
14	The router should support IEEE Standards of Ethernet such as IEEE 802.1x, 802.1q, 802.1ae, 802.3x, 802.1p, 802.1Q-IN-Q	E		
15	Routers should support traffic shaping/ <i>policing</i> / <i>rate-limiting</i> in ingress and egress direction	E		
16	Router should provide 2 no. of USB 3.0 ports for uploading IOS image/configuration upload.	E		
17	The proposed router should provide faster failover to support high availability with statefull / <i>stateless</i> failover between two chassis or <i>stateful switchover between two firmwares within chassis</i> .	E		
18	The proposed router should able to detect DDOS attempts to access the device connection address by repeated login attempts and prevent it using detection profile by refusing further connection requests. However, legitimate connection requests can be allowed using controlled access-list.	E		
19	The proposed router should provider role based access control for read write or read only access of the device.	E		
20	The proposed router should support RIP, RIPNG, OSPFV2, OSPFV3, BGPV4, BGPV6, BFD for peer failure detection, IS-IS, VRF, Policy-Based Routing (PBR), IGMP, PIM SM and Virtual router Redundancy Protocol (VRRP) from Day 1	E		
21	The proposed router should have 802.1p class of service, marking, classification, policing and shaping. Should support strict priority queuing and 2 level nested QOS /Hierarchical QoS or QoS Qualifier. QOS should be process at hardware level to increase the performance.	E		
22	Routers should support Configuration rollback	E		
23	The proposed router should support control plane policing to protect the CPU getting utilized due to different kind of attacks	E		

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Sr. No	Minimum Requirement as per RFP	Essential (E) / Preferred (P)	Compiled (Y/N)	Deviations if any
24	The proposed router should support management features like SCP/Telnet, SSHv2, PTP/NTP, SNMPv2c, SNMPv3, RADIUS, TACACS, Python / OpenFlow/ Netconf/ RESTCONF/ YANG should be supported on the proposed router	E		
25	The router must support minimum 8K IPV4 ACLs with 300,000 Access control entries per device. ACLs should be process at hardware level to increase the performance.	E		
26	Routers should support Network address translation (NAT) like static NAT, Dynamic NAT, NAT46, NAT44, NAT66 and NAT64.	E		
27	Router should be minimum common criteria NDPP/EAL3/EAL4 certified	E		
28	The proposed router must support application visibility and traffic monitoring sflow/jflow/netFlow entries.	E		
29	The proposed router should able to trace the Packets processed by the platform and should help admin to diagnose issues and troubleshoot them more efficiently.	E		
30	Device should be IPv6 Ready / IPv6 Logo/ USGv6 certified from Day-1	E		
31	OEM should provide 24*7 support with 4 hours part replacement	E		
32	End of Sale should have not be declared for proposed network router model	E		
33	All the relevant licenses for features asked in RFP should be included in the solution and features should be supported from Day 1	E		
34	The proposed router should support MTBF of 80000 hours	E		
35	Router and optics should be from the same OEM	E		
36	The proposed router should provide a scripted policy approach or equivalent to detect the event and take corrective action on the event notification.	E		
37	The Product quoted OEM should fall in the leader's quadrant for Gartner's Last three Lists of Wired and Wireless Infrastructure.	E		
38	Should support extensive support for <u>SIA/IPSLA</u> or equivalent monitoring for metrics like delay, latency, jitter, packet loss	E		
39	Router must support Multicast for both IPv4 and IPv6	E		

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Sr. No	Minimum Requirement as per RFP	Essential (E) / Preferred (P)	Compiled (Y/N)	Deviations if any
40	The router must support standard MACSEC based traffic encryption at line rate when the packet is on the wire inside LAN and over the WAN using AES-128/256 IPSEC encryption algorithm and it should be processed in hardware	E		
41	Device should support 16 GB RAM with 100 GB SSD, both should be upgradable on same hardware.	P		
42	Bidder / OEM should provide references where the same model has been proposed. PO copies from the customer should be submitted for reference. 2 marks for 2 BFSI reference, 1 Marks for 1 BFSI reference	P		
43	The proposed router shall be maximum 3U	P		
44	Router should have two different software images running in protected memory in active and standby mode in Hardware or software. Vendor needs to provide required license or hardware from day-1. It should support SSO to secondary operating system.	P		
45	The router must Visibility or monitoring applications should provide path visibility and root cause of packet drops or latency increase on the internet path towards CBS applications . This helps to improve overall root cause analysis	P		
46	Router should support encrypted traffic analysis to detect malicious content and malware using machine learning	P		
	Number of P points:-	7	No. of P points complied:	

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Item No. 1.7:- Technical Specifications for Internet Router

Sr. No.	Minimum Requirement as per RFP	Essential (E) / Preferred (P)	Compiled (Y/N)	Deviations if any
1	The proposed router should be enterprise class router as per public documentation	E		
2	Router should be a single box configuration for ease of management and able to run as a traditional router only	E		
3	Should have integrated USB port/flash, console port for accessing the device	E		
4	During router booting process, the system's software signatures should be checked for integrity. System should capable to understand that system OS are authentic and unmodified,	E		
5	Device should have minimum below ports: 12 X 1/10G SFP+. Breakout Ports shall not be counted as multiple ports. The router should have RJ-45 / Micro USB console port and separate RJ-45 management port. The proposed appliance should be fully populated from day 1 with 06 quantity of 10G LR SFP, 04 quantity of 10G SR SFP	E		
6	The proposed shall be rack mountable in standard 19" rack with Front to Back Airflow	E		
7	The proposed router should support redundancy on power supply, fan and it should be hot swappable.	E		
8	The proposed router should have RJ-45 / Micro USB console port and separate RJ-45 management port	E		
9	The router should have a pure routing throughput of minimum 100 Gbps and IPSEC throughput of minimum 50 Gbps. Router must also support 25 Gbps of WAN throughput.	E		
10	Router should support routing table scale of minimum 2,000,000 routes for IPv4 / IPv6.	E		
11	The proposed router should provide IPv6 support in hardware/software, providing wire rate forwarding for IPv6 network	E		
12	The proposed router should support following security framework algorithms - Encryption: DES, 3DES, AES-128, or AES-256 (in CBC /GCM	E		

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Sr. No.	Minimum Requirement as per RFP	Essential (E) / Preferred (P)	Compiled (Y/N)	Deviations if any
	modes) Authentication: RSA (748/1024/2048 bit), ECDSA (256/384 bit). Integrity: MD5, SHA, SHA-256, SHA-384, SHA-512			
13	The proposed router must manage through CLI/GUI using on prem Network Management System / telnet/ssh/snmp	E		
14	The router should support IEEE Standards of Ethernet such as IEEE 802.1x, 802.1q, 802.1ae, 802.3x, 802.1p, 802.1Q-IN-Q	E		
15	Routers should support traffic shaping/ <i>policing</i> / <i>rate-limiting</i> in ingress and egress direction	E		
16	Router should provide 2 no. of USB 3.0 ports for uploading IOS image/configuration upload.	E		
17	The proposed router should provide faster failover to support high availability with statefull / <i>stateless</i> failover between two chassis or <i>stateful switchover between two firmwares within chassis</i> .	E		
18	The proposed router should be able to detect DDOS attempts to access the device connection address by repeated login attempts and prevent it using detection profile by refusing further connection requests. However, legitimate connection requests can be allowed using controlled access-list.	E		
19	The proposed router should provide role based access control for read write or read only access of the device.	E		
20	The proposed router should support RIP, RIPNG, OSPFV2, OSPFV3, BGPV4, BGPV6, BFD for peer failure detection, IS-IS, VRF, Policy-Based Routing (PBR), IGMP, PIM SM and Virtual router Redundancy Protocol (VRRP) from Day 1	E		
21	The proposed router should have 802.1p class of service, marking, classification, policing and shaping. Should support strict priority queuing and 2 level nested QOS /Hierarchical QoS or QoS Qualifier. QOS should be process at hardware level to increase the performance.	E		
22	Routers should support Configuration rollback	E		
23	The proposed router should support control plane policing to protect the CPU getting utilized due to different kind of attacks	E		

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Sr. No.	Minimum Requirement as per RFP	Essential (E) / Preferred (P)	Compiled (Y/N)	Deviations if any
24	The proposed router should support management features like SCP/Telnet, SSHv2, PTP/NTP, SNMPv2c, SNMPv3, RADIUS, TACACS, Python / OpenFlow/ Netconf/ RESTCONF/ YANG should be supported on the proposed router	E		
25	The router must support minimum 8K IPV4 ACLs with 300,000 Access control entries per device. ACLs should be process at hardware level to increase the performance.	E		
26	Routers should support Network address translation (NAT) like static NAT, Dynamic NAT, NAT46, NAT44, NAT66 and NAT64.	E		
27	Router should be minimum common criteria NDPP/EAL3/EAL4 certified	E		
28	The proposed router must support application visibility and traffic monitoring sflow/jflow/netFlow entries.	E		
29	The proposed router should able to trace the Packets processed by the platform and should help admin to diagnose issues and troubleshoot them more efficiently.	E		
30	Device should be IPv6 Ready / IPv6 Logo/ USGv6 certified from Day-1	E		
31	OEM should provide 24*7 support with 4 hours part replacement	E		
32	End of Sale should have not be declared for proposed network router model	E		
33	All the relevant licenses for features asked in RFP should be included in the solution and features should be supported from Day 1	E		
34	The proposed router should support MTBF of 80000 hours	E		
35	Router and optics should be from the same OEM	E		
36	The proposed router should provide a scripted policy approach or equivalent to detect the event and take corrective action on the event notification.	E		
37	The Product quoted OEM should fall in the leader's quadrant for Gartner's Last three Lists of Wired and Wireless Infrastructure.	E		
38	Should support extensive support for <u>SIA/IPSLA</u> or equivalent monitoring for metrics like delay, latency, jitter, packet loss	E		

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Sr. No.	Minimum Requirement as per RFP	Essential (E) / Preferred (P)	Compiled (Y/N)	Deviations if any
39	Router must support Multicast for both IPv4 and IPv6	E		
40	The router must support standard MACSEC based traffic encryption at line rate when the packet is on the wire inside LAN and over the WAN using AES-128/256 IPSEC encryption algorithm and it should be processed in hardware	E		
41	Device should support 16 GB RAM with 100 GB SSD, both should be upgradable on same hardware.	P		
42	Bidder / OEM should provide references where the same model has been proposed. PO copies from the customer should be submitted for reference. 2 marks for 2 BFSI reference, 1 Marks for 1 BFSI reference	P		
43	The proposed router shall be maximum 2U	P		
44	Router should have two different software images running in protected memory in active and standby mode in Hardware or software. Vendor needs to provide required license or hardware from day-1. It should support SSO to secondary operating system.	P		
45	Router solution should have native capability from Day 1 to provide Hop by hop network path visualization, should provide end to end per hop network performance which should include packet loss, round trip time and jitter. It should monitor cloud based applications such as Office365, DNS etc periodically on internet and provide information on BGP path change, reachability and fault at service provider level.	P		
46	Router should support encrypted traffic analysis to detect malicious content and malware using machine learning	P		
	Number of P points:-	7	No. of P points complied:	

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Item No. 1.8:- Technical Specifications for Link Load Balancer

S No	Minimum Technical Specifications	Essential E/ Preferred (P)	Compliance (Y/N)	Remark
1	Solution should be dedicated, purpose built, On Demand upgradable & Appliance based solution.	E		
2	System should have minimum 1. 4x10G SFP+ optical ports and 4x40G SFP+ optical ports All ports must be fully populated from day 1. System should also have dedicated Ethernet management port.	E		
3	Should have minimum 64GB Memory and atleast 500 GB SSD.	E		
4	Should have Multi Core CPU.	E		
5	The appliance should have two or more redundant power supply	E		
6	The Proposed appliance should have dedicated RJ-45 Console Port, must be mentioned in Publicly available Datasheet	E		
7	The proposed appliance should be compatible with SDN/SDDC architectures like Cisco ACI, VMWare NSX, Open stack etc.	E		
8	The appliance should support Traffic statistics from day 1	E		
9	The appliance should support Logging information from day 1	E		
10	The appliance should support Generating usage reports from day 1	E		
11	System should support 80 Gbps throughput	E		
12	System should support minimum 500,000 Layer 4 CPS (Connection Per second), must be mentioned in public facing Datasheet	E		
13	System should support minimum of 25 Million Connections, must be mentioned in public facing Datasheet	E		
14	System should support dynamic routing Protocols like BGP, OSPF etc. from day 1	E		
15	System should support session persistency based on Layer 3 and 4	E		
16	System should support session persistency based on Source IP	E		
17	System should support session persistency based on IP Hashing	E		

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S No	Minimum Technical Specifications	Essential E/ Preferred (P)	Compliance (Y/N)	Remark
18	Appliance/Solution should support routed mode	E		
19	Appliance/Solution should support one-leg mode	E		
20	Appliance/Solution should have capability to integrate in Virtualized Environment	E		
21	Appliance/Solution should support IPv4 addressing	E		
22	Appliance/Solution should support IPv6 addressing	E		
23	Appliance/Solution should support IPv6 client and IPv4 servers with NAT64/NAT46 with full support for IPv6	E		
24	Appliance/Solution should support IPv4 client and IPv6 servers	E		
25	Appliance/Solution should support routing protocols RIP, OSPF and BGP to participate in Dynamic routing	E		
26	Should support Graceful shutdown of Servers	E		
27	Should support Graceful Activation of Servers	E		
28	Should support Server NAT	E		
29	should support Outbound NAT	E		
30	Should support Client NAT (Proxy)	E		
31	Should provide individual health check for each Link and In case of link failure device should detect it in not more than 5 seconds	E		
32	Should be able to do health check on protocols like HTTP, SMTP, POP etc	E		
33	Should provide AND , OR mechanism between health check	E		
34	Should provide GUI interface to configure any health check	E		
35	Should Support VRRP or equivalent based failover	E		
36	Should support transparent failover between 2 devices (if any)	E		
37	Should support Client table Mirroring from Active to Backup Device	E		
38	Solution should have ability to resolve DNSSEC.	E		
39	System should support inbound and outbound load balancing	E		
40	System should support atleast 6 internet/intranet links to load balance.	E		
41	Should support server side and proximity based LLB	E		
42	Selection of shortest path to destination based on load/hops/response time.	E		

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S No	Minimum Technical Specifications	Essential E/ Preferred (P)	Compliance (Y/N)	Remark
43	Should support static & dynamic proximity based outbound as well as inbound load balancing.	E		
44	Solution should support traffic shaping/Bandwidth Management from Day 1.	E		
45	Offered product should be IPv6 Ready (LOGO certified)	E		
46	Should have predefined health Check on protocols like HTTP, SMTP, POP3, PING, DNS, FTP, SNMP, etc.	E		
47	Should provide GUI interface for configuration & reporting	E		
48	Should provide HTTP / HTTPS interface management	E		
49	Should provide SSH / Telnet / CLI interface	E		
50	Should support SNMP V1, V2c, V3	E		
51	Should support role based access control	E		
52	Should support integration with various authentication tools (LDAP, Radius, TACACS+ etc.)	E		
53	The appliance should support Global Load Balancing feature from day 1 along with required licences	E		
54	System supports performing load balancing across multiple geographical sites for transparent failover, complete disaster recovery among sites and optimal service delivery	E		
55	System should supports global response time optimization in real-time through advanced load and response-time measurements	E		
56	The appliance should support failover capability between data centres in active-active or active-backup modes	E		
57	The appliance should support global redirection based on DNS	E		
58	The appliance should support global redirection based on Proxy (Client NAT)	E		
59	The appliance should support delegating a sub domain that handles all DNS requests for geographically load balanced servers/VIPs	E		
60	System should support global load balancing in a mixed environment	E		
61	The appliance should support Round Robin load balancing modes between sites and servers within a site.	E		
62	The appliance should support weighted load balancing modes between sites and servers within a site	E		

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S No	Minimum Technical Specifications	Essential E/ Preferred (P)	Compliance (Y/N)	Remark
63	The appliance should support user configurable geographical location based rules for DNS to server mapping	E		
64	The appliance should support user configurable end-user geographical location based rules for DNS to server mapping (EDNS0 support)	E		
65	The appliance should support the availability status of any VIPs using standard health monitors	E		
66	The appliance should integrate global load balancer solution with the server load balancing solution in order to effectively gauge site-to-site load distribution.	E		
67	The appliance should support the grouping of multiple DNS servers together for the purposes of persistency.	E		
68	System support global persistency	E		
69	System should support Point-to-Point link load balancing along symmetric routing for a given Source/Destination pair.	E		
70	Provided appliance should be upgradable to 128 GB Memory and 1 TB or Higher SSD	P		
71	Should support dedicated failover cable (USB/Serial) for fast failover	P		
72	Capable of handling complete Full DNS bind records including A, MX, AAAA, CNAME, PTR, SOA etc.	P		
73	The appliance should support secure DNS resolution for A, MX, AAAA, CNAME, PTR, SOA records (DNSsec)	P		
	No. of P Points	4	No. of P points complied	

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Item No. 1.9:- Technical Specifications for Management Switch

S No	Minimum Technical Specifications	Essential E/ Preferred (P)	Compliance (Y/N)	Remark
1	Switch should be rack mountable in standard 19" rack.	E		
2	Switch should support internal hot-swappable Redundant Power supply from day 1	E		
3	Switch should have redundant hot swappable fans.	E		
4	Switch shall have 48 nos. 10/100/1000 Base-T ports and additional 4 nos. of 1/10G SFP+ uplinks ports.	E		
5	Switch should have minimum 2 GB RAM and 4 GB Flash.	E		
6	Switch should have minimum 150 Gbps of switching fabric and 100 Mpps of forwarding rate.	E		
7	Switch shall have minimum 16K MAC Addresses and 500 active VLAN.	E		
8	Should support minimum 2K IPv4 routes or more and 1K IPv6 routes or more	E		
9	Switch shall have 1K or more multicast routes.	E		
10	Switch should support netflow or s-flow	E		
11	Proposed switch should support minimum 6MB or higher packet buffer. Switch should support Jumbo Frames.	E		
12	Switch should support IEEE Standards of Ethernet such as IEEE 802.1D, 802.1s, 802.1w, 802.1x, 802.3ad, 802.3x, 802.1p, 802.1Q and others.	E		
13	Switch must have functionality like static routing, RIP, PIM, VRRP, and QoS features	E		
14	Switch should support 802.1x authentication and accounting, IPv4 and IPv6 ACLs and Dynamic VLAN assignment on hardware for NAC authentication and be compatible with HP Aruba NAC solution.	E		

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S No	Minimum Technical Specifications	Essential E/ Preferred (P)	Compliance (Y/N)	Remark
15	Switch shall have 802.1p class of service, marking, classification, policing and shaping and eight egress queues.	E		
16	Switch should support management features like SSHv2, SNMPv2c, SNMPv3, NTP, AAA framework	E		
17	Switch should support IPv6 Binding Integrity Guard, IPv6 Snooping, IPv6 RA Guard, IPv6 DHCP Guard, IPv6 Neighbor Discovery Inspection and IPv6 Source Guard.	E		
18	Switch shall have modular OS	E		

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Item No. 1.10:- Technical Specifications for 48 Port TOR Switch

S No	Minimum Technical Specifications	Essential E/ Preferred (P)	Compliance (Y/N)	Remark
1	The Switch should support non-blocking Layer 2 switching and Layer 3 routing	E		
2	Switch should support the complete STACK of IPv4 and IPv6 services.	E		
3	The proposed switches should be part of Gartner Leader Quadrant for Wired and Wireless Infrastructure for last 3 years	E		
4	The Switch used have the capability to function in line rate for all ports	E		
5	Switch should have the following interfaces:			
6	Minimum 48 ports support 1/10/25 Gbps SFP ports for host connectivity and 6*40/100G ports for Fabric/Spine connectivity. The proposed switch should support native 25G and should be populated with 48 dual rate 10/25 G Multimode fiber transceivers for downlink connectivity & 6*40/100G ports with multimode 100G Transceivers for uplink connectivity.	E		
7	Switch should have console port for local management & management interface for Out of band management	E		
8	1 RU fixed form factor	E		
9	Switch should be rack mountable and support side rails if required	E		
10	Switch should be provided with power redundancy	E		
11	Modular OS with dedicated process for each routing protocol	E		
12	Switch should re-converge all dynamic routing protocol at the time of routing update changes i.e. Graceful restart for fast re-convergence of routing protocols (OSPF, , BGP)	E		
13	Switch should support minimum 100 VRF instances with route leaking functionality	E		
14	The Switch should support intelligent buffer management with a minimum buffer of 30MB.	E		
15	The switch should have MAC Address table size of 90k	E		
16	The switch should support 8K multicast routes	E		
17	Switch should support 4000 VLANs	E		
18	Switch should support 16 nos of ECMP paths	E		

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S No	Minimum Technical Specifications	Essential E/ Preferred (P)	Compliance (Y/N)	Remark
19	Switch should have minimum of 4 Cores CPU	E		
20	Switch should have minimum of 16G System Memory	E		
21	Switch should have minimum 50GB SSD storage	E		
22	Switch should support minimum 3.6 Tbps of switching non blocking capacity	E		
23	Spanning Tree Protocol (IEEE 802.1D, 802.1W, 802.1S)	E		
24	Switch should support VLAN Trunking (802.1q)	E		
25	Switch should support minimum 90k of MAC addresses	E		
26	Switch should support IEEE Link Aggregation and Ethernet Bonding functionality (IEEE 802.3ad) to group multiple ports for redundancy	E		
27	Switch should support Link Layer Discovery Protocol as per IEEE 802.1AB for finding media level failures	E		
28	Maximum number of port channels should be 48	E		
29	Maximum no of ports in the port channel should be 16	E		
30	Switch should support static and dynamic routing	E		
31	Switch should support multi instance routing using VRF/ VRF Edge/ Virtual Router routing and should support VRF Route leaking functionality	E		
32	Switch system should support 802.1P classification and marking of packet using:	E		
33	a. CoS (Class of Service)	E		
34	b. DSCP (Differentiated Services Code Point)	E		
35	Switch should support for different type of QoS features for real time traffic differential treatment using	E		
36	a. Weighted Random Early Detection	E		
37	b. Strict Priority Queuing	E		
38	Switch should support Rate Limiting - Policing and/or Shaping	E		
39	Switch should support to trust the QoS marking/priority settings of the end points as per the defined policy	E		

Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site



S No	Minimum Technical Specifications	Essential E/ Preferred (P)	Compliance (Y/N)	Remark
40	Switch should support control plane Protection from unnecessary or DoS traffic by control plane protection policy	E		
41	Switch should support for external database for AAA using:	E		
42	a. TACACS+	E		
43	b. RADIUS	E		
44	Switch should support to restrict end hosts in the network. Secures the access to an access or trunk port based on MAC address. It limits the number of learned MAC addresses to deny MAC address flooding	E		
45	Switch platform should support MAC Sec (802.1AE) encryption in hardware	E		
46	Switch should support for Role Based access control (RBAC) for restricting host level network access as per policy defined	E		
47	Switch should support DHCP Snooping	E		
48	Switch should support Dynamic ARP Inspection to ensure host integrity by preventing malicious users from exploiting the insecure nature of the ARP protocol	E		
49	Switch should support IP Source Guard to prevents a malicious hosts from spoofing or taking over another host's IP address by creating a binding table between the client's IP and MAC address, port, and VLAN	E		
50	Switch should support unicast and/or multicast blocking on a switch port to suppress the flooding of frames destined for an unknown unicast or multicast MAC address out of that port	E		
51	Support for broadcast, multicast and unknown unicast storm control to prevent degradation of switch performance from storm due to network attacks and vulnerabilities	E		
52	The Switch should support LLDP.	E		
53	Switch should support Spanning tree BPDU protection	E		

Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site



S No	Minimum Technical Specifications	Essential E/ Preferred (P)	Compliance (Y/N)	Remark
54	Switch should support for sending logs to multiple centralized syslog server for monitoring and audit trail	E		
55	Switch should provide remote login for administration using:	E		
56	a. Telnet	E		
57	b. SSHv2	E		
58	Switch should support for capturing packets for identifying application performance using local and remote port mirroring for packet captures	E		
59	Switch must have Switched Port Analyzer (SPAN) with minimum 4 active session and ERSPAN on physical, Port channel, VLAN interfaces	E		
60	Switch should support for management and monitoring status using different type of Industry standard NMS using:	E		
61	a. SNMP v1 and v2, SNMP v3 with Encryption	E		
62	Switch should provide different privilege for login in to the system for monitoring and management	E		
63	Should have Open APIs to manage the switch through remote-procedure calls (JavaScript Object Notation [JSON] or XML) over HTTPS after secure authentication for management and automation purpose.	E		
64	The Switch Should support monitor events and take corrective action like a script when the monitored events occurs.	E		
65	Switch should have provisioning for connecting to 1:1/N+1 power supply for usage and redundancy	E		
66	Switch should provide gateway level of redundancy Ipv4 and Ipv6 using HSRP/VRRP	E		
67	Switch should support for BFD For Fast Failure Detection	E		
68	Console cable and power cable as per customer requirement to be provided. All Cables shall be factory-terminated.	E		
69	All Functionalities of Switch shall be IPv6 compliant and it should work on IPv6 Platform without any additional hardware/ software.	E		
70	All the components should be from same OEM.	E		

Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site



PART 6- Bid Forms, Price Schedules and other formats (BF)

FORMAT No.	TOPIC
FORMAT 6.1.1	Bid form (technical bid)
FORMAT 6.1.2	Bid form (price bid)
FORMAT 6.2	Non-disclosure agreement
FORMAT 6.3	Price schedule
FORMAT 6.4	Bid security form
FORMAT 6.4 (A)	Bid security declaration
FORMAT 6.5	Contract form
FORMAT 6.6	Performance security/ bank guarantee
FORMAT 6.7	Bank guarantee for advance payment
FORMAT 6.8	Manufacturers'/producers' authorization form
FORMAT 6.9	Proforma of certificate for issue by the purchaser after successful commissioning of the solution
FORMAT 6.10	Organisational profile
FORMAT 6.11	Service support details form
FORMAT 6.12	Format for bank guarantee against annual maintenance
FORMAT 6.13	Bill of material
FORMAT 6.14	Undertaking for support services
FORMAT 6.15	Compliance statement
FORMAT 6.16	Confirmity to eligibility criteria
FORMAT 6.17	Business rules and terms & conditions
FORMAT 6.18	Pre-contract integrity pact
FORMAT 6.19	NPA undertaking
FORMAT 6.20	Bank / payment details from bidder
FORMAT 6.21	Undertaking of information security compliance
FORMAT 6.22	Know your employee (kye) compliance
FORMAT 6.23	Undertaking of authenticity of solution (hardware and software)
FORMAT 6.24	Litigation certificate
FORMAT 6.25	Self-declaration of non-blacklisting
FORMAT 6.26	Escalation matrix of all verticals
FORMAT 6.27	Undertaking of experience of installation and support of proposed solutions
FORMAT 6.28	Unconditional acceptance of the terms & conditions of the rfp
FORMAT 6.29	Software/solutions integrity certificate
FORMAT 6.30	Undertaking for source code and application security testing
FORMAT-6.31	Project plan
FORMAT 6.32	Checklist
FORMAT 6.33	Format for submission of pre-bid queries
FORMAT 6.34	Service references

Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site



FORMAT No.	TOPIC
FORMAT 6.35	Format for local content
FORMAT 6.36	Format of certificate for tenders for works under rule 144 (xi) in the general financial rules (GFRs), 2017
FORMAT 6.37	Undertaking for compliance
FORMAT 6.38	Undertaking for labour law
FORMAT 6.39	Undertaking for data protection act
FORMAT 6.40	Undertaking for rate contract

Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site



FORMAT 6.1.1: BID FORM (TECHNICAL BID)

(to be included in Technical Bid Envelope)

Date:

To,

The General Manager
Bank of India ,Head Office
Information Technology Department,
PNB-BOI Tower,10th Floor, Star House-3,
C-29, G-Block, Bandra Kurla Complex,
Bandra East, Mumbai – 400 051

Sir/Madam,

Reg.: Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site

Ref: No. BOI/HO/IT/Core-Network/RFP- 01/2024 Dated 15/05/2024

~~~~~  
Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer the new network devices for DC, DR , NR, Colocation DC and Colocation DR and Annual Maintenance Support of new network devices at Bank's Data Centre (DC), Disaster Recovery Site (DR),Near Site (NR), Colocation DC Site and Colocation DR Site with deployment of FMS Services, in conformity with the said Bidding documents.

We undertake, if our Bid is accepted, to deliver, install and commission the Solution in accordance with the delivery schedule specified in the Schedule of Requirements.

If our Bid is accepted, we will obtain the guarantee of a bank in a sum equivalent to 10 percent of the Contract Price for the due performance of the Contract, in the form prescribed by the Bank.

**We agree to abide by the Bid and the rates quoted therein for the orders awarded by the Bank up to the period prescribed in the Bid, which shall remain binding upon us.**

Until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site



We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We understand that you are not bound to accept the lowest or any Bid you may receive.

Dated this ..... day of ..... 2024

*(Signature)*

*(Name)*

*(In the capacity of)*

Duly authorised to sign Bid for and on behalf of \_\_\_\_\_

Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site



**FORMAT 6.1.2: BID FORM (PRICE BID)  
(to be included in Price Bid Envelope)**

Date : .....

To,

The General Manager  
Bank of India ,Head Office  
Information Technology Department,  
PNB-BOI Tower,10<sup>th</sup> Floor, Star House-3,  
C-29, G-Block, Bandra Kurla Complex,  
Bandra East, Mumbai – 400 051

Sir/Madam,

**Reg.: Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site**

**Ref: No. BOI/HO/IT/Core-Network/ RFP- 01/2024 Dated 15/05/2024**

~~~~~  
Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and deliver the captioned solution, in conformity with the said Bidding documents as may be ascertained in accordance with the schedule of Prices attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, to deliver, install and commission the system in accordance with the delivery schedule specified in the Schedule of Requirements. If our Bid is accepted, we will obtain the guarantee of a bank in a sum equivalent to 10 percent of the Contract Price for the due performance of the Contract, in the form prescribed by the Bank.

We agree to abide by the Bid and the rates quoted therein for the orders awarded by the Bank up to the period prescribed in the Bid which shall remain binding upon us. Until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988". We understand that you are not bound to accept the lowest or any Bid you may receive.

Dated this day of 2024

(Signature)

(Name)

(In the capacity of)

Duly authorised to sign Bid for and on behalf of _____

Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site



**FORMAT 6.2: NON-DISCLOSURE AGREEMENT
(to be submitted on Rs. 100 Stamp Paper)**

WHEREAS, we, _____ having Registered Office at _____ hereinafter referred to as the COMPANY, are agreeable for offering new network devices and Annual Maintenance support of existing Network Devices for Bank's DC, DR and Near Site for Bank of India, having its registered office at Star House, C-5, G Block, Bandra Kurla Complex, Mumbai – 400 051, hereinafter referred to as the BANK and, WHEREAS, the COMPANY understands that the information regarding the Network devices for DC, DR and Near Site shared by the BANK in their Request for Proposal is confidential and/or proprietary to the BANK, and

WHEREAS, the COMPANY understands that in the course of submission of the offer for the network devices for DC, DR and Near Site and/or in the aftermath thereof, it may be necessary that the COMPANY may perform certain jobs/duties on the Bank's properties and/or have access to certain plans, documents, approvals or information of the BANK;

NOW THEREFORE, in consideration of the foregoing, the COMPANY agrees to all of the following conditions, in order to induce the BANK to grant the COMPANY specific access to the BANK's property/information

The COMPANY will not publish or disclose to others, nor, use in any services that the COMPANY performs for others, any confidential or proprietary information belonging to the BANK, unless the COMPANY has first obtained the BANK's written Authorisation to do so;

The COMPANY agrees that notes, specifications, designs, memoranda and other data shared by the BANK or, prepared or produced by the COMPANY for the purpose of submitting the offer to network devices for DC, DR and Near Site, will not be disclosed to during or subsequent to submission of the offer to the BANK, to anyone outside the BANK

The COMPANY shall not, without the BANK's written consent, disclose the contents of this Request for Proposal (Bid) or any provision thereof, or any specification, plan, pattern, sample or information (to be) furnished by or on behalf of the BANK in connection therewith, to any person(s) other than those employed/engaged by the COMPANY for the purpose of submitting the offer to the BANK and/or for the performance of the Contract in the aftermath. Disclosure to any employed/engaged person(s) shall be made in confidence and shall extend only so far as necessary for the purposes of such performance.

Office Seal:

Authorised Signatory

Place:

Name:

Designation:

Date:

Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site



FORMAT 6.3: Price Schedule

(Include in Price Bid Only – Not to be included in Technical Bid)

Table-A (New Network Devices - Open Specifications) -

Cost of Hardware/ Modules/ Transceivers with 5 year support (in INR):

S. N.	Name of the item	Model /Specs	DC Navi Mumbai	DR Ben galu ru	New DC Navi Mumbai	New DR new Delhi (NCR)	Total	Unit Price	Total cost
									(₹)
1	Core Firewall*	As per specs mentioned in item no. 1.1 of Annexure 1 of Part 5 of RFP	2	-	2	2	6		
2	Core IPS*	As per specs mentioned in item no. 1.2 of Annexure 1 of Part 5 of RFP	2	-	2	2	6		
3	Extranet and DMZ IPS*	As per specs mentioned in item no. 1.3 of Annexure 1 of Part 5 of RFP	-	-	4	4	8		
4	Sandboxing Appliances	As per specs mentioned in item no. 1.4 of Annexure 1 of Part 5 of RFP	-	-	2	2	0		
5	Core Router	As per specs mentioned in item no. 1.5 of Annexure 1 of Part 5 of RFP	-	-	2	2	4		
6	External segment Router	As per specs mentioned in item no. 1.6 of Annexure 1 of Part 5 of RFP	-	-	2	2	4		
7	Internet segment Router	As per specs mentioned in item no. 1.7 of Annexure 1 of Part 5 of RFP	-	-	2	2	4		
8	Link Load balancer	As per specs mentioned in item no. 1.8 of Annexure 1 of Part 5 of RFP	2	2	2	2	8		

Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site



S. N.	Name of the item	Model /Specs	DC Navi Mumbai	DR Ben galu ru	New DC Navi Mumbai	New DR new Delhi (NCR)	Total	Unit Price	Total cost
									(₹)
9	Management Switch	As per specs mentioned in item no. 1.9 of Annexure 1 of Part 5 of RFP (For Cost Discovery)	2	0	0	0	2		
10	TOR Switch - 48 Port	As per specs mentioned in item no. 1.11 of Annexure 1 of Part 5 of RFP (For Cost Discovery)	2	0	0	0	2		
11	Cabling - Fiber	Cost Should be inclusive of: a. Site Survey b. cost for providing 1000 Mtr OM4/OM5 Factory terminated Cable c. Cable laying. Cable could be of varying length of 2 Mtr, 5 Mtr, 10 Mtr, 20 Mtr, 50 Mtr or 100 Mtr as per bank requirement.	1	0	0	0	1		
12	Cabling - Copper	Cost Should be inclusive of: a. Site Survey b. cost for providing 1000 Mtr Cat6/Cat6A Factory terminated Cable c. Cable laying. Cable could be of varying length of 2 Mtr, 5 Mtr, 10 Mtr, 20 Mtr, 50 Mtr or 100 Mtr as per bank requirement.	1	0	0	0	1		
Total									(A)

* Firewall, IPS devices and sandbox must be quoted from same OEM

Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site



Table B – Facility Management Service cost

Table B1: Facility Management (FMS) requirement for 5 years

S.N.	Resource	Total Resource per shift on 24x7 basis (A)	Total Resource in General Shift (B)	Resource requirement (C=A*3+B)	Per Resource Annual Cost (D)	Total Cost (E=C*D*5)
Domestic Segment (for contract period of 5 years)						
1	L1	2	-	6		
2	L2 - ACI	1	-	3		
3	L2 - R & S	-	1	1		
4	L2 - FW + IPS	2	-	6		
5	L3 Network	-	2	2		
6	L3 – ACI	-	1	1		
7	L3 – FW + IPS	1	-	3		
8	Compliance, documentation & Incident Manager	-	1	1		
9	Service Delivery Lead	-	1	1		
	SUB Total	6	6	24		B1

Table B2: Facility Management (FMS) requirement for approx. 40 Months

S.N.	Resource	Total Resource per shift on 24x7 basis (A)	Total Resource in General Shift (B)	Resource requirement (C=A*3+B)	Per Resource Annual Cost (D)	Total Cost (E=C*D/12*40)
Domestic Segment (from Oct 2026 till contract end date)						
1	L1	2	-	6		
2	L2 - R & S	1	-	3		
3	L2- Collaboration	-	1	1		
	SUB Total	3	1	10		B21
FCBS Segment						
1	L2 - FCBS	1	-	3		

Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site



S.N.	Resource	Total Resource per shift on 24x7 basis (A)	Total Resource in General Shift (B)	Resource requirement (C=A*3+B)	Per Resource Annual Cost (D)	Total Cost (E=C*D/12*40)
	SUB Total	1	-	3		B22
	Grand Total	4	1	13		B2 = B21+B22

Table B3: Facility Management (FMS) requirement for 23 Months for Branch Switch Management

S.N.	Resource	Total Resource per shift on 24x7 basis (A)	Total Resource in General Shift (B)	Resource requirement (C=A*3+B)	Per Resource Annual Cost (D)	Total Cost (E=C*D/12*23)
Branch Segment (23 Months from Dec 2024)**						
1	L1	1	-	3		
2	L2	1	-	3		
	SUB Total	2	-	6		B3

Table C – Components for L1 Criteria

S. N.	Particulars	Amount (₹)
i.	Total of Table-A (Hardware cost and 5 year warranty)	(A)
ii.	Total of Table-B (Facility Management Service cost)	(B = B1+B2+B3)
TOTAL TO BE CONSIDERED FOR L1 = (i+ii)		C=(A)+(B)

Important Notes:

1. Bank has the discretion to place the order to the selected vendor by excluding any of the components.
2. Bidder need to provide additional resources for SLA management, shift and leave management, without any additional cost to the Bank.
3. Bank may place order for required resources as per requirement only.
4. Bidder need to conduct site survey and provide all the power cords compatible with the proposed Data centre Infra.
5. The total price quoted must be inclusive of cost of providing hardware, services for installation, testing and commissioning of the Solution and support, all applicable taxes, duties, levies, charges etc. with applicable warranty, as also cost of incidental services

Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site



such as transportation, insurance, training etc., but exclusive of GST and/or other taxes (if applicable). No increase in costs, duties, levies, taxes, charges, etc., irrespective of reasons (including exchange rate fluctuations, etc.) whatsoever, shall be admissible during the currency of the Contract.

6. For FMS Costing, Bidder need to ensure that:
 - a L1 Cost < L2 Cost < L3 Cost < SDM Cost
 - b L2 ACI cost and L2 Firewall cost is higher than L2 R&S cost
 - c L3 cost is minimum 30% higher than L2 cost
 - d FMS rates should be equal or incremental year on year basis (based on parameters like dearness, projected inflation etc.)
7. Vendor shall be responsible for obtaining necessary clearance/approval from the local sales tax authorities (at destination place) (if applicable).
8. In case of discrepancy between figures and words, the amount in words shall prevail.
9. 5 year Warranty period shall include Comprehensive onsite Annual Maintenance Contract (AMC) / Annual Technical Support (ATS) and hardware backlining with OEM. Bidder should have a back-to-back supporting arrangement with the original suppliers or their approved business partners of the hardware or software with necessary documentary evidence thereof produced to the bank.
10. The Professional Services scope shall be in-line with the related clauses mentioned in the RFP. Bank can terminate the Professional Services contract with the bidder and discontinue the same without citing any reason by giving three months or 90 days' notice.

Place: _____ **Signature of Bidder:** _____
Date: _____ **Name:** _____
Business address: _____

Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site



FORMAT 6.4: BID SECURITY FORM
(To be included in Technical Bid Envelope)

Ref. No.: BOI/HO/IT/Core-Network/RFP- 01/2024 Dated 15/05/2024

Whereas(*hereinafter called "the bidder"*) has submitted its Bid dated (*date of submission of Bid*) for the supply of (*name and/or description of the Products/system*) (*hereinafter called "the Bid"*).

KNOW ALL PEOPLE by these presents that WE (*name of bank*) of (name of country), having our registered office at (*address of bank*) (*hereinafter called "the Bank"*), are bound unto (*name of Purchaser*) (*hereinafter called "the Purchaser"*) in the sum of _____ for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors, and assigns by these presents. Sealed with the Common Seal of the said Bank this ____ day of _____ 2024.

THE CONDITIONS of this obligation are:

1. If the bidder withdraws its Bid during the period of Bid validity specified by the bidder on the Bid Form; or
2. If the bidder, having been notified of the acceptance of its Bid by the Purchaser during the period of Bid validity:
 - (a) fails or refuses to execute the Contract Form if required; or
 - (b) fails or refuses to furnish the performance security, in accordance with the Instruction to The bidders.

We undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including forty-five (45) days after the period of the Bid validity, i.e. up to _____, and any demand in respect thereof should reach the Bank not later than the above date.

(Signature of the bidder's Bank)

Note: Presence of restrictive clauses in the Bid Security Form such as suit filed clause/clause requiring the Purchaser to initiate action to enforce the claim etc., will render the Bid non-responsive.

Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site



**FORMAT 6.4 (A): BID SECURITY DECLARATION
(To be included in Technical Bid Envelope)**

To,

The General Manager
Bank of India ,Head Office
Information Technology Department,
PNB-BOI Tower, 10th Floor, Star House-3,
C-29, G-Block, Bandra Kurla Complex,
Bandra East, Mumbai – 400 051

Dear Sir,

Subject: Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site

Ref. No.: BOI/HO/IT/Core-Network/ RFP- 01/2024 Dated 15/05/2024

We _____ (bidder name), hereby undertake that we are liable to be suspended from participation in any future tenders of the Bank for 1 year from the date of submission of Bid in case of any of the following:

1. If the bid submitted by us is withdrawn/modified during the period of bid validity.
2. If any statement or any form enclosed by us as part of this bid turns out to be false / incorrect at any time during the period of prior to signing of contract.
3. In case of we becoming successful bidder and if: a) we fail to execute Contract within the stipulated time. b) we fail to furnish Performance Bank Guarantee within the timelines stipulated in this RFP document.

Yours faithfully,

Date:

For _____

Signature _____

Name _____

Authorized Signatories
(Name & Designation, seal of the firm)

Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site



FORMAT 6.5: CONTRACT FORM

Ref. No.: **BOI/HO/IT/Core-Network/ RFP- 01/2024 Dated 15/05/2024**

THIS AGREEMENT made theday of....., 2024. Between (*Name of Purchaser*) (hereinafter called "the Purchaser") of the one part and (*Name of Supplier*) of (*City and Country of Supplier*) (hereinafter called "the Supplier") of the other part:

WHEREAS the Purchaser invited Bids for certain Products and services viz., (*Brief Description of Products and Services*) and has accepted a Bid by the Supplier for the supply of those Products and services in the sum of (*Contract Price in Words and Figures*) (hereinafter called "the Contract Price").

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents of Bid No.:**BOI/HO/IT/Core-Network/RFP- 01/2024 Dated 15/05/2024** shall be deemed to form and be read and construed as part of this Agreement, viz.:
 - a) the Bid Form and the Price Schedule submitted by the bidder;
 - b) the Bill of Material;
 - c) the Functional Specifications as per RFP;
 - d) the Terms and Conditions of Contract;
 - e) the Purchaser's Notification of Award;
 - f) Schedule of Dates, Amounts etc.
3. In consideration of the payments to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Purchaser to provide the Products and services and to remedy defects therein, in conformity in all respects with the provisions of the Contract.
4. The Purchaser hereby covenants to pay the Supplier in consideration of the provision of the Products and services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site



IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, Sealed and Delivered by the

said (For the Purchaser)

in the presence of:

Signed, Sealed and Delivered by the

said (For the Supplier)

in the presence of:

Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site



FORMAT 6.6: PERFORMANCE SECURITY/ BANK GUARANTEE

Ref. No.: BOI/HO/IT/Core-Network/ RFP- 01/2024 Dated 15/05/2024

Bank Guarantee No.

Date:

Issued by.....

To,

Bank of India
(As per RFP)

.....

WHEREAS....., having its registered office at..... (hereinafter called the "Service Provider") has undertaken, in pursuance of your RFP Reference No. Ref: Dated for Request for Proposal for Procurement, Integration and Annual Maintenance Support with Facility Management of Existing and New Network Devices at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site for the period specified in the RFP (hereinafter called "the Contract").

2. AND WHEREAS it has been stipulated by you in the said Contract that the Service Provider shall furnish you with a Bank Guarantee by a recognized Bank for the sum of Rs..... as security for compliance with the Service Provider's performance obligations in accordance with the said Contract.

3. AND WHEREAS wehaving our Head Office at..... and a Branch office at..... at the request of the Service Provider issue this Guarantee in your favour guaranteeing the due performance of the Service Provider of the said Contract.

4. We Bank hereby agree and affirm that we are Guarantors and responsible to you, on behalf of the Service Provider, up to a sum of Rs (Rupees in words) and we undertake to pay you the said amounts without demur or objection, upon your first written demand declaring the Service Provider to be in default under the said Contract. We shall pay the said amounts without cavil or argument as aforesaid, without needing to prove or to show grounds or reasons for your demand or the sum specified therein.

5. We undertake to pay you any money so demanded notwithstanding any dispute or disputes raised by the Service Provider in any suit or proceeding pending before any Court or Tribunal relating thereto our liability under this present being absolute and unequivocal.

Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site



- 6. We, _____ (indicate the name of bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Contract and that it shall continue to be enforceable till all the dues of the Bank of India under or by virtue of the said Contract have been fully paid and its claims satisfied or discharged or till Bank of India certifies that the terms and conditions of the said Contract have been fully and properly carried out by the said Service Provider and accordingly discharges this guarantee. This Guarantee shall be valid up to..... and unless a demand or claim under this guarantee is made on us in writing on or before the..... +6months we shall be discharged from all liability under this guarantee thereafter.
- 7. We, _____ (indicate the name of bank) further agree with Bank of India that Bank of India shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Contract or to extend time of performance by the said Service Provider from time to time or to postpone for any time or from time to time any of the powers exercisable by Bank of India against the said Service Provider and to forbear or enforce any of the terms and conditions relating to the said Contract and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Service Provider or for any forbearance, act or omission on the part of Bank of India or any indulgence by the Bank of India to the said Service Provider or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.
- 8. This guarantee will not be discharged due to the change in our constitution or of the Service Provider.
- 9. We, _____ (indicate the name of bank) lastly undertake not to revoke this guarantee during its currency.

Executed at..... on this the Day of

Signature and Seal of Guarantors (Service Provider's Bank)

.....

Date.....

.....

Address:

.....

Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site



FORMAT 6.7: BANK GUARANTEE FOR ADVANCE PAYMENT
Ref. No.: BOI/HO/IT/Core-Network/RFP- 01/2024 Dated 15/05/2024

To: _____ (Name of Purchaser)
_____ (Address of the Purchaser)

_____ (Name of Contract)

Gentlemen:

In accordance with the provisions of the Terms and Conditions of Contract, to provide for advance payment, _____ (name and address of Supplier) (hereinafter called "the Supplier") shall deposit with _____ (name of Purchaser) a bank guarantee to guarantee his proper and faithful performance under the said Clause of the Contract in an amount of _____ (amount of guarantee* (in figures and words)).

We, the _____ (bank or financial institution), as instructed by the Supplier, agree unconditionally and irrevocably to guarantee as primary obligator and not as Surety merely, the payment to _____ (name of Purchaser) on his first demand without whatsoever right of objection on our part and without his first claim to the Supplier, in the amount not exceeding _____ (amount of guarantee* in figures and words).

We further agree that no change or addition to or other modification of the terms of the Contract to be performed thereunder or of any of the Contract documents which may be made between (name of Purchaser) and the Supplier, shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition or modification.

This guarantee shall remain valid and in full effect from the date of the advance payment received by the Supplier under the contract until _____ (expected date of last delivery).

Yours truly,
Signature and seal :
Name of bank/
Financial institution :
Address :
Date :

- An amount is to be inserted by the bank or financial institution representing the amount of the Advance Payment.

Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site



FORMAT 6.8: MANUFACTURERS'/PRODUCERS' AUTHORIZATION FORM
(To be included in Technical Bid Envelope)

No. _____

Date:

To:

Dear Sir:

Ref. No.: BOI/HO/IT/Core-Network/RFP- 01/2024 Dated 15/05/2024

We _____ who are established and reputable manufacturers / producers of _____ having factories / development facilities at (*address of factory / facility*) do hereby authorize M/s _____ (*Name and address of Agent*) to submit a Bid, and sign the contract with you against the above Bid Invitation.

We hereby extend our full guarantee for the Solution, Products and services offered by the above firm against this Bid Invitation.

We also undertake to provide any or all of the following materials, notifications, and information pertaining to the Products manufactured or distributed by the Supplier:

- (a) Such Products as the Bank may opt to purchase from the Supplier, provided, that this option shall not relieve the Supplier of any warranty obligations under the Contract; and
- (b) in the event of termination of production of such Products:
 - i. notification to the Bank of the pending termination, in sufficient time to permit the Bank to procure needed requirements; and
 - ii. following such termination, furnishing at no cost to the Bank and shall be inline to RFP terms. The blueprints, design documents, operations manuals, standards, source codes and specifications of the Products shall be provided to bank at no cost, if requested for ensuring business continuity.
- (c) We duly authorize the said firm to act on our behalf in fulfilling all scope, Technical support and maintenance obligations required by the contract.

Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site



(d) We will engage our (OEM) team for deployment, implementation of the solution/ solution(s) in the stipulated timeline of RFP, we, OEM, undertake to deploy the solutions, in line with the deployment methodology as proposed during bid submission by our partner and approved by us. Thereafter, support will be provided for contract period.

Yours faithfully,

Authorized Signatory
(Name of OEM/ Producers)
Note:

- i. This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. It should be included by the Bidder in its Bid.
- ii. This MAF/ Undertaking letter has to be issued by every OEM / all OEMs of the solutions offered by the bidder under this RFP.

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**FORMAT 6.9: PROFORMA OF CERTIFICATE FOR ISSUE BY THE PURCHASER
AFTER SUCCESSFUL COMMISSIONING OF THE SOLUTION**

No.

Date:

M/s.

Ref. No.: BOI/HO/IT/Core-Network/ RFP- 01/2024 Dated 15/05/2024

Sub: Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site

1. This is to certify that the products / equipment as detailed below has/have been received in good condition along with all the standard and special accessories (subject to remarks in Para No. 2) in accordance with the Contract/Specifications. The same has been installed and commissioned.

- a) Contract No. _____ dated _____
- b) Description of the Solution _____
- c) Quantity _____
- d) Date of commissioning and proving test _____

2. Details of products not yet supplied and recoveries to be made on that account:

<u>S. No.</u>	<u>Description</u>	<u>Amount to be recovered</u>
---------------	--------------------	-------------------------------

3. The proving test has been done to our entire satisfaction and Staff have been trained to operate the Product.

4. The Supplier has fulfilled his contractual obligations satisfactorily*

or

The Supplier has failed to fulfil his contractual obligations with regard to the following:

(a)

Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site



(b)

(c)

(d)

5. The amount of recovery on account of non-supply of Products is given under Para No. 2.

6. The amount of recovery on account of failure of the Supplier to meet his contractual obligations is as indicated in endorsement of the letter.

Signature : _____

Name : _____

Designation with stamp : _____

* Explanatory notes for filling up the certificates:

(a) The supplier has adhered to the time schedule specified in the contract in dispatching the Products / Manuals pursuant to Technical Specifications.

(b) The supplier has supervised the commissioning of the solution in time i.e., within the period specified in the contract from the date of intimation by the Purchaser in respect of the installation of the Product.

(c) Training of personnel has been done by the Supplier as specified in the contract.

(d) In the event of Manuals having not been supplied or installation and commissioning of the Solution having been delayed on account of the Supplier, the extent of delay should always be mentioned.

**FORMAT 6.10: ORGANISATIONAL PROFILE
(Include in Technical Bid)**

Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site



Ref. No.: BOI/HO/IT/Core-Network/ RFP- 01/2024 Dated 15/05/2024

CONSTITUTION Proprietary Private Ltd. Public Ltd.			
Established since Commercial Production of the solution on Offer started since			
Address of Registered Office			
Category	Software Producer / Developer (Principal) Hardware Manufacturer (Principal) System Integrator / Solution Provider (Third-party) Any Other (<i>please specify</i>)		
	Name	Phone Nos. (With STD Codes)	
Names of Proprietor/Partners/ Directors			
Number of Engineers familiar with the solution being offered			
Number of Total Employees			
Solution being offered, sold so far to:			
Purchaser, with full address and Details of contact person (Phone, Fax and E-Mail)	Module s in Use	Date of Sale	Whether Warranty/AMC still continues

Note: Please support the above facts with documentary evidence. Please also attach Income-Tax Clearance Certificate (latest), Referral Letters from Clients mentioned above.

Signature of The bidder: _____
Name: _____
Business address: _____

Place:
Date:

Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site



FORMAT 6.11: SERVICE SUPPORT DETAILS FORM
(To be included in Technical Bid Envelope)
Ref. No.: BOI/HO/IT/Core-Network/ RFP- 01/2024 Dated 15/05/2024

Date-

To:
 The General Manager
 Bank of India ,Head Office
 Information Technology Department,
 PNB-BOI Tower,10th Floor, Star House-3,
 C-29, G-Block, Bandra Kurla Complex,
 Bandra East, Mumbai – 400 051

Dear Sir,

Please find the service support details, which shall be available to the Bank as and when required

City / Location	Postal Address, Telephone, Fax, E-Mail and Contact Details of Support Personnel	Office Working Hours (Please mention whether the Support Agency is Owned or Franchise arrangement)	Number of Software Engineers capable of supporting the Software being offered	Owned or Franchisee

Signature of Bidder: _____

Name : _____

Business address : _____

Place:

Date:

Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site



FORMAT 6.12: FORMAT FOR BANK GUARANTEE AGAINST ANNUAL MAINTENANCE

(ON Rs. 100 STAMP PAPER)

Ref. No.: BOI/HO/IT/Core-Network/ RFP- 01/2024 Dated 15/05/2024

Bank Guarantee No.: Date:

To..... (Name of the Purchaser)

Whereas (Name of the Supplier) hereinafter called "the Supplier" has undertaken, in pursuance of contract No..... dated..... to supply (Description of Products and Services) hereinafter called "the Contract".

AND WHEREAS it has been stipulated by you in the said contract that the Supplier shall furnish you with a Bank Guarantee by a recognized Bank for the sum specified therein as security for compliance with the Supplier's performance obligations under the contract for Annual Maintenance and Repairs of the entire system for next five years.

AND WHEREAS we have agreed to give the Supplier a Guarantee.

THEREFORE, WE hereby affirm that we are Guarantors and responsible to you on behalf of the Supplier, up to a total of Rs. (Amount of guarantee in words and figures) being 4% of the Contract Price and we undertake to pay you, upon your first written demand declaring the Supplier to be in default under the contract and without cavil or argument, any sum or sums within the limit of Rs. (Amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until day of

Signature and Seal of Guarantors
.....

Date:

Note:

1. Suppliers should ensure that seal and code no. of the signatory is put by the bankers, before submission of the bank guarantees.
2. Stamp paper is required for the bank guarantees issued by the banks located in India.

Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site



FORMAT 6.13: BILL OF MATERIAL

(To be included in Qualifying cum Technical Bid Envelope)

To,

The General Manager
Bank of India ,Head Office
Information Technology Department,
PNB-BOI Tower,10th Floor, Star House-3,
C-29, G-Block, Bandra Kurla Complex,
Bandra East, Mumbai – 400 051

Dear Sir:

Ref. No.: BOI/HO/IT/Core-Network/ RFP- 01/2024 Dated 15/05/2024

A) The Bidder should provide Bill of Material for entire Solution.

Sr. No	Description	Make	Model	Quantity

We confirm that, the quoted Bill of Material (BOM) is in compliance of all RFP terms and conditions. If it is found that "BOM" is not in compliance of any/all of the terms and conditions, at any moment, the Bank as it discretion, may reject the bid / terminate the contract without any prior notice to the bidder.

Signature of Bidder: _____

Name: _____

Business Address: _____

Place:

Date:

Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site



**FORMAT 6.14: UNDERTAKING FOR SUPPORT SERVICES
(To be included in Qualifying cum Technical Bid Envelope)**

To:

The General Manager
Bank of India ,Head Office
Information Technology Department,
PNB-BOI Tower,10th Floor, Star House-3,
C-29, G-Block, Bandra Kurla Complex,
Bandra East, Mumbai – 400 051

Gentlemen,

Ref. No.: BOI/HO/IT/Core-Network/ RFP- 01/2024 Dated 15/05/2024

We undertake, that adequate specialized expertise are available to ensure that the support services are responsive and We assume total responsibility for the fault free operation of the solution proposed and maintenance during the support period.

We undertake that during support Period we will maintain an Uptime of 99.99 % on monthly basis for the entire/core solution proposed.

Dated this day of 2024

(Signature)

(In the capacity of)

Duly authorized to sign Proposal for and on behalf of

Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site



FORMAT 6.15: COMPLIANCE STATEMENT
(To be included in Qualifying cum Technical Bid Envelope)

To,

The General Manager
Bank of India ,Head Office
Information Technology Department,
PNB-BOI Tower,10th Floor, Star House-3,
C-29, G-Block, Bandra Kurla Complex,
Bandra East, Mumbai – 400 051

Gentlemen,

Ref. No.: BOI/HO/IT/Core-Network/ RFP- 01/2024 Dated 15/05/2024

We certify and agree to abide by all other clauses, terms, conditions and specifications mentioned in the RFP.

Deviations if any –

Main RFP /Annexure/Format No.	Clause / Sub Clause No.	Deviation	Specific Page no. of the Response

Signature of Authorized signatory with seal

Place:

Date:

Note: There should not be any deviations in the solution proposed by the bidder. Bidder has to give his response by writing 'NIL' in the statement. It shall be deemed that there is no deviation, irrespective of the fact whether any mention in the bid document anywhere.

Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site



FORMAT 6.16: CONFIRMITY TO ELIGIBILITY CRITERIA
(To be included in Qualifying cum Technical Bid Envelope)

Ref. No.: BOI/HO/IT/Core-Network/ RFP- 01/2024 Dated 15/05/2024

S.N.	Eligibility Criteria	Compliance	Document required	Page no.
		(Y/N)		
1	The bidders (including MSE) or Bidder's Parent Company (in case bidder is a 100% wholly owned subsidiary of parent company) should be a registered company in India as per Companies Act 1956 / 2013 and must have been in Network System Integration Business for a period of more than 10 years (as on RFP date)		Certificate of Incorporation and other Documentary evidences to be attached.	
2	"Bidders (including MSE) to provide information that any of its subsidiary or associate or holding/parent company or companies having common director/s or companies in the same group of promoters/management or partnership firms/ LLPs having common partners has not participated in the bid process.		Letter of confirmation (self-certified letter signed by authorized official of the bidder) to be attached.	
3	The Bidders or Bidder's Parent Company (in case bidder is a 100% wholly owned subsidiary of parent company) must have minimum annual turnover of ₹ 1200 Crores (from Indian operations only) for <i>atleast three out of last five (5) financial years.</i> (Certified / Audited Balance Sheets and		Certified letter from the Chartered Accountant. The CA certificate in this regard should be without any riders or qualification.	

Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site



S.N.	Eligibility Criteria	Compliance	Document required	Page no.
		(Y/N)		
	P&L statements for last five (5) financial years should be submitted in support of the turnover.)			
4	The Bidders (including MSE) or Bidder's Parent Company (in case bidder is a 100% wholly owned subsidiary of parent company) should have <i>positive net worth and report net profit during three (3) out of last five (5) financial years</i> as mentioned above.		(Certified / Audited Balance Sheets and P&L statements for last 5 years should be submitted in support of the profitability.)	
5	The Bidders (including MSE) should have Manufacturers' authorization and a direct back-to-back support agreement with the OEM for the equipment included in the proposed solution.		Letter from OEM mentioning authorization to the bidder be attached.	
6	The bidders (including MSE) /OEM proposed by bidders/ Bidder's Parent Company should not have been blacklisted by any Public/Private Sector Bank in India in the past.		A self-declaration letter on the Company's letterhead should be submitted along with technical bid.	
7	Firewall reference			
7(i)	The Bidder should have 3 reference of <i>Firewall commissioned at Data Centre</i> in last 5 Years		Documentary Proof of order / contract copy / customer credentials	
7(ii)	Out of above, 1 reference should have Firewall sizing of 30Gbps or above.			
7(iii)	Out of above, <i>Atleast one reference should be a PSU Bank</i>			

Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site



S.N.	Eligibility Criteria	Compliance	Document required	Page no.
		(Y/N)		
8	Router reference		Documentary Proof of order / contract copy / customer credentials	
8(i)	The Bidder should have 3 reference of <i>Router commissioned at Data Centre</i> in last 5 Years			
8(ii)	Out of above, 1 reference should have Router sizing of 30 Gbps throughput or above.			
8(iii)	Out of above, <i>Atleast one reference should be a PSU Bank</i>			
09	Facility Management reference		Documentary Proof of order / contract copy / customer credentials	
09(i)	The Bidder should have atleast 3 <i>references</i> in Managing operations of Data centre devices (Router/Switches) by deputing resources onsite in last 5 years			
09(ii)	The Bidder should have atleast 3 <i>references</i> in Managing operations of Data centre devices (Firewall / IPS) by deputing resources onsite in last 5 years			
09(iii)	Atleast one reference should be of <i>50+ onsite resources by the bidder or it's parent or 100% owned subsidiary company</i>			
10	The Bidders (including MSE) or Bidder's Parent Company (in case bidder is a 100% wholly owned subsidiary of parent company) should have their own functional Support Centre for providing 24x7x365 Telephonic		Letter of confirmation from Bidder (self-certified letter signed by authorized official only)	

Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site



S.N.	Eligibility Criteria	Compliance	Document required	Page no.
		(Y/N)		
	services and Remote Assistance Services. The Bidder to provide details of remote service delivery infrastructure of Bidder / OEM(s) to ensure immediate response and faster call resolution.			

NOTE: Experience only in BFSI (Except Co-operative banks) , NABARD, NPCI and Financial regulators (namely: RBI, SEBI and their subsidiary) shall be counted

Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site



FORMAT 6.17: BUSINESS RULES AND TERMS & CONDITIONS OF REVERSE AUCTION

(To be followed in case there is Reverse Auction)

Ref. No.: BOI/HO/IT/Core-Network/RFP- 01/2024 Dated 15/05/2024

Reverse Auction event will be carried out among the Technically Qualified bidders, for providing opportunity to the bidders, to quote the price dynamically, for the procurement for which RFP is floated.

A) Definitions:

- 1) "Bank" means Bank of India.
- 2) "Service Provider" means the third party agency / company who has been selected by the Bank for conducting Reverse Auction.
- 3) "L1" means the bidder who has quoted lowest price in the Reverse Auction process.
- 4) "L2" means the bidder who has quoted second lowest price in the Reverse Auction process.

B) Eligibility of The bidders to participate in Reverse Auction:

- 1) The bidders who are qualified in Qualifying cum Technical bid evaluation in terms of the relative Terms & Conditions of the RFP and accept the Business Rules, Terms & conditions of Reversion Auction and submit the undertakings as per Annexure-A , can only participate in Reverse Auction related to the procurement for which RFP is floated. The bidders not submitting the above undertaking or submitting with deviations / amendments thereto, will be disqualified from further evaluation / participation in the process of relevant procurement.
- 2) The bidders should ensure that they have valid digital certificate well in advance to participate in the Reverse Auction. Bank and / or Service Provider will not be responsible in case bidder could not participate in Reverse Auction due to non-availability of valid digital certificate.

C) Training:

- 1) Bank will engage the services of Service Provider to provide necessary training to representatives of all eligible bidders for participation in Reverse Auction. All rules & procedure related to Reverse Auction will be explained during the training.
- 2) Date, Time, Venue etc. of training will be advised at appropriate time.
- 3) Eligible bidder / his authorized nominee has to attend the training as per the schedule and at the specified venue at his / bidder's own cost.

- 4) No request from the bidders for change in training schedule and/or venue will be entertained.
- 5) However, Bank reserves the right to postpone / change / cancel the training schedule, for whatsoever reasons, without assigning any reasons therefor, even after its communication to eligible The bidders.
- 6) Any bidder not participating in the training process will do so at his own risk.

D) Reverse Auction Schedule:

- 1) The date and time of start of Reverse Auction and its duration of time will be informed to the eligible bidders well in advance, at least a week before the Reverse Auction date.
- 2) Bank reserves the right to postpone / change / cancel the Reverse Auction event, even after its communication to the bidders, without assigning any reasons therefor.

E) Bidding Currency:

Bidding will be conducted in Indian Rupees (INR).

F) Start Price:

Bank will determine the Start Price for Reverse Auction –

- 1) On its own and / or;
- 2) Evaluating the price band information called for separately from each eligible bidder at appropriate time and / or;
- 3) Based on the price bids received and if opened, Bank may determine the start price on the basis of the lower quote received.

G) Decremental Bid Value:

- 1) The bid decrement value will be specified by Bank before the start of Reverse Auction event. It can be a fixed amount or percentage of Start Price or both whichever is higher.
- 2) The bidder is required to quote his bid price only at a decremented value.
- 3) The bidder need not quote bid price at immediate next available lower level, but it can be even at 2/3/4 level of next available lower level.

H) Conduct of Reverse Auction event:

- 1) Reverse Auction will be conducted on a specific web portal, meant for this purpose, with the help of the Service Provider identified by the Bank.
 - 2) Service Provider will make all necessary arrangement for fair and transparent conduct of Reverse Auction like hosting the web portal, imparting training to eligible The bidders etc., and finally conduct of Reverse Auction.
 - 3) The bidders will be participating in Reverse Auction event from their own office / place of their choice. Internet connectivity and other paraphernalia requirements shall have to be ensured by bidder themselves.
- a) In the event of failure of their internet connectivity (due to any reason whatsoever it may be), it is bidders responsibility / decision to send fax communication immediately to Service Provider, furnishing the bid price they want to bid online, with a request to upload the faxed bid price online, so that the service provider will upload that price online on behalf of the bidder. It shall be noted clearly that the concerned bidder, communicating this price to service provider, has to solely ensure that the fax message is received by Service Provider in a readable / legible form and also the bidder should simultaneously check up with Service Provider over phone about the clear receipt of the bid price faxed. It shall also be clearly understood that the bidder shall be at liberty to send such fax communications of prices to be uploaded by Service Provider only before the closure of Reverse Auction time and under no circumstances it shall be allowed beyond the closure of Reverse Auction event time. Such bidders have to ensure that the service provider is given reasonable time by the bidders, to upload such faxed bid prices online and if such required time is not available at the disposal of Service Provider at the time of receipt of the fax message from the bidders, Service Provider will not be uploading the bid prices. It is to be noted that neither the Bank nor the Service Provider will be responsible for these unforeseen circumstances.
- b) In order to ward-off such contingent situation, bidders are advised to make all the necessary arrangements / alternatives such as back –up power supply or whatever required, so that they are able to circumvent such situation and still be able to participate in the reverse auction successfully. However, the vendors are requested to not to wait till the last moment to quote their bids to avoid any such complex situations. Failure of power at the premises of vendors during the Reverse auction cannot be the cause for not participating in the reverse auction. On account of this, the time for the auction cannot be extended and BANK is not responsible for such eventualities.
- 4) Bank and / or Service Provider will not have any liability to the bidders for any interruption or delay in access to site of Reverse Auction irrespective of the cause.
 - 5) For making the process of Reverse Auction and its result legally binding on the participating the bidders, Service Provider will enter into an agreement with each eligible

bidder, before the start of Reverse Auction event. Without this, the bidder will not be eligible to participate in the event. The format of the agreement is as per the Annexure-C.

- 6) The bidders name will be masked in the Reverse Auction process and will be given random dummy names by the Service Provider.
- 7) The bidder / his authorized representatives will be given unique Login ID & Password by Service Provider. The bidder / his authorized representative will change the Password after the receipt of initial Password from Service Provider to ensure confidentiality. All bids made from the Login ID given to the bidders will be deemed to have been made by the concerned bidder / his company.
- 8) Reverse auction will be conducted as per English Reverse Auction with no tie, where more than one bidder cannot have identical bid price.
- 9) Any bid once made by the bidder through registered Login ID & Password, the same cannot be cancelled. The bidder is bound to supply as per the RFP at the bid price of Reverse Auction.
- 10) Auto Bid:
 - i) The bidder can take the advantage of Auto Bid facility available in Reverse Auction system. Auto Bid feature allows the bidder to place an automated bid against other bidders in an auction by confirming to one decrement and bid without having to enter a new price each time a competing The bidder submits a new offer.
 - ii) Auto Bid facility can be used by the bidder only once. The bidder can at no point of time during the course of the Reverse Auction, revise / delete his Auto Bid price. The bidder has the facility to revise his Auto Bid value only prior to the start of the Reverse Auction event.
 - iii) Only after the lowest price quoted by other bidders is equal to or less than the minimum Auto Bid value put in the system by Auto Bid, he will get the option to manually bid.
 - iv) If more than one bidder opts for the Auto Bid facility and if the lowest price quoted by more than one in Auto Bid facility is same, then the bidder who has opted for the Auto Bid facility first will get the advantage of being the "L1", with the second the bidder being "L2" at a price one decrement higher than the "L1" value and so on.
 - v) If one of the bidder has opted for the Auto Bid facility, the system automatically places a bid by conforming to one decrement from the bid that any of the other bidders might have quoted. In such a case, if bidder directly quotes the same price as the lowest price which bidder who has opted for the auto bid facility, then the bid submitted by the manual bidder would be accepted as the "L1" bid. But at that point of time onwards, the manual control of the Auto The bidder would be enabled for the Auto bidder.

- vi) Service Provider will explain in detail about the Auto Bid during the training.
- 11) Reverse Auction will normally, be for a period of one hour. If a bidder places a bid price in last 10 minutes of closing of the Reverse auction, the auction period shall get extended automatically for another 10 minutes. Maximum 3 extensions each of 10 minutes will be allowed after auction period of 1 hour i.e. entire process can last maximum for 1 ½ hour only. In case there is no bid price in the last 10 minutes of closing of Reverse Auction, the auction shall get closed automatically without any extension.

(The time period of Reverse Auction & Maximum number of its extensions & time are subject to change and will be advised to eligible bidders before the start of the Reverse Auction event.)

- 12) The bidder will be able to view the following on their screen along with the necessary fields in Reverse Auction:
- i) Opening Price
 - ii) Leading / Lowest Bid Price in Auction (only total price)
 - iii) Last Bid Price placed by the respective bidder.
- 13) During Reverse Auction, if no bid price is received within the specified time, Bank, at its discretion, may decide to revise Start Price / Decremental Value / scrap the reverse auction process / proceed with conventional mode of tendering.

I) Reverse Auction Process:

- 1) At the end of Reverse Auction Event Service Provider will provide the Bank all necessary details of the bid prices and reports of Reverse Auction.
- 2) Upon receipt of above information from Service Provider, Bank will evaluate the same and will decide upon the winner i.e. Successful bidder.
- 3) Successful bidder has to fax the duly signed filled-in prescribed format (Annexure-B) as provided on case-to-case basis to Bank within 4 hours of Reverse Auction without fail. The Original signed Annexure-B should be couriered so as to reach us within 48 hours of Reverse Auction without fail.
- 4) Any variation between the on-line Reverse Auction bid price and signed document will be considered as sabotaging the tender process and will invite disqualification of bidder/vender to conduct business with Bank as per prevailing procedure.
- 5) Successful bidder has to give break-up of his last/lowest bid price as per Bill of Material at the end of Reverse auction event within 3 working days without fail.

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- 6) Successful bidder is bound to supply at their final bid price of Reverse Auction. In case of back out or not supply as per the rates quoted, Bank will take appropriate action against such bidder and / or forfeit the Bid Security amount, debar him from participating in future
- 7) In case Bank decides not to go for Reverse Auction related to the procurement for which RFP is floated and price bids if any already submitted and available with Bank shall be opened as per Bank's standard practice.

J) The bidder's Obligation:

- 1) The bidder will not involve himself or any of his representatives in Price manipulation of any kind directly or indirectly with other suppliers / bidders
- 2) The bidder will not divulge either his Bid details or any other details of Bank to any other party without written permission from the Bank.

K) Change in Business Rules, Terms & Conditions of Reverse Auction:

- 1) Bank reserves the right to modify / withdraw any of the Business rules, Terms & conditions of Reverse Auction at any point of time.
- 2) Modifications of Business rules, Terms & conditions of Reverse Auction will be made available on website immediately.

Modifications made during the running of Reverse Auction event will be advised to participating bidders immediately.

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Annexure-A

(To be submitted on company letter head by all bidders participating in Reverse Auction)

To,
Bank of India

Date: -----

**Acceptance of Reverse Auction Business Rules and Terms & Conditions
in respect of Tender / RFP Ref. No. _____ Dated _____
For _____**

=====

We refer to the captioned subject and confirm that –

- 1) The undersigned is our authorized representative.
- 2) We have accepted and abide by all Terms of captioned Tender documents and Business Rules and Terms & conditions of Reverse Auction for the procurement for which RFP is floated.
- 3) Bank and Service Provider shall not be liable & responsible in any manner whatsoever for my / our failure to access & bid in Reverse Auction due to loss of internet connectivity, electricity failure, virus attack, problems with the PC, any other unforeseen circumstances etc. before or during the auction event.
- 4) We understand that in the event we are not able to access the auction site, we may authorize Service Provider to bid on our behalf by sending a fax containing our offer price before the auction close time and no claim can be made by us on either Bank or Service Provider regarding any loss etc. suffered by us due to acting upon our authenticated fax instructions.
- 5) I / We do understand that Service Provider may bid on behalf of other bidders as well in case of above mentioned exigencies.
- 6) We also confirm that we have a valid digital certificate issued by a valid Certifying Authority.
- 7) We will participate in Reverse Auction conducted by _____
(name of Service Provider) and agree to enter into an agreement with him (Service Provider) for making the process of Reverse Auction and its result legally binding on us.
- 8) We will fax duly signed filled-in prescribed format (Annexure-B) as provided on case-to-case basis, to Bank within 24 hours of end of Reverse Auction without fail.
- 9) We will give break-up of our last / lowest bid price as per Bill of Material at the end of Reverse Auction event within 48 hours without fail.

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10) We undertake to supply at our final lowest bid price of Reverse Auction. In case of back out or not supply as per the rates quoted by us, Bank is free to take appropriate action against us and / or forfeit the Bid Security amount, debar us from participating in future tenders.

11) We nominate our official Shri _____ Designation _____ of our company to participate in Reverse Auction. We authorize Bank to issue USER ID & PASSWORD to him. His official e-mail & contact number are as under –

E-mail:

Mobile:

Signature with company seal:

Name of Authorized Representative:

Designation:

E-mail:

Mobile :

Tel. No:

Fax No.:

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Annexure-B

(To be submitted / faxed by Successful bidder of Reverse Auction within 24 hours from the end of Reverse Auction event)

To,
Bank of India

Date: -----

--
Sir,

Final / Lowest Bid Price quoted in Reverse held on _____
in respect of Tender / RFP Ref. No. _____ Dated _____
For _____
=====

We confirm that the final total bid price quoted by us in the captioned Reverse Auction event for captioned tender is as under –

Rs. (in figures): _____

Rs. (in words): _____

We confirm that –

- 1) We enclose herewith the detailed break-up of above price as per Bill of Material
OR
 We undertake to give detailed break-up of above bid price as per Bill of Material within 48 hours from the end-of Reverse Auction event.
- 2) Any variation between the on-line Reverse Auction bid price quoted by us and this document will be considered as sabotaging the tender process and will invite disqualification of bidder/vender to conduct business with Bank as per prevailing procedure. In such case Bank is free to take appropriate action and / or forfeit the Bid Security amount and / or debar him from participating in future
- 3) We are bound to supply at the above final bid price of Reverse Auction.
- 4) We note that in case of back out or not supply as per the above rates quoted by us, Bank will take appropriate action against us and / or forfeit our Bid Security amount and / or debar him from participating in future

Signature with company seal:
Name of Authorized Representative:
Designation:

Mobile :
Tel. No :
Fax No :
Email:

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Annexure- C: Process Compliance Form

(The bidders are required to print this on their company's letter head and sign, stamp before faxing to Service Provider)

To
(Name & Address of Service Provider)

Sub: Agreement to the Process related Terms and Conditions
For the Reverse Auction

Dear Sir,

This has reference to the Terms & Conditions for the Reverse Auction mentioned in the Tender document for procurement of Hardware against the Tender No.

This letter is to confirm that:

- 1) The undersigned is authorized representative of the company.
- 2) We have studied the Commercial Terms and the Business rules governing the Reverse Auction and the RFP as mentioned in your letter and confirm our agreement to them.
- 3) We also confirm that we have taken the training on the auction tool and have understood the functionality of the same thoroughly.
- 4) We confirm that ____ (Bank) and ____ (Service Provider) shall not be liable & responsible in any manner whatsoever for my/our failure to access & bid on the e-auction platform due to loss of internet connectivity, electricity failure, virus attack, problems with the PC, any other unforeseen circumstances etc. before or during the auction event.
- 5) We understand that in the event we are not able to access the auction site, we may authorize ____ (Service Provider) to bid on our behalf by sending a fax containing our offer price before the auction close time and no claim can be made by us on either ____ (Bank) or ____ (Service Provider) regarding any loss etc. suffered by us due to acting upon our authenticated fax instructions.
- 6) I/we do understand that ____ (Service Provider) may bid on behalf of other bidders as well in case of above mentioned exigencies.
- 7) We also confirm that we have a valid digital certificate issued by a valid Certifying Authority.

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8) We also confirm that we will fax the price confirmation & break up of our quoted price as per Annexure B as requested by _____ (Bank) / _____ (Service Provider) within the stipulated time.

We, hereby confirm that we will honor the Bids placed by us during the auction process.

With regards,

Signature with company seal

Name –

Company / Organization –

Designation within Company / Organization –

Address of Company / Organization –

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FORMAT 6.18: PRE-CONTRACT INTEGRITY PACT
(To be included in Qualifying cum Technical Bid Envelope)
(To be submitted by Bidder on company's Letter Head)

PRE-CONTRACT INTEGRITY PACT
BETWEEN
BANK OF INDIA
AND
.....

General

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made at -----on _ day of _____ month, 20____, between,

Bank of India, a body corporate constituted under the provisions of Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970 and having its Corporate Office at C-5, G Block, Bandra Kurla Complex, Bandra East, Mumbai 400051, hereinafter referred to as "**BOI**" or The Principal; which expression shall, unless it be repugnant to the meaning or context thereof, be deemed to mean and include its successors and assigns) of the First Part;

and

.....a -----registered under -----having its registered office at -----(hereinafter referred to as "The Vendor/Bidder" which expression shall, unless it be repugnant to the meaning or context thereof, be deemed to mean and include all its partners, liquidators, successors and permitted assigns) of the Second Part

Preamble

BOI is a one of the nationalized PSU Banks having its presence throughout India and certain overseas territories. BOI is committed to fair and transparent procedure in appointing of its outsourced service providers.

BOI intends to procure /avail services for _____ from eligible Vendor/Bidder, under laid down organizational procedures. The BOI values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness / transparency in its relations with its Vendor(s) and / or Bidder(s).

In order to achieve these goals, the BOI may also engage Independent External Monitors (IEM) who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1 - Commitments of BOI

- (1) The BOI commits itself to take all measures necessary to prevent corruption and to observe the following principles: -
 - a. No employee of the BOI, personally or through family members, will in connection with the tender for, or the execution of a contract, demand; take a promise for or accept, for self or third person, any monetary or non-monetary benefit which the person is not legally entitled to.
 - b. The BOI will, during the tender process treat all Bidder(s) with equity and reason. The BOI will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential /additional information through which the Bidder(s) could obtain an undue advantage in relation to the tender process or the contract execution.
 - c. The BOI will make endeavor to exclude from the selection process all known prejudiced persons.
 - d. The BOI will disqualify, from the tender process, the bidders who do not sign this Pact or violate its provision/s.
- (2) If the BOI obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if the substantive suspicion in this regard, the BOI will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

Section 2 - Commitments of the Vendor(s)/ Bidder(s)

- (1) The Vendor(s) /Bidder(s) commit themselves to take all measures necessary to prevent corruption. The Vendor(s) /Bidder(s) commit themselves to observe the following principles during participation in the tender process and during the contract execution.
 - a. The Vendor(s)/Bidder(s) has not/ will not, directly or through any other person or firm, offered/ offer, promised/promise or given/gave to any of the BOI's employees involved in the tender process and/or during the execution of the contract or to any third person any material or other benefit which it/he/ she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
 - b. The Vendor(s)/ Bidder(s) has not/will not entered/enter with other Vendor(s)/Bidder(s) into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.

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- c. The Vendor(s)/Bidder(s) will not commit any offence under the Indian Penal Code/ Prevention of Corruption Act; further the Vendor(s)/Bidder(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the BOI as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
- d. The Vendor(s) / Bidder(s) of foreign origin shall disclose the name and address of the Agents/ representatives in India, if any. Similarly, the Bidder(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers" shall be disclosed by the Vendor(s)/Bidder(s).
- e. The Vendor(s)/Bidder(s) will, when presenting the bid, disclose any and all payments made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.
- f. The Vendor(s)/ Bidder(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.
- g. Vendor/ Bidder shall not outsource or sub contract the contract. However, if sub-contracting has been permitted by the Bank in writing, the Principal Vendor/Bidder shall take the responsibility of the adoption of Integrity Pact by the Sub-Bidder/ Sub-Vendor.

(2) The Vendor(s)/ Bidder(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3 - Disqualification from tender process and exclusion from future contracts

If the Vendor(s)/Bidder(s), before or after the awarding of contract, commits any breach or violation of any of the provisions of this Agreement including Section 2 or commits any form of transgression of any law, regulation, rule etc. which may put the reliability or credibility of the Vendor/Bidder into question, the BOI shall be within its right to terminate the contract, if awarded to Vendor and /or disqualify the Vendor(s)/Bidder(s) from the tender process and/or immediately call off the pre contract negotiations and/ or take action as per the procedure mentioned in "Guidelines on Banning of business dealings" and/or take action as per law/ prevailing guidelines in force, without prejudice to any other right available to BOI under law or in equity

In addition to the above, BOI, at its discretion, may debar the Vendor(s)/Bidder(s), from participating in future bidding processes of BOI and/or any of its Subsidiaries for a minimum period of three years, which may be further extended at the discretion of BOI;

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and may intimate to the CVC, IBA, RBI, as BOI deem fit the details of such events for appropriate action by such authorities.

Section 4 - Compensation for Damages

- (1) If the BOI has disqualified the Vendor(s)/ Bidder(s) from the tender process prior to the award according to Section 3, the BOI shall be within its right to demand and recover the damages along with interest, from the Vendor/ Bidder and also forfeit the Earnest Money Deposit/ Bid Security.
- (2) If the BOI has terminated the contract according to Section 3, or if the BOI is entitled to terminate the contract according to Section 3, the BOI shall be entitled to demand and recover from the Vendor(s)/ Bidder(s) the loss, damages etc along with interest and BOI shall also be within its right to claim liquidated damages and also to invoke Performance Bank Guarantee etc, without prejudice to any other right available to BOI under law or in equity.

Section 5 - Previous transgression

- (1) The Vendor(s)/ Bidder(s) declare/s that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprise / Public Sector Banks in India or any Government Department in India or RBI that could justify his exclusion from the tender process.
- (2) If the Vendor(s)/ Bidder(s) make/s incorrect statement on this subject, it/he/she can be disqualified from the tender process or action can be taken as per the procedure mentioned in "Guidelines on Banning of business dealings".

Section 6 - Criminal charges against violating Vendor(s)/ Bidder(s) / Sub Bidder(s)

If the BOI obtains knowledge of conduct of a Vendor/Bidder or Sub-Contractor/ Sub Bidder, or of an employee or a representative or an associate of a Vendor/Bidder, or Sub-Contractor/ Sub Bidder which constitutes corruption, or if the BOI has substantive suspicion in this regard, the BOI will inform the same to the Chief Vigilance Officer.

Section 7 - Independent External Monitor

- (1) The BOI has/ shall appointed/appoint competent and credible Independent External Monitors (hereinafter referred to as Monitors) for this Pact after approval by Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.

- (2) The Monitor is not subject to instructions by the representatives of the parties and performs his/ her functions neutrally and independently. The Monitor would have access to all Contract documents, whenever required. It will be obligatory for him / her to treat the information and documents of the parties as confidential.
- (3) The Vendor(s)/ Bidder(s) accept/s that the Monitor has the right to access without restriction to all Project documentation of the BOI including that provided by the Vendor(s) / Bidder(s). The Vendor(s)/ Bidder(s) will also grant the Monitor, upon his/ her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-Bidders/Sub contractors/ Sub Vendors.
- (4) The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/ Sub-Bidder(s) with confidentiality. The Monitor has also signed 'Non-Disclosure of Confidential Information' with BOI under contractual obligation to treat the information and documents of BOI, its customers, clients etc. In case of any conflict of interest arising during the selection period or at a later date, the IEM shall inform BOI and recuse BOI from that case.
- (5) The BOI will provide to the Monitor sufficient information about all meetings among the parties related to the Project, provided such meetings could have an impact on the contractual relations between the BOI and the Vendor(s)/ Bidder(s). The parties offer to the Monitor the option to participate in such meetings.
- (6) As soon as the Monitor notices, or believes to notice, a violation of this agreement, he/ she will so inform the Management of the BOI and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action. In cases where BOI initiates action based on the recommendations of the Monitor BOI's action shall be binding on the Vendor/ Bidder and shall not be challenged.
- (7) The Monitor will submit a written report to the BOI officials within 15 days from the date of reference or intimation to him by the BOI and, should the occasion arise, submit proposals for correcting problematic situations.
- (8) If the Monitor has reported to the BOI , a substantiated suspicion of an offence under relevant the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 , and the BOI has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
- (9) The word ' Monitor ' would include both singular and plural.

Section 8 - Facilitation of Investigation

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In case of any allegation of violation of any provisions of this Pact or payment of commission, the BOI or its agencies shall be entitled to examine all the documents including the Books of Accounts of the Vendor(s)/ Bidder(s) and the Vendor(s)/ Bidder(s) shall provide necessary information and documents in English and shall extend full co-operation/help for the purpose of such examination

Sanctions for Violations

In addition to the above, any breach of the aforesaid provisions by the Vendor(s)/ Bidder(s) or any one employed by it or acting on its behalf (whether with or without the knowledge of the Bidder) shall also entitle the BOI to take all or any one of the following actions, whenever required:-

- (i) To cancel all or any other Contracts with the Vendor(s)/ Bidder(s). The Vendor(s)/ Bidder(s) shall be liable to pay compensation for any loss or damage to BOI resulting from such cancellation / rescission and BOI shall be entitled to deduct the amount so payable from the money(s) due to the Vendor(s)/ Bidder(s)
- (ii) BOI will be entitled to take all or any of the actions mentioned as per this Pact also on the commission by the Vendor(s)/ Bidder(s) and/ or any one employed by it and /or acting on its behalf (whether with or without the knowledge of the Vendor(s)/ Bidder(s)), of an offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.
- (iii) The decision of BOI to the effect that a breach of the provisions of this Pact has been committed by the Vendor(s)/ Bidder(s) shall be final and conclusive on the Vendor(s)/ Bidder(s). However, the Vendor(s)/ Bidder(s) can approach the Independent Monitor(s) appointed for the purposes of this Pact.

Section 9 - Pact Duration

This Pact begins when both parties have legally signed it and shall be operative till the final completion of the contract and 2 years thereafter for the selected Vendor/Bidder and for all other Vendors /Bidders 6 months after the vendor's/bidder's and exclusion from future business dealings.

If any claims made/lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged / determined by BOI.

Section 10 - Other provisions

- (1) This agreement is subject to Indian Law. Place of performance and jurisdiction is the Corporate Office of the BOI, i.e. Mumbai.
- (2) Changes and supplements as well as termination notices need to be made in writing.

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- (3) If the Vendor/Bidder is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
- (4) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to the original intentions.

(For & On behalf of the BOI)
(Office Seal)

(For & On behalf of Vendor(s)/ Bidder (s))
(Office Seal)

Place -----
Date -----

Witness 1: -----
(Name & Address)

Witness 1:
(Name & Address)

Witness 2:
(Name & Address)

Witness 2:
(Name & Address)

Note: This agreement will require stamp duty as applicable in the State where it is executed or stamp duty payable as per Maharashtra Stamp Act, whichever is higher.

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FORMAT 6.19: NPA UNDERTAKING

(To be submitted on the Company's Letter Head)

To,

The General Manager
Bank of India ,Head Office
Information Technology Department,
PNB-BOI Tower, 10th Floor, Star House-3,
C-29, G-Block, Bandra Kurla Complex,
Bandra East, Mumbai – 400 051

Date:

Sub: Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site

Sir/Madam,

We _____ (Bidder's Name), hereby undertake that-

1. We don't have NPA with any Bank in India
2. Further, we do not have any case pending with any organization across the globe which affects our credibility to service the Bank

Yours faithfully,

Authorized Signatory
Designation
Bidder's Corporate Name

Stamp:

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FORMAT 6.20: BANK / PAYMENT DETAILS FROM BIDDER

(Please note to mention RFP Ref. No./Name in particulars while remitting of funds) (Also please fill and include this Format in qualifying bid, if Cost of Bid amount has been deposited through NEFT/RTGS)

Sr. No.		
Bidder's Bank details		
1	Name of Bidder's account	
2	Account No.	
3	Name of Bank	
4	Branch	
5	IFSC Code	
6	Bidder's contact Nos.	
7	Bidder' email id:	
Details of payment of Cost of Bid Document		
1	Cost of Bid Document	₹ 50,000/-
2	Date of NEFT	
3	NEFT Transaction details (UTR)	
4	Sender details	
In case of transfer of funds from Bank of India account		
1	Particulars of Transaction ID	
2	Date	
3	Account No.	
4	Cost of Bid document	₹

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FORMAT 6.21 - UNDERTAKING OF INFORMATION SECURITY COMPLIANCE
(To be included in Qualifying cum Technical Bid Envelope)

(This letter should be on the letterhead of both bidder and OEM duly signed by an authorized signatory)

To:

The General Manager
Bank of India ,Head Office
Information Technology Department,
PNB-BOI Tower,10th Floor, Star House-3,
C-29, G-Block, Bandra Kurla Complex,
Bandra East, Mumbai – 400 051

Sir,

Ref. No.: BOI/HO/IT/Core-Network/ RFP- 01/2024 Dated 15/05/2024

We hereby undertake that the proposed solution / software to be supplied will be free of malware, free of any obvious bugs and free of any covert channels in the code (of the version of the application being delivered as well as any subsequent versions/modifications done) during entire contract period. If, any case reported, to be fixed by the bidder without any additional cost to the bank on immediate basis.

Yours faithfully,

Signature of Bidder: _____

Name: _____

Business address: _____

Place:

Date:

Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site



FORMAT 6.22: KNOW YOUR EMPLOYEE (KYE) COMPLIANCE

(To be included in Qualifying cum Technical Bid Envelope)

(This letter should be on the letterhead of bidder duly signed by an authorized signatory).

To:

The General Manager
Bank of India ,Head Office
Information Technology Department,
PNB-BOI Tower,10th Floor, Star House-3,
C-29, G-Block, Bandra Kurla Complex,
Bandra East, Mumbai – 400 051

Sir,

Ref. No.: BOI/HO/IT/Core-Network/RFP- 01/2024 Dated 15/05/2024

We (name of the company) hereby confirm that all the manpower (both on-site and off-site) deployed/to be deployed on Bank's project for (Name of the RFP) have undergone our internal KYE (Know Your Employee) process and requisite checks have been performed prior to employment of said employees as per our policy.

1. We undertake and agree to save defend and keep harmless and indemnified the Bank against all loss, cost, damages , claim penalties expenses, legal liability because of non-compliance of KYE and of misconduct of the employee deployed by us to the Bank.

2. We further agree to submit the required supporting documents (Process of screening, Background verification report, police verification report(issued in last six months), character certificate regarding fit and satisfactory conduct, ID card copy, Educational document, etc) to Bank before deploying officials in Bank premises for (Name of the RFP).”

Yours faithfully,

Signature of Bidder: _____

Name: _____

Business address: _____

Place:

Date

Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site



FORMAT 6.23: UNDERTAKING OF AUTHENTICITY OF SOLUTION (HARDWARE AND SOFTWARE)

**(To be included in Qualifying cum Technical Bid Envelope)
(To be submitted by Bidder on company's Letter Head)**

To,

The General Manager
Bank of India ,Head Office
Information Technology Department,
PNB-BOI Tower,10th Floor, Star House-3,
C-29, G-Block, Bandra Kurla Complex,
Bandra East, Mumbai – 400 051

Ref. No.: BOI/HO/IT/Core-Network/RFP- 01/2024 Dated 15/05/2024

Dear Sir,

With reference to the subject matter, we hereby undertake that all the components/parts/assembly/software used in the Solution, Hardware, Application Server Software and Backup software for Proposed Solutions shall be original and new components / products only, from respective OEM (IF ANY)s of the products and that no refurbished / duplicate / second hand components / Parts / Assembly / Software are being used or shall be used.

We also undertake that in respect of licensed operating system/other required software, if any, the same shall be supplied along with the authorized license certificate (e.g. Product Keys, if any on Certification of Authenticity) and also that it shall be sourced from the authorized source (e.g. Authorized Microsoft Channel in case of Microsoft Operating System).

We hereby undertake to produce the certificate from our OEM (IF ANY) Service Provider in support of above undertaking at the time of delivery / installation. It will be our responsibility to produce such letters from our OEM (IF ANY) Service Provider's at the time of delivery or within a reasonable time.

In case of default and we are unable to comply with above at the time of delivery or during installation, we agree to take back entire setup (i.e. Servers, Application Server Software and Backup software) for BOI Private Cloud Solution without demur, if already supplied and return the money if any paid to us by you in this regard.

We (system OEM (IF ANY) name) also take full responsibility of both Parts & Service SLA as per the content even if there is any defect by our authorized Service Centre / Reseller / SI etc.

Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site



Signature of Bidder: _____
Name: _____
Business address: _____
Place: _____
Date: _____

Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site



**FORMAT 6.24: LITIGATION CERTIFICATE
(To be submitted on the Company's Letter Head)**

To,

The General Manager
Bank of India ,Head Office
Information Technology Department,
PNB-BOI Tower,10th Floor, Star House-3,
C-29, G-Block, Bandra Kurla Complex,
Bandra East, Mumbai – 400 051

Sir/ Madam,

Reg.: Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site

This is to certify that M/s _____, a company incorporated under the _____ companies act, 1956 with its headquarters at, _____ is not involved in any litigation which threatens solvency of the company.

Date: _____

Place: _____

Signature of CA/Statutory Auditor

Name of CA/Statutory Auditor:

Designation:

Seal of Company

Email ID:

Mobile No:

Telephone No.:

Seal and Signature of authorized official of Bidder:

Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site



FORMAT 6.25: SELF-DECLARATION OF NON-BLACKLISTING

(To be included in Qualifying cum Technical Bid Envelope)

(This letter should be on the letterhead of bidder duly signed by an authorized signatory).

Date:

To,

The General Manager
Bank of India ,Head Office
Information Technology Department,
PNB-BOI Tower,10th Floor, Star House-3,
C-29, G-Block, Bandra Kurla Complex,
Bandra East, Mumbai – 400 051

Dear Sir:

Ref. No.: BOI/HO/IT/Core-Network/RFP- 01/2024 Dated 15/05/2024

We _____ who are established and reputable hereby confirm that our company (The Auditor/ Firm/ Company/LLP) or its group company / subsidiary company / holding company /affiliate /associate company / partner should have never been black listed and/ or banned and /or barred and / or disqualified and or prohibited by SEBI and/or RBI and/or NCLT and/ or NCLAT and / or any court of law and / or quasi-judicial authority / and or any other statutory and/ or regulatory authority, in undertaking any work directly or indirectly which is required to perform as stated in this RFP and/ or issuance of any certificate of audit directly or indirectly with respect to the work sated herein the RFP”.

Yours faithfully,

Authorized Signatory (Name)

(Designation)

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. It should be included by the Bidder in its Bid.

Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site



FORMAT 6.26: ESCALATION MATRIX OF ALL VERTICALS
(To be included in Qualifying cum Technical Bid Envelope)
(To be submitted by Bidder on company's Letter Head)

Ref. No.: BOI/HO/IT/Core-Network/RFP- 01/2024 Dated 15/05/2024

The escalation matrix up to top level of company is tabulated below in hierarchy-

Sr. No.	Particulars	Level-1 Escalation	Level-2 Escalation	Level-3 Escalation
1		Name: Phone No: Cell No: Email :	Name: Phone No: Cell No: Email :	Name: Phone No: Cell No: Email :

Yours faithfully,

Authorized Signatory (Name)
(Designation)

Note- Kindly mention escalation matrix of all verticals (support, sales and delivery of the company. There should be a single point of contact of senior level for verticals.

Request for Proposal for Procurement, Integration and Annual Maintenance Support of Existing and New Network Devices along with Facility Management at Bank's Data Centre (DC), Disaster Recovery Site (DR), Colocation DC Site and Colocation DR Site



FORMAT 6.27: UNDERTAKING OF EXPERIENCE OF INSTALLATION AND SUPPORT OF PROPOSED SOLUTIONS

**(To be included in Qualifying cum Technical Bid Envelope)
(This letter should be on the letterhead of both bidder and OEM separately
duly signed by an authorized signatory)**

To,
The General Manager
Bank of India ,Head Office
Information Technology Department,
PNB-BOI Tower,10th Floor, Star House-3,
C-29, G-Block, Bandra Kurla Complex,
Bandra East, Mumbai – 400 051

Sir,

Ref. No.: BOI/HO/IT/Core-Network/RFP- 01/2024 Dated 15/05/2024

We hereby undertake that we (in case of OEM) / our partner(Name of Bidder) are/is possessed expertise in implementation and support of proposed solution in compliance of RBI guidelines (and its amendments) and best industry standards.

Yours faithfully,

Signature of Authorized Signatory from OEM/ bidder _____

Name: _____

Business address: _____

Place:

Date:

RFP for Procurement, Annual Maintenance Support, Facility Management Support of new and existing Network Devices for Bank's Data Center (DC) / Disaster Recovery Site (DR) / Near Site (NR) / Colocation DC Site / Colocation DR Site



FORMAT 6.28: UNCONDITIONAL ACCEPTANCE OF THE TERMS & CONDITIONS OF THE RFP

**(To be included in Qualifying cum Technical Bid Envelope)
(To be submitted by Bidder on company's Letter Head)**

Date:

To,

The General Manager
Bank of India ,Head Office
Information Technology Department,
PNB-BOI Tower,10th Floor, Star House-3,
C-29, G-Block, Bandra Kurla Complex,
Bandra East, Mumbai – 400 051

Ref. No.: BOI/HO/IT/Core-Network/RFP- 01/2024 Dated 15/05/2024

Sir/Madam,

This is to confirm that we unconditionally accept all the terms and conditions as mentioned in the said RFP including all addendum/amendment/ corrigendum floated for Bank of India pertaining to this RFP Ref.No. **BOI/HO/IT/Core-Network/RFP- 01/2024 Dated 15/05/2024**

Authorized Signatory

(Name)

Designation

Seal/Stamp of the Contractor

Date:

RFP for Procurement, Annual Maintenance Support, Facility Management Support of new and existing Network Devices for Bank's Data Center (DC) / Disaster Recovery Site (DR) / Near Site (NR) / Colocation DC Site / Colocation DR Site



FORMAT 6.29: SOFTWARE/SOLUTIONS INTEGRITY CERTIFICATE

To be submitted by Bidder and OEM on company's Letter Head)

(To be included in Qualifying cum Technical Bid Envelope)

Date:

To,

The General Manager
Bank of India, Head Office
Information Technology Department,
PNB-BOI Tower, 10th Floor, Star House-3,
C-29, G-Block, Bandra Kurla Complex,
Bandra East, Mumbai – 400 051

Ref. No.: BOI/HO/IT/Core-Network/RFP- 01/2024 Dated 15/05/2024

INTEGRITY STATEMENT

This is to certify that our product, Version: (Hash Value -.....), developed by and a copyright of follows standard secure coding practices and has been tested and certified for the following checks:

- i. That the application has undergone the required level of unit, system, stress and volume tests and is free of any obvious bugs.
- ii. That the software is tested with anti-virus/anti-malware software and is free of any known virus/malwares at the time of sale.
- iii. That the application is free of any covert channels in the code being provided and subsequent modifications to be done on them.
- iv. We have evaluated the cryptographic implementation and have ensured that only cryptographic modules based on authoritative standards and reputable protocols are used.
- v. We confirm that Source code testing is carried out on application source code (to identify and detect security threats and weaknesses in its systems) and there are no OPEN vulnerabilities.
- vi. We confirm that Application Security testing is carried out for application (to identify and detect security threats and weaknesses in its systems) and there are no OPEN vulnerabilities.
- vii. We confirm that we are conducting secure coding training programs for our software developers/testers on periodical basis.

We also confirm that the above practices will be met by us for all the changes that we make in the application/ module on a regular basis.

Authorized Signatory

Date:

RFP for Procurement, Annual Maintenance Support, Facility Management Support of new and existing Network Devices for Bank's Data Center (DC) / Disaster Recovery Site (DR) / Near Site (NR) / Colocation DC Site / Colocation DR Site



FORMAT 6.30: UNDERTAKING FOR SOURCE CODE AND APPLICATION SECURITY TESTING

**(To be included in Qualifying cum Technical Bid Envelope)
(To be submitted by Bidder and OEM on company's Letter Head)**

To,

Date:

The General Manager
Bank of India, Head Office
Information Technology Department,
PNB-BOI Tower, 10th Floor, Star House-3,
C-29, G-Block, Bandra Kurla Complex,
Bandra East, Mumbai – 400 051

Ref. No.: BOI/HO/IT/Core-Network/RFP- 01/2024 Dated 15/05/2024

We hereby undertake that our product has undergone following:

- i. Source code audit (Comprehensive analysis of source code for discovering bugs and security breaches and its compliance) has been done by..... (Name of Consultant).The summary on compliance /clearance of the same is attached with Qualifying cum technical bid.
- ii. The solution has undergone SAST/DAST/IAST for application security testing and clearance /compliance of the same has been obtained from..... (Name of the firm). The same is in compliance of RBI guidelines (and its amendments) and best industry standards.
- iii. For any version change/upgrade, the solution undergone and cleared on both of above i.e. Source Code Audit and SAST/DAST/IAST for application security testing.

We also confirm that the above practices will be met by us for all the changes that we make in the application/ module on a regular basis during contract time.

Authorized Signatory (OEM)

Name-

Designation-

Place:

Date:

RFP for Procurement, Annual Maintenance Support, Facility Management Support of new and existing Network Devices for Bank's Data Center (DC) / Disaster Recovery Site (DR) / Near Site (NR) / Colocation DC Site / Colocation DR Site



FORMAT-6.31: PROJECT PLAN
(To be included in Qualifying cum Technical Bid Envelope)

(To be submitted on the Company's Letter Head)

Date:

To,
The General Manager
Bank of India, Head Office
Information Technology Department,
PNB-BOI Tower, 10th Floor, Star House-3,
C-29, G-Block, Bandra Kurla Complex,
Bandra East, Mumbai – 400 051

Ref. No.: BOI/HO/IT/Core-Network/RFP- 01/2024 Dated 15/05/2024

We hereby attach the Comprehensive Project Plan (as per project management standards) along with this format in two parts-

- I. Project Plan/Design/Architecture
- ii. Project Implementation Plan (Solution Design, Architecture, Rollout and Installation)
- iii. Solutions Support Plan (post implementation)

We also confirm that the above project management practices will be met by us for all the changes that we make in the application/ module on a regular basis.

Authorized Signatory

Name-
Designation-
Place:.....
Date:

FORMAT 6.32: CHECKLIST

(To be included in Qualifying cum Technical Bid Envelope)
(To be submitted by Bidder on company's Letter Head)

Ref. No.: BOI/HO/IT/Core-Network/RFP- 01/2024 Dated 15/05/2024

The bidder shall confirm whether following are submitted in their bid. The bidder shall indicate the page no. at which the details asked below are furnished, otherwise, bid is liable for rejection.

S.N.	Details	Submitted Yes/No	Page No. at which details are enclosed
1	Technical Solutions given in Technical bid and price/rate/ cost estimate/price performance figures/cost benefit analysis etc. given in price bid only		
2	Bids in three parts in English, sealed and super scribed (2 copies- one original and one photocopy)		
3	Bid is filed in proper capacity files. Original and Photocopies are filed in separate files. Photocopy is complete.		
4	Bid Document contains index and all the pages are numbered properly. (Bids received without page numbers and proper index are liable for rejection without any intimation. All formats requiring page numbers need to be filled properly.)		
5	Cost of RFP (non-refundable), if downloaded from the Bank's Website & Bid Security(EMD) along with Bid Security Declaration Submitted in Qualifying BID (Part- I)		
6	Soft Copy of Qualifying bid, <u>Technical bid and Price bid</u> in MSWORD /MS – Excel format submitted in CD		
7	Whether the Bid is authenticated by authorized person(Name and designation) Please submit Power of Attorney document on stamp paper. Bidder should submit the power of attorney documents.		
8	Address of Office on which order has to be placed		
9	Bank and Bidder's scope, deliverable and responsibilities during AMC		
10	All pages are authenticated by sign and seal (Full signature to be affixed and not initials). Erasures/Overwriting/Cutting/Corrections		

S.N.	Details	Submitted Yes/No	Page No. at which details are enclosed
	authenticated Certification/Undertaking is authenticated.		
11	The Annual Reports and Audited Balance Sheets, Company details and Capabilities submitted as per RFP		
12	Ownership certificate submitted		
13	Details of service support and response time as per this RFP		
14	Price bid as per the clause 3B and Format 6.3 submitted		
15	Whether replica of price Bid is enclosed in Technical Bid masking price		
16	Validity of the bid for one year from the date of opening of the Bid mentioned.		
17	Support offered for 5 years on 24 hour basis on 365 day. (i.e. 24 * 7*365 basis)		
18	Call log in Procedure, Preventive and Break down/Corrective Maintenance during warranty and AMC		
19	Technical Bid Form as per Format 6.1.1 and duly signed by the bidder.		
20	Non-Disclosure Agreement as per Format 6.2.		
21	A masked price schedule (without indicating the price) as per Format 6.3.		
22	Bid Security Deposit / Earnest Money Deposit (EMD) of Rs.2,00,00,000/- (Rupees two crore only) as per Format 6.4. (Bid security declaration in case of MSE bidder as per Format 6.4 A)		
23	Manufacturer's authorization form as per Format 6.8 wherever applicable.		
24	Organizational Profile as per format 6.10.		
25	Service Support Details form as per Format 6.11		
26	A Complete Bill of Material with quantity, module name, version etc. as per Format 6.13. Please note that no price should be mentioned in this Format.		
27	The bidders undertaking for support services as per Format 6.14 that adequate specialized expertise are available to ensure the fault free operation of the proposed solution and maintenance during the support period.		

RFP for Procurement, Annual Maintenance Support, Facility Management Support of new and existing Network Devices for Bank's Data Center (DC) / Disaster Recovery Site (DR) / Near Site (NR) / Colocation DC Site / Colocation DR Site



S.N.	Details	Submitted Yes/No	Page No. at which details are enclosed
28	Duly Filled and Signed Compliance statement as per Format 6.15.		
29	Conformity to Eligibility Criteria in accordance with clause 3.4 as per format 6.16.		
30	Pre-contract integrity pact as per Format 6.18.		
31	Duly Filled and Signed NPA undertaking as per format 6.19.		
32	Duly Filled and Signed Undertaking of information security compliance as per format 6.21.		
33	Duly Filled and Signed know your employee Compliance as per format 6.22.		
34	Duly filled and signed Undertaking authenticity of hardware and software as per format 6.23.		
35	Duly Filled and Signed Litigation Certificate as per format 6.24.		
36	Duly Filled and Signed Self declaration of non-blacklisting as per format 6.25.		
37	Duly filled and Signed escalation matrix as per format 6.26.		
38	Duly filled and signed undertaking of experience of installation and support of proposed Solutions as per format 6.27.		
39	Duly filled and Signed unconditional acceptance of terms and conditions of RFP as per Format 6.28.		
40	Duly Filled and Signed proposed solution integrity certificate as per format 6.29.		
41	Duly Filled and Signed undertaking for source code and application security testing as Per format 6.30.		
42	Duly filled and Signed project plan as per format 6.31 respectively.		
43	Duly filled and Signed checklist as per format 6.32 respectively.		
44	Duly filled and Signed service references as per format 6.34.		
45	Duly filled and Signed local content certificate as per format 6.35, if applicable.		
46	Duly filled and Signed format 6.36. Format of certificate for tenders for works		
47	Duly filled and Signed format 6.37. Undertaking for compliance		
48	Duly filled and Signed format 6.38. Undertaking for labour law		

RFP for Procurement, Annual Maintenance Support, Facility Management Support of new and existing Network Devices for Bank's Data Center (DC) / Disaster Recovery Site (DR) / Near Site (NR) / Colocation DC Site / Colocation DR Site



S.N.	Details	Submitted Yes/No	Page No. at which details are enclosed
49	Duly filled and Signed format 6.39. Undertaking for data protection act		
50	Duly filled and Signed format 6.40. Undertaking for rate contract		

RFP for Procurement, Annual Maintenance Support, Facility Management Support of new and existing Network Devices for Bank's Data Center (DC) / Disaster Recovery Site (DR) / Near Site (NR) / Colocation DC Site / Colocation DR Site



FORMAT 6.33: FORMAT FOR SUBMISSION OF PRE-BID QUERIES

(To be submitted by Bidder on company's Letter Head)

Ref. No.: BOI/HO/IT/Core-Network/RFP- 01/2024 Dated 15/05/2024

SR. No	RFP Page No.	RFP Clause No	RFP Clause	Clarification

Note-The bidder shall submit his queries in the above mentioned format strictly in excel sheet before last date of submission of pre-bid queries.

RFP for Procurement, Annual Maintenance Support, Facility Management Support of new and existing Network Devices for Bank's Data Center (DC) / Disaster Recovery Site (DR) / Near Site (NR) / Colocation DC Site / Colocation DR Site



FORMAT 6.34: SERVICE REFERENCES
(To be included in Qualifying cum Technical Bid Envelope)

Ref. No.: BOI/HO/IT/Core-Network/RFP- 01/2024 Dated 15/05/2024

Sr. No.	Service Rendered	Reference 1		Reference 2		Reference 3	
1.		Organization's Name		Organization's Name		Organization's Name	
		Client Name		Client Name		Client Name	
		Client Phone No. & Email ID		Client Phone No. & Email ID		Client Phone No. & Email ID	
2.		Organization's Name		Organization's Name		Organization's Name	
		Client Name		Client Name		Client Name	
		Client Phone No. & Email ID		Client Phone No. & Email ID		Client Phone No. & Email ID	
3.		Organization's Name		Organization's Name		Organization's Name	
		Client Name		Client Name		Client Name	
		Client Phone No. & Email ID		Client Phone No. & Email ID		Client Phone No. & Email ID	
4.		Organization's Name		Organization's Name		Organization's Name	
		Client Name		Client Name		Client Name	
		Client Phone No. & Email ID		Client Phone No. & Email ID		Client Phone No. & Email ID	
5.		Organization's Name		Organization's Name		Organization's Name	
		Client Name		Client Name		Client Name	
		Client Phone No. & Email ID		Client Phone No. & Email ID		Client Phone No. & Email ID	

RFP for Procurement, Annual Maintenance Support, Facility Management Support of new and existing Network Devices for Bank's Data Center (DC) / Disaster Recovery Site (DR) / Near Site (NR) / Colocation DC Site / Colocation DR Site



FORMAT 6.35: FORMAT FOR LOCAL CONTENT
(To be included in Qualifying cum Technical Bid Envelope)

(To be submitted by Bidder on company's Letter Head)

CERTIFICATION FOR LOCAL CONTENT

To,

Date:

The General Manager
Bank of India ,Head Office
Information Technology Department,
PNB-BOI Tower,10th Floor, Star House-3,
C-29, G-Block, Bandra Kurla Complex,
Bandra East, Mumbai – 400 051

Dear Sir,

Ref. No.: BOI/HO/IT/Core-Network/RFP- 01/2024 Dated 15/05/2024

Bidder Name:

This is to certify that proposed <services as per scope of work> is having the local content of % as defined in the above mentioned RFP and amendment thereto.

2. This certificate is submitted in reference to the Public Procurement (Preference to Make in India), Order 2017 – Revision vide Order No. P-45021/2/2017-PP (BE-II) dated May 29, 2019.

Signature of Statutory Auditor/Cost Auditor

Registration Number:

Seal

Countersigned by the bidder:

Bidder- (Authorized Signatory)

RFP for Procurement, Annual Maintenance Support, Facility Management Support of new and existing Network Devices for Bank's Data Center (DC) / Disaster Recovery Site (DR) / Near Site (NR) / Colocation DC Site / Colocation DR Site



**FORMAT 6.36: FORMAT OF CERTIFICATE FOR TENDERS FOR WORKS
UNDER RULE 144 (XI) IN THE GENERAL FINANCIAL RULES (GFRS), 2017
(To be included in Qualifying cum Technical Bid Envelope)
(To be submitted by Bidder on company's Letter Head)**

To,

The General Manager
Bank of India, Head Office
Information Technology Department,
PNB-BOI Tower, 10th Floor, Star House-3,
C-29, G-Block, Bandra Kurla Complex,
Bandra East, Mumbai – 400 051

Dear Sir,

Ref. No.: BOI/HO/IT/Core-Network/RFP- 01/2024 Dated 15/05/2024

Bidder Name:

We, M/s ----- are a private/public limited company/LLP/Firm <strike off whichever is not applicable> incorporated under the provisions of the Companies Act, 1956/2013 Limited Liability Partnership Act 2008/ Indian Partnership Act 1932, having our registered office at ----- (referred to as the "Bidder") are desirous of participating in the Tender Process in response to your captioned RFP and in this connection we hereby declare, confirm and agree as under:

a) We, the Bidder have read and understood the contents of the Office Memorandum & the Order (Public Procurement No.1) both bearing no. F.No.6/18/2019/PPD of 23rd July 2020 issued by Ministry of Finance, Government of India on insertion of Rule 144 (xi) in the General Financial Rules (GFRs) 2017 and the amendments & clarifications thereto, regarding restrictions on availing/procurement of goods and services, of any Bidder from a country which shares a land border with India and / or sub-contracting to contractors from such countries.

b) In terms of the above and after having gone through the said amendments including in particular the words defined therein (which shall have the same meaning for the purpose of this Declaration cum Undertaking), we the Bidder hereby declare and confirm that:

* We, the Bidder are not from such a country which shares a land border with India, in terms of the said amendments to GFR, 2017.

Or

*We, the Bidder are from such a country and has been registered with the Competent Authority i.e. the Registration Committee constituted by the Department for Promotion of Industry and Internal Trade, as stated under Annexure I to the said Office Memorandum / Order and we submit the proof of registration herewith.

(*Delete whichever is not applicable)

c) We, the Bidders agree and undertake that if the contract is awarded to us, we will not sub-contract or outsource the contract and / or any part thereof unless such subcontract/ outsourcing is permitted by Bank of India in writing, in which case we shall not sub-contract or outsource the work to a contractor from such countries, unless such contractor is registered with the Competent Authority and proof of same is obtained.

2. We, the Bidders hereby confirm that we fulfill all the eligibility criteria as per RFP and are not ineligible from participating in the Tender in view of the above Office Memorandum and Order. We also agree and accept that if our declaration and confirmation is found to be false at any point of time including after awarding the contract, Bank of India shall be within its right to forthwith terminate the contract/ bid without notice to us and initiate such action including legal action against us. Bank shall also be within its right to forfeit the security deposits provided by us and also recover from us the loss and damages sustained by the Bank on account of the above.

3. This declaration cum undertaking is executed by us through our Authorized signatory/ies after having read and understood the Office Memorandum and Order (Public Procurement No.1) both bearing F.No.6/18/2019/PPD of 23rd July 2020 of Ministry of Finance, Department of Expenditure, Public Procurement Division, Government of India including the words defined in the said order (reproduced hereunder) which shall have the same meaning for the purpose of this Declaration cum Undertaking.

"Definitions

"Bidder" for the purpose of this Order (including the term 'tenderer', 'consultant' `vendor' or 'service provider' in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency, branch or office controlled by such person, participating in a procurement process.

"Tender" for the purpose of this Order will include other forms of procurement, except where the context requires otherwise.

"Bidder from a country which shares a land border with India" for the purpose of this Order means:

- a) An entity incorporated, established or registered in such a country; or
- b) A subsidiary of an entity incorporated, established or registered in such a country;

or

- c) An entity substantially controlled through entities incorporated, established or registered in such a country; or
- d) An entity whose beneficial owner is situated in such a country; or
- e) An Indian (or other) agent of such an entity; or
- f) A natural person who is a citizen of such a country; or
- g) A consortium or joint venture where any member of the consortium or joint venture falls under any of the above

"Beneficial owner" for the purpose of above will be as under:

- (i) In case of a company or Limited Liability Partnership, the beneficial owner

Is the natural person(s), who, whether acting alone or together, or through one or more juridical person(s), has a controlling ownership interest or who exercises control through other means.

Explanation—

- a. "Controlling ownership interest" means ownership of, or entitlement to, more than twenty-five per cent of shares or capital or profits of the company;
- b. "Control" shall include the right to appoint the majority of the directors or to control the management or policy decisions, including by virtue of their shareholding or management rights or share holders agreements or voting agreements;
- (ii) In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership;
- (iii) In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals;
- (i) Where no natural person is identified under (i) or (ii) or (iii) above, the beneficial owner is the relevant natural person who holds the position of senior managing official;
- (v) In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.

"Agent" for the purpose of this Order is a person employed to do any act for another, or to represent another in dealings with third persons."

Executed at..... On this the ...day of

Authorized Signatory

M/s-----

Signature and Name
Seal of the Bidder

*Note: Where applicable, evidence of valid registration by the Competent Authority shall be attached.

RFP for Procurement, Annual Maintenance Support, Facility Management Support of new and existing Network Devices for Bank's Data Center (DC) / Disaster Recovery Site (DR) / Near Site (NR) / Colocation DC Site / Colocation DR Site



FORMAT 6.37: UNDERTAKING FOR COMPLIANCE
(To be included in Qualifying cum Technical Bid Envelope)
(To be submitted by Bidder on company's Letter Head)

Date:

To,

The General Manager
Bank of India, Head Office
Information Technology Department,
PNB-BOI Tower, 10th Floor, Star House-3,
C-29, G-Block, Bandra Kurla Complex,
Bandra East, Mumbai – 400 051

Ref. No.: BOI/HO/IT/Core-Network/RFP- 01/2024 Dated 15/05/2024

We hereby undertake the following-

- i. The bidder has arrangements/back to back tie-ups with respective OEMs to undertake all software upgrades / modifications necessary to conform to any changes or modifications required by the Bank and in compliance of RBI/ regulatory compliance(in time bound manner), from time to time, during the contract period.
- ii. The proposed solution is in adherence to the statutory guidelines and its subsequent amendments (in present and in future).
- iii. Mandatory Compliance of EASE reforms requirement as per GOI.
- iv. We undertake to make all software upgrade / modifications necessary to conform to any changes or modifications required by the Bank, from time to time.
- v. We will not violate any intellectual property Rights

We confirm for compliance of all above points during the entire contract period at no additional cost.

Authorized Signatory (Service Provider/OEM (IF ANY))

Name-

Designation-

Place:.....

Date:

RFP for Procurement, Annual Maintenance Support, Facility Management Support of new and existing Network Devices for Bank's Data Center (DC) / Disaster Recovery Site (DR) / Near Site (NR) / Colocation DC Site / Colocation DR Site



FORMAT 6.38: UNDERTAKING FOR LABOUR LAW
(To be included in Qualifying cum Technical Bid Envelope)
(To be submitted by Bidder on company's Letter Head)

Date:

To,

The General Manager
Bank of India ,Head Office
Information Technology Department,
PNB-BOI Tower,10th Floor, Star House-3,
C-29, G-Block, Bandra Kurla Complex,
Bandra East, Mumbai – 400 051

Ref. No.: BOI/HO/IT/Core-Network/RFP- 01/2024 Dated 15/05/2024

We, M/s _____ undertake that we comply with all the applicable clauses of Labour Laws issued by Govt of India. The required related documents will be submitted, if required during the contract period.

Authorized Signatory

Name-

Designation-

Place:.....

Date:

RFP for Procurement, Annual Maintenance Support, Facility Management Support of new and existing Network Devices for Bank's Data Center (DC) / Disaster Recovery Site (DR) / Near Site (NR) / Colocation DC Site / Colocation DR Site



FORMAT 6.39: UNDERTAKING FOR DATA PROTECTION ACT
(To be included in Qualifying cum Technical Bid Envelope)
(To be submitted by Bidder on company's Letter Head)

Date:

To,

The General Manager
Bank of India ,Head Office
Information Technology Department,
PNB-BOI Tower,10th Floor, Star House-3,
C-29, G-Block, Bandra Kurla Complex,
Bandra East, Mumbai – 400 051

Ref. No.: BOI/HO/IT/Core-Network/RFP- 01/2024 Dated 15/05/2024

We, M/s _____ undertake that we shall abide by Data Protection Act of Govt. of India, IT Act and its amendments carried out by Govt. of India from time to time. The required related documents will be submitted, if required during the contract period.

Authorized Signatory

Name-

Designation-

Place:.....

Date:

RFP for Procurement, Annual Maintenance Support, Facility Management Support of new and existing Network Devices for Bank's Data Center (DC) / Disaster Recovery Site (DR) / Near Site (NR) / Colocation DC Site / Colocation DR Site



FORMAT 6.40: UNDERTAKING FOR RATE CONTRACT
(To be included in Qualifying cum Technical Bid Envelope)
(To be submitted by Bidder on company's Letter Head)

Date:

To,

The General Manager
Bank of India ,Head Office
Information Technology Department,
PNB-BOI Tower,10th Floor, Star House-3,
C-29, G-Block, Bandra Kurla Complex,
Bandra East, Mumbai – 400 051

Ref. No.: BOI/HO/IT/Core-Network/RFP- 01/2024 Dated 15/05/2024

We, M/s _____ undertake that rates quoted for components and support services in Price Schedule, Part I, Part II and Part III of RFP clause 6.3 shall be fixed for period mentioned in respective Parts and shall be binding for the period of Contract. The required related documents will be submitted, if required during the contract period.

Authorized Signatory

Name-

Designation-

Place:.....

Date:

PART 7: OTHER TERMS AND CONDITIONS (OTC)

7.1	Bid Validity Up to	12 months from the last date stipulated for receipt of responses to the Bid
7.2	Period within which Performance Security or Amendment thereto is to be submitted by the Successful Bidder upon notification of Award of Contract	21 days
7.3	Period within which the Successful Bidder should sign the Contract after receipt of the Form of Contract.	Within 90 days from the Date of award of contract
7.4	Period of Performance Contract (from the Date of Award of Contract)	To be valid till end of warranty under the contract
7.5	Required period of contract	Five years from the date of acceptance
7.6	Period within which Bank will return the Performance Security subject to terms mentioned in clause 4.6	180 days after completion of contract period.

PART 8: FMS REQUIREMENT PER LOCATION

S.N	Resource	24x7 shift				Total Resource per shift on 24x7 basis (A)	General Shift				Total Resource in General Shift (B)	Resource requirement (C=A*3+B)
		D C	D R	Ne w DC	Ne w DR		D C	D R	Ne w DC	Ne w DR		
Domestic Segment												
1	L1	1	1	1	1	4	-	-	-	-	-	12
2	L2 - ACI	1	-	-	-	1	-	-	-	-	-	3
3	L2 - R & S	1	-	-	-	1	1	-	-	-	1	4
4	L2 - FW + IPS	2	-	-	-	2	-	-	-	-	-	6
5	Collaboration - L2	-	-	-	-	-	1	-	-	-	1	1
6	L3 Network	-	-	-	-	-	2	-	-	-	2	2
7	L3 – ACI (1 in morning & Noon shift)	-	-	-	-	-	1	-	-	-	1	1
8	L3 – FW + IPS (1 per shift)	1	-	-	-	1	-	-	-	-	-	3
9	Compliance, documentation & Incident Manager	-	-	-	-	-	1	-	-	-	1	1
10	Service Delivery Lead	-	-	-	-	-	1	-	-	-	1	1
	SUB Total	6	1	1	1	9	6	-	-	-	7	34
FCBS Segment												
1	L2 - FCBS	1	-	-	-	1	-	-	-	-	0	3
	SUB Total	1	-	-	-	1	-	-	-	-	-	3
Branch Segment (23 Months)												
1	L1	1	-	-	-	1	-	-	-	-	-	3
2	L2	1	-	-	-	1	-	-	-	-	-	3
	SUB Total	1	-	-	-	1	-	-	-	-	-	6

* The above table includes site-wise bifurcation of all the resources required