



भारतीय लघु उद्योग विकास बैंक
Small Industries Development Bank of India

विभिन्न आईटी सुरक्षा समाधानों की खरीद हेतु -
प्रस्ताव के लिए आमंत्रण
Request for Proposal for Procurement of Various
IT Security Solutions

टेंडर सं. / Tender No.	500/2021/1577/CBO/ITV
टेंडर जारी करने की तिथि / Tender Issue Date	August 03, 2020 / अगस्त 03, 2020
पूर्व-बोली बैठक / Pre-Bid meeting	August 08, 2020 / अगस्त 08, 2020
बोली जमा करने की अंतिम तिथि / Last date for submission of bids.	August 24, 2020 / अगस्त 24, 2020

Issued By:

भारतीय लघु उद्योग विकास बैंक
इन्फॉर्मेशन टेक्नालजी वर्टिकल, ओवेरसीस
टोवेर्स, दूसरी तल, 756 एल, अन्ना सलाइ,
चेन्नई – 600 002, तमिलनाडु

Small Industries Development Bank of India,
Information Technology Vertical, Overseas
Towers, 2nd Floor, 756-L, Anna Salai,
Chennai – 600002, Tamil Nadu

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1. Critical Information/ महत्वपूर्ण सूचना

1.1. Details of Critical Information

S.N. क्र.सं.	Details / विवरण		
1	Tender No. & issue Date / टेंडर सं. और टेंडर जारी करने की तिथि	500/2021/1577/CBO/ITV Issue date 03.08.2020	
2	Brief description of tender / निविदा का संक्षिप्त विवरण	Procurement of Various IT Security Solutions / विभिन्न आईटी सुरक्षा समाधानों की खरीद	
3	Last date for seeking clarifications for pre-bid meeting/ पूर्व-बोली बैठक के लिए स्पष्टीकरण की मांग की अंतिम तिथि	August 08, 2020/अगस्त 08, 2020	12pm
4	Pre-Bid meeting / पूर्व-बोली बैठक	August 10, 2020/अगस्त 10, 2020	11am
	No clarifications would be given after pre-bid meeting / पूर्व बोली बैठक के बाद कोई भी स्पष्टीकरण नहीं दिया जायेगा 		
5	Last date for submission of bids/ बोली जमा करने की अंतिम तिथि	August 24, 2020/अगस्त 24, 2020	3:30pm
6	Date & Time of Opening of Minimum Eligibility bid & Technical bid/ न्यूनतम व तकनीकी बोली खोलने की तिथि व समय	August 24, 2020/अगस्त 24, 2020	4pm
7	Earnest Money Deposit / बयाना जमा राशि	Rs.12,50,000/-	
	Rupees Twelve lakh fifty thousand Only / रुपए बारह लाख पचास हजार मात्र 		
8	Tender fee (Non-Refundable and inclusive of GST) / टेंडर मूल्य (नॉन रिफंडेबल और जीएसटी को मिलाकर).	Rs.5,900/-	
	Rupees five thousand nine hundred Only / रुपए पाँच हजार नौ सौ मात्र 		
9	Bid Validity from the last date of bid submission / बोली के वैद्यता, बोली जमा करने की अंतिम तिथि से	180 days from date of bid submission / बोली जमा करनेकी अंततम ततथि से 180 दन तक 	
10	Date and time of opening of commercial bids / वाणिज्यिक बोली खोलने की तिथि व समय	To be intimated at a later date / बाद में सूचित किया जायेगा	

	Address for Pre-bid meeting, Bid Submission and bid opening / पूर्व-बोली बैठक करने का, बोली जमा करने का और बोलियां खोलने पता 	
11	The General Manager Small Industries Development Bank of India, IT Vertical, Overseas Towers, 2 nd Floor, 756-L, Anna Salai, Chennai – 600002 , Tamil Nadu Phone: 044 - 66636005	महाप्रबन्धक, भारतीय लघु उद्योग विकास बैंक, आइ टी वेरटिकल, ओवेरसीस टोवेर्स, दूसरी तल, इन्फॉर्मेशन टेक्नालजी वर्टिकल, 756 एल, अन्ना सलाइ, चेन्नई – 600 002, तमिलनाडु दूरभाष: 044-66636005
12	Contact details of SIDBI officials / सिडबी अधिकारियों के संपर्क विवरण	
(i)	C R Prasad, AGM (Systems) 9029427380, crprasad@sidbi.in	सी आर प्रसाद, स म प्र (सिस्टम्स) 9029427380, crprasad@sidbi.in
(ii)	Asish Topdar, DGM (Systems) (044) 66636023, atopdar@sidbi.in	आशिस तोपदार, उ.म.प्र (सिस्टम्स) (044) 66636023, atopdar@sidbi.in
(iii)	P K Vijayvargia, GM (ITV) (0522) 4261657, pkvijay@sidbi.in	प्रमोद कुमार विजयवर्गीय, म.प्र (आईटीवी) (0522) 4261657, pkvijay@sidbi.in

1.2. Note

- 1.2.1 SIDBI reserves the right to change dates without assigning any reasons thereof. Intimation of the same shall be notified on the Bank's website.
- 1.2.2 If a holiday is declared on the dates mentioned above, the tender shall be received / opened on the next working day at the same time specified above and at the same venue unless communicated otherwise.

2. Abbreviations

Abbreviation	Full Form
ATS	Annual Technical Support
BO	Branch Office of the bank.
BG	Bank Guarantee
EMD	Earnest Money Deposit
GST	Goods and Service Tax
HO	Head Office of the bank.
IPv6	Internet Protocol Version 6
IPv4	Internet Protocol Version 4
LAN	Local Area Network
MAF	Manufacturer Authorisation Form
MCV	Monthly Contract Value
NEFT	National Electronic Fund Transfer
OEM	Original Equipment Manufacturer
PBG	Performance Bank Guarantee
PoC	Proof of Concept
APM	Asset and Patch Management Solution
MFA	MultiFactor Authentication Solution
RFP	Request for Proposal
EPE	EndPoint Encryption Solution
DAM	Database Activity Monitoring
FIM	File Integrity Monitoring
TCO	Total Cost of Ownership
TCVW	Total Contract Value during Warranty
TCVA	Total Annual Contract Value during AMC
RSC	Respective Solution Cost
TCVWR	Total Annual Contract Value during Warranty for Respective Solution
TCVAR	Total Annual Contract value during AMC for Respective Solution
SAST	Static Application Security Testing
DAST	Dynamic Application Security Testing
IAST	Interactive Application Security Testing
LD	Liquidated Damages
FM	Facility Management

3. Introduction and Disclaimers

3.1. About SIDBI

3.1.1. Small Industries Development Bank of India (SIDBI), set up on April 2, 1990 under an Act of Indian Parliament, acts as the Principal Financial Institution for the Promotion, Financing and Development of the Micro, Small and Medium Enterprise (MSME) sector and for Co-ordination of the functions of the institutions engaged in similar activities.

3.1.2. For detailed information about the bank, visit the banks website www.sidbi.in.

3.2. RfP Objective

3.2.1. Bank intends to procure security solutions to enhance its security posture and the purpose of RfP is to shortlist bidder for supply, implementation, rollout, maintenance and operations of the five (5) Security and management solutions. The details of solutions which the bank proposes to procure, and implement are:

3.2.1.1. EndPoint Encryption Solution (Disk/folder/file/USB encryption)

3.2.1.2. MultiFactor Authentication Solution

3.2.1.3. File Integrity Monitoring Solution

3.2.1.4. Database Activity Monitoring Solution

3.2.1.5. Patch and Asset Management Solution and

3.2.1.6. Preparation of encryption policy for the bank.

3.2.2. All the solutions should be software based and installed on virtual machines.

3.2.3. The Bidder would be responsible for supply, installation, testing, commissioning, configuring, integration, training, Operation & Maintenance of the solutions, warranty/ATS and AMC of solution components (hardware, software etc. supplied) as part of this RFP for a period of 5 years (1 year warranty and 4 years AMC/ATS).

3.2.4. Details of the tender are given in the subsequent sections of this document.

3.3. Information Provided

The Request for Proposal document contains statements derived from information that is believed to be relevant as on date 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 SIDBI. Neither SIDBI nor any of its employees, agents, contractors, or advisers gives any representation or warranty, express or implied, as to the accuracy or completeness of any information or statement given or made in this document. Neither SIDBI nor any of its employees, agents, contractors, or advisers has carried out or will carry out an independent audit or verification exercise in relation to the contents of any part of the document.

3.4. Disclaimer

Subject to any law to the contrary, and to the maximum extent permitted by law, SIDBI and its officers, employees, contractors, agents, and advisers disclaim all liability from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any information including forecasts, statements, estimates, or projections contained in this RfP document or conduct ancillary to it whether or not the loss or damage

arises in connection with any negligence, omission, default, lack of care or misrepresentation on the part of SIDBI or any of its officers, employees, contractors, agents, or advisers.

3.5. Costs to be borne by Respondents

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

3.6. No Legal Relationship

No binding legal relationship will exist between any of the Respondents and SIDBI until execution of a contractual agreement.

3.7. Recipient Obligation to Inform Itself

The Recipient must conduct its own investigation and analysis regarding any information contained in the RfP document and the meaning and impact of that information.

3.8. Evaluation of Offers

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 Recipient. The Recipient 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.

3.9. Acceptance of Terms and Selection Process

- 3.9.1. A Recipient will, by responding to the bank for RfP, be deemed to have accepted the terms of this RfP.
- 3.9.2. Each Recipient / Respondent having responded to this RfP acknowledges to have read, understood and accepts the selection & evaluation process mentioned in this RfP document. The Recipient / Respondent ceases to have any option to object against any of these processes at any stage subsequent to submission of its responses to this RfP.
- 3.9.3. All claims for functional / technical delivery made by the bidders in their responses to the RfP shall be assumed as deliverable, within the quoted financials.

3.10. Errors and Omissions

Each Recipient should notify SIDBI of any error, omission, or discrepancy found in this RfP document.

3.11. Proposal Ownership

All the submissions, including any accompanying documents, will become property of the Bank. The Bidders shall be deemed to license, and grant all rights to the Bank, to reproduce the whole or any portion of their Bid document for the purpose of evaluation and to disclose the contents of submission for regulatory and legal requirements.

3.12. Non-Transferable Offer

This RfP is not transferable. Only the bidder who has submitted the bid will be eligible for participation in the evaluation process.

3.13. Notification

SIDBI will notify all short-listed Respondents in writing / mail as soon as practicable about the outcome of their RfP. SIDBI is not obliged to provide any reasons for any such acceptance or rejection.

SIDBI

4. Information to Bidders

The Bidders are expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents may result in the rejection of its bid and will be at the bidder's own risk.

4.1. Pre-bid Meeting

4.1.1. The Bank shall hold a pre-bid meeting on the date and time mentioned in '**Critical Information**' section above. Purpose of the meeting is to bring utmost clarity on the scope of work and terms of the RFP being floated. The Bidders are expected to use the platform to have all their queries answered. No query will be entertained after the pre-bid meeting.

4.1.2. All pre-bid queries to be addressed to the bank officials as per contact details given in '**Critical Information**' section of RfP.

4.1.3. It would be the responsibility of the Bidders representatives (only one person per bidder) to be present at the venue of the meeting.

4.1.4. The bidders can also attend pre-bid meeting online through Microsoft Teams, due to current Covid-19 situation. In order to schedule the meeting and forward invitation the bidders are required to communicate the following details addressed to bank officials:

4.1.4.1. Details of bidders

1. Name of Participant
2. Company Name
3. eMail ID
4. Mobile No.

4.1.4.2. The bank would be able to connect only one online session per bidder.

4.1.4.3. The bank will not be responsible for any issue in connectivity, audio/video quality etc.

4.1.5. Clarification sought by bidder should be as per format given in **Section 4.1.7**, made in writing (Letter/e-mail) and submitted on or before the date as indicated in the '**Critical Information**' section. Bank has discretion to consider any other queries raised by the bidder's representative during the pre-bid meeting.

4.1.6. The text of the clarifications asked (without identifying the source of enquiry) and the response given by the Bank, together with amendment / corrigendum to the bidding document, if any, will be posted on the Bank website (www.sidbi.in) and CPP Portal (eprocure.gov.in) after the pre-bid meeting. It would be responsibility of the bidder to check the websites before final submission of bids.

4.1.7. If SIDBI, in its absolute discretion, deems that the originator of the question will gain an advantage by a response to a question, then SIDBI reserves the right to communicate such response to all bidders'.

4.1.8. The format for submission of pre-bid clarifications is as under:

S.N.	Page No. of RfP	Section No. of RfP	Clause as per RfP	Bidder Query
1				
2				

4.2. Amendment to the bidding document

4.2.1. The Bank reserves the right of discretion to:

4.2.1.1. Amend, rescind or reissue the RFP, at any time prior to the deadline for submission of Bids.

4.2.1.2. Change, modify, add to or alter any or all of the provisions of this RfP and/or the bidding process, without assigning any reasons whatsoever.

4.2.2. The Bank, for any reason, whether, on its own initiative or in response to a clarification requested by a prospective Bidder, may modify the RFP, by amendment which will be made available to the Bidders by way of corrigendum/addendum.

4.2.3. All such Changes /Corrigendum's/ Addendums and clarification, if any, related to RfP will be posted/uploaded on the bank website (www.sidbi.in) and Central Public Procurement Portal (eprocure.gov.in) only and it will become part and parcel of RfP. No individual communications would be made in this respect.

4.2.4. Interested Bidders are advised to check the Bank's website regularly till the date of submission of Bid document specified in the '**Critical Information**' Section and ensure that clarifications / amendments issued by the Bank, if any, have been taken into consideration before submitting the Bid. Such amendments/ clarifications/ changes/addendums, if any, issued by the Bank will be binding on the participating Bidders. Bank will not take any responsibility for any such omissions by the Bidder.

4.2.5. 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 the submission of Bids.

4.2.6. Nothing in this RFP or any addenda/corrigenda or clarifications issued in connection thereto is intended to relieve Bidders from forming their own opinions and conclusions in respect of the matters addresses in this RFP or any addenda/corrigenda or clarifications issued in connection thereto.

4.3. Language of Bid

The bid prepared by the Bidders 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.

4.4. Bid Currency

Bids should be quoted in Indian Rupee only.

4.5. Tender Form Cost

4.5.1. Bidders to submit Non-refundable Bid Price mentioned in "**Critical Information**" section of this RfP, by way of Banker's Cheque/ Demand Draft/ Pay Order drawn on a scheduled bank, favouring 'Small Industries Development Bank of India', payable at Chennai OR direct deposit to SIDBI account and submission of proof along with bid.

4.5.2. Details of SIDBI account are given in **Section 4.7**.

4.6. Earnest Money Deposit (EMD)

4.6.1. All the responses must be accompanied by a refundable INTEREST FREE security deposit of requisite value as specified in "**Critical Information**" Section of RfP.

4.6.2. EMD should be in the form of:

4.6.2.1. Demand Draft / Banker's Cheque in favour of "**Small Industries Development Bank of India**" payable at **Chennai; OR**

- 4.6.2.2. Bank guarantee (BG) from a Scheduled Commercial Bank / Nationalised Bank valid for a period of one year with three months claim period from the date of tender. The BG should be strictly in the format as prescribed in **Annexure -X; OR**
- 4.6.2.3. Direct Deposit to SIDBI, Chennai account and submission of proof along with the bid. The details of SIDBI, Chennai account are given in **Section 4.7.**
- 4.6.3. Any bid received without EMD in proper form and manner shall be considered unresponsive and rejected.
- 4.6.4. Request for exemption from EMD (Security Deposit) will not be entertained. However, bidders processing valid MSE / Udyog Aadhaar Memorandum and Startups are exempted from submission of EMD on submission of proof.
- 4.6.4.1. The EMD amount / BG of all unsuccessful bidders would be refunded immediately upon happening of any the following events:
- 4.6.4.2. Issue of Lol / purchase order to the successful bidder **OR**
- 4.6.4.3. The end of the bid validity period, including extended period (if any) **OR**
- 4.6.4.4. Receipt of the signed contract from the selected Bidder; **whichever is earlier.**
- 4.6.5. Successful Bidder will be refunded the EMD amount / BG (towards EMD) only after acceptance of the hardware by the bank and submission of Performance Bank Guarantee by the bidder and acceptance thereof by the bank.
- 4.6.6. In case the acceptance of equipment is delayed due any reasons beyond the bank's purview, successful bidder shall extend the validity of BG towards EMD, for a period of three (3) months till the hardware is accepted by the bank.
- 4.6.7. The bid security (EMD) may be forfeited:
- 4.6.7.1. If a Bidder withdraws its bids during the period of bid validity.
- 4.6.7.2. If a Bidder makes any statement or encloses any form which turns out to be false/ incorrect at any time prior to signing of the contract.
- 4.6.7.3. In case of successful Bidder, if the Bidder fails to:
1. Accept the LOI / Purchase order or sign the contract OR
 2. Furnish the performance guarantee.
- 4.6.7.4. In all the above cases, the bidder would also be banned for a period of 3 years from subsequent bidding in any of the Bank's (SIDBI) tenders.

4.7. Details of SIDBI Account

- 4.7.1. The payment towards EMD & Tender Fee (as indicated in the tender document) can be submitted through Online Mode in the following account of SIDBI (Beneficiary) through RTGS / NEFT:

Beneficiaries name	Small Industries Development Bank of India
Name of Bank	State Bank of India
Account Number	37812235926
Branch Name	SBI, SME Anna Salai Branch, Chennai
IFSC Code	SBIN0070644

- 4.7.2. The bidder to submit proof of payment (Payment Receipt Generated and Ref. No.) along-with the bid.
- 4.7.3. The bank would not be liable for Non-submission of proof of deposit, depositing into wrong beneficiary account etc. In all such cases, the bid will be liable to be rejected.

4.8. Period of Validity of Bids

- 4.8.1. Prices and other terms offered by Bidders must be firm for an acceptance period as mentioned in “**Critical Information**” Section, from date of closure of this RFP.
- 4.8.2. In exceptional circumstances the Bank may solicit the Bidder's consent to extend period of bid validity. The request and response thereto shall be made in writing. The Bid security and price bid (if applicable) provided shall also be extended by the bidder. Any extension of validity of Bids or price (if applicable) will not entitle the Bidder to revise/modify the Bid document.
- 4.8.3. Bank, however, reserves the right to cancel the process and call for fresh quotes at any time during the period, if considered necessary.

4.9. Deadline for submission of Bids

- 4.9.1. The bids must be received by the Bank at the specified address not later than the date & time specified in “**Critical Information**” section.
- 4.9.2. In the event of the specified date for the submission of bids, being declared a holiday for the Bank, the bids will be received up to the appointed time on the next working day.
- 4.9.3. The Bank may, at its discretion, extend the deadline for 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.

4.10. Late Bids

Any bid received by the Bank after the deadline for submission of bids prescribed by the Bank will be rejected and returned unopened to the bidder.

4.11. Modification And/ Or Withdrawal of Bids

- 4.11.1. 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.
- 4.11.2. The Bidder modification or withdrawal notice shall be prepared, sealed, marked and dispatched. A withdrawal notice may also be sent by E-mail (scanned copy) and followed by a signed confirmation copy received by the Bank not later than the deadline for submission of bids.
- 4.11.3. No bid may be modified or withdrawn after the deadline for submission of bids.
- 4.11.4. The Bank has the right to reject any or all bids received without assigning any reason whatsoever. Bank shall not be responsible for non-receipt / non-delivery of the bid documents due to any reason whatsoever.

4.12. Conflict of Interest

- 4.12.1. In this tender, either the bidder on behalf of the Principal/ OEM or Principal/ OEM itself can bid but both cannot bid simultaneously for the same model/product.
- 4.12.2. If a bidder submits bid on behalf of the Principal/ OEM, the same bidder shall not submit a bid on behalf of another Principal/ OEM for the same item/ product.

4.12.3. Existing outsourced vendors of the bank, who are carrying out management of DC/DR or CSOC, are not eligible to participate in this RfP.

4.13. Manufacturer Authorization Form

4.13.1. The bidder has to provide MAF for all the products including hardware, software and databases from respective OEMs.

4.13.2. In case the successful bidder is not ready to provide the support during the warranty/AMC period, support will be provided by OEM directly or through their other authorized partners for the remaining period of warranty/AMC for their respective products without any additional cost to the Bank.

4.13.3. The bidder to provide MAF as per the format given in [Annexure –V](#) of RfP.

4.14. Undertaking of Authenticity

The bidder(s) has to submit an undertaking (format enclosed in the [Annexure –VI](#) of RfP) along with the eligibility bid, signed by the officials not lower than the company secretary of the bidder, certifying that all the components/parts/ assembly/software used in the proposed hardware like hard disk, CPU, memory, etc. are original /new components/ parts/ assembly/ software and that no refurbished/duplicate/second hand components have been used or would be used.

4.15. Software Integrity Certificate

4.15.1. The bidder has to provide Software Integrity Certificate for all the products from respective OEMs as per format given in [Annexure -XVIII](#).

4.15.2. The bidder has to provide undertaking for Source Code and Application Security Testing for all the products from respective OEMs as per format given in [Annexure -XIX](#).

4.15.3. The bidder to provide undertaking as per [Annexure -XX](#) 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.

4.16. Quotation of Price for all Items

4.16.1. The Bidder must take care in filling price information in the commercial bid, to ensure that there are no typographical or arithmetic errors. All fields must be filled up correctly. In case of any item not applicable for the solution(s) proposed by the bidder “NA” or 0 to be filled.

4.16.2. In case of any other cost, the bidder to provide the complete details, indicating the purpose. Further, masked commercial bid should contain the details.

4.16.3. The bidder to indicate the quantity as per requirement of the proposed solutions, wherever it is mentioned “bidder to specify qty” in commercial bid.

4.16.4. The AMC/ATS cost has to be a minimum of 8% of the cost of respective line item given in Part- I of the commercial bid. All 4 Years’ AMC/ATS to be same i.e. same percentage.

4.16.5. In case of VMware and Veritas license, though quantity is specified, however it would be the responsibility of the bidder to quote for the correct number of licenses to comply with the OEMs licensing policy.

4.16.6. This shall be binding on all the bidders and the Bank reserves the right to reject all such incomplete bids.

4.17. Conditional Bids

Conditional bids shall not be accepted on any ground and shall be rejected straightway. If any clarification is required, the same should be obtained before submission of bids.

4.18. No Commitment to Accept Lowest or Any Offer

4.18.1. The Bank reserves its right to reject any or all the offers without assigning any reason thereof whatsoever.

4.18.2. The Bank will not be obliged to meet and have discussions with any bidder and/ or to entertain any representations in this regard.

4.18.3. The bids received and accepted will be evaluated by the Bank to ascertain the best and lowest bid in the interest of the Bank. However, the Bank does not bind itself to accept the lowest or any Bid and reserves the right to reject any or all bids at any point of time prior to the order without assigning any reasons whatsoever.

4.18.4. The bank reserves the right to re-tender or cancel the bidding process at any stage of the bidding process.

4.19. Contacting the Bank

4.19.1. Bidder shall NOT contact the Bank on any matter relating to its Bid, from the time of opening of Bid to the time a communication in writing about its qualification or otherwise received from the Bank.

4.19.2. Any effort by the Bidder to influence the bank in its decisions on Bid evaluation, bid comparison may result in the rejection of the Bidder's Bid.

4.20. Pre-Contract Integrity Pact

4.20.1. Central Vigilance Commission (CVC) vide circular no. 015/VGL/012/-276469 dated 25.02.2015 has directed adoption of Integrity pact in Public Sector Banks.

4.20.2. Pre-Contract Integrity Pact is an agreement between the prospective vendors / bidders and the buyer committing the persons / officials of both the parties not to exercise any corrupt influence on any aspect of the contract.

4.20.3. Only those bidders who have entered into such an integrity pact with the buyer would be competent to participate in the bidding. In other Words, entering into this pact would be a preliminary qualification (Minimum Eligibility). Those bids not containing the Integrity pact are liable to be rejected.

4.20.4. The integrity pact in respect of a particular contract would be effective from the stage of invitation of bids till the complete execution of the contract.

4.20.5. The bidder has to submit signed Pre-Contract Integrity Pact as per the format at **Annexure-XII** on **non-judicial stamp paper of requisite value** (to be borne by the bidder) applicable at the place of its first execution along with the minimum eligibility bid.

4.20.6. The Integrity pact shall be signed by the person who is authorised to sign the bid along with witness.

4.20.7. The details of IEM are:

Name	Shri Nageshwar Rao Koripalli, IRS (Retd.)
email ID	knageshwarrao@gmail.com
Contact Number	9788919555
Address	38, The Trails, Manikonda, R.R. District, Hyderabad - 500089

4.21. Authorised Signatory

4.21.1. The bidder should submit power of attorney as per the format given in **Annexure -VII** OR a certified copy of the resolution of their board, authenticated by the company secretary, authorizing an official or officials of the bidder to sign the bid documents, to discuss, sign agreements/contracts/purchase order with the bank, raise invoice and accept payments and also to correspond.

4.21.2. The proposal/ bid documents shall be duly signed by the authorised signatory (in whose favour power of Attorney is issued).

4.21.3. The bid signed by authorised signatory would be binding on the bidder company.

4.22. Documents Comprising the Bid

4.22.1. The bid shall consist of Pre-qualification/ minimum eligibility criteria, Technical bid and Commercial bid.

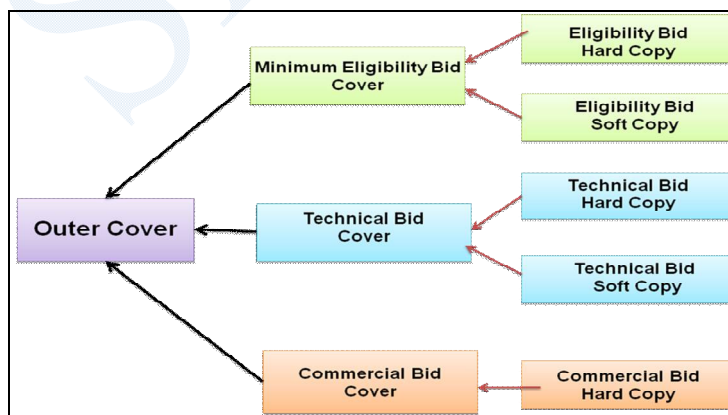
4.22.2. Bidders are required to submit their responses non-window sealed envelopes as detailed below:

S.N.	Bid Contents	Details
A.	Envelop 1- MINIMUM ELIGIBILITY BID	
1	No. of Copies : One Hard Copy and one Soft Copy	
2	COVER LABEL: “Minimum Eligibility - RfP for Procurement of Various Security Solutions – Tender No. 500/2021/1577/CBO/ITV Dated 03.08.2020“	
3	Cover Contents:	
	(i) EMD / Bid Security	Annexure -X (BG) or DD or Direct transfer through NEFT/ RTGS.
	(ii) DD towards tender form cost	DD or Direct transfer through NEFT/ RTGS.
	(iii) Bid forwarding letter	Annexure -I
	(iv) Pre-Qualification / Minimum eligibility criteria	Annexure -II
	(v) Manufacturer Authorisation Form	Annexure -V
	(vi) Undertaking of Authenticity	Annexure -VI
	(vii) Power of Attorney for authorized signatory	Annexure -VII
	(viii) Letter of Conformity	Annexure -VIII
	(ix) Non-Blacklisting	Annexure -IX
	(x) Non-Disclosure Agreement	Annexure -XI
	(xi) Pre-contract Integrity Pact	Annexure -XII
	(xii) Statement of Deviations	Annexure -XIII
	(xiii) Bank Mandate Form	Annexure -XIV
	(xiv) Details of Bidder support center and security professionals.	Annexure -XV
(xv) Declaration of Ownership of Bank's Employees.	Annexure -XVI	

B.		Envelop 2 - TECHNICAL BID	
1	No. of Copies: One Hard Copy and one Soft Copy		
2	COVER LABEL: “Techncial Bid - RfP for Procurement of Various Security Solutions – Tender No. 500/2021/1577/CBO/ITV Dated 03.08.2020 “		
3	Cover Contents:		
	(i) Technical Bid with all relevant Annexures and proof.	Annexure - III	
	(ii) Masked Commercial bid as per format given in RfP.	Annexure -IV	
	(iii) Software Solution Integrity Certificate as per format given in RfP	Annexure -XVIII	
	(iv) Undertaking for Source Code and Application Security Testing as per format given in RfP	Annexure -XIX	
	(v) Information Security Compliance as per format given in RfP	Annexure -XX	
	(vi) Know Your Employee as per format given in RfP	Annexure -XXI	
	(vii) Escalation Matrix as per format given in RfP	Annexure -XXII	

C.		Envelop 3- COMMERCIAL BID	
1	No. of Copies: One Hard Copy		
2	COVER LABEL: “Commercial Bid - RfP for Procurement of Various Security Solutions – Tender No. 500/2021/1577/CBO/ITV Dated 03.08.2020 “		
3	Cover Contents:		
	(i) Commercial Bid	Annexure –IV	

4.22.3. All the three individual sealed envelopes should be kept in one large envelop (outer cover) and superscribed “**RfP for Procurement of Various Security Solutions - Tender No. 500/2021/1577/CBO/ITV dated 03.08.2020**”. The company and contact details of bidder to be written on the envelop. If the envelop(s) are not sealed and marked as indicated above, the Bank will assume no responsibility for the Bid's misplacement or its premature opening.



4.22.4. Responses should be concise and to the point. Relevant documents must be submitted as proof wherever necessary. Technical specifications sheets of all the items to be submitted. Submission of irrelevant documents must be avoided. If the bids do not contain all the information required or is incomplete, the proposal is liable to be rejected.

4.22.5. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as “OK”, “accepted”, “noted”, “complied”, “as

given in brochure / manual is not acceptable. The Bank may treat such offers as not adhering to the tender guidelines and as unacceptable.

- 4.22.6. Any deviations from the specifications should be clearly brought out in the bid.
- 4.22.7. The offers containing any inter-lineation, erasure or overwriting shall be valid only if they are duly signed by the authorized signatory and supported by a rubber stamp impression of the Bidders' firm. There should be no hand-written material, corrections or alterations in the offer.
- 4.22.8. The Bid shall be typed; all pages numbered and shall be signed by the Bidder authorized signatory and supported by rubber stamp impression. Faxed copies of any submission are not acceptable and will be rejected by the Bank.
- 4.22.9. The Bid document shall be spirally bound or filed.
- 4.22.10. The bidder to note that, under no circumstances the Commercial Bid should be kept in Technical Bid Covers. The placement of Commercial Bid in Minimum Eligibility / Technical Bid covers will make bid liable for rejection.
- 4.22.11. Each of the envelope(s) shall be addressed to the Bank at the address given below:

The General Manager
Small Industries Development Bank of India (SIDBI),
Information Technology Vertical (ITV),
Overseas Towers, 2nd Floor,
756L, Anna Salai, **Chennai- 600002**

4.23. Right to Reject Bids

- 4.23.1. The Bank reserves the absolute and unconditional right to reject the response to this RFP if it is not in accordance with its requirements and no correspondence will be entertained by the Bank in the matter.
- 4.23.2. The bid is liable to be rejected due to occurrence of any of the following conditions:
- 4.23.2.1. It is not in conformity with the instructions mentioned in the RFP document.
- 4.23.2.2. It is not accompanied by the requisite tender form cost and EMD.
- 4.23.2.3. It is not properly or duly signed.
- 4.23.2.4. It is received through Telex / telegram / fax / e-mail.
- 4.23.2.5. It is received after expiry of the due date and time.
- 4.23.2.6. It is incomplete including non- furnishing of the required documents.
- 4.23.2.7. It is evasive or contains incorrect information.
- 4.23.2.8. There is canvassing of any kind.
- 4.23.2.9. It is submitted anywhere else other than the place mentioned in the RFP.

4.24. Opening of Bids

- 4.24.1. On the scheduled date and time, bids will be opened by the Bank Committee in presence of Bidder representatives. It is the responsibility of the bidder's representative to be present at the time, on the date and at the place specified in the tender document. The bidders' representatives who are present in the meeting shall sign a document evidencing their attendance.
- 4.24.2. If any of the bidders or all bidders who have submitted the tender and are not present during the specified date and time of opening it will be deemed that such bidder is not

interested to participate in the opening of the Bid/s and the bank at its discretion will proceed further with opening of the technical bids in their absence.

- 4.24.3. The Bidder name and presence or absence of requisite EMD, RfP cost (if any) and such other details as the Bank, at its discretion may consider appropriate will be announced at the time of technical bid opening. No bid shall be rejected at the time of bid opening, except for late bids which shall be returned unopened to the Bidder.
- 4.24.4. Bids that are not opened at Bid opening shall not be considered for further evaluation, irrespective of the circumstances. Withdrawn bids will be returned unopened to the Bidders.

SIDBI

5. Current Setup

- 5.1. Datacenter of the bank is at Mumbai and DR Site at Chennai. Both the locations are collocated to third party datacenters.
- 5.2. The environment at DC & DR is mix of physical and virtual servers. The hardware used by the bank is of heterogenous make.
- 5.3. The bank uses VMware (ESXi version 6.7.0) as the primary server virtualization technology. Further Citrix Gateway (NetScaler) is deployed which acts as clientless SSL VPN enabling roaming user access to applications hosted in DC/DR.
- 5.4. The server environment deployed in the bank is a heterogeneous mix of Unix, Linux, HP-Unix and Windows platforms with databases like Oracle, SQL, Postgres SQL, MySQL etc.
- 5.5. The operating systems deployed in DC and DR are Windows (version 2003/2008 /2012 & 2016 both 32bit & 64bit), Linux – Redhat (version 2.x, 3.x, 6.x and 7.x), SUSE Linux, Ubuntu, Oracle Solaris, Oracle Linux, HP-UX, CentOS etc.
- 5.6. The primary database used by the bank is Oracle which is deployed on HP-UX. However, the bank has also deployed MySql, SQL Server and other databases based on its requirements.
- 5.7. The management of DC and DR is outsourced, and as part of contract, the vendor has deployed on-site resources for managing various domains/ areas
- 5.8. The details of various operating systems (Standard / Enterprise edition & 32/64bit) deployed in DC & DR, includes both physical and virtual servers are as under:

S.N.	Operating Systems
1	Windows - 2003 / 2003 R2/ 2008 / 2008 R2/ 2012 / 2012 R2/ 2016 & 2019
2	RedHat Linux - 2.x / 3.x / 5.x / 6.x / 7.x
3	HP Unix - HP-UX 11i v3 Base Operating Environment (BOE)
4	Others - CentOS version 4 or above

- 5.9. SIDBI has implemented IP MPLS VPN based WAN with SDWAN overlay, under managed services. The bandwidth of the locations varies from 2Mbps to 4Mbps based on the type of branch/office. The traffic over WAN is encrypted using IPsec. The applications/ services hosted at DC and DR and accessed by all locations over WAN.
- 5.10. LAN network at DC/DR is based on L3 switches with VLANs created for segregation of devices/applications. The LAN at other locations is based on Managed L2 switches of heterogenous make. The bank is using IPv4 address addressing in the entire network. The private IP address assigned are static, with each location having separate IP subnet. All the switches deployed are of HP make.
- 5.11. Bank has centralized Internet Gateways at both DC and DR and all locations / offices access the same over WAN. Secure Web Gateway (Proxy) is implemented for Internet access to carry out content filtering, antivirus, antimalware etc.
- 5.12. Point to Point links are deployed between DC and DR for log replication. The bank uses Oracle active data guard for database replication.
- 5.13. Mailing Solution -The bank has subscribed to Office 365 software as a service [SaaS] in which email solution is hosted on Microsoft Cloud Infrastructure and authentication of users is through Microsoft Azure Active Directory deployed in the cloud.

- 5.14. The security architecture deployed at DC and DR is multi-layer firewall (NGFW) architecture with NIPS at the perimeter. The applications / services are segregated by deployment of VLANs on core switches.
- 5.15. At all other offices/branches, the local LAN is directly connected to CPE/Router. The IP address used are static and IPv4.
- 5.16. The bank also is in process of deployment of CSOC solution and the management of the same is being carried out by outsourced vendor. The main security solutions being deployed as part of CSOC are:

S.N.	Solution	OEM	Remarks
1	SIEM	RSA Netwitness	Logs of network & security devices, servers (all flavors), proxy etc. are integrated.
2	PIM	Sectona	Integrated with AD and used for privileged user authentication and Authorisation.
3	NAC	Pulse Secure	Checking endpoint posture.

- 5.17. The bank has deployed Veritas Net-Backup Data Centre (NBU) as Enterprise Backup Solution (EBS) at DC and DR. Placed below are the configuration details:

Solution	Details
Veritas Net-Backup - Data Centre	NetBackup server version from 7.7.3
Operating System	Red Hat Enterprise Linux 6.9
Tape Library	<ul style="list-style-type: none"> DC: DELL ML3 with 04 FC LTO-7 Drives DR: Tandberg NEOs – T24 with 02 FC LTO-7 Drives

- 5.18. EBS solution has been configured for taking LAN/ SAN based backup of various Servers (Windows & Linux) and Databases at DC and DR.
- 5.19. The endpoints deployed at Bank are laptops and desktops, with operating system Windows 7 / 8 /10. The endpoints are installed with Office automation software (Adobe, Microsoft suite, Chrome, 7Zip etc.), Antivirus, NAC etc. The laptops / desktops have memory 4GB/ 8 GB, HDD capacity 512GB/1TB and processor being Intel i5 6th generation or higher. The bank may during period of contract may deploy Mac endpoints also.
- 5.20. All the endpoints are integrated with domain controller (AD) for authentication. Further, the bank has deployed NAC for checking the endpoint posture.
- 5.21. The Bank is currently using HP-SM tool for ticketing. However, during the period of contract the Bank may upgrade/replace the same.
- Further, as part of the solutions should provide and manage service desk software, which should be part of APM solution. The SoW and functionality of service desk is given in Section 6.5.7.

6. Scope of Work

6.1. Common to All Solutions

- 6.1.1. In-order to strengthen its Information Security posture, the bank has decided to procure, implement, integrate various security solutions (FIM, DAM, MFA, APM, EPE) with its infrastructure and available security solutions.
- 6.1.2. The new solutions should effectively and efficiently manage security operations by preparing for and responding to cyber risks/threats, facilitate business continuity and recovery from cyber incidents.
- 6.1.3. The proposed security solutions should be in adherence to the guidelines provided in the RBI cyber security circular no RBI/2015-16/418 dated 2nd June 2016 and its amendments (in present and in future).
- 6.1.4. The shortlisted bidder should assure the compliance to the Indian regulatory requirements, industry best practices, IT Security policy of the bank. The shortlisted bidder is expected to study the regulations and comply with them.
- 6.1.5. The proposed security solutions should be able to seamlessly integrate with the Bank's CSOC for log correlation, existing security solutions (PIM, SIEM, NAC, AV etc.) & infrastructure, directory services & applications for authentication, endpoints, any future solutions procured by the bank etc., during the contract period. The Integration work will be responsibility of bidder and OEMs of new solutions, the costs, if any, should be included in RFP quotes.
- 6.1.6. All the solutions must be able to send logs in the format recognised by the Bank's SIEM for correlation.
- 6.1.7. The proposed endpoint solutions (MFA, EPE & APM) should be hosted on Bank's premises and should be available for **internal and remote users**.
- 6.1.8. The Public Cloud based solutions should not be proposed under this RFP and if proposed, will not be considered.
- 6.1.9. The bidder should not propose open source tools/ software/ utilities/ solutions. Any bid submitted with Open Source tools/software/utilities /solutions will be rejected
- 6.1.10. The bidder should ensure that, the deployed solutions does not violate any license agreements of the bank.
- 6.1.11. The Successful bidder will have to certify the adequacy of licenses supplied to Bank and will have to indemnify the Bank in case of any adverse finding during OEM Audits.
- 6.1.12. All the solution should support proxy for internet connectivity i.e. to update signatures it should use proxy server deployed in the bank. Currently, the Bank uses BlueCoat proxy server.
- 6.1.13. The shortlisted bidder should supply solution, services, software, hardware databases etc., as specified in RFP and provide services which includes, installation, integration, commissioning, training, management, maintenance, audit compliance and knowledge transfer in respect of all the proposed solutions as detailed in the corresponding sections in the RFP. The bidder shall provide end to end solution to the Bank which will include all the supplies, installation, and integration of the security solutions with the existing infrastructure of the bank.
- 6.1.14. The solutions should be supplied along with all the components viz. hardware – servers & storage, Operating System, VMWare virtualization licenses and Veritas

Netbackup licenses etc., required for successful installation, commissioning & operationalization of the proposed solutions.

- 6.1.15. The solutions should be supplied with valid **ENTERPRISE CLASS LICENSES** (including Operating system, database, VMware, Veritas etc.) in the name of the bank. **The licenses should be perpetual in nature.**
- 6.1.16. In case the bidder has not indicated any component – software/ peripherals / equipment in their proposed solutions, and these may be required for the successful implementation and operationalisation of the solutions, the bidder has to provide the required component – software/ peripherals/ equipment at no additional cost to the Bank
- 6.1.17. The bidder shall provide the solutions with all such features (over and above to technical specifications) without any extra cost to the Bank. All the available functionalities should be available to the Bank. The bidders are requested to make necessary provisions and include complete cost in the respective line items of price schedule of the solution.
- 6.1.18. If the solution is not performing as per specifications/scope in this RFP, bidder shall upgrade/enhance the solutions / devices or place additional devices and reconfigure the system without any extra cost to the bank to match the scope and SLA
- 6.1.19. The solutions should be scalable both horizontally & vertically and should be able to address Bank's requirements during the period of contract. The scalability should be achieved by addition of licenses without upgradation of hardware, to cater to future requirement of the bank. The procurement of additional licenses would be as per the contracted rate.
- 6.1.20. The Management of all the solutions should be in failover setup, i.e. if primary console goes down secondary at disaster recovery site should start controlling.
- 6.1.21. The Bank will have the right to use the licenses for the functions provided by the tools in any manner and for any number of offices/locations, irrespective of the geographical location of the devices being monitored. Bank will also have a right to relocate any one or all the tools to different locations. Post closure of contract, the bank will remain legitimate owner of licenses delivered.
- 6.1.22. If a solution fails to meet the technical requirements of RFP during the implementation / before sign-off phase, Bank reserves the right to reject the solution with no cost to the Bank and recover all liquidated damages from the amount payable for other solutions procured. Even after, the Bank is unable to recover the amount, the bank at its discretion can invoke Performance Bank Guarantee as submitted. However, in such cases the bidder may offer alternate solution to the Bank which fulfils technical specifications/ requirements of the RFP with no extra cost to the Bank. Liquidated damages shall be applicable for delay beyond the stipulated timelines
- 6.1.23. During the period of the contract, all upgrades/updates of software, licensing, implementation of upgrades/patches/version changes etc., due to whatsoever reason including but not limited to EOL or EOS, shall be done by the bidder without any additional cost to the bank.
- 6.1.24. The solutions components supplied under this contract should be IPV6 & TLS 1.3 or higher ready. The bidder to migrate the solutions to IPV6 as and when required by the bank during period of contract, without any additional cost to the bank.
- 6.1.25. The bidder should ensure compliance with SLA and uptime as defined in the RfP.

- 6.1.26. The bidder has to follow OEM certified deployment methodology and the same shall be submitted by the bidder as part of Implementation plan in response to the RfP, duly signed by OEM and Bidder for the solutions.
- 6.1.27. The shortlisted Bidder will ensure knowledge transfer to the Bank at every stage of the project to enable the Bank to carry out the work as specified in this RFP in future after completion of this assignment.
- 6.1.28. Any interfaces required for integration of the proposed solutions with existing applications / infrastructure within the bank should be developed by the bidder for successful implementation of the project, without any additional cost to the bank.
- 6.1.29. The shortlisted bidder is responsible for developing and implementing security configuration hardening of all the solutions that are procured under this RfP and also should periodically review the guidelines and configure as and when required.
- 6.1.30. Post implementation of the solution, the scope includes support for the following activities, but not limited to, from time to time, in relation to maintenance and upgrades/updates/patches: (a) Firmware Upgrades, (b) Faulty Parts replacement (c) Hardware System monitoring (d) Troubleshooting & Performance Tuning (f) Upgrades of supplied software (g) Advisories on software upgrades & vulnerabilities (h) Support during DR Drills (i) OS Administration & patching as per OEM guidelines (j) Management of solutions including regular backups (l) Any support required to make systems & software up and running (m) Operational support (n) user support and troubleshooting(o) Preventive health check (p) Monitor quality and risk related activities on solution under their preview etc.
- 6.1.31. The Bidder should provide changes (updates) and upgrades (including version upgrade) with regard to changes in regulatory/statutory/governing bodies' requirements at the earliest (to complete the activity before the deadline set by the authority) and free of cost during the contract period.
- 6.1.32. The Bidder should provide and implement functionality changes as required by the Bank during the contract period, without any cost to the Bank.
- 6.1.33. The Bank at its discretion, reserves the right to shift the equipment (the solution) to a new location during the contract period (within Data Centre or outside Data Centre) depending upon the requirement. Accordingly, the bidder will arrange to shift the same and install and commission at new location without any additional cost to the Bank. Transportation and insurance of the solution components being shifted to new location, would be arranged by the bank.
- 6.1.34. Each solution's initial and additional license requirements, High Availability / DR infrastructure, storage requirements and other information is captured in **Section 6.2** "Deployment Architecture and Solution Sizing".
- 6.1.35. The shortlisted bidder will have to prepare and submit detail SOPs containing the detailed commands/guidelines for integration of the in-scope monitored systems and provide onsite technical assistance while installing the agent in monitored devices at the locations (DC and DR). Configuration of the monitored devices will be out of scope of the vendor.
- 6.1.36. The shortlisted bidder shall install the agents on all the in-scope devices in coordination with bank's personnel and outsourced partners.
- 6.1.37. The Bidder should provide and implement functionality changes as required by the end user during the contract period/
- 6.1.38. The services/ solutions in scope should be designed with adequate redundancy and fault tolerance to meet the Business Continuity requirements/BCP plan of the Bank.

- 6.1.39. The solutions deployed by the bidder as part of the contract, should not have any significant impact on the banks infrastructure (servers, databases, endpoints, network) on which they are deployed either during installation or during operation of the solutions. There should be no service disruption as part of implementation or any upgrades.
- 6.1.40. The Solutions should be configured as per threat perception of the system under monitoring. System should generate alerts, register and send the same through message formats like SMTP, SMS, Syslog, SNMP as per user configurable parameters to SIEM tool.
- 6.1.41. The proposed solutions must have OEMs online community such as Blogs, Forums, Technical Discussion Groups to allow administrator and the bank personnel to participate and learn more possibilities and customization.
- 6.1.42. The services/ solutions offered should not require any major Network Architecture / configuration change in existing Network or existing device replacement on the part of the Bank except following:
- 6.1.42.1. Solutions deployed in-line and need architecture and data flow reroute changes without which the solutions cannot be deployed.
- 6.1.42.2. Port mirroring for solution which work on Mirror traffic.
- 6.1.43. The Roles & Responsibilities during operation phase for all the solutions, to be performed by the shortlisted bidder, but not limited to the following:
- 6.1.43.1. Resolving user problems and troubleshooting.
- 6.1.43.2. Resolving technical issues & coordinating with OEM as escalation follow-up for long pending & calls.
- 6.1.43.3. Co-ordinate with all Teams for follow-up for open tickets & activities.
- 6.1.43.4. Do Server patching / hardening on solution under purview.
- 6.1.43.5. Assist DBA, server team and FM team for patching of databases, servers and endpoints.
- 6.1.43.6. Lead daily Operation efforts and report on progress to Bank
- 6.1.44. The shortlisted bidder should Identify and implement best practices / Configurations on solution under purview – continuous improvement.
- 6.1.45. The bidder to note that:
- 6.1.45.1. The bank during the period of contract, may change its network topology / architecture, required modification in the solutions architecture shall be done by the bidder at no extra cost.
- 6.1.45.2. The bank may add additional endpoints, servers (physical / virtual), databases, users, IDAM etc., during the period of contract. The bidder is required to deploy the solutions on the same and integrate, without any additional cost to the bank. However, any additional solution licenses required in this regard, would be procured by the bank as per contracted rate.
- 6.1.46. Submission of Reports - The shortlisted bidder has to submit daily, weekly and monthly reports. The format of the reports would be discussed and decided with the shortlisted bidder.
- 6.1.47. The bidder shall develop & publish Escalation Matrix proactively over the project period to Bank with details of bidder & OEM Key persons in order to handle Security & other Incidents efficiently.

- 6.1.48. OEM/Bidder will share their generalized APIs with the Bank so that existing as well as future solutions can be integrated without any additional cost to the bank.
- 6.1.49. Considering the nature of the tools, it may happen that the bidder may propose a solution suite consisting of multiple features, functionalities suiting to the RFP requirements and in compliance of RBI cyber security circular no RBI/2015-16/418 dated 2nd June 2016 and its amendments (in present and in future). The bidder shall provide the solutions with all such features (over and above to technical specifications) without any extra cost to the Bank. All the available functionalities should be available to the Bank. The bidders are requested to make necessary provisions and include complete cost in the respective line items of price schedule of the solution.
- 6.1.50. During the contract period, the shortlisted bidder and its employees shall at all the times comply with & abide by the security policy of the bank.
- 6.1.51. The bidder shall submit the software/solution integrity certificate as per format given in [Annexure -XVIII](#), [Annexure -XIX](#) and [Annexure -XX](#).

6.2. Implementation Document

- 6.2.1. The shortlisted Bidder should perform a detailed study of the Bank's existing IT Infrastructure and architecture for integration of the proposed security solutions (FIM, DAM, EPE, MFA and APM).
- 6.2.2. Based on the study of the Bank's Infrastructure, regulatory requirement etc., the shortlisted Bidder should submit for each solution, the detailed implementation design document (low and high level) acceptable to the Bank and within the timelines as specified in the RfP. A robust documentation (having all details i.e. of all configurations, support mechanism and architecture of deployment) system needs to be in place for all to understand the process and their responsibilities. On acceptance of the implementation methodology, the shortlisted bidder has to carry out implementation of the solutions to achieve the objectives set by the bank.
- 6.2.3. The shortlisted bidder has to coordinate with the banks existing outsourced vendor, existing application vendor(s) and banks personnel for seamless implementation and integration of services/ solutions with existing application platforms, servers, security devices, storage environments, network, and security solutions.

6.3. OEM Responsibility

- 6.3.1. The OEMs of the proposed solutions should be committed to the success of the project during actual implementation by being involved in implementation of the project till its completion. The OEMs should be involved in the overall design, implementation, support, sustenance, etc. for each of the proposed solution by the bidder as per the scope of work defined in RFP.
- 6.3.2. The following are the tentative expectations with respect to OEM involvement during the contract period, however the bank reserves the right to change the scope:

6.3.2.1. Implementation Phase

1. Validation of solution design and architecture.
2. Continuous monitoring of implementation at each location during implementation.
3. Provide SME support to working teams.
4. Ensure customization of solution in line with Bank's requirements.

5. OEM Certificate for Deployed Architecture & Configurations done at the bank Setup is necessary after implementation of its products for Bank Sign-Off. The OEMs have to give the certificate to the Bank post implementation, confirming the implementation of their products with best industry practices & the standards and no zero-day threats or malware in the installed device or appliance. OEM will also confirm in its certificate that implementation has been done in line with the software licenses procured by Bank.
6. Training to the Bank officials.

6.3.2.2. Operational Phase

1. 24X7X365 TAC support on Remote Telephonic or Technical / Web support.
2. The Support should be of production/Enterprise support level. For Highest Priority Calls response to be provided by OEM within 15 minutes. The Expected resolution Time is 2 hours (maximum).
3. The OEM should carry out **annual health check-up** of the DAM solution during the period of contract.
4. The OEM should provide a service which delivers the latest OEM product information by email — patch and upgrade notification; and critical alerts that require immediate attention.
5. OEM will verify the usage of all licenses and advise Bank in case of any exception.
6. Training to the Bank officials.

6.3.3. A letter from the product OEMs agreeing/ confirming to the above-mentioned responsibilities for respective solutions, has to be submitted in the technical bid.

6.4. Deployment Architecture and Solution Sizing

6.4.1. Deployment Architecture, Integration, Management and Sizing of Solutions

6.4.1.1. Integration

1. Proposed solutions must integrate with RSA Netwitness SIEM and should send full request needed by SIEM for correlation. The solution should also support sending of logs in CEF standard.
2. The OEMs should provide support for Integration with Sectona Privilege Identity Management solution to provide actual IP instead of PIM server IP.
3. The proposed endpoint solutions should be integrated with NAC (Pulse Secure).
4. The bidder will ensure to design and implement all the solutions under the scope of this RfP that the Logs / databases of the solutions should always be in sync, wherever required, between DC and DR without any loss of data.
5. No additional cost whatsoever would be paid by the bank for integration of proposed solutions with the Bank's existing solutions.

6.4.1.2. Solutions Sizing

The current requirement & scalability, proposed architecture of the solutions should be as under:

S.N.	Current Requirement & Scalability and Proposed Architecture
A	File Integrity Monitoring (FIM)
	<ul style="list-style-type: none"> (i) Standalone solution at DC and DR (ii) No. of Servers – at DC - 150 Nos. & at DR – 75 Nos. (iii) Scalability – solution should support total 500 servers in DC and DR, by addition of licenses and without the requirement of upgradation of solution software or hardware. (iv) To be deployed at DC and DR site of the Bank in active-active manner. In case the solution goes down at DC, the function being performed by the solution should be taken over by a corresponding device at DR site and vice versa. (v) The entire solution must be centrally manageable via single console for both DC & DR for day to day operations. Reporting, policy creation, alerts management etc. must be managed from the management server. The solution must allow the user to use a standard browser to access the management UI. <p>Management should also be in failover setup, i.e. if primary console goes down secondary at disaster recovery site should start controlling.</p>
B	Database Activity Monitoring (DAM)
	<ul style="list-style-type: none"> (i) HA in DC and standalone in DR (i) No of Databases – 30 databases. (ii) Scalability – solution should support upto 60 databases during the period of contract, by addition of licenses and without upgradation of solution software or hardware. (iii) To be deployed at DC and DR site of the Bank in active-active manner. In case the solution goes down at DC, the function being performed by the solution should be taken over by a corresponding device at DR site and vice versa. (iv) DAM solution should not be deployed in-line mode i.e. if DAM is unavailable it should not impact database functionality. (v) The entire solution must be centrally manageable via single console for both DC & DR for day to day operations. Reporting, policy creation, alerts management, DB protection configuration etc. must be managed from the management server. The solution must allow the user to use a standard browser to access the management UI. <p>Management should also be in failover setup, i.e. if primary console goes down secondary at disaster recovery site should start controlling all the gateway.</p>

C	Endpoint Encryption (EPE)
	(i) Standalone solution at DC and DR.
	(ii) No of endpoints / servers – 1500
	(iii) Scalability – the solution should support upto 2500 endpoints / servers during the period of contract, by addition of licenses without upgradation of solution software or hardware.
	(iv) To be deployed at DC and DR site of the Bank in active-active manner. In case the solution in DC is down, the function being performed by the solution should be taken over by a corresponding device at DR site and vice versa.
	(v) The entire solution must be centrally manageable via single console for both DC & DR for day to day operations. Reporting, policy creation, alerts management, DB protection configuration etc. must be managed from the management server. The solution must allow the user to use a standard browser to access the management UI.
(vi) Management should also be in failover setup, i.e. if primary console goes down secondary at disaster recovery site should start controlling all the gateways	
D	Multifactor Authentication (MFA)
	(i) HA in DC and standalone in DR
	(ii) Software Tokens (App. based) – 1500
	(iii) Scalability – the solution should support upto 2500 users during the period of contract, by addition of licenses and without upgradation of solution software or hardware. The bank may during period of contract, procure hardware based tokens. However, the solution proposed by the bidder should support the same from day one without any upgradation in software.
	(iv) To be deployed at DC and DR site of the Bank in active-active manner. In case the solution goes down at DC, the function being performed by the solution should be taken over by a corresponding device at DR site and vice versa. The bank should be authenticate users from any of the gateways i.e., DC / DR.
(v) The entire solution must be centrally manageable via single console for both DC & DR for day to day operations. Reporting, policy creation, alerts management, DB protection configuration etc. must be managed from the management server. The solution must allow the user to use a standard browser to access the management UI. Management should also be in failover setup, i.e. if primary console goes down secondary at disaster recovery site should start controlling all the gateways.	
E	Asset and Patch Management (APM)
	(i) Standalone solution at DC and DR.

	<p>(ii) No of endpoints and servers – 2500 (2000 agent based and 500 agentless for non-networked devices)</p> <p>(iii) Scalability – the solution should support upto 3500 assets during the period of contract, by addition of licenses without upgradation of solution software or hardware.</p> <p>(iv) To be deployed at DC and DR site of the Bank in active-passive manner. In case the solution goes down at DC, the function being performed by the solution should be taken over by a corresponding device at DR site and vice versa.</p> <p>(v) The entire solution must be centrally manageable via single console for both DC & DR for day to day operations. Reporting, policy creation, alerts management, DB protection configuration etc. must be managed from the management server. The solution must allow the user to use a standard browser to access the management UI.</p> <p>Management should also be in failover setup, i.e. if primary console goes down secondary at disaster recovery site should start controlling.</p> <p>(vi) The bidder should provide and manage end users help desk which should be integrated with IT asset management (ITAM), configuration management, end user support, reporting, and alert capabilities. The service desk should provide automation of repetitive tasks & processes, incident management (e.g. ticketing) etc.</p>
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6.4.1.3. Server Sizing

1. The bidder to provide two servers in DC and one server at DR to achieve the functionality as specified in above section.
2. The minimum configuration of servers which the bidder needs to propose should be:

S.N.	Component	Description
1	Server Type	Rack Mountable, maximum 2U
2	CPU	Latest generation Intel quad core processor
3	No of CPUs	Two (2)
4	Memory	128 GB DDR4 RAM, scalable to 256GB
5	LAN Card	4x1G integrated ports and 4x10G Gbps Base T (copper). The server should be scalable to support 4X10 Gbps SFP+ (fiber) modules by addition of card and transceivers during period of contract.
6	FC-HBA	Dual-port 16 Gb/s redundant Fiber Channel Host Bus Adapters to connect to SAN Switches.
7	Internal Hard disk	Minimum 2X500GB SSD, RAID 0+1 configured.
8	Power Supply	Hot Plug, redundant
9	Fans	Hot Plug, redundant
10	Power Sockets	IEC C13 – C14
11	Others	The server should be datacenter class and from

S.N.	Component	Description
		reputed manufactures and should have been deployed by the bidder in other BFSI organizations.

6.4.1.4. SAN Storage Sizing

1. The minimum SAN storage sizing which the bidder needs to propose should be:

S.N.	Item	Minimum Specification
1	Storage	Offered Storage array supporting block (FC) and file access (CIFS, NFS).
		The storage solution must have hot-swappable redundant controllers with minimum of 8GB per Controller as system memory and minimum of 16 GB Controller cache.
2	Operating System Support	The storage array should support industry-leading Operating System platforms including: Windows Server 2008 R2, Windows 2012/2016/2019, VMware, Sun Solaris, HP-UX, IBM-AIX, OpenVMS and Linux.
3	Virtualization Integration	Should support VMware vSphere (ESXi), vCenter; SRM 8.1.x, Microsoft Hyper-V, XenDesktop 7.1
4	Storage capacity & Scalability	a. The Storage Array shall be offered with minimum 40TB Usable Capacity using 1.2 TB or higher capacity 10K SAS drives in RAID5
		b. SSD - Equivalent to minimum 25% of the usable disk space i.e. minimum of 10TB.
		c. Storage shall be scalable to minimum of 300TB usable using SAS Disk 1.2TB 10K
5	Architecture & Processing Power	Storage system should have active-active controller with no single point of failure, while supporting all the major functionalities like Thin Provisioning, Data Tiering etc.
6	No Single point of Failure	Offered Storage Array shall be configured in a NO Single Point of configuration including Array Controller card, Cache memory, FAN, Power supply etc.
7	Disk Drive Support	Offered Storage Array shall support:
		a. 6Gbps or 12Gbps dual-ported 900GB, 1.2TB, 1.8TB, 2.4TB hot-pluggable Enterprise 10K/15K SAS hard drives. b. SAS SSD – 480GB, 960GB, 1.92TB, 1.92TB SED, 3.84TB
8	Raid Support	Offered Storage Subsystem shall support Raid 0, 1, 1+0, 5 and Raid 6.
9	Data Protection	a. In case of Power failure, Storage array shall have de-stage feature to avoid any data loss.
		b. Self-encrypting drives (SEDs) in SSD or HDD formats Full Disk Encryption (FCE) based on AES-256 Drives certified to FIPS

S.N.	Item	Minimum Specification
		140-2 Level 2.
10	Protocols	Offered Storage array shall support all well-known protocols like FC, iSCSI, SAS etc.
11	Host Ports and Back-end Ports	a. Offered Storage shall have minimum of 8 FC Ports host ports for connectivity to servers running at 16 Gbps speed.
		b. The storage should be offered with minimum of 8 iSCSI 10 Gbps ports.
		c. Offered storage shall have minimum of 8 number of SAS ports running at 12Gbps.
		d. Should have 2 management ports per array.
12	Thin Provisioning and Space Reclaim	a. Thin provisioning should be active by default on all volumes and should operate at full performance across all features.
		b. Thin Re-claim (Zero Page reclaim) inside storage subsystem shall be automatic in nature and there shall be no need to run any utility inside storage for same.
		c. Thin Re-claim inside storage shall not cause any overloading of Storage CPU and shall be able to claim the Zero pages even during peak load without any performance impact
13	Maintenance	Offered storage shall support online non-disruptive firmware upgrade for both Controller and disk drives.
14	Storage Array Configuration & Management Software	a. Vendor shall provide Storage Array configuration and Management software.
15		b. Software shall be able to manage more than one array of same family.
16	Auto-tiering	Offered storage shall provide up to 3 primary (media-based) tiers
17	Remote Replication	a. The storage array should support hardware-based data replication at the array controller level.
		b. Replication shall support incremental replication after resumption from Link Failure or failback situations.

- 6.4.2. The bidder should ensure the country of origin for all the proposed hardware so as to ensure the continuity of support, upgrade of hardware and availability of spares during the period of contract. In case of failure by the bidder to ensure the same during the contract period, the bidder has to replace with new hardware at its own cost.
- 6.4.3. The bidder to note that, bank proposes to use the storage for any additional security solutions procured during the contract period.
- 6.4.4. SAN switch for connecting the storage will be provided by the Bank.
- 6.4.5. The hardware should be virtualized using **VMware (ESXi)**. All licenses for virtualization to be provided by the bidder.
- 6.4.6. The solution should be integrated with the banks existing Veritas Netbackup solution; hence, the bidder needs to provide Veritas backup licenses as required.

- 6.4.7. The operating system should be latest, Datacenter/ Enterprise edition Windows / Linux server so that the host servers are adequately licensed and there should not be requirement of OS licenses for individual VMs created on these hosts.
- 6.4.8. Wherever external databases licenses are proposed by the bidder, they must be enterprise edition of SQL Server and number of licenses should be provided to license all the cores of the server on which the database would be hosted. The database licenses provided by the bidder should fully comply with the database OEM prevailing licensing policy. The management of databases provided by the bidder is under their scope.
- 6.4.9. Log Storage - The bidder should maintain 3 months of logs on-box, in addition, up to 9 months on near line storage and offline storage up to 9 years i.e., total 10 years log must be available.
- 6.4.10. The bidder should use the Bank's existing backup solution (Veritas), as detailed in current setup section, for backup and restoration whenever required by solution's application
- 6.4.11. The hardware sizing based on the current requirement (as specified above) and future scalability, should be approved by the OEM of the solution and bidder should submit the document for the same.
- 6.4.12. It would be bidder's responsibility to appropriately size the hardware over and above what is specified above and in case of any performance issues during the contract period the same needs to be replaced/ upgraded by the bidder at no additional cost to bank. The resource utilization at any point of time, considering the scalability requirement also, should not be more than 70%. During the period of the contract, the bank may increase the capacity by addition of licenses as per the contracted rate.
- 6.4.13. The bidder is responsible for automated online replication of logs from DC to DR for redundancy. The solution should be capable of automatically moving the logs from device to archival storage based on the ageing of the logs. The storage should have "Write Once ReadMany (WORM)" / Encryption/ Index and Search/ Retention and Disposal functionality. The storage should have the option to support backup on tape library. For DC-DR replication, the solution should also have the capabilities to replicate the logs in real-time and should have configuration for scheduled replication whenever required.
- 6.4.14. The L3 network connectivity between SIDBI offices, Data Centre site and Disaster Recovery Site will be provided by the bank.

6.5. Individual Solutions

6.5.1. File Integrity Monitoring

- 6.5.1.1. Objective - The bank intends to implement FIM to examine all the changes in a system, compares them against the predefined baseline, and alerts the management for person in charge if it notices any unexpected changes. This would assist the organization to detect any change that may pose a security risk, a probable cyber-attack, or a compromise in regulatory compliance.
- 6.5.1.2. The shortlisted bidder has to install and commission the solution on servers, integrate with Bank's SIEM and other security tools. Implementation of FIM should confirm to Industry best practices such as ISO27001 standards, Regulatory guidelines and Bank's Information Security policy.

- 6.5.1.3. The shortlisted bidder shall define security baseline and configure FIM solution as per the defined baseline.
- 6.5.1.4. The FIM solution should support multiple Operating system platforms, multiple file types for integrity monitoring. In case of any non-supportive platform/ file type/ applications /devices, shortlisted Bidder shall develop the customized agents for integration of such Operating system/file types, without any additional cost to the bank.
- 6.5.1.5. The bidder to configure the FIM solution to Track files (configuration and executables files), registry access, directory, movement & shares in real time, file and directory indexes, system binaries, permissions etc.
- 6.5.1.6. The FIM solution should be configured to Identify unwarranted file changes and alert. Unusual changes in file sizes, versions and file configuration
- 6.5.1.7. The FIM should be configured for identifying grouping of servers based on service and applying same policy. These servers may have different OS and different applications running on it.
- 6.5.1.8. The FIM Solution should be configured with web based and/or thick client based facility to view security events and File integrity posture of the Bank's in-scope environment. Solution should have drill down capability to view deep inside the alert and analyse the attack pattern.
- 6.5.1.9. The Dashboard should have Role based as well as Discretionary access control facility to restrict access to incidents based on user security clearance level. The solution should be configured to provide various reports based on user configurable parameters and standard compliance reports.
 1. Shortlisted bidder will customize incident management/ dashboard/ reports as per the Bank's requirements.
 2. Dashboard should have filtering capability to view events based on various criteria like location, device type, attack type etc.
- 6.5.1.10. Compliance to minimum technical specification given in **Section 12.3** (Annexure -III: Technical Bid).

6.5.2. Database Activity Monitoring

- 6.5.2.1. Objective - The Databases are the repositories of electronic data and the bank is highly dependent on the proper use and protection of the contents of their databases. Bank being the owner of the data assets, it is required to have a clear visibility and control on the activities relating to the databases. Hence, to achieve the objective and enhance forensic capability, the bank had decided to implement Database Activity Monitoring (DAM) solution.
- 6.5.2.2. Bank's all production databases at DC are to be integrated to DAM as per requirement in RFP without any limitation on the number of applications. The bidder should carry out integration of new databases whenever required by the bank, without any additional cost to the bank.
- 6.5.2.3. The installation/ configuration till sign-off should be done by shortlisted bidder under supervision of OEM only.
- 6.5.2.4. It will be the shortlisted bidder responsibility to liaison with the OEM to provide full technical support to the satisfaction of the Bank for the complete project duration. The bidder would be the single point of contact.

- 6.5.2.5. Bidder is responsible for providing compliance against ISO 27001:2013, Cert-In, RBI and other compliances as communicated by Bank from time to time.
- 6.5.2.6. Proposed DAM solution should not violate Bank's entitlement vis-à-vis Oracle Licensing policy in any way.
- 6.5.2.7. The proposed DAM solution should be able to provide the following minimum features:
1. Creation of an inventory through auto discovery of all databases and database users, deployed across the enterprise.
 2. Discovery of sensitive data in input and Masking of sensitive data in output.
 3. Discovery of vulnerabilities, missing patches.
 4. Creation of policies/rules for enforcing access control and proper rights management on databases.
 5. Monitoring access to databases, database activities, blocking unauthorized access / activities and segregation of duties.
 6. Reporting of deviations to the policies and access control.
 7. Virtual patching of database for known missing patches
 8. Complying with relevant regulatory guidelines.
- 6.5.2.8. Compliance to minimum technical specification given in **Section 12.3** (Annexure -III: Technical Bid).

6.5.3. EndPoint Encryption

- 6.5.3.1. Objective - The bank intends to strengthen the security posture of its endpoints. In this regard, it is proposed to procure endpoint encryption solution for all its endpoints and file servers.
- 6.5.3.2. Deployment of solution on 1500 endpoints spread across various branches in the Country, including file servers.
- 6.5.3.3. The endpoint encryption solution should support:
1. Full Disk Encryption (Drive Encryption)
 2. File and Folder Encryption (FFE)
 3. Removable Media Encryption (RME)
- 6.5.3.4. Configuration of solution to provide self-service portal to the users for recovery of lost credentials without intervention of administrator
- 6.5.3.5. Compliance to minimum technical specification given in **Section 12.3** (Annexure -III: Technical Bid).

6.5.4. Multifactor Authentication

- 6.5.4.1. Objective - The objective of the RFP is to strengthen the overall information security posture with Multifactor Authentication Solution working in tandem with the deployed Active Directory (AD)/LDAP etc., infrastructure.
- 6.5.4.2. The Solution Should support Soft, Hard, SMS, email, App tokens, push notifications, on-demand Short Message Service (SMS) authentication or more from day one. The bank should be able to use any combination of tokens based on grouping of users.

- 6.5.4.3. The bank proposes to use initially App. based tokens for all users. However, during the period of contract, the bank may use hardware based token. Order for hardware tokens would be placed as per the contracted rate.
- 6.5.4.4. The scope of work includes total responsibility for Supply, Installation, Configuration, Commissioning, Integration, Demonstration, Management, Maintenance, Monitoring of MFA Authentication Solution and would include but not limited to the following:
1. Deployment of the Authentication solution in High Availability cluster.
 2. Authenticators need to be placed in DC and DR and all should be connected internally for synchronization.
 3. Integrate the Authenticator with the back-end user repository which can be LDAP, AD, TDS, Radius, Citrix Gateway, Microsoft Azure Active Directory etc. to fetch the user credential from there.
 4. Integrate the Authenticator with the mail, Citrix Gateway, NAC, AD, internal application (during period of contract) where two factor Authentication need to be enabled for the internal users to access that application.
 5. Integrate the Authentication solution with the SMS-Gateway & Email-Gateway where required to send the token codes to the users over SMS or Email.
 6. Register users for Two Factor Authentication.
 7. There may be requirement to bypass MFA authentication for some of the users. The bidder to configure the solution for such type of exceptions.
- 6.5.4.5. The proposed solution should be able to support and seamlessly integrate with any Fraud Management and Risk-based authentication solution if Bank opts to deploy in the future. No additional cost whatsoever would be paid by the Bank for integration.
- 6.5.4.6. The bidder should integrate the solution with multiple Operating systems like Windows, Linux, Mac, Mobile OS such as Windows, Android, iOS etc.
- 6.5.4.7. Compliance to minimum technical specification given in **Section 12.3** (Annexure -III: Technical Bid).

6.5.5. Asset and Patch Management

- 6.5.5.1. Objective - Bank intends to implement enterprise wide IT Asset Management from procurement to salvage through single configuration management database (CMDB) including patch management solution for real time tracking and management of all its IT Assets (including servers) and patching and software asset management. **All the components should be in integrated form from same OEM.**
- 6.5.5.2. The solution should manage both hardware and software installed across the banks network. The solution should provide ongoing IT inventory management, IT Asset Management (ITAM), Software Asset Management (SAM), Software Distribution, Service Desk Management etc., remote problem troubleshooting & diagnosis, self-portal for users to download and use whitelisted applications, with robust reporting and alerting for Windows, Linux, UNIX etc.

6.5.5.3. The bidder should integrate with Active Directory /LDAP to align software deployment within the bank's organisation structure and user schedules. Further, the solution should be integrated with NAC.

6.5.5.4. The scope of work includes total responsibility for Supply, Installation, Configuration, Commissioning, Integration, Demonstration, Management, Maintenance, Monitoring of APM Solution and would include but not limited to the following:

1. Auto discovery & Onboarding of all the assets (hardware / software) into CMDB both Agent & Agentless.
2. Loading of agents on all the endpoints / servers.
3. Maintaining inventory of assets (software / hardware) and periodically submission of details to respective banks teams.
4. Intimating about the availability of patches of O/s, applications etc., and deployment after carrying out UAT in coordination with bank personnel / outsourced vendor.

All critical/security patches must be notified to the bank immediately on release and other patches within week of notification by the respective OEM. Installation of patches after bank approvals on certain set of endpoints and testing.

In case of servers, the scope of bidder would be only notification of the patches released by respective OEMs and resolving issues faced by the sever teams during implementation / testing / rollback.

5. Troubleshooting after deployment of patches etc.

6.5.5.5. Service Desk

1. The bidder should provide and manage end users help desk which should be integrated with IT asset management (ITAM), configuration management, end user support, reporting, and alert capabilities. The service desk should provide automation of repetitive tasks and incident management (e.g. ticketing) capabilities.
2. The solution should utilize the configuration management database (CMDB), which should help desk administrators to provide remote support, distribution of software update, patch deployment and auditing of compliance etc.
3. The service desk should be customizable for :
 - a) SLA management
 - b) Workflow management
 - c) Escalation
 - d) Email notifications
 - e) Creation of process for standard, repeatable tasks, which should include multiple interdependent activities which may have defined sequence and requires approvals at multiple levels:
 - (i) Onboarding of new employees (domain id request), request and approval
 - (ii) USB access requests from end users and approvals

(iii) Internet access requests from end users and approvals etc.

4. The solution should support queue based ticketing systems for incidents and process. The assignment of tickets should be automated based on hierarchical categories or manually assigned, and escalation notifications can be set to generate email alerts if tickets are not promptly addressed. Tickets can also be set up with parent-child relationships to automate closure of dependent tickets and add structure to related tasks that must be completed prior to closure of ticket.
5. The solution should track ongoing service processes and reports changes in ticket status to appropriate parties. The solution should support detailed reports to track help desk performance and responsiveness, including the granular ability to define and track resolution timeframes. The solution should have pre-defined reports and should have custom report wizard make it easy to assess compliance with service level agreements (SLAs) and overall service desk workload. Service desk tickets can also be archived for compliance-audit and other purposes. The end result is improved help desk management for SLAs and reporting, as well as increased user satisfaction.
6. The service desk should provide remote control capabilities to help you resolve issues without initiating a desk-side visit. The solution should have out-of-the-box remote support via Ultra VNC and supports third-party remote control solutions, such as Bomgar, Dameware, NetOps and Windows Remote Desktop.
7. The solution should provide end users with self-service portal where they can access a flexible knowledge base for self-help, locate hardware and software inventory information for their systems, install IT-sanctioned software packages, and submit and view the status of their support tickets. They can also follow IT-generated links to other self-service tools such as Password Manager, for completing self-service password management tasks. Secure user authentication should be provided via integration with Active Directory/LDAP, while single sign-on allowing users to easily and seamlessly access the user self-service portal with their corporate logon credentials.
8. The Service Desk should be integrated with OEM provided mobile App for Android and iOS devices, to enable end users to review and respond in real-time to service desk notifications and submit service desk tickets etc.

6.5.5.6. Compliance to minimum technical specification given in **Section 12.3** (Annexure -III: Technical Bid).

6.5.6. Encryption Policy

6.5.6.1. The shortlisted bidder shall draft encryption policy, taking into consideration the current setup of the bank, which should include, encryption of:

1. Data at Rest
2. Data in Motion and
3. Data in Processing.

4. Encryption key Management
 5. Acceptable Encryption Algorithms
 6. Enforcement of policy etc.
- 6.5.6.2. The bidder should study the complete IT setup of the Bank, Information flow, accessibility of users & customers, deployed technologies & their architecture etc. and accordingly draft suitable encryption policy for the Bank.
- 6.5.6.3. The bidder should also provide implementation guidelines, details of available solutions for carrying out implementation of encryption in each state of data.
- 6.5.6.4. Implementation of policy is not in the scope of bidder.

6.6. Warranty, AMC & ATS

- 6.6.1. A comprehensive onsite warranty / ATS for a period of one year and comprehensive on-site additional AMC/ATS for 2nd to 5th year shall be there on all the solutions, Hardware, Software, Operating system, Databases etc. supplied by the bidder to the Bank. The warranty period would commence from the acceptance date of Phase-1 UAT signoff from Bank. All warranty and AMC should be comprehensive on-site, back to back with OEM and 24X7X365 basis.
- 6.6.2. **As non-alignment of delivery of hardware and software together at the same time and the late sign-off of any solution may impact the Warranty / AMC timelines under back-to-back agreements of bidder with OEM, the bidder is required to take care of the same in their agreements with OEMs. The Bank will not consider any request for adjustments/waiver of warranty/AMC period in such cases and will seek full five year warranty/AMC and active life of each solution with full OEM support & services after acceptance of solution by the Bank.**
- 6.6.3. The warranty and AMC/ATS should be comprehensive, onsite and back to back support contract with respective OEMs (back lining with OEM) for the entire period of the contract. The software, databases, operating system should be under Technical support with OEM during the entire period of contract.
- 6.6.4. The bidder would be responsible for updates, patches, bug fixes, version upgrades for the entire infrastructure supplied as part of this RfP, without any additional cost to the bank.
- 6.6.5. The Bidder should provide the latest version of the Solutions. The bidder would be responsible for replacing the out-of-support, out-of-service, end-of-life, undersized, **infrastructure** elements at no extra cost to the bank during the contract period.
- 6.6.6. The support for all the solutions proposed should be provided for the contract period. Whereas free upgrade should be provided for all solutions if the end of life occurs within the period of contract with bank.
- 6.6.7. The Supplier shall warrant that the products supplied under the Contract are of the most recent version/latest and incorporated with all recent improvements in design and / or features. The Supplier shall further warrant 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.
- 6.6.8. 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.

- 6.6.9. During warranty / AMC/ ATS period, the scope includes resolving supplied hardware and software related issues, including installation/reinstallation of OS and of any other software supplied by the bidder, due to any reason what-so-ever for the above mentioned hardware and software, without any additional cost to the Bank.
- 6.6.10. The bidder shall ensure re-deployment of software/solution or its agents/scripts at central or remote sites or at endpoints as part of maintenance only. There shall be no additional charges payable for re-designing / re-deployment of solution at any or all additional endpoints including DC and DR sites of the Bank. All activities pertaining to continuity of the solution shall be ensured by the bidder as part of warranty and/or AMC without any extra cost to the Bank.
- 6.6.11. The warranty and AMC/ATS will cover every kind of repair and support including technical on-site support from the Bidder and back to back OEM support for software updates, OS upgrades, version upgrades, troubleshooting, TAC support from the OEM, hardware replacement, hardware upgrades, and all relevant updates for any or all modules procured as part of this RFP to ensure that the most updated security risk library is available to the Bank at any given point in time for entire contract period.
- 6.6.12. During the warranty and AMC period, the Bidder should maintain the acceptance criteria and shall be responsible for all costs relating to service, maintenance (preventive and corrective), technical support and transport charges from and to the sites in connection with the maintenance of the solution or any components/ parts there under, which, under normal and proper use and maintenance thereof, proves defective in design, material or workmanship or fails to confirm to the specifications, as specified.
- 6.6.13. The successful Bidder shall ensure that services of professionally qualified persons will be available for comprehensive on-site maintenance of the equipment during warranty/AMC period.

6.7. Technical Resource

- 6.7.1. The service provider has to arrange to provide separate resources for:- (1) Implementation phase and (2) Operation phases.
- 6.7.2. Separate implementation team to be deployed by bidder, to have parallel implementation of all solutions.
- 6.7.3. All team resources included in implementation should be on the payroll of Bidder or OEM.
- 6.7.4. Operations phase should begin once implementation of the solution has fully completed and acceptance/sign-off of Phase-1 has been received from the bank.
- 6.7.5. **Implementation Phase**
- 6.7.5.1. During implementation phase the bidder has to deploy one dedicated Project Manager and Team Members. Further, assistance of respective OEMs should be provided and available at project site during implementation of respective solution components.
- 6.7.5.2. One Dedicated Project Manager with minimum qualification B.E/B.Tech /MCA, five (5) years of experience in IT Security solutions implementation and having CISSP certification shall be assigned by the Bidder at the

Bank's Site in Chennai to ensure implementation timelines are met to achieve desired results.

- 6.7.5.3. The shortlisted Bidder will have to introduce the resources to Bank via formal communication on company letter head along with copies of qualification, experience, certifications and biodata. On receipt of the information, the bank would conduct interview of the resources before finalizing.
- 6.7.5.4. During implementation phase, OEM resources shall be available at banks project site at Chennai for finalizing the design and implementation plan of their respective solutions.
- 6.7.5.5. The roles and responsibilities of each resource is as under:

Project Manager	Team Member	OEM
<ul style="list-style-type: none"> • Single point of contact for Bank's senior management • Primarily accountable for successful implementation of the project across Bank • Identification of working team members, project management office members and team lead • Monitor Project implementation at Bank • Co-ordinate with all stakeholders • Monitor quality and risk related activities • Identify and implement best practices during project deployment at Bank • Periodic reporting to Bank on the status, issues/ challenges faced and how these are handled 	<ul style="list-style-type: none"> • Implementation of all devices/solutions in scope. • Customize devices/ solutions as per requirements. • Perform acceptance testing for each device/ solution. • Report the progress to Project Manager and Bank. • Identify and report any risks to Project Manager and Bank. • Seek advice from the Project Manager on mitigation measures for the Bank. 	<ul style="list-style-type: none"> • Validation of solution design and architecture as prepared by bidder as per Bank's requirement • Ensure customization is in line with Bank's requirements • Provide SME support to working teams during implementation and operations • Continuous monitoring of implementation at each location • Training on functionality of the solutions to Bank's designated team prior to impl. and after impl. • OEM Certification of Deployed Architecture & Configurations done at Bank setup after implementation of its products for Bank Sign-Off.

- 6.7.5.6. The Bidder/OEMs shall provide on-site resources at bank's Chennai Office and one resource at DataCenter for implementation of their respective solutions during the implementation phase.
- 6.7.5.7. In case the Bidder is not able to resolve the Bank's, queries or delays the implementation beyond stipulated timelines, the OEM shall ensure implementation at no extra cost to the Bank. Hence it is expected to work hand in hand by both parties i.e. bidder as well as OEM for implementation and operation phase.
- 6.7.5.8. Shortlisted bidder will follow and comply with the procedures and policies, applicable to the scope of work mentioned in the RFP, laid down by the Bank vide IS Security Policy from time to time and also extend full cooperation to the auditors designated by Bank.

6.7.6. Operation Phase

6.7.6.1. The shortlisted Bidder shall deploy L1 and L2 resources, who should be in their **OWN PAYROLL**. Undertaking from company along with latest payslip to be submitted. No outsourced / sub-contracted staff to be deployed during any phase of the project (entire contract period).

6.7.6.2. The number of resources required for managing the systems during operations phase is as under:

S.N.	Details	Chennai	Mumbai
A.	No of Resources		
1	L1 Resources	2	1
2	L2 Resources	2	NA
B.	Shift Timings (Monday to Saturday)		
1	Shift-1: 9am to 5pm	2XL2 and 1XL1	1XL1
2	Shift-2: 1pm to 9pm	1XL1	NA

6.7.6.3. In case of exigency, support arrangement should be available during off-hours and holidays as a part of the crisis / incident management process.

6.7.6.4. Bank reserves the right to change shift timings during the period of contract based on its requirements.

6.7.6.5. The shortlisted Bidder will have to introduce the resources to Bank via formal communication on company letter head along with copies of qualification, experience, certifications and biodata. On receipt of the information, the bank would conduct interview of the resource. The bidder has to deploy the resource based on the acceptance by the bank.

6.7.6.6. It will be the Bidders responsibility to get their Identity & Address proofs and submit to the Bank. The shortlisted bidder has to carry out following checks for all resources deployed on the site during period of contract:

1. **Background verification** - including education and experience of all the resources deployed on-site and submit the certificate.
2. **Police verification (PV)** - of all the resources deployed onsite at the bank and submit certificate.
3. The background and Police verification certificates to be submitted within **3 months** from the date of joining of the resource at the bank site.

6.7.6.7. The bidder shall maintain enough provisions of additional manpower for managing the absence of any resources due to whatsoever reasons. (Like company policy, work-hour limitations, leave, sickness, recess, interval, training, etc.).

6.7.6.8. The bank during the period of contract, due to its operational requirements may:

1. Increase the number of resources as per the contracted rate OR decrease the number of resources if workloads reduce due to any reasons. The payment for such resources would be paid on pro-rata basis.
2. Shift the operations of management / monitoring (being carried out by L1 & L2 resources) to alternate location (inter / intra city). The shortlisted bidder to provide the resource at the alternate location

without any additional cost to the bank. However, prior to shifting notice period of at least 30 days would be given.

- 6.7.6.9. The shortlisted bidder would align its expertise from its respective backend technology practice/tower/vertical in its organization to attend any critical technical issue as and when required. These services would be in addition to the resources deployed on-site in the banks premises. No additional cost whatsoever would be paid by the bank.

6.7.6.10. Qualification and Experience of On-Site Engineers

The Minimum desired educational qualifications and the experience/ skill-set possessed by resources should be as under:

1. L1 Resource

Qualification	B.E/ B.Tech/MCA
Experience	Minimum 2 years of relevant and 3 years of total experience in the field of IT Security and implementation/ support of in-scope solutions.
Certifications	Should be certified with at least 1 certifications out of the following: CCNA/RHEL/MCSA/APM/DAM/FIM
Training	The resource should be trained on all the technologies, prior to deployment on-site.

2. L2 Resource

Qualification	B.E/ B.Tech/MCA
Experience	Minimum 3 years of relevant and 5 year total experience in the field of IT Security and implementation / support of in-scope solutions
Certifications	Should be certified with at least 2 certifications out of the following: RHEL/CCNP/MCSA/UNIX/DBA/DAM /FIM
Training	The resource should be trained on all the technologies, prior to deployment on-site.

3. All the resources to be trained for a period of one month by the bidder / OEM on the in-scope solutions before deploying them on-site.

6.7.6.11. Roles and Responsibilities of On-site Resources

The roles and responsibilities of on-site resources, but not limited to, are as under:

Resource	Roles and Responsibilities
L1 Resource	<ul style="list-style-type: none"> Have daily Operation efforts, proactive Server / Solution Dashboard Monitoring, Attending and resolving user calls, opening tickets etc., and report on progress to Team Leads. Resolving technical issues & lodge tickets with OEM, follow-up for long pending calls Co-ordinate with all Teams for follow-up for open tickets & activities. Intimation to respective teams of the bank on availability of server / endpoint patches and guiding them for implementation / rollback etc. Assist server team and FM team for installing patches on servers and endpoints.

Resource	Roles and Responsibilities
	<ul style="list-style-type: none"> • Manage servers, Operating Systems and Storage • Do periodic preventive health check / Version Upgrade for solutions under their preview. • Submission of reports.
L2 Resource	<ul style="list-style-type: none"> • Lead daily Operation efforts, Report on progress to Technical Delivery Manager and Bank • Providing assistance and management of Operation Team (L1) in resolving user problems, technical issues & coordinating with OEM as escalation follow-up for long pending & calls. • Co-ordinate with all Teams for follow-up for open tickets & activities. • Do Server patching / hardening on solutions under their preview and management of databases provided as part of solution. • Assist DBA, server team and FM in deploying patches for databases, servers and endpoints. • Manage servers, Operating Systems and Storage. • Do periodic preventive health check / Version Upgrade for solutions under their preview • Monitor quality and risk related activities on solutions under their preview • Identify and implement best practices / configurations on solutions under their preview during operation phase as part of continuous improvements. • The implementation of solutions on additional agents after signoff of the solution shall be done by onsite resource without any extra cost to the Bank. • Coordination with Account Manager and Technical Delivery manager and arranging for monthly review meetings. Ensuring minutes of meeting are submitted on time.

6.7.6.12. Others

1. Account Manager

A senior management member from the Bidder shall be identified as Account Manager, who would be single point of contact to the bank during the operation phase. The roles and responsibilities of account manager are outlined below:

- Single point of contact for Bank's senior management
- Primarily accountable for successful operations of the project
- Act to remove critical project bottlenecks
- Identification of working team members, team leads etc.

2. Technical Service Delivery Manager

One Technical Delivery Manager will be assigned by the bidder during operation phase to ensure service delivery levels are as per SLA requirements

- Monitor operations for all solutions implemented at Bank

- Help Team Leads in resolving technical issues & coordinating with OEM as escalation follow-up for long pending Tickets & calls
- Co-ordinate with all stake-holders
- Monitor quality and risk related activities
- Identify and implement best practices during project operations at Bank
- Periodic reporting to Bank on the status, issues/ challenges faced and how these are handled.
- Redesigning of the solution for optimal output of the solution in interest of the Bank.
- Crisis Management and Emergency response Procedures

6.7.6.13. Other Terms and Conditions of Resource

1. Overall monitoring and management of the project during and post installation for the full period of contract.
2. Coordination for delivery/ deployment/ discovery of agents/ endpoints and Installation of new hardware, software and necessary licenses in stipulated time frame.
3. SLA Maintenance / Management, daily / monthly Uptime reports, utilization reports & interface utilization / reporting of all the devices.
4. Submission of periodical reports on the performance of the equipment's and its reviews. Preparation and submission of other MIS related work assigned by Bank.
5. The onsite resources should abide by timings as revised by the Bank time to time.
6. The members of the on-site team should have mobile phones and the details like Name, Address (Inclusive of Residential Telephone Number), Mobile Number should be provided to Bank
7. Disability if any or suffering for any disease should be informed to the Bank in advance. The bank shall not be responsible for any such disability/disease or physical fitness of the resources deployed onsite, the bidder shall ensure necessary steps for the same without hampering services to the Bank.
8. Buffer arrangement: The bidder will maintain enough provisions of additional manpower for managing the absence of any resources due to whatsoever reasons. (Like company policy, work-hour limitations, leave, sickness, recess, interval, training, etc.)
9. The on-site team shall maintain attendance register and the same should be shared with Bank on daily/monthly or on defined frequency by the Bank. The bidder shall ensure verification of attendance by Bank's Team on weekly basis. Only verified attendance shall be counted for payment. The bidder shall also submit collated excel sheet of verified attendance to bank's team on monthly basis
10. The onsite resources shall follow non-disclosure agreement (NDA) with Bank meticulously. The Bidder/ onsite resources at bank shall inform Bank about any correspondence with external entities pertaining to any point mentioned in the scope of the work.

11. On-site resources deployed by service provider will be subjected to the disciplines, office decorum, etiquettes as applicable to any other staff member of the bank.

12. Deployed resources will have to make their own arrangement for Transportation (including in case of night shift or late sitting in the office), Lunch/snacks/breakfast etc.

6.8. Replacement of Resources

6.8.1. If the onsite resource is found not qualified / suitable or his performance is not satisfactory, bidder shall have to replace the engineer within 30 days of written e-mail communication from Bank regarding the same. Applicable amount, on pro-rata basis, for the service rendered shall be payable.

6.8.2. The on-site team shall NOT be changed without prior approval from Bank and adequate notice (minimum one month Notice) should be provided by the bidder. Any resigned resource of on-site team should not be relieved before giving suitable replacement, handover and serving required notice period.

6.8.3. The replacement resource should have same qualification, experience and certification criteria. Further, the bidder to carry out background and police verification and submit the reports as per schedule given in RfP.

6.9. Audit Observations and Compliance

6.9.1. Bank is subjected to various audits [internal / statutory / RBI /ISO etc.]. The shortlisted bidder must ensure that the audit observations are closed on top priority and to the satisfaction of the Bank, regulator and its appointed auditors. Extreme care should be taken by the shortlisted bidder to ensure that the observations do not get repeated in subsequent audits. Such non-compliance by shortlisted bidder shall attract liquidated damages.

6.9.2. The shortlisted bidder in consultation with bank personnel, to provide compliance to various audits observations like ISO 27001:2013, RBI, IS Audit etc., intimated by the bank, in respect to the solutions under preview.

6.9.3. Post installation of Solution with all its component including OS, VA & PT (Vulnerability Assessment & Penetration Testing) shall be conducted and report will be provided by Bank to bidder. All findings/issues pointed out in the report to be complied/fixed. Moreover, periodic review audit of the database and application is conducted by Information Security and other authorities on the installed components, and its report including VAPT Reports to be complied by bidder/OEM within the timelines, during the entire period of contract.

6.9.4. No additional cost whatsoever would be paid by the Bank.

6.10. SLA Compliance

The shortlisted bidder shall ensure compliance with SLAs as defined in the Section 8 of RfP.

6.11. Project Monitoring Committee

6.11.1. A Project Monitoring Committee (PMC) would be formed with representatives of SIDBI and / or outsourcing partner and Project Manager & other higher authorities from shortlisted bidder side.

6.11.2. The role and responsibility of the Committee would be to discuss the progress, resolve all the issues during designing / implementation / Commissioning / Acceptance etc.

6.11.3. The PMC would meet on weekly basis to review the progress of project till acceptance of all the solution is completed.

6.12. Review Meetings during Operation Phase

6.12.1. Monthly Review

- 6.12.1.1. Monthly during first week of every month, throughout the period of contract.
- 6.12.1.2. The review meeting are to be attended by Account Manager, Technical Service Manager and Senior Management of the bidder.
- 6.12.1.3. Minutes to be submitted within 5 working days
- 6.12.1.4. Discuss on the performance of the solution, including technical resources performance.

6.12.2. Annual Review

- 6.12.2.1. The Bank will also carry out annual review of the contract to ascertain the financial stability of the bidder in addition to the performance and service reliability. The bidder shall be required to submit the audited balance sheet and CA certificate for respective FYs. In case the review falls middle of FY, the bidder to submit unaudited balance sheet and CA certificate.
- 6.12.2.2. All review meetings will be held with SIDBI team. Currently, team is located at Chennai Office. However, Bank may during the period of contract may relocate SIDBI team to any other location in India.
- 6.12.2.3. No additional cost whatsoever would be paid by Bank to the bidder for attending the review meetings.

6.13. Continual Improvements

- 6.13.1. The Bidder is expected to improve the operations on an on-going basis.
- 6.13.2. The Bidder is expected to provide a quarterly report of the new improvements suggested, action plans, and the status of these Improvements to the SIDBI.
- 6.13.3. Improvement areas could include process changes/ training resulting in efficiency/ SLA improvement etc.

6.14. User Acceptance Testing

- 6.14.1. The Bank shall commence the User Acceptance Testing as and when each solution and services are made ready by the Bidder and a formal confirmation that the system is ready for UAT is submitted to the bank. The results thereafter will be jointly analyzed by all concerned parties.
- 6.14.2. UAT will cover acceptance testing of all the product/services, integration with banks existing CSOC, security solutions and infrastructure.
- 6.14.3. The Bidder is expected to make all necessary modifications to solutions including customizations, interfaces, appliances, software etc. If there are performance issues and errors identified by the Bank. These deviations/ discrepancies/ errors observed will have to be resolved by the Bidder immediately.
- 6.14.4. The UAT testing has to be completed as per the timelines defined in the RfP.
- 6.14.5. On successful completion of UAT, the Bank will provide the sign-off for phase-1 and accept the solutions.

- 6.14.6. The tenure of contract, including warranty/ATS/AMS for the solutions will commence after acceptance of the solution by the Bank. In case of discrepancy in facilities /services provided, the Bank reserves the right to cancel the entire contract.
- 6.14.7. In case of discrepancy in facilities /services provided, the Bank reserves the right to cancel the entire contract.

6.15. Training

- 6.15.1. The Bidders shall provide professional training by OEM or its Certified Training partner to the identified Bank personnel / team, minimum 6 in number on each solution supplied as part of this RfP. The training shall be given during pre-implementation and post-implementation in batches.
- 6.15.2. The pre-implementation should be completed prior to delivery & implementation of solutions and the post-implementation training after Phase-1 signoff.
- 6.15.3. Pre-implementation training should include solution architecture, features & functionality etc., which would assist the Bank personnel/team during deployment.
- 6.15.4. Post-implementation training should include deployed architecture, basic & advanced administration as per official curriculum of OEM. The related certificate should also be awarded to the trainees who undergo the post implementation training for each solution.
- 6.15.5. The bidder also to arrange for Introduction to Oracle database security training by OEM or its certified partner for 6 Bank personnel / team post Phase-2 signoff.
- 6.15.6. The training will be arranged by the vendor/OEM in their premises at the cost of the bidder. All expenses related to training shall be borne by the selected bidder except lodging, boarding and travelling expenses of the Bank staff within India.
- 6.15.7. The bidder shall provide comprehensive training manual, lecture notes, handouts and other training documentation during both the phases of trainings

6.16. Responsibility of Bank

- 6.16.1. Make available site for installation with UPS power, rack space, internal cabling.
- 6.16.2. Provide access permissions for the bidders engineers to work at DC & DR after complying with security requirements, rules & guidelines of the co-located service provider.
- 6.16.3. Provide details of contact person at the location/office who would be coordinating with the vendor during installation/PM/troubleshooting etc.
- 6.16.4. Providing downtime for installation / preventive maintenance of equipment. The vendor should communicate at least one week in advance, the proposed date for preventive maintenance etc., based on which downtime would be obtained from the locations/offices.
- 6.16.5. Providing necessary sitting space with telephone (landline), power facility to the on-site engineers.

7. Special Terms and Conditions

7.1. Delivery, Installation, Commissioning and Acceptance

- 7.1.1. The hardware, software, databases etc., are to be delivered at the banks DC in Mumbai and DR in Chennai. The Bank shall provide the address and contact details for delivery of Solution while placing the order.
- 7.1.2. Delivery of all solutions including hardware should be as per the schedule given in **Section 7.2.2.**
- 7.1.3. Necessary insurance shall be arranged by bidder covering damage, theft etc. for the goods being supplied by the bidder till the successful completion of installation of hardware / solutions at the delivery locations. till the successful completion of installation of hardware / solutions
- 7.1.4. The successful bidder should ensure complete installation, configuration and commissioning of the delivered solution including deployment of Hardware and complete all the works specified in the RFP. The solutions should comply all the technical specifications.
- 7.1.5. The Installation will be deemed as incomplete if the solution is not operational or not acceptable to the Bank after acceptance testing / examination. The installation will be accepted only after complete commissioning of all solutions covered under this RFP. The date of commencement of contract will be from the date when the Bank accepts all solutions covered under this RFP. The contract tenure for the solutions covered under this RFP will commence after acceptance by the Bank.
- 7.1.6. The Bank will conduct acceptance test (UAT) before accepting each solution supplied under this project. In the acceptance test, the solution should be completely operational, the solution should comply with its respective technical specification, and the solution should integrate with the applicable devices / systems available with the Bank. The Bank may engage the services of the external consultant to conduct the User Acceptance Test.
- 7.1.7. In the event of hardware /software failing to pass the acceptance test, a period not exceeding one week will be given to rectify the defects and clear the acceptance test, failing which the Bank reserves the right to get the corresponding component replaced by the Bidder at no extra cost to the Bank or to cancel the order and recall all the payments made to the bidder by the bank along with interest.
- 7.1.8. Successful conduct and conclusion of the acceptance tests for the installed components shall also be the sole responsibility and at the cost of the Bidder. During acceptance testing the bidder has to demonstrate all the features of the respective solutions.
- 7.1.9. The Bank 's right to inspect, test and, where necessary, reject the Goods after the Goods' arrival at destination shall in no way be limited or waived by reason of the Goods having previously been inspected, tested and passed by the Bank or its representative prior to the shipment of the goods.

7.2. Implementation Phases and Timelines

7.2.1. Project Kick-Off

- 7.2.1.1. The project Kick-Off should be within two weeks from the date of Purchase Order.

7.2.1.2. The kickoff meeting for each solution shall be convened along with OEM of respective solution and Bank Team.

7.2.1.3. The implementation Project Manager shall submit the project rollout plan of the solution after vetting/validation of the same by the OEM and also present the same in kickoff meeting (within two weeks) with Bank.

7.2.2. Implementation Phases

All hardware, software and other components supplied under the scope must be implemented as per project timeline. Implementation of various solutions should be carried out in phased manner as per following details:

7.2.2.1. Phase-1

1. Submission of detailed implementation document acceptable to the Bank for all solutions.
2. Delivery of all the hardware, software, databases etc., installation, integration and carrying out UAT, Commissioning and signoff.
3. UAT signoff criteria for **Phase-1** would be as under:

S.N.	Solution	Criteria
1	FIM	Installation and Integration of 50 servers across Windows, Linux and Unix platforms.
2	DAM	Installation and Integration of all production databases.
3	EPE	Installation and Integration of 250 endpoints.
4	MFA	Installation and Integration with AD, TDS and Citrix Gateway.
5	APM	Installation and Integration of 250 endpoints.

7.2.2.2. Phase-2

Integration of remaining in-scope servers & endpoints and submission of data encryption policy along with guidelines for implementation within **8 weeks** from phase-1 sign-off.

7.2.3. Implementation Timelines

The implementation timelines would be from the date of placing purchase order with the shortlisted bidder and the schedule would be as under:

S.N.	Activity	Time Period for Completion
A. Phase-1		
1	Submission of implementation and integration documents for all the solutions	Three (3) weeks from the date of Purchase Order.
2	Pre-Implementation Training	
3	Delivery of Hardware, Software, databases and other components forming the solutions.	Four (4) weeks from the date of Purchase Order.
4	Installation, configuration, Integration, Commissioning and completion of UAT of the solutions & Signoff for Phase-1.	Four (4) weeks after delivery.
B. Phase-2		
5	Integration of remaining servers/ endpoints, post-implementation training and submission of encryption policy.	Eight (8) weeks from the date of signoff of Phase-1.

7.3. Price

- 7.3.1. Prices quoted by the bidder should include GST, duties, levies, transportation costs, back to back support with OEM, insurance costs, training etc., till the bid validity period.
- 7.3.2. Once a contract price is arrived at, the same must remain firm and must not be subject to escalation during the performance of the contract due to fluctuation in foreign currency, change in the duty/tax structure, changes in costs related to the materials and labour or other components or for any other reason.
- 7.3.3. Bidder will be entirely responsible for all applicable present and future, duties, levies, charges, license fees etc. in connection with delivery of goods at respective sites including incidental services and commissioning.
- 7.3.4. While any increase in the rates of applicable taxes or impact of new taxes imposed by Gol, subsequent to the submission of commercial bid shall be borne by SIDBI, any subsequent decrease in the rates of applicable taxes or impact of new taxes shall be passed on to SIDBI in its favour. This will remain applicable throughout the contract period.
- 7.3.5. Implementation cost shall also include implementation effort both by OEM & bidder. Bank will not pay any extra charge to OEM and / or bidder as implementation cost.
- 7.3.6. If the cost for any line item is indicated as zero, it will be assumed by the Bank that the said item is provided to the Bank at free of cost.
- 7.3.7. The Bidder has to make sure all the arithmetical calculations are accurate. Bank will not be held responsible for any incorrect calculations. However, for the purpose of calculation Bank will take the corrected figures / cost.
- 7.3.8. No other cost whatsoever will be paid by SIDBI.

7.4. Taxes and Duties

The bidder shall be entirely responsible for all applicable taxes, duties, levies, charges, license fees, road permits, etc. in connection with delivery of products/services at site including incidental services and commissioning. Providing clarifications / particulars / documents etc. to the appropriate tax authorities for assessment of tax, compliance with labour and other laws, etc. will be the responsibility of the bidder at its cost.

7.5. Terms of Payment

- 7.5.1. The details of various components that would be considered for release of payment would as under:

S.N.	Details	Commercial Bid Section
1	Solution Cost	Annexure -IV: Part-I “Solution Cost” of Commercial Bid Sum of Table-1 + Table-2 charges
2	AMC / ATS	Annexure -IV: Part-II – “AMC/ATS for four years” of Commercial Bid Sum of Table-1 + Table-2 + Table-3 + Table-4 charges
3	Training Charges	Annexure -IV: Part-I “Solution Cost” of Commercial Bid Cost quoted in Table -3, S.N.1
4	Encryption Policy Preparation charges	Annexure -IV: Part-I “Solution Cost” of Commercial Bid Cost quoted in Table -3, S.N.2

S.N.	Details	Commercial Bid Section
5	Resource Cost	Annexure -IV: Part -III “Resource Cost” of Commercial Bid

7.5.2. Payment for Solution Cost

The payment towards cost of solution would be released as under:

7.5.2.1. **40% of the Solution cost** on delivery of all solutions at respective locations, post verification and submission of delivery challan with invoice.

7.5.2.2. **20% of the solution cost** Post successful completion of UAT, **Phase-1 signoff and acceptance** by the Bank and submission of back to back warranty, ATS/Support certificates from OEM and verification from OEM portal.

7.5.2.3. **40% of the solution cost** Post Phase-2 signoff.

7.5.3. Payment for Trainings

7.5.3.1. 20% of training charges post Phase-1 signoff

7.5.3.2. 80% of training charges post Phase-2 signoff.

7.5.4. Payment for preparation of encryption policy

100% of the encryption policy preparation charges on submission of policy along with implementation guidelines etc., as defined in SoW and acceptance by the bank.

7.5.5. Payment for Deployed Resources

Payment towards deployment of support resources (L1 & L2) during the contract period will be divided into equal quarterly installments and will be payable to the Bidder quarterly in arrears on submission of invoice and other supporting documents. This will start from the date of acceptance of resource. Payment for last quarter of the contract period will be released only at the end of the contract period after adjusting LD, if any.

7.5.6. Payment during AMC/ATS

Payment during AMC/ATS will be released 100% in advance on submission of back to back warranty/AMC/ATS certificates from respective OEM for all the components, including hardware, software, databases etc. and invoice.

7.5.7. Payment for OEM Charges for Health Checkup of DAM Solution

Payment towards OEM charges for health checkup of DAM solution will be paid annually (from second year of contract onwards) throughout the period contract, on completion of the health checkup by the OEM and submission of its report along with its recommendations/suggestions. The bidder has to raise invoice for the same.

7.5.8. Payment of first installment will be released only after submission of Performance Bank Guarantee. In case of delay in commencing services, payment will be made on pro-rata basis for the services delivered after deducting applicable LD, if any.

7.5.9. Payment of any quarter will be made after deducting TDS/other taxes and applicable LD, if any. The LD towards default in any quarter will be deducted in subsequent quarter and for the last quarter of the contract, LD would be deducted from the amount payable for the last quarter.

7.5.10. In case of LD to be charged to bidder, Bank will intimate the amount of LD and bidder has to raise credit note/invoice in favor of the Bank. The amount payable would be net of debit and credit note / invoice.

7.5.11. Payment in case of Termination of contract

In case the contract is terminated payment will be made on pro rata basis for the period for which services have been delivered, after deducting applicable LD, TDS and adjusting other pending charges, if any.

7.5.12. Payment for procurement of Rate Contracted items

100% on supply, installation and commissioning and submission of back-to-back warranty/ ATS certificate and submission of invoice.

7.5.13. All payments will be released within 45 days from the date of receiving the undisputed invoice or from the date of receipt of credit note/invoice, if applicable, whichever is later.

7.5.14. On receipt of payment advice from bank, bidder has to acknowledge the same and submit payment receipt / confirmation.

7.5.15. All the payments will be made by the bank electronically through RTGS/ NEFT. Hence, Bidder has to submit Bank Mandate Form, in the prescribed format given in RfP along with cancelled cheque in original with Minimum Eligibility bid.

7.5.16. All Payments will be made to the Bidder in Indian Rupee only and Bidder will be required to furnish the applicable documentary proof as specified above while claiming the appropriate payment.

7.5.17. The Bank shall have the right to withhold any payment due to the Bidder, in case of delays or defaults on the part of the Bidder. Such withholding of payment shall not amount to a default on the part of the Bank.

7.5.18. *The Bidder must accept the payment terms proposed by the Bank. The financial bid submitted by the Bidder must be in conformity with the payment terms proposed by the Bank. Any deviation from the proposed payment terms would not be accept.*

7.6. 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 Vendor. 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 Vendor from his responsibility to pay any tax that may be levied in India on income and profits made by the Vendor in respect of this contract".

7.7. Termination

7.7.1. The various clauses for termination of contract are as under:

S.N.	Details for Termination
1	Termination for non-performance (not meeting SLA)
	<p>(i) Bank may, without prejudice to any other remedy for breach of contract, by giving written notice of 30 days to the bidder, terminate the contract in whole or part on occurrence of any or part of the following events:</p> <p>a) If the bidder fails to deliver any or all of the services within the period(s) specified in the contract or within any extension thereof granted by the Bank pursuant to conditions of contract</p> <p>b) The Selected bidder breaches its obligations under the scope document or the subsequent agreement and if the breach is not cured within 30 days from the date of notice</p>

S.N.	Details for Termination
	<p>c) Serious discrepancy in the quality of service expected during the implementation, rollout and subsequent maintenance process.</p> <p>d) The Selected bidder (i) has a winding up order made against it; or (ii) has a receiver appointed over all or substantial assets; or (iii) is or becomes unable to pay its debts as they become due; or (iv) enters into any arrangement or composition with or for the benefit of its creditors; or (v) passes a resolution for its voluntary winding up or dissolution or if it is dissolved.</p> <p>(ii) The bank's decision in this regard will be final. Bank will not bear any compensation for these exits as they are due to non-performance of service provider.</p>
2	<p>Termination for insolvency</p> <p>Bank may terminate the Contract by giving written notice of 30 days to the bidder, if the bidder becomes bankrupt or otherwise insolvent. In this event termination will be without any compensation to the bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has occurred or will accrue thereafter to the Bank.</p>
3	<p>Termination for the convenience of bank</p> <p>Notwithstanding the provisions of the Contract and/or the Bid Documents, the Bank at its sole discretion and without prejudice to any other right or remedy and without assigning any reasons, by written 30 days' notice sent to the bidder, may terminate the Contract, in whole or in part, at any time during the contract period. The notice of termination shall specify the brief reason for such termination, the extent to which performance of the Bidder under and in accordance with the Contract is terminated, and the date upon which such termination becomes effective.</p> <p>The Goods that are complete and ready for shipment and/or maintenance services for which renewal happened within thirty (30) days after the supplier's receipt from the date of notice of termination shall be accepted by the Bank at the contracted terms and prices. For the remaining goods being terminated, the Bank may elect:</p> <p>(i) to have any portion completed and delivered at the contracted terms and prices; and/or</p> <p>(ii) to cancel the remainder and pay to the supplier an agreed amount for partially completed Goods or Services.</p>

7.7.2. The Selected bidder shall have right to terminate only in the event of winding up of the Bank.

7.8. Consequences of Termination

7.8.1. In the event of termination of the Contract due to any cause whatsoever, [whether consequent to the stipulated term of the Contract or otherwise], BANK shall be entitled to impose any such obligations and conditions as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the selected Vendor shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next

successor Vendor to take over the obligations of the erstwhile Vendor in relation to the execution/continued execution of the scope of the Contract.

- 7.8.2. In the event that the termination of the Contract is due to the expiry of the term of the Contract in normal course and the Contract is not further extended by BANK, the Vendor herein shall be obliged to provide all such assistance including knowledge transfer and training to the next successor Bidder or any other person as may be required and specified by the BANK, where the successor(s) is a representative/ personnel of BANK to enable the successor to adequately provide the Service(s) hereunder, even where such assistance is required to be rendered for a reasonable period that may extend beyond the term.
- 7.8.3. Where the termination of the Contract is prior to its stipulated term on account of a default on the part of the Bidder or due to the fact that the survival of the Bidder as an independent corporate entity is threatened/has ceased, the Purchaser shall pay the Bidder for that part of the equipment /services procured which have been authorized by the Purchaser and satisfactorily performed by the Bidder up to the date of termination, without prejudice any other rights, the Purchaser may retain such amounts from the payment due and payable by the Purchaser to the Bidder as may be required to offset any direct losses caused to the Purchaser as a result of any act/omissions of the Bidder. In case of any loss or damage due to default on the part of the Bidder in performing any of its obligations with regard to executing the scope of work under this Contract the Bidder shall compensate the Purchaser for any such direct loss, damages or other costs, incurred by the Purchaser.
- 7.8.4. Nothing herein shall restrict the right of BANK to invoke the Performance Bank Guarantee and other guarantees, securities furnished and pursue such other rights and/or remedies that may be available to BANK under law or otherwise.
- 7.8.5. BANK reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and/or invoking the Bank guarantee under this contract
- 7.8.6. The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination.

8. Service Level Agreement

8.1. Definitions

- 8.1.1. “Availability” or “uptime” means the time for which the services and facilities are available for conducting operations on the bank system including application and associated infrastructure.
- 8.1.2. Availability/uptime is defined as (%) = (Operation Hours – Downtime) * 100% / (Operation Hours)
- 8.1.3. All the infrastructure of Datacentre, Disaster Recovery site, will be supported on 24x7 basis.
- 8.1.4. Working hours are from 9am to 9pm from Monday to Saturday.
- 8.1.5. The “Operation Hours” for a given time frame are calculated after deducting the planned downtime from “Operation Hours”. The Operation Hours will be taken on 24x7 basis, for the purpose of calculating Service Level compliance i.e. availability and performance measurements both.
- 8.1.6. “Downtime” is the actual duration for which the system was not able to service the bank or the Clients of the bank, due to System or Infrastructure failure as defined by the bank and agreed by the Bidder.
- 8.1.7. “Scheduled Maintenance Time” shall mean the time that the System is not in service due to a scheduled activity as defined in this SLA. The scheduled maintenance time would not be during business hours. Further, scheduled maintenance time is planned downtime with the prior permission of the bank.
- 8.1.8. “Incident” refers to any event / abnormalities in the functioning of any of IT Equipment/Services under the purview of this RfP that may lead to disruption in normal operations of the Data Centre, System, endpoints or Application services.
- 8.1.9. The SLA specifies the expected levels of service to be provided by the Bidder to the Bank. This expected level is also called the baseline. Any degradation in the performance of the solution and services is subject to levying LD.
- 8.1.10. The Liquidated Damages shall be deducted from the payment due to the shortlisted bidder, in case the LD charges exceed the overall payment due to the service provider in such case bank reserves the right to call for payment from the bidder or invoke the performance security submitted by the shortlisted bidder.
- 8.1.11. Payments to the Bidder are linked to the compliance with the SLA metrics.

8.2. Interpretation & General Instructions

- 8.2.1. Typical Resolution time will be applicable if systems/components are not available to the Bank’s users.
- 8.2.2. The SLA parameters shall be monitored on a monthly basis for the entire contract duration (both the warranty and AMC period) as per the individual SLA parameter requirements. The Bidder is expected to provide the following service levels. In case the service levels defined in the tables below cannot be achieved, it shall result in a breach of contract and invoke the LD clause.
- 8.2.3. A Service Level violation will occur if the Bidder fails to meet Minimum Service Levels on a monthly basis for a particular Service Level.
- 8.2.4. Quarterly SLAs would be analysed. However, there would be month wise SLAs and all SLA targets have to be met on a monthly basis.

- 8.2.5. Month-wise “Availability and Performance Report” will be submitted by the Bidder for every quarter in the format suggested by Bank and a review shall be conducted based on this report. Availability and Performance Report provided to the bank shall contain the summary of all incidents reported and associated performance measurement for the respective period
- 8.2.6. During the Contract Period, warranty would be one year, and AMC/ATS would be four years.
- 8.2.7. **Total Cost Ownership (TCO) =** Total Cost Quoted in **Annexure-IV, Part-IV** of Commercial Bid.
- 8.2.8. **Total Contract Value during Warranty (TCVW) =**
[(Annexure-IV, Part-I: Total Cost (Table-4) of Commercial bid) + (Annexure-IV, Part-III: Total Resource Cost of commercial bid) /5].
- 8.2.9. **Total Annual Contract value during AMC (TCVA) =**
[((Annexure-IV, Part-II: Total Cost (Table-4) of commercial bid) /4) + ((Annexure-IV, Part-III: Total Resource Cost of commercial bid) /5)].
- 8.2.10. **Respective Solution Cost (RSC)**
- 8.2.10.1. Cost of Respective solution = $\sum P_i$ [where P= A/B/C/D (name of respective solution) and i varies from 1 to 5, as mentioned in Annexure -IV, Part-I, Table-1 of commercial bid].
- 8.2.10.2. RSC will be used for LD calculation for default during Phase-2 implementation and integration only.
- 8.2.11. **Monthly Contract Value (MCV)**
- 8.2.11.1. During Warranty (first year of contract period) will be **TCVW / 12**.
- 8.2.11.2. During AMC (second to fifth year of the contract period) will be **TCVA / 12**.
Divided by 12 is used to arrive at monthly value.
- 8.2.12. **Total Contract Value of Respective Solution**
- 8.2.12.1. **Total Annual Contract Value during Warranty for Respective Solution (TCVWR) =**
K {where K = Respective solution total cost with 1 year warranty for solution A/B/C/D (name of respective solution), as mentioned in Annexure -IV, Part-I, Table-1 of Commercial Bid }
+
(Total Cost of hardware & other software with 1 year warranty mentioned in Annexure-IV, Part-I, Table-2 (Total Cost) of Commercial Bid)
+
((Total 5 years’ contract value for resource cost mentioned in Annexure-IV, Part-III of Commercial Bid) /5).
- 8.2.12.2. **Total Annual Contract value during AMC for Respective Solution (TCVAR) =**
L / 4 {where L= 4 years’ total AMC cost for solution A/B/C/D (name of respective solution), as mentioned in Annexure -IV, Part-II, Table-1 of commercial bid}
+
(4 years’ total AMC cost for hardware mentioned in Annexure-IV, Part-II, Table-2 (total cost)) /4
+
(Total 5 years’ contract value for resource cost mentioned in Annexure-IV, Part-III of Commercial Bid) / 5.

8.2.13. Monthly Contract Value for Respective Solution (MCVR)

8.2.13.1. Monthly contract value of respective solution during Warranty = **TCVWR/12.**

8.2.13.2. Monthly contract value of respective solution during AMC/ATS = **TCVAR/12.**

8.2.14. Categorization of Severity Levels

S.N.	Category	Details
1	High	<p>High severity events are those, where the systems under the scope are not functioning, resulting in loss of Bank's business operations and productivity, and severely impacting the production systems.</p> <ul style="list-style-type: none"> Bank's production systems (part or all of servers and/or databases at DC/ DR) are not accessible due to issues caused by the solutions. All users (50% of total users and above) not able to use the endpoint due to encryption or authentication issues. Critical security patches not intimated on time.
2	Medium	<p>Medium severity events are those, where the systems under the scope are functioning but in a severely reduced capacity. This situation is causing significant impact to portion of the Bank's business operations and productivity. The system is exposed to potential loss or interruption of service.</p> <ul style="list-style-type: none"> Subset (less than 50% of total users) of users not able to use the endpoint due to encryption or authentication issues. Non-deployment of agents and integration with respective solution on new systems and for systems due to formatting / reinstallation from the time of intimation.
3	Low	<p>All incidents / problems reported which are not covered under High and Medium are considered as Low Severity Level.</p> <p>Low Priority/ Operational Incidents need to be logged and maintained for reference. An incident ticket need not be raised for such incidents. However, these need to be included in the daily reports.</p>

8.2.15. All critical/security patches must be notified to the bank immediately on release and other patches within a week of notification by the respective OEM. Installation of patches after bank approvals on certain set of endpoints and testing. In case of servers, the scope of bidder would be only notification of the patches released by respective OEMs and resolving issues faced by the sever teams during implementation / testing / rollback.

8.2.16. All incidence should be logged as incident tickets and responded as per SLAs mentioned in this chapter. Incident along with action plan/ mitigation steps should be provided to designated Bank personnel / team.

8.2.17. LD due to default in SLA compliance will be deducted from any amount, payable by the Bank.

8.3. Liquidated Damages

8.3.1. Liquidated Damages during Implementation Phase

8.3.1.1. The bidder is expected to deliver and install all the security solutions as per the timelines mentioned in Implementation Timelines as specified in **Section 7.2.2** of the RfP.

8.3.1.2. Delay in delivery

1. The delivery of hardware, software, operating systems, virtualization software and all the security solutions should be completed within the period as mentioned in the **Section 7.2.2**.
2. If the vendor fails to deliver the solutions including solution with licenses, hardware, databases, virtualization software, operating systems, storage etc., are not delivered as per schedule, LD at the rate of 0.5% of the **TCO** for every week's delay or part thereof, subject to a maximum of 5% of the **TCO** will be imposed by the bank.
3. In case the delay exceeds TEN weeks, the bank reserves the right to cancel the purchase order in full. In such an event vendor will not be entitled to or recover from Bank any amount by ways of damages, loss or otherwise.
4. If orders are cancelled due to non-delivery, the vendor will be debarred by Bank for participating in any future tenders floated by Bank for a period of 03 years

8.3.1.3. Delay in Installation, Integration & Commissioning

1. The installation, integration and commissioning of all the security solutions should be completed within the period as mentioned in the **Section 7.2.2**.
2. **Phase-I**
In case of delay in installation, implementation, integration and commissioning beyond the specified timelines, LD at the rate of 0.5% of the **TCO** for every week's delay or part thereof, subject to maximum of 5% of **TCO** will be imposed by the bank.
3. **Phase-II**
In case of delay in installation, implementation, integration and commissioning beyond the specified timelines, LD at the rate of 0.5% of **RSC** for every week's delay or part thereof, subject to maximum of 5% of **RSC** will be imposed by the bank.

8.3.2. Liquidated Damages During Operation Phase

8.3.2.1. The LD that would be charged during operational phase are:

Service Area	Service Level	Liquidated Damages
Availability Management		
Uptime of individual solution including centralized monitoring tool	Uptime % shall be calculated on monthly basis for each solution.	
	99% monthly uptime and above.	Nil
	Less than 99%	1% of MCVR for the solution for every

Service Area	Service Level	Liquidated Damages
		reduction in uptime by 1%, subject to maximum of 10% of the MCVR of the solution.
Note:		
In case of hardware failure, since all the corresponding solutions hosted on the respective hardware items will also be down, LD will be calculated for all the solutions separately and charged.		
Incident Management		
Incidence Resolution	1. <u>High Incidence</u> Resolution within 1 hour of the incident reporting.	LD chargeable on non-resolution of incidences would be: <u>High Incidence</u>
	2. <u>Medium Incidence</u> Resolution within 2 working hours of the incident reporting.	Rs.2,000/- for every hour delay in resolution. <u>Medium Incidence</u>
	3. <u>Low Incidence</u> Resolution within 4 working hours of the incident reporting.	Rs.1,000/- for every hour delay in resolution <u>Low Incidence</u> Rs.500/- for every hour delay in resolution.
Security and vulnerability Management		
Version Upgrade Major/ Minor & regular patching for all Software & other components of the solution.	The Operations Team have to upgrade the version of all underlying software and components of the solution and carry out patching as per respective OEM recommendations on regular basis. Failure to comply with the above will attract LD.	For breaches of version upgrade & patching – LD of Rs.500/- per day for delay in version upgrade of (OS, Server, Solution etc.) / patching per day.
Compliance Management		
Health Check of DAM solution by OEM.	Health check not conducted for DAM by the OEM representative once in a year	LD of Rs.2,000/- will be charged for each solution for each defaulted month.
Compliance of RBI/ CERT-IN Advisories/ other regulatory advisory	Compliance by end date, as notified in the advisory.	Nil
	Delay after end date.	LD of Rs.100/- for each day delay in submission of compliance.

Service Area	Service Level	Liquidated Damages
Resource Management		
Resource Services	Resource should be present on site as per schedule given in SoW.	<p>1. Absence of L1 Resource LD of Rs.1,000/- per day of absence + No payment will be paid for the number of days absent.</p> <p>2. Absence of L2 Resource LD of Rs.2,000/- per day of absence + No payment will be paid for the number of days absent.</p>

8.3.2.2. Liquidated Damages Cap

The maximum monthly LD during the operation phase shall be capped to **10% of the MCV** of the respective month.

- 8.3.3. In case shortlisted bidder fails to achieve compliance level of services in any two months in a quarter, SIDBI will reserve the right to re-look at the contract and redefine Service level agreement and LD clauses to safeguard its interest. However, if the shortlisted bidder does not agree for the revised SLA & LD, the Bank has the right to terminate the contract and encash the PBG.
- 8.3.4. The above LD would be deducted while making any payments, including resource cost due to the bidder.
- 8.3.5. Levy of LD is without prejudice to other rights and remedies available under this agreement.
- 8.3.6. **Liquidated Damages Exclusions** - No LD will be imposed for any reason solely attributable to the Bank. However, the vendor must submit the proof towards delay at the Bank's end.

8.4. Repeat Order

- 8.4.1. The bank reserves the right to place order for additional licenses (any number) of any/part of the solutions mentioned in this RfP, during the period of contract.
- 8.4.2. Any "additional licenses" requirements by the Bank, during the period of contract, shall be placed as per the unit cost arrived at pro-rata basis based on the cost being quoted in Commercial bid Part-I for respective solutions.
- 8.4.3. AMC/ATS for "additional licenses", during the period of contract, shall be placed as per the unit cost arrived at pro-rata basis based on the cost being quoted in Commercial bid Part-II for respective solutions.
- 8.4.4. No additional cost whatsoever other than the cost contracted would be paid.
- 8.4.5. In case of any change in tax rates or introduction of any new taxes by Gol, the taxes prevailing at the time of placing repeat order would be applicable.

9. General Terms and Conditions

9.1. Definitions

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

- 9.1.1. “The Bank”, “SIDBI”, “Purchaser”, “Buyer” means Small Industries Development Bank of India (SIDBI);
- 9.1.2. “B/bidder”, “Vendor”, “VENDOR”, “Supplier”, “Service Provider”, “Seller” means the respondent to the RFP document.
- 9.1.3. “RFP”, “Tender”, “RfP”, “Bid document” means the ‘Request for Proposal document.
- 9.1.4. “Bid” may be referred to as ‘Offer’.
- 9.1.5. “The Contract” means the agreement entered into between the Bank, represented by its Head Office / MSME Development Centre / Chennai Regional Offices 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;
- 9.1.6. “The Contract Price” means the price payable to the Supplier under the Contract for the full and proper performance of its contractual obligations;
- 9.1.7. “The Goods” means all of the equipment, machinery, software, and/or other materials which the Supplier is required to supply to the Bank under the Contract;
- 9.1.8. “The Services” means those services ancillary to the supply of the Goods, such as transportation and insurance, and any other incidental services, such as installation, commissioning, provision of technical assistance, training, maintenance contract and other such obligations of the Supplier covered under the Purchase Contract;
- 9.1.9. “The Project Site” means DC, Mumbai, DR Site – Chennai and all other locations of Small Industries Development Bank of India.

9.2. Period of Contract

- 9.2.1. The period of contract would be:
 1. One (1) year warranty and
 2. Four (4) years AMC/ATS as per the contracted rate.
- 9.2.2. Post completion of the contract/ or in the event of early termination, the bidder is expected to provide support for transition of the services to the nominated members of the bank (or) to a third party nominated by the bank for a period of 6 months.
- 9.2.3. The bank reserves the right to extend the contract for additional period of 1 year or part thereof in single or multiple instance(s) beyond the contractual period of five years under the same terms and conditions and fifth year contract rate.

9.3. Use of Contract Documents and Information

- 9.3.1. The Supplier shall not, without the Bank’s prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, 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 as far as may be necessary for purposes of such performance.

9.3.2. 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.

9.4. Subcontracting

9.4.1. The selected Bidder shall not subcontract or permit anyone other than its personnel or the OEM supplier to perform any of the work, service or other performance required of the bidder under the contract without the prior written consent of the Bank.

9.4.2. If the Bank undergoes a merger, amalgamation, take-over, consolidation, reconstruction, 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.

9.5. Negligence

9.5.1. In connection with the work or contravenes the provisions of General Terms, if the selected bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the selected bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the selected bidder liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank may make good the failure at the risk and cost of the selected bidder.

9.5.2. The below mentioned situations will also be treated as an act of negligence by the Bidder.

1. In case of any damage of Bank's property during execution of the work is attributable to the bidder, bidder has to replace the damaged property at his own cost.
2. The selected Bidder shall take all steps to ensure safety of bidder's and the bank's personnel during execution of the contract and also be liable for any consequences due to omission or act of the selected bidder.

9.6. Responsibility for Completeness

9.6.1. The bidder shall ensure that the Solution provided [Hardware / Software / Appliance etc.] meets all the technical and functional requirements as envisaged in the scope of the RFP.

9.6.2. The bidder shall deliver, install the equipment and port the software, and arrange for user level demo at bidder's cost as per accepted time schedules. The bidder is liable for liquidated damages levied by Bank for any deviation in this regard. The bidder shall provide for all drivers/software required to install, customize and test the system without any further charge, expense and cost to Bank.

9.6.3. All tools, testing instruments, as required during all operations such as transport, installation, testing, commissioning maintenance during contract period, shall be provided by the Bidder at no extra cost to the Bank for completing the scope of work as per this RFP.

9.6.4. The bidder shall supply along with each item all the related documents, Software Licenses and Other Items without any additional cost. The documents shall be in English. These will include but not restricted to User Manual, Operation Manual, Other Software and Drivers etc.

- 9.6.5. The bidder should guarantee that the hardware items delivered to the Bank are brand new, including all components. In the case of software, the bidder should guarantee that the software supplied to the Bank includes all patches, updates etc., and the same are licensed and legally obtained. All hardware and software must be supplied with their original and complete printed documentation.
- 9.6.6. The Bidder shall be responsible for any discrepancies, errors and omissions or other information submitted by him irrespective of whether these have been approved, reviewed or otherwise accepted by the bank or not. The bidder shall take all corrective measures arising out of discrepancies, error and omission other information as mentioned above within the time schedule and without extra cost to the Bank.
- 9.6.7. Willful misrepresentation of any fact within the Bid will lead to the cancellation of the contract without prejudice to other actions that the Bank may take.

9.7. Change in Name of Bidding Company

Normally, the Order will be placed on the successful bidder as per the details given in this document. But, if there is any change in name/ address/ constitution of the bidding Firm/ Company at any time from the date of bid document, the same shall be informed by the bidders to the Bank immediately. This shall be supported with necessary documentary proof or Court orders, if any. Further, if the bidding Firm/Company is undergoing any re-organization/ restructuring/ merger/ demerger and on account such a change the Firm/ Company is no longer performing the original line of business, the same shall be informed to the Bank. There shall not be any delay in this regard. The decision of the Bank to place orders or otherwise under such situation shall rest with the Bank and the decision of the Bank is final.

9.8. Taken / Brought over of Company

Subsequent to the order being placed with SIDBI, in the event of bidder or the concerned OEM being taken/ brought over by another company, all the obligations and execution of responsibilities under the agreement with SIDBI should be passed on for compliance by the new company in the negotiation for their transfer.

9.9. Governing language

- 9.9.1. The Contract shall be written in English. All correspondence and other documents pertaining to the Contract, which are exchanged by the parties, shall be written in English.
- 9.9.2. The technical documentation involving detailed instruction for operation and maintenance, users'
- 9.9.3. Manual etc. is to be delivered with every unit of the equipment supplied. The language of the documentation should be English.

9.10. Ownership of Delivered Services

- 9.10.1. The selected Bidder, who will be awarded the contract, will hold ownership of its delivery of the services under the contract and be responsible for the services delivered. All the deliverables as per the scope of this PO will become the property of the Bank.
- 9.10.2. SIDBI has the sole ownership of and the right to use, all data that may be in possession of the Bidder or its representative in the course of performing the services under the agreement that may be entered into. All documents, report, information, data etc. collected and prepared by Bidder in connection with the scope of work submitted to SIDBI will be property of the Bank. The Bidder shall not be entitled either

directly or indirectly to make use of the documents, reports given by SIDBI for carrying out of any services with any third parties. Bidder shall not without the prior written consent of SIDBI be entitled to publish studies or descriptive article with or without illustrations or data in respect of or in connection with the performance of services.

9.11. Applicable laws

- 9.11.1. The Contract shall be interpreted in accordance with the laws prevalent in India.
- 9.11.2. **Compliance with all applicable laws** - The Bidder shall undertake to observe, adhere to, abide by, comply with and notify the Bank about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this Tender and shall indemnify, keep indemnified, hold harmless, defend and protect the Bank and its employees/ officers/ staff/ personnel/ representatives/ agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising therefrom.
- 9.11.3. **Compliance in obtaining approvals/ permissions/ licenses** - The Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate the Bank and its employees/ officers/ staff/ personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising therefrom and the Bank will give notice of any such claim or demand of liability within reasonable time to the bidder.

9.12. Performance security

- 9.12.1. The successful Bidder shall provide an unconditional and irrevocable performance bank guarantee in the form and manner provided by the Bank equivalent to 10% of the Total Contract Value (TCV) from a scheduled commercial bank. The performance guarantee will be valid till at least six months beyond the expiry of the contract period (i.e., 5 years + 6 months).
- 9.12.2. The performance security is to be submitted within 21 days from the purchase order. The bidder will be required to provide an extension of Performance Bank Guarantee (PBG) covering the contract period within 21 days post the date of **Phase-1 signoff / acceptance** by the Bank. On submission of PBG and accepted by the bank, EMD would be released. If the performance bank guarantee is not submitted within the time stipulated by SIDBI, the Bank reserves the right to cancel the order and forfeit the EMD.
- 9.12.3. In the event of non-performance of obligation or failure to meet terms of this PO / Contract, the Bank shall be entitled to invoke the performance guarantee without notice or right of demur to the Bidder.
- 9.12.4. Notwithstanding anything to the contrary contained in the contract, SIDBI shall be at liberty to invoke the Performance Bank Guarantee in addition to other remedies available to it under the contract / order or otherwise if the Successful Bidder fails to fulfill any of the terms of contract / order or commits breach of any terms and conditions of the contract.

9.12.5. Time shall be the essence of the contract / order, therefore, no extension of time is anticipated, but if untoward or extraordinary circumstances should arise beyond the control of the Bidder, which in the opinion of SIDBI should entitle the Bidder to a reasonable extension of time, such extension may be considered by SIDBI at its sole and absolute discretion, however such extension shall not operate to relieve the Bidder of any of its obligations. SIDBI shall not be liable for any extra financial commitment due to such extension of time. In case of any such extension, the Bidder would be required to extend the validity period of the performance guarantee accordingly.

9.12.6. The selected bidder shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due or if required.

9.13. Forfeiture of performance security

9.13.1. The Bank shall be at liberty to set off/adjust the proceeds of the performance guarantee towards the loss, if any, sustained due to the supplier's failure to complete its obligations under the contract. This is without prejudice to the Bank's right to proceed against the Supplier in the event of the security being not enough to fully cover the loss/damage.

9.13.2. In the event of non-performance of obligation or failure to meet terms of this PO / Contract, the Bank shall be entitled to invoke the performance guarantee without notice or right of demur to the Bidder.

9.14. Insurance

9.14.1. The Bidder is responsible for acquiring insurance for all components, equipment and software. The goods supplied under the Contract shall be fully insured.

9.14.2. The insurance shall cover "All Risks" (fire, burglary, natural calamities such as Earth quake, floods, power fluctuations etc.) till the successful completion of installation of hardware / solutions or 30 days from the date of delivery whichever is later. If the vendor fails to obtain insurance cover and any loss or damage occur, the vendor will have to replace the items with new ones without any cost to the Bank.

9.14.3. Where the Supplier is required under the Contract to transport the Goods to a specified place of destination within India, transport to such place of destination in India, including insurance and storage, as shall be specified in the Contract, shall be arranged by the Supplier

9.14.4. Should any loss or damage occur, the Bidder shall

1. Initiate and pursue claim till settlement, and
2. Promptly make arrangements for replacement of any damaged item/s irrespective of settlement of claim by the underwriters. No cost whatsoever would be paid by the bank.

9.15. Right to Alter Quantities

The bank reserves the right to:

9.15.1. Alter the requirement (increase / decrease) specified in the RfP, at the time of placing the order.

9.15.2. Delete one or more items from scope of work specified in the RfP, at the time of placing the order.

9.15.3. Procure additional licenses as per the contracted rate obtained in the commercial bid. Any "additional licenses" requirements by the Bank, during the period of contract,

shall be placed as per the unit cost arrived at pro-rata basis of the original cost being quoted in Commercial bid Part-I for respective solutions.

- 9.15.4. AMC/ATS for “additional licenses”, during the period of contract, shall be placed as per the unit cost arrived at pro-rata basis of the original cost being quoted in Commercial bid Part-II for respective solutions.

9.16. No Employer – Employee Relationship

9.16.1. The selected bidder during the term of the contract and for a period of two year thereafter shall not without the express written consent of the Bank, directly or indirectly:

1. Recruit, hire, appoint or engage or attempt to recruit, hire, appoint or engage or discuss employment with or otherwise utilize the services of any person who has been an employee or associate or engaged in any capacity, by the Bank in rendering the services in relation to the contract; or
2. Induce any person who shall have been an employee or associate of the Bank at any time to terminate his / her relationship with the Bank.

9.16.2. The selected Bidder or any of its holding/subsidiary/joint-venture/ affiliate/ group/ client companies or any of their employees/ officers/ staff/ personnel/ representatives/ agents shall not, under any circumstances, be deemed to have any employer-employee relationship with SIDBI or any of its employees/ officers/ staff/ representatives/personnel/agents. Staff deployed by the bidder shall never be deemed to be appointed by SIDBI nor shall they be under its service conditions.

9.17. Business Continuity

The bidder agrees for the following continuity arrangements to ensure the business continuity of the Bank:

9.17.1. In the event of this agreement comes to end on account of termination or by the expiry of the term/renewed term of the agreement or otherwise, the bidder shall render all reasonable assistance and help to the Bank and to any new service provider engaged by the Bank, for the smooth switch over and continuity of the services.

9.17.2. In the event of failure of the bidder to render the service, without prejudice to any other right the Bank shall have as per this agreement, the bank at its sole discretion may make alternate arrangements for getting the services from any other source. And if the bank gives a prior notice to the service provider before availing such service from any other alternative source, the service provider shall be liable to reimburse the expenses, if any incurred by the bank in availing such services from the alternative source.

9.18. Patent Rights

9.18.1. 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 Goods or any part thereof in India or abroad, 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 including all expenses, court costs and lawyer fees. The Bank will give notice to the Supplier of such claim, if it is made, without delay.

9.18.2. The Bank will give notice to the supplier of any such claim without delay, provide reasonable assistance to the Supplier in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim.

9.19. Corrupt and fraudulent practice

9.19.1. As per Central Vigilance Commission (CVC) directives, it is required that Bidders / Suppliers / Contractors observe the highest standard of ethics during the execution of this RFP and subsequent contract(s). In this context, the bidders to note the following:

1. **“Corrupt Practice”** means the offering, giving, receiving or soliciting of anything of value to influence the action of an official in the procurement process or in contract execution.
2. **“Fraudulent Practice”** means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the Bank and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non- competitive levels and to deprive the Bank of the benefits of free and open competition.
3. **“Coercive practice”** means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence any person’s participation or action in the Bidding Process;
4. **“Undesirable practice”** means (i) establishing contact with any person connected with or employed or engaged by the Bank with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bidding Process; or (ii) having a Conflict of Interest; and
5. **“Restrictive practice”** means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Bidding Process

9.19.2. The Bank reserves the right to declare a bidder ineligible for a period of three years to be awarded a contract, if at any time it determines that the bidder has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

9.19.3. The decision of Bank in determining the above aspects will be final and binding on the all the Bidders. No Bidder shall contact through any means of communication the Bank or any of its employees on any matter relating to its Bid, from the time of Bid opening to the time the contract is awarded. If the bidder wishes to bring additional information to the notice of the Bank, it may do so in writing.

9.19.4. Any effort/attempt by a bidder to influence the Bank in its decision on bid evaluation, Bid comparison or contract award may result in rejection of the Bidder’s bid and/or blacklisting the Bidder. The Bidder agrees not to hire, solicit or accept solicitation either directly or through a third party from any of the employees of the Bank directly involved in this contract during the period of contract and one year thereafter, except as the parties may agree on the case to case basis.

9.19.5. The selected bidder shall ensure compliance of CVC guidelines issued or to be issued from time to time for selection of bidder.

9.20. Waiver

No failure or delay on the part of either party relating to the exercise of any right power privilege or remedy provided under this RFP or subsequent agreement with the other party shall operate as a waiver of such right power privilege or remedy or as a waiver of any preceding or succeeding breach by the other party nor shall any single or partial exercise of any right power privilege or remedy preclude any other or further exercise of such or any other right power privilege or remedy provided in this RFP all of which are several and cumulative and are not exclusive of each other or of any other rights or remedies otherwise available to either party at law or in equity.

9.21. Violation of terms

The Bank clarifies that the Bank shall be entitled to an injunction, restraining order, right for recovery, specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain the Bidder from committing any violation or enforce the performance of the covenants, obligations and representations contained in this RFP. These injunctive remedies are cumulative and are in addition to any other rights and remedies the Bank may have at law or in equity, including without limitation a right for recovery of any amounts and related costs and a right for damages.

9.22. Non-Disclosure Agreement

9.22.1. During the contract period, the Personnel of service provider will have access to confidential information of the Bank such as IP addresses, device configuration, network architecture, etc. The service provider or its Personnel shall not disclose at any point of time to any other person/third party the information so received and use the same degree of care to maintain the confidentiality of the information as if the information is their own. Also the service provider may use the information only for serving the Bank's interest and restrict disclosure of information solely to those employees of service provider having a need to know such information in order to accomplish the purpose stated above, advise each such employee, before he or she receives access to information, of the obligation of service provider under this agreement and require such employees to maintain these obligations.

9.22.2. In case the selected vendor acts is extending similar services to multiple customers, vendor shall take care to build strong safeguards so that there is no co-mingling of information, documents, records and assets related to services within the ambit of this RFP and subsequent purchase order.

9.22.3. The shortlisted bidder shall submit a non-disclosure agreement as per **Annexure - XIX** on non-judicial stamp paper of appropriate value.

9.22.4. Violation of NDA will lead to legal action against the vendors for breach of trust, forfeiture of PBG and blacklisting.

9.23. Confidentiality

9.23.1. The bidder shall take all necessary precautions to ensure that all confidential information is treated as confidential and not disclosed or used other than for the purpose of project execution. Bidder shall suitably defend, indemnify Bank for any loss/damage suffered by Bank on account of and to the extent of any disclosure of the confidential information.

9.23.2. No media release/public announcement or any other reference to the RFP or any program there under shall be made without the written consent of the Bank, by photographic, electronic or other means.

9.23.3. The RFP document is confidential and is not to be disclosed, reproduced, transmitted, or made available by the Recipient to any other person. Bank may update or revise the RFP document or any part of it. The Recipient acknowledges that any such revised or amended document is received subject to the same confidentiality undertaking. The Recipient will not disclose or discuss the contents of the 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.

9.23.4. This tender document contains information proprietary to the Bank. Each recipient is entrusted to maintain its confidentiality. It should be disclosed only to those employees involved in preparing the requested responses. The information contained

in the tender document may not be reproduced in whole or in part without the express permission of the Bank. Disclosure of any such sensitive information to parties not involved in the supply of contracted services will be treated as breach of trust and could invite legal action. This will also mean termination of the contract and disqualification of the said Bidder.

9.23.5. “Confidential Information” means any and all information that is or has been received by the Bidder (“Receiving Party”) from the Bank (“Disclosing Party”) and that:

1. relates to the Disclosing Party; and
2. is designated by the Disclosing Party as being confidential or is disclosed in circumstances where the Receiving Party would reasonably understand that the disclosed information would be confidential or
3. is prepared or performed by or on behalf of the Disclosing Party by its employees, officers, directors, agents, representatives or consultants.
4. without limiting the generality of the foregoing, Confidential Information shall mean and include any information, data, analysis, compilations, notes, extracts, materials, reports, specifications or other documents or materials that may be shared by the Bank with the Bidder.
5. “Confidential Materials” shall mean all tangible materials containing Confidential Information, including, without limitation, written or printed documents whether machine or user readable.

9.23.6. The Receiving Party shall, at all times regard, preserve, maintain and keep as secret and confidential all Confidential Information and Confidential Materials of the Disclosing Party howsoever obtained and agrees that it shall not, without obtaining the written consent of the Disclosing Party:

9.23.7. Unless otherwise agreed herein, use any such Confidential Information and materials for its own benefit or the benefit of others or do anything prejudicial to the interests of the Disclosing Party or its customers or their projects.

9.23.8. In maintaining confidentiality hereunder, the Receiving Party on receiving the confidential information and materials agrees and warrants that it shall:

1. Take at least the same degree of care in safeguarding such Confidential Information and materials as it takes for its own confidential information of like importance and such degree of care shall be at least, that which is reasonably calculated to prevent such inadvertent disclosure;
2. Keep the Confidential Information and Confidential Materials and any copies thereof secure and in such a way so as to prevent unauthorized access by any third party;
3. Limit access to such Confidential Information and materials to those of its directors, partners, advisers, agents or employees who are directly involved in the consideration/evaluation of the Confidential Information and bind each of its directors, partners, advisers, agents or employees so involved to protect the Confidential Information and materials in the manner prescribed in this document; and h) Upon discovery of any unauthorized disclosure or suspected unauthorized disclosure of Confidential Information, promptly inform the Disclosing Party of such disclosure in writing and immediately return to the Disclosing Party all such Information and materials, in whatsoever form, including any and all copies thereof.

9.23.9. The Receiving Party who receives the confidential information and materials agrees that on receipt of a written demand from the Disclosing Party:

1. Immediately return all written Confidential Information, Confidential materials and all copies thereof provided to, or produced by it or its advisers, as the case may be, which is in Receiving Party's possession or under its custody and control;
2. To the extent practicable, immediately destroy all analyses, compilations, notes, studies, memoranda or other documents prepared by it or its advisers to the extent that the same contain, reflect or derive from Confidential Information relating to the Disclosing Party;
3. So far as it is practicable to do so immediately expunge any Confidential Information relating to the Disclosing Party or its projects from any hardware or other device in its possession or under its custody and control; and
4. To the extent practicable, immediately furnish a certificate signed by its director or other responsible representative confirming that to the best of his/her knowledge, information and belief, having made all proper enquiries the requirements of this paragraph have been fully complied with.

9.23.10. The restrictions in the preceding clause shall not apply to:

1. Any information that is publicly available at the time of its disclosure or becomes publicly available following disclosure (other than as a result of disclosure by the Disclosing Party contrary to the terms of this document); or any information which is independently developed by the Receiving Party or acquired from a third party to the extent it is acquired with the valid right to disclose the same.
2. Any disclosure required by law or by any court of competent jurisdiction, the rules and regulations of any recognized stock exchange or any enquiry or investigation by any governmental, statutory or regulatory body which is lawfully entitled to require any such disclosure provided that, so far as it is lawful and practical to do so prior to such disclosure, the Receiving Party shall promptly notify the Disclosing Party of such requirement with a view to providing the Disclosing Party an opportunity to obtain a protective order or to contest the disclosure or otherwise agree to the timing and content of such disclosure. The Confidential Information and materials and all copies thereof, in whatsoever form shall at all times remain the property of the Disclosing Party and its disclosure hereunder shall not confer on the Receiving Party any rights whatsoever beyond those contained in this document.
3. The confidentiality obligations shall survive the expiry or termination of the agreement between the Bidder and the Bank.
4. The Bidder is required to execute a Non-Disclosure Agreement ([Annexure - XI](#)).

9.24. IPR Infringement

As part of this project, bidder / service provider will deliver different software, if the use of any such software by / for SIDBI, infringes the intellectual property rights of any third person, Service provider shall be primarily liable to indemnify SIDBI to the extent of direct damages against all claims, demands, costs, charges, expenses, award, compensations etc. arising out of the proceedings initiated by third party for such infringement, subject to the condition that the claim relates to Software provided/used by Bidder/Service provider under this project.

9.25. Indemnity

9.25.1. The Bidder/ successful bidder shall indemnify the Bank, and shall always keep indemnified and hold the Bank, its employees, personnel, officers, directors, harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including attorneys' fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against the Bank as a result of:

1. Bank's authorized / bona fide use of the Deliverables and /or the Services provided by Bidder under this RfP document; and/or
2. An act or omission of the Bidder, employees, agents, sub-contractors in the performance of the obligations of the Bidder under this RfP document; and/or
3. Claims made by employees or subcontractors or subcontractors' employees, who are deployed by the Bidder, against the Bank; and/or
4. Breach of any of the term of this RfP document and/or of the agreement to be entered subsequent this RfP or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty by the successful Bidder under this RfP document and/or of the agreement to be entered subsequent this RfP; and/or
5. Any or all Deliverables or Services infringing any patent, trademarks, copyrights or such other Intellectual Property Rights; and/or
6. Breach of confidentiality obligations of the Bidder contained in this RfP document; and/or
7. Negligence, fraudulence activities or gross misconduct attributable to the bidder or its employees or sub-contractors; and/or
8. The use of unlicensed and illegal Software and/or allied components by the successful Bidder

9.25.2. The Bidder will have to at its own cost and expenses defend or settle any claim against the Bank that the Deliverables and Services delivered or provided under this RfP document 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, provided the Bank:

1. Notifies the Bidder in writing; and
2. Cooperate with the bidder in the defense and settlement of the claims.

9.25.3. The Bidder shall not be liable for defects or non-conformance resulting from:

1. Software, hardware, interfacing not approved by Bidder; or
2. Unauthorized modification of Software or any individual product supplied under this RfP document, or Bank's failure to comply with any mutually agreed environmental specifications.
3. Use of a Deliverable in an application or environment for which it was not designed or not contemplated under this Agreement;
4. Modification of a deliverable by anyone other than the bidder where the unmodified version of the deliverable would not be infringing.
5. Any loss of profits, revenue, contracts, or anticipated savings.
6. Any consequential or indirect loss or damage however caused, provided that the claims against customers, users and service providers of the Bank would be considered as a "direct" claim.

9.25.4. The bidder shall indemnify the Bank and be liable for any loss or damage suffered by the Bank due to malfunctioning of the system as supplied and installed by them. The total liability of the selected bidder shall not exceed the total cost of the order value.

9.25.5. Indemnity would be limited to court; tribunal or arbitrator awarded damages and shall exclude indirect, consequential and incidental damages. However, indemnity would cover damages, loss or liabilities suffered by the Bank arising out of claims made by its customers and/or regulatory authorities.

9.26. Limitation of liability

Save and except the liability under Section of 'IPR Infringement' and/or indemnity provision (Clause 9.24 and / or clause 9.25), in no event shall either party be liable with respect to its obligations for indirect, consequential, exemplary, punitive, special, or incidental damages, including, but not limited to, loss of data / programs or lost profits, loss of goodwill, work stoppage, computer failure, loss of work product or any and all other commercial damages or losses whether directly or indirectly caused, even if such party has been advised of the possibility of such damages. The aggregate liability of the Service Provider, arising at any time under this Agreement shall not exceed the total contract value.

9.27. Vicarious Liability

The selected bidder shall be the principal employer of the employees, agents, contractors, subcontractors etc., engaged by the selected bidder and shall be vicariously liable for all the acts, deeds, matters or things, whether the same is within the scope of power or outside the scope of power, vested under the contract. No right of any employment in the Bank shall accrue or arise, by virtue of engagement of employees, agents, contractors, subcontractors etc. by the selected bidder, for any assignment under the contract. All remuneration, claims, wages dues etc. of such employees, agents, contractors, sub-contractors etc. of the bidder shall be paid by the selected bidder alone and the Bank shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of the selected bidder's employees, agents, contractors, subcontractors etc. The selected bidder shall agree to hold the Bank, its successors, assigns and administrators fully indemnified, and harmless against loss or liability, claims, actions or proceedings, if any, whatsoever nature that may arise or caused to the Bank through the action of selected bidder's employees, agents, contractors, subcontractors etc.

9.28. Privacy and Security Safeguards

9.28.1. SIDBI shall have the sole ownership of and the right to use, all data that may be in possession of the Successful bidder/vendor or its representative in the course of performing the services under the agreement/contract that may be entered into. All documents, report, information, data etc. collected and prepared by bidder in connection with the scope of work submitted to SIDBI will be property of the Bank. The bidder shall not be entitled either directly or indirectly to make use of the documents, reports given by SIDBI for carrying out of any services with any third parties. Successful Bidder shall not without the prior written consent of SIDBI be entitled to publish studies or descriptive article with or without illustrations or data in respect of or in connection with the performance of services".

9.28.2. The bidder shall not publish or disclose in any manner, without the Banks prior written consent, the details of any security safeguards designed, developed or implemented by the bidder under this contract or existing at any Bank location. The bidder shall develop procedures and implementation plans to ensure that IT assets leaving the control of the bank (removed for repair, replaced or upgraded) are cleared of all Bank data and software. The bidder shall also ensure that all subcontractors (if permitted in contract) who are involved in providing such security safeguards or part of it shall not publish or disclose in any manner, without the Banks prior written

consent, the details of any security safeguards designed, developed or implemented by the bidder under this contract or existing at any Bank location.

9.29. Rights to Visit

- 9.29.1. All records of the Bidder with respect to any matters covered by this Tender document/ subsequent order shall be made available to SIDBI or its designees at any time during normal business hours, as often as SIDBI deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data.
- 9.29.2. SIDBI, including its regulatory authorities like RBI etc., reserves the right to verify, through their officials or such other persons as SIDBI may authorise, the progress of the project at the development /customization site of the Bidder or where the services are being rendered by the bidder.
- 9.29.3. The Bank and its authorized representatives, including regulator like Reserve Bank of India (RBI) shall have the right to visit any of the Bidder's premises with prior notice to ensure that data provided by the Bank is not misused. The Bidder will have to cooperate with the authorized representative/s of the Bank and will have to provide all information/ documents required by the Bank.

9.30. Audit

- 9.30.1. The vendor shall allow the Bank, its authorised personnel, its auditors (internal and external), authorised personnel from RBI / other regulatory & statutory authorities, and grant unrestricted right to inspect and audit its books and accounts, to provide copies of any audit or review reports and findings made on the service provider, directly related to the services, including Hardware, Software provided to the Bank and services under this RfP/subsequent PO and the bidder shall extend all cooperation in this regard.
- 9.30.2. In case any of the services are further outsourced/assigned/ subcontracted to other vendors, it will be the responsibility of the vendor to ensure that the authorities / officials as mentioned above are allowed access to all the related places, for inspection and verification.
- 9.30.3. Audit under this clause shall be restricted to physical files related to this arrangement. Audit shall be conducted during normal business hours and on normal working days after informing the bidder in advance.
- 9.30.4. The bank will also carry out annual review of the contract to ascertain the financial stability of the bidder in addition to the performance and service reliability. The bidder is required to submit the audited balance sheet and CA certificate, etc.

9.31. Grievances Redressal Mechanism

Bank has a grievances redressal mechanism for its customers and designated grievances redressal officers. The bank would use the same mechanism to address the grievances, if any, of the customers related to the services being rendered within the ambit of this RfP.

9.32. Compliance with Statutory and Regulatory Provisions

It shall be the sole responsibility of the vendor to comply with all statutory and regulatory provisions while delivering the services mentioned in this RFP, during the course of the contract.

9.33. Right of Publicity

Any publicity by the Bidder in which the name of SIDBI is to be used should be done only with the explicit written permission of SIDBI.

9.34. Conflict of interest

The service provider shall disclose to the Bank in writing, all actual and potential conflicts of interest that exists, arises or may arise in the course of performing the obligation(s) as soon as it becomes aware of that conflict.

9.35. Statutory & Regulatory Compliance

9.35.1. The bidder should ensure all statutory and regulatory compliance towards:

1. **ESIC & EPFO** – All bidders have to ensure that the resources deployed at SIDBI sites are compliant as per the guidelines of ESIC & EPFO. Please note that these are Government bodies, compliance to which is Mandatory.
2. **Minimum Wages Act** – The bidder also has to ensure that they are compliant to the Minimum Wages Act for deployment of on-site resources. The bidder should follow all payout norms as per the **MWA** in all the states.

9.35.2. Any other Act/Statutory and regulatory compliances as applicable.

9.35.3. The service provider shall at all times guarantee payment of wages not less than that prescribed under the Minimum Wages Act or any notifications passed thereunder and comply with the applicable labour laws in force and give an undertaking to that effect. It shall be the responsibility of the agency to ensure all labour law compliances with respect to the manpower deployed by it and shall keep the Bank indemnified against all claims, if any, arising from such manpower deployed by it or by any third parties or any authorities etc., arising out of the contract awarded in respect of the present tender.

9.35.4. The service provider shall be solely responsible for the redressal of grievances if any of its staff deployed in the Bank. The Bank shall, in no way, be responsible for settlement of such issues whatsoever.

9.35.5. The Bank shall not be responsible for any financial loss or any injury to any of the staff deployed by service provider in the course of their performing the functions/duties, or for payment towards any compensation.

9.36. No Set-off, counter-claim and cross claims

In case the Vendor/ Bidder has any other business relationship with SIDBI, no right of set-off, counter-claim and cross-claim and or otherwise will be available under this Contract/Agreement to the Vendor/ Bidder for any payments receivable under and in accordance with that business.

9.37. GST Law

The bidder has to submit an undertaking letter for GST Law, mentioning its compliance with all applicable GST Laws including GST Acts, Rules, Regulations, Procedures, Circulars & Instructions thereunder applicable in India from time to time and to ensure that such compliance is done.

9.38. Non-Assignment

Neither the subject matter of the contract nor any right arising out of the contract shall be transferred, assigned or delegated to any third party by Vendor without prior written consent of the Bank.

9.39. Signing of contract

9.39.1. The selected bidder has to sign a contract with the Bank as per the terms and conditions of the RFP on a non-judicial stamp-paper of appropriate value. This initial

contract will be called as the Master Service Agreement (MSA) which will act as the comprehensive contract document between the Bank and the service provider for all purpose/conditions related to the RFP. The MSA will be the permanent reference & the contract document (with subsequent modifications, if any). The modifications to the MSA during the period of contract will be mutually agreed and will be accommodated in the form of addendum/schedules to the MSA since procedural aspects, services etc. will be continuously evolving.

- 9.39.2. The agreement shall include all terms and conditions, specifications of RfP and also the Bill of Material and price as agreed finally after Bid evaluation and negotiation. The agreement shall be executed in English language in one original, the Bank receiving the duly signed original and selected service provider receiving the photocopy. The contract agreement shall be valid till all the contractual obligations are fulfilled.
- 9.39.3. The shortlisted bidder has to sign the contract within 30 days from the date of Phase-1 signoff and acceptance by the bank.

9.40. Force majeure

- 9.40.1. The Successful Bidder shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that it's delay in performance or other failure to perform its obligations under the contract subsequent to this RFP is the result of an event of Force Majeure.
- 9.40.2. If a Force Majeure situation arises, the Bidder shall promptly notify the Bank in writing of such condition, the cause thereof and the change that is necessitated due to the conditions. Until and unless otherwise directed by the Bank in writing, the Bidder 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.
- 9.40.3. In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months SIDBI and the successful bidder shall hold consultations with each other in an endeavor to find a solution to the problem.
- 9.40.4. In the event of the Force Majeure conditions continuing for a period of more than three months the parties shall discuss and arrive at a mutually acceptable arrangement.

9.41. Resolution of Disputes

- 9.41.1. All disputes and differences of any kind whatsoever, arising out of or in connection with this Offer or in the discharge of any obligation arising under this Offer (whether during the course of execution of the order or after completion and whether beyond or after termination, abandonment or breach of the Agreement) shall be resolved amicably by the Bank and the bidder.
- 9.41.2. In case of failure to resolve the disputes and differences amicably, the matter may be referred by the Bank to a sole arbitrator, for adjudication thereof, to be appointed with mutual consultation.
- 9.41.3. If the Arbitrator so appointed is unable or unwilling to act or resigns his appointment or vacates his office due to any reason whatsoever another Sole Arbitrator shall be appointed as aforesaid. The provisions of the Indian Arbitration and Conciliation Act, 1996, shall govern the arbitration.
- 9.41.4. The Bidder shall continue to work under the Contract during the arbitration proceedings unless otherwise directed in writing by the Bank or unless the matter is

such that the work cannot possibly be continued until the decision of the Arbitrator or the umpire, as the case may be, is obtained.

9.41.5. Arbitration proceedings shall be held at Chennai, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.

9.41.6. The Bank Clarifies that the Bank shall be entitled to an injunction, restraining order, right for recovery, specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain bidder/prospective bidder from committing any violation or enforce the performance of the covenants, obligations and representations contained in this RFP. These injunctive remedies are cumulative and are in addition to any other rights and remedies the Bank may have at law or in equity, including without limitation a right for recovery of any amounts and related costs and a right for damages.

9.41.7. All disputes and controversies between Bank and Bidder shall be subject to the exclusive jurisdiction of the courts in Chennai and the parties agree to submit themselves to the jurisdiction of such court as this RFP/contract agreement shall be governed by the laws of India.

9.41.8. Any notice given by one party to the other pursuant to this Contract shall be sent to the other party in writing or by fax and confirmed in writing to the other party's specified address. The same has to be acknowledged by the receiver in writing.

9.41.9. No conflict between Bidder and SIDBI will cause cessation of services. Only by mutual consent the services will be withdrawn.

9.42. No third party rights

No provision of the RfP the agreement that may be entered into is intended to, or shall, confer any rights on a third party beneficiary or other rights or remedies upon any person other than the parties hereto; nor impose any obligations on the part of the parties to the agreement towards any third parties.

9.43. Representations and Warranties

In order to induce SIDBI to enter into the Contract/Agreement, the Vendor/Bidder hereby represents and warrants as of the date hereof, which representations and warranties shall survive the term and termination hereof, the following:

That the Bidder is a company which has the requisite qualifications, skills, experience and expertise in providing Information and Communication Technology (ICT) and other Service(s) contemplated hereunder to third parties, the technical know-how and the financial where with all, the power and the authority to enter into the Contract / Agreement and provide the Service(s)/Systems sought by SIDBI.

That the Vendor/ Bidder is not involved in any major litigation, potential, threatened and existing, that may have an impact of affecting or compromising the performance and delivery of Service(s) /Systems under the Contract/Agreement/RfP.

That the representations made by the Vendor/ Bidder in its bid are and shall continue to remain true and fulfil all the requirements as are necessary for executing the duties, obligations and responsibilities as laid down in the proposed Contract/Agreement and the Bid Documents and unless SIDBI in writing specifies to the contrary, the Vendor/Bidder shall be bound by all the terms of the bid.

That the Vendor/ Bidder has the professional skills, personnel and resources/authorizations that are necessary for providing all such services as are necessary to perform its obligations under the bid and the proposed Contract/Agreement.

That the Vendor/Bidder shall ensure that all assets including but not limited to software's, licenses, databases, documents, etc. developed, procured, deployed and created during the term of the Bid/Contract/Agreement are duly maintained and suitably updated, upgraded, replaced with regard to contemporary and statutory requirements.

That the Vendor/ Bidder shall use such assets of SIDBI may permit for the sole purpose of execution of its obligations under the terms of the bid, Tender or the Contract/Agreement. The Bidder shall however, have no claim to any right, title, lien or other interest in any such property, and any possession of property for any duration whatsoever shall not create any right in equity or otherwise, merely by fact of such use or possession during or after the term hereof.

That the Vendor/Bidder shall procure all the necessary permissions and adequate approvals and licenses for use of various software and any copyrighted process/product free from all claims, titles, interests and liens thereon and shall keep SIDBI, its directors, officers, employees, representatives, consultants and agents indemnified in relation thereto.

That all the representations and warranties as have been made by the Vendor/Bidder with respect to its bid and Contract / Agreement, are true and correct, and shall continue to remain true and correct through the term of the Contract.

That the execution of the Service(s) herein is and shall be in accordance and in compliance with all applicable laws as amended from time to time and the regulatory framework governing the same.

That there are (a) no legal proceedings pending or threatened against Vendor/ Bidder or its team which adversely affect/may affect performance under this Contract/Agreement; and (b) no inquiries or investigations have been threatened, commenced or pending against the Vendor/ Bidder or its team members by any statutory or regulatory or investigative agencies.

That the Bidder has the corporate power to execute, deliver and perform the terms and provisions of the Bid/Contract/Agreement and has taken all necessary corporate action to authorize the execution, delivery and performance by it of the bid/Contract/Agreement.

That all conditions precedent under the Bid/Contract/Agreement has been complied.

That neither the execution and delivery by the Vendor/Bidder of the Bid/Contract/Agreement nor the Vendor's/ Bidder's compliance with or performance of the terms and provisions of the Bid/Contract/Agreement

- (i) will contravene any provision of any applicable law or any order, writ, injunction or decree of any court or governmental authority binding on the Vendor/ Bidder
- (ii) will conflict or be inconsistent with or result in any breach of any or the terms, covenants, conditions or provisions of, or constitute a default under any agreement, contract or instrument to which the Vendor/ Bidder is a party or by which it or any of its property or assets is bound or to which it may be subject or
- (iii) will violate any provision of the Memorandum and Articles of Association of the Vendor/ Bidder.

That the Vendor/ Bidder certifies that all registrations, recordings, filings and notarizations of the Contract/Agreement and all payments of any tax or duty, including without limitation stamp duty, registration charges or similar amounts which are required to be effected or made by the Vendor/Bidder which is necessary to ensure the legality, validity, enforceability or admissibility in evidence of the Contract/Agreement have been made.

That the Vendor/ Bidder confirms that there has not and shall not occur any execution, amendment or modification of any agreement/contract without the prior written consent of SIDBI, which may directly or indirectly have a bearing on the Contract/Agreement or Service(s).

10. Minimum Eligibility Criteria

10.1. The bidder participating in the RfP should satisfy the following minimum eligibility criteria:

S. N.	Criteria	Documents to be submitted by bidder
1	The Bidder should be a partnership firm registered under LLP act, 2008 / Indian Partnership Act, 1932 OR Company in India as per Indian Companies Act, 1956/ Indian Companies Act 2013 and must have in existence for 5 years as on the date of RfP.	(i) Copy of certificate of LLP registration. (ii) Copy of certificate of Incorporation and certificate of commencement of business in case of Public Limited Company OR (iii) Copy of certificate of Incorporation of Private limited Company, issued by the registrar of companies.
2	The Bidder must be in position to provide support / maintenance / up-gradation during the period of contract with the Bank and must be having back-to-back support from the OEM. If bidder (partner of OEM) is not able to fulfill its obligation to support the product during the contract period, OEM will have to ensure support as per contract.	Bidder to submit Manufacturer Authorization Form (MAF) from all the OEMs whose solutions are proposed in the RfP, as per format provided in Annexure -V of this RFP.
3	The bidder should have minimum average annual turnover of INR 120 crore over the last three (3) Financial years.	
4	The bidder should have positive Net Profit in any two (2) of the last three (3) financial years and in the immediately preceding FY. Bidders should also have positive networth in immediately preceding three (3) financial years i.e. 2017-18, 2018-19 and 2019-20. This must be the individual company's financials and not consolidated or of any group of companies / subsidiaries.	(i) Audited balance sheet for last three years i.e. 2017-18, 2018-19 and 2019-20 (ii) CA Certificate indicating turnover, net profit and networth for three years i.e., 2017-18, 2018-19 and 2019-20
5	The bidder must have a currently valid GST registration certificate and PAN number.	Copies of the following to be submitted: (i) GST Number and (ii) PAN.
6	The bidder should have experience in managed security / captive SOC for any BFSI /PSU /Government customer in India during last five years from the date of RfP in at least: a) One organization with minimum order value of atleast Rs.10 crore. OR	Proof of purchase order/work order to be submitted.

S. N.	Criteria	Documents to be submitted by bidder
	b) Two organizations with minimum order value of at least Rs.6 crore each. OR Three organizations with minimum order value of at least Rs.5 crore each.	
7	The bidder should have own/registered support office for TAC level support in Mumbai and Chennai with trained security resources, for after sales support services and maintenance of proposed solution, hardware and software.	Address and contact details of the office of bidder at Mumbai and Chennai to be submitted as per Annexure –XV of this RfP.
8	All Proposed OEM Product(s) / solutions should have been implemented for any ONE BFSI /PSU /Government customer in India, within last three years and presently under Annual Technical Support (ATS).	Declaration from OEM on its letter head duly signed by its authorised signatory reflecting the solutions provided/ implemented and complete details of customer (Company, Address, Contact Person, Contact Number, Mail ID) to be submitted.
9	The bidder should not have been blacklisted by any Public Financial Institutions, Public Sector Bank, RBI or IBA or any other Government agencies during the last 3 years (counted backward from date of RfP). Bidder must certify to that effect.	Self-declaration to this effect on company's letter head signed by company's authorized signatory as per Annexure-IX of this RfP.
10	Bidder should not be owned or controlled by any Director or Employee (or relatives) of the Bank.	Self-Declaration by Bidder on the company's letter head signed by company's authorized signatory as per Annexure-XVI of this Rf, is to be submitted
11	The solutions proposed should not be "end of support for 5 years" as on the date of RfP.	Self-Declaration by Bidder on the company's letter head to be submitted.
12	The bidder should submit pre-contract integrity pact.	Pre-contract integrity pact as per Annexure –XII of this RfP, on non-judicial stamp paper of Rs.100.

10.2. **BFSI implies Scheduled Commercial banks, all India Financial Institutions and Insurance Companies.**

10.3. POCs carried out by bidder will not be treated as experience of the Bidder.

10.4. Non-compliance of any of the criteria will entail rejection of the offer summarily. The criterion mentioned above is mandatory.

10.5. Only those who fulfill all the eligibility criteria will qualify for further evaluation.

10.6. Photocopies of relevant documents / certificates duly attested by authorized signatory and company seal affixed should be submitted as proof in support of the claims made.

10.7. The Bank reserves the right to verify / evaluate the claims made by the Bidder independently.

11. Evaluation Methodology

11.1. Introduction

- 11.1.1. The objective of this methodology is to facilitate the selection of the most optimal solution/solutions that appropriately meets the requirements of the Bank.
- 11.1.2. The Bank would also evaluate the Bids on technical and functional parameters including possible visit to inspect live site(s) of the bidder, witness demos, bidder's presentation, verify functionalities / response times, POC etc. However, SIDBI will not pay/ reimburse any expenditure incurred by the vendor for arranging the demonstration / POC/ Presentation.
- 11.1.3. All bids shall be evaluated by an evaluation committee setup for this purpose by the Bank. The Bank will evaluate the technical offers of the bidders in terms of eligibility criteria and the proposals meeting the criteria will only be taken up for further technical evaluation. The decision on the Bank regarding evaluation would be final and binding on all the Bidders responding to this RfP. The Bank may accept or reject an offer without assigning any reason whatsoever.
- 11.1.4. Bidder shall quote for entire package on a single responsibility basis for the goods and services, it proposes to supply under the contract.
- 11.1.5. Bids that are not opened during Bid opening shall not be considered for further evaluation, irrespective of the circumstances. Withdrawn bids will be returned unopened to the Bidders subsequently.

11.2. Preliminary Examinations

- 11.2.1. The Bank will examine the Bids to determine whether they are complete, all the necessary documents properly signed, supporting papers/ documents attached and the bids are generally in order.
- 11.2.2. The Bank may, at its sole discretion, waive any minor informity, nonconformity or irregularity in a Bid which does not constitute a material deviation, provided such a waiver does not prejudice or affect the relative ranking of any Bidder.
- 11.2.3. 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, performance security, qualification criteria, insurance, Force Majeure etc. 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.
- 11.2.4. 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.
- 11.2.5. Bids without EMD / Bid security in the proper form and manner will be considered non-responsive and rejected.
- 11.2.6. The Bidder is expected to examine all instructions, forms, terms and specification 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 its Bid.

11.3. Clarification of bids

11.3.1. To assist in the scrutiny, evaluation and comparison of offers/bids, the bank may, at its sole discretion, ask some or all bidders for clarification of their offer/bid. The request for such clarifications and the response will necessarily be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.

11.3.2. Any decision of the bank in this regard shall be final, conclusive and binding on the bidder.

11.4. Pre-Qualification Evaluation

11.4.1. In the first phase, the bank shall evaluate the pre-qualification/Minimum eligibility bids as per the criteria specified in the RfP and information submitted by the bidders to determine whether they are substantially responsive and meeting the eligibility criteria given in the tender.

11.4.2. Proposals of bidders who do not fulfill the above criteria or who fail to submit the required data along with documentary evidence thereon will be liable to be rejected.

11.5. Technical Evaluation

11.5.1. Technical evaluation will be carried out only for the bidders who succeed the pre-qualification criterion.

11.5.2. The Technical offer will be evaluated based on the Evaluation Matrix given in **Section 11.5.3**. Only those bidders securing technical score greater than or equal to 75% (cut-off marks) will be eligible for consideration in the subsequent round of commercial evaluation. If less than 3 bidders qualify as per above criteria, SIDBI reserves the right to short list maximum top 3 bidders subject to securing technical score ≥ 70 . The decision of the Bank in this regard shall be final.

11.5.3. The technical bids submitted by the bidders will be evaluated based on the following Scoring Matrix:

S.N.	Parameter	Details	Max. Marks	Marking Criteria
1	Compliance of the solutions to meet Functional and Technical requirement mentioned at Annexure - III	FIM Solution	15	Bidder has to carry out self-marking as defined in section 11.5.4. Bidder has to score at least 85% marks individually under this head for each solution.
		DAM Solution	15	
		EPE Solution	12	
		MFA Solution	12	
		APM Solution	12	
2	Bidder's Experience (copy of PO/work completion order with details of solution implemented to be submitted)	The bidder should have implemented during last 5 years FIM solution in BFSI/PSU/Government organisation in India	4	For each reference 2 marks, subject to maximum of 4 marks.
		The bidder should have implemented during last 5 years DAM solution in BFSI/PSU/Government organisation in India	4	
		The bidder should have implemented during last 5 years EPE solution in BFSI/PSU/Government organisation in India	4	
		The bidder should have	4	

S.N.	Parameter	Details	Max. Marks	Marking Criteria
		implemented during last 5 years MFA solution in BFSI sector in India BFSI/ PSU/Government organisation in India		
		The bidder should have implemented during last 5 years APM solution in BFSI sector in BFSI/ PSU/Government organisation in India	4	
3	Project Management	Bidder's understanding on project scope	5	Scoring would be based on the bid response submitted and technical presentation made by the bidder
		Project delivery organization, Solution architecture and proposed implementation methodology	6	
		Risk Identification & mitigation	3	
Total			100	

11.5.4. Compliance of the solutions to meet Functional and Technical requirement

- The functional and technical specifications for the solutions are given in Annexure-III. Bidder shall mention the availability of each feature/functionality in the proposed solution by assigning its own score based on the following matrix:

Classification	Description	Score
Fully Available	The required functionality is available	2
Partially Available	Some functionality is available	1
Not Available	Feature not available in solution	0

- In case of partially available functionality, the Bidders are required to indicate in the 'Remarks' column in Technical Bid the details of same.
- The bank would check randomly 10% of the responses to technical specifications by the bidder for each solution to determine the correctness. In case, it is found that, the response to bidder is incorrect, the technical bid may be liable to be rejected.
- It may not be feasible by bank to verify, during technical evaluation, above scores assigned by the bidders for each functional and technical specifications. However, it will be selected bidder's responsibility to deliver the same during implementation as per its own scoring/compliance. Bank may at its sole discretion ask the bidder to justify the score assigned by itself for any of the feature/functionality during demonstration. Score assigned by the bidder might undergo change if the bidder is not able to demonstrate/clarify the respective feature/functionality.
- Scores, thus finalized for all feature/functionalities of individual solutions, will be added and final score for this parameter (Compliance of the solution to meet Functional and Technical requirement) will be arrived at as per following illustration.

Illustration

Let us assume scores for FIM solution and one bidder has mentioned its score as follows.

S.N.	Details	Score	Remarks
1	Total number of parameters	88	
2	Total marks for all parameters	176	Each parameter is assigned maximum 2 marks.
3	Maximum weightage assigned to FIM	15	Refer section 11.5.3
4	Bidder Response		
a.	No of parameters fully complied	75	150
b.	No of parameters partially complied.	10	10
c.	No of parameters not complied	03	00
d.	Total score secured by bidder for FIM	160	
4	Marks scored by bidder for FIM out of allocated 15	13.64	(160/176) *15 % for individual solution is 90.91.

6. **Bidder must score at least 85% marks individually under this head for each solution to qualify for Functional and Technical requirement.**

7. The Bank will check randomly check 10% of functional & technical requirements parameters specified in technical bid of RfP for each solution and bidder's compliance for them will be verified during on-line demonstration of the solution. In case the compliance given by the bidder is not found satisfactory, Bank reserves the right to reject such technical bid.

11.5.5. Bidder's Experience

The bidder is required to provide copy of purchase order issued by the respective organisation in BFSI/PSU/Government towards proof for each reference of experience.

11.5.6. Project Management

1. Bidder is required to furnish specific details in the technical bid response of its understanding on the project scope, proposed project delivery organization, Solution architecture for DC & DR environment and proposed implementation methodology separately, its knowledge and experience to deliver vis-à-vis scope of the assignment, identification of risks in the project and its mitigation strategy.
2. Bidder would also be required to make technical presentation to explain its response in line with the respective parameters mentioned in the scoring matrix above. Bidder will be expected to respond with crisp and clear answers with strong content for the queries raised during the presentation. Scoring will be done based on the response mentioned in the technical bid submitted and also on the technical presentation.

11.5.7. Demonstration of solution (online)

As part of the technical evaluation, the bidder/OEM has to arrange for on-line demonstration of the proposed solutions to ascertain their compliance in line with the technical bid submitted.

11.5.8. Schedule and Time for Presentation & on-line Demonstration

1. Bidders would be allotted a time slot of 1 hour for presentation and 2 hours for on-line demonstration of all the proposed solutions. The presentation and on-line demonstration should be carried out on same day in two sessions. The presentation and on-line demonstration shall be provided jointly by the bidder and OEM.
2. The invitation of bidders to presentation and on-line demo would be based on ascending alphabetical order of their names and the time & location will be

communicated to the bidders by e-mail at least two days in advance during technical evaluation.

3. The bank will not pay/ reimburse any expenditure incurred by the bidder/OEM for arranging presentation and on-line demonstration.

11.6. Commercial Bid

11.6.1. All the bidders who qualify in Technical evaluation as per the criteria mentioned above would be short listed for commercial evaluation. Bidders who do not qualify the technical evaluation will not be invited for opening of commercials.

11.6.2. Lowest cost bid out of eligible commercial bids would be short listed based on the **“Total cost of Ownership” quoted by the bidder in Part-IV** of commercial bid.

11.6.3. Bank will consider awarding the contract to the successful bidder(s) whose bid has been determined to be substantially responsive and the Lowest Commercial bid (L1).

11.6.4. Bank reserve the right to:

1. Reject any or all the proposals without assigning any reason thereof.
2. Place the order with shortlisted bidder(s) at the contracted price for all the items in single or multiple lots within the bid validity period.
3. Alter the quantities or locations specified in the offer in the event of changes in plans of the Bank. The same shall be advised at the time of placing the order with shortlisted bidder(s). In case of alteration in quantity, the unit price prevails.

11.7. Purchase Preference

In the current RfP, no purchase preference would be given to the bidders as the solutions under procurement are not divisible.

11.8. Arithmetic errors correction

Arithmetic errors, if any, in the price break-up format will be rectified on the following basis:

11.8.1. If there is discrepancy between the unit price and the total price, which is obtained by multiplying the unit price with quantity, the unit price shall prevail and the total price shall be corrected unless it is a lower figure. If the supplier does not accept the correction of errors, its bid will be rejected.

11.8.2. Bank may waive off any minor informity or nonconformity or irregularity in a bid, which does not constitute a material deviation, provided such a waiving, does not prejudice or effect the relative ranking of any bidder.

11.9. Award of Contract

11.9.1. The Bank would issue Lol / Purchase order to the shortlisted bidder(s) after completion of above process.

11.9.2. The shortlisted bidder/s has to return the duplicate copy of Lol/Purchase order to the Bank within one week from the date of PO duly Accepted, Stamped and Signed by Authorized Signatory in token of acceptance.

11.9.3. Failure to accept the order within one week from the date of receipt of the Lol/order makes the EMD liable for forfeiture at the discretion of the Bank. In such an event, the bidder stands disqualified for further participating in the subject Bid.

12. Annexures

SIDBI

12.1. Annexure -I: Bid Forwarding Letter
(To be submitted on Bidders letter head)

The General Manager
Small Industries Development Bank of India,
IT Vertical, Overseas Towers, 2nd Floor,
756-L, Anna Salai,
Chennai – 600002, Tamil Nadu

Dear Sir,

Procurement of Various IT Security Solutions

1. We, the undersigned, offer to submit our bid in response and accordance with your Tender No.500/2021/1577/CBO/ITV dated 03.08.2020. Having examined the tender document including all Annexures carefully, we are hereby submitting our proposal along with all the requisite EMD and other documents as desired by the Bank.
2. Further, we agree to abide by all the terms and conditions as mentioned herein the tender document. We agree to abide by this offer till 180 days from the date of last day for submission of offer (Bid).
3. If our offer is accepted, we undertake to provide on-site comprehensive service support for the hardware / software and other components forming the part of solution, supplied as per the above referred RFP, during warranty of one (1) year and AMC/ATS of four (4) years. The Warranty, AMC, ATS would be back to back from OEM and would start from date of acceptance of the solutions by the Bank. Further, the price quoted by us includes back-to-back one (1) year warranty and four (4) years AMC/ATS with OEM and support.
4. We would also undertake preventive maintenance periodically as specified in the tender. We also confirm that, we would stock adequate spares of all items supplied at our support locations and provide uptime etc as per requirements of RFP.
5. 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".
6. We have also noted that SIDBI reserves the right to consider/ reject any or all bids or cancel/re-tender without assigning any reason thereof.
7. We understand that the Bank is not bound to accept any proposal it receives.

Yours sincerely,

Date

Signature of Authorised Signatory ...

Place

Name of the Authorised Signatory ...

Designation ...

Seal of Company

Phone & E-mail:

Name of the Organisation ...

12.2. Annexure –II: Pre-Qualification / Minimum Eligibility Criteria

Pre-Qualification / Minimum Eligibility Bid
RfP for Procurement of Various IT Security Solution
Tender No. 500/2021/1577/CBO/ITV dated 03.08.2020

A. Information about Bidder

S.N.	Details	Bidder's response
1	Name of the bidder company	
2	Year of establishment	
3	Type of Company	
	Documentary proof enclosed. (Yes / No)	
4	Address of Registered Office with contact numbers	
a	Address of Registered Office	
b	Land Line No.	
5	Details of Directors / Proprietor and key Persons.	<Attach as separate annexure>
6	PAN and GST Details	
a	Permanent Account Number	
	Copy of PAN enclosed. (Yes/No)	
b	GST Identification Number of Office at Chennai and Mumbai.	
	Copy of GSTIN of Chennai and Mumbai enclosed. (Yes/No)	
7	OEM or Authorized Partner of OEMs.	
8	MSE Status	
a	Is bidder MSE (Yes/No)	
b	MSE registration certificate enclosed. (Yes/No)	

B. Details of Authorized Representative of Bidder (On whose Favour PoA is submitted)

S.N.	Contact Details	Bidder Response
1	Name	
2	Designation	
3	Land Line No.	
4	Mobile No.	
5	Email Id	
6	Power of attorney in favour of authorized representative submitted. (Yes / No)	

C. Financials

S. N	Parameter	FY	Amount in lakh
1	Annual Turnover	2017 - 2018	
		2018 - 2019	
		2019 - 2020	
2	Net Profit	2017 - 2018	
		2018 - 2019	
		2019 - 2020	
3	Net-worth	2017 - 2018	
		2018 - 2019	
		2019 - 2020	
4	<i>Copies of audited balance sheet attached. (Yes / No)</i>		
5	<i>CA Certificate indicating turnover, networth and Net Profit for three years i.e., 2017-18, 2018-19 and 2019-20</i>		

D. Eligibility Criteria

S.N.	Criteria	Documents to be submitted by bidder	Bidder Response	Remarks, if any
1	The Bidder should be a partnership firm registered under LLP act, 2008 / Indian Partnership Act, 1932 OR Company in India as per Indian Companies Act, 1956/ Indian Companies Act 2013 and must have in existence for 5 years as on the date of RfP.	(i) Copy of certificate of LLP registration. (ii) Copy of certificate of Incorporation and certificate of commencement of business in case of Public Limited Company OR (iii) Copy of certificate of Incorporation of Private limited Company, issued by the registrar of companies.		
2	The Bidder must be in position to provide support / maintenance / up-gradation during the period of contract with the Bank and must be having back-to-back support from the OEM. If bidder (partner of OEM) is not able to fulfill its obligation to support the product during the contract period, OEM will have to ensure support as per contract.	Bidder to submit Manufacturer Authorization Form (MAF) from all the OEMs (including hardware OEMs) whose solutions are proposed in the RfP, as per format provided in Annexure -V of this RFP.		
3	The bidder should have minimum average annual turnover of INR 120 crore over the last three (3)	(i) Audited balance sheet for last three years i.e. 2017-		

S.N.	Criteria	Documents to be submitted by bidder	Bidder Response	Remarks, if any
	Financial years.	2018, 2017-2019 and 2019-2020.		
4	The bidder should have positive Net Profit in any two (2) of the last three (3) financial years and in the immediately preceding FY. Bidders should also have positive networth in immediately preceding three (3) financial years i.e. 2016-17, 2017-18 and 2018-19. This must be the individual company's financials and not consolidated or of any group of companies / subsidiaries.	(ii) CA Certificate indicating turnover, net profit and networth for three years i.e., 2017-2018, 2018-2019 and 2019-2020		
5	The bidder must have a currently valid GST registration certificate and PAN number.	Copies of the following to be submitted: (i) GST Number and (ii) PAN.		
6	The bidder should have experience in managed security / captive SOC for any BFSI /PSU /Government customer in India during last five years from the date of RfP in at least: a) One organization with minimum order value of atleast Rs.10 crore. OR b) Two organizations with minimum order value of at least Rs.6 crore each. OR c) Three organizations with minimum order value of at least Rs.5 crore each.	Proof of purchase order/work order to be submitted.		
7	The bidder should have own/registered support office for TAC level support in Mumbai and Chennai with trained security resources, for after sales support services and maintenance of proposed solution, hardware and software.	Address and contact details of the office of bidder at Mumbai and Chennai to be submitted as per Annexure -XV of this RfP.		
8	All Proposed OEM Product(s) / solutions should have been implemented for any ONE BFSI /PSU /Government customer in India, within last three years and presently under Annual Technical	Declaration from OEM on its letter head duly signed by its authorised signatory reflecting the solutions provided / implemented and		

S.N.	Criteria	Documents to be submitted by bidder	Bidder Response	Remarks, if any
	Support (ATS).	complete details of customer (Company, Address, Contact Person, Contact Number, Mail ID) to be submitted.		
9	The bidder should not have been blacklisted by any Public Financial Institutions, Public Sector Bank, RBI or IBA or any other Government agencies during the last 3 years (counted backward from date of RfP). Bidder must certify to that effect.	Self-declaration to this effect on company's letter head signed by company's authorized signatory as per Annexure-IX of this RfP.		
10	Bidder should not be owned or controlled by any Director or Employee (or relatives) of the Bank.	Self-Declaration by Bidder on the company's letter head signed by company's authorized signatory as per Annexure -XVI of this Rf, is to be submitted		
11	The solutions proposed should not be "end of support for 5 years" as on the date of RfP.	Self-Declaration by Bidder on the company's letter head to be submitted.		
12	The bidder should submit pre-contract integrity pact.	Pre-contract integrity pact as per Annexure -XII of this RfP, on non-judicial stamp paper of Rs. 100.		

E. EMD and Tender Form Cost Details

S.N.	Details	Bidders Response
1	EMD Details	
a.	Mode of Payment - DD / Pay Order / Bank Guarantee/NEFT	
b.	Number of DD/Pay order/BG/UTR	
c.	Date of Issue of DD/Pay order/BG or NEFT Transfer.	
d.	Issuing Bank of DD/Pay order /BG/NEFT	
e.	Amount (Rs.)	
2	Tender Form Cost Details	
a.	DD / Pay Order/NEFT	
b.	Number of DD/Pay order/BG/UTR	
c.	Date of Issue of DD/Pay order/BG or NEFT Transfer.	
d.	Issuing Bank of DD/Pay order /BG/NEFT	
e.	Amount (Rs.)	
3	Proof of deposit of EMD / tender form cost, if done through NEFT to be attached.	

We do hereby confirm that, the information provided by us correct.

Date Signature of Authorised Signatory ...
Place Name of the Authorised Signatory ...
Designation ...
Phone & E-mail:
Seal of Organisation. Name of the Organisation ...

NOTE	All columns to be duly filled.
	Documentary evidences against each parameter to be attached.
	Registered MSE bidders are exempted from paying tender form cost and EMD, subject to submission of valid registration certificate along with the bid.
	Bidders depositing EMD into the Bank account are required to attach the proof of payment (Payment Receipt Generated and Ref. No.) along-with the bid.
	MAF should be from all the OEMs whose products (software & hardware) are proposed by the bidder and should be strictly as per the format given in RfP.

12.3. Annexure –III: Technical Bid

TECHNICAL BID
RfP for Procurement of Various IT Security Solutions
Tender No. 500/2021/1577/CBO/ITV dated 03.08.2020

12.3.1. The bidder shall submit datasheet released by OEM for every proposed solution as supporting document towards compliance confirmed by them as per technical specifications mention below. The below technical specifications are minimum requirement. The bidder shall also extend additional features which are essential to run the solution in the enterprise level environment without any additional cost to the bank.

12.3.2. Compliance of the Solutions to meet Functional and Technical Requirements.

Bidder has to fill in 'Bidder's Score' column in following tables towards availability of features and functionalities in the proposed solution as per scoring matrix given below:

- (i) Feature fully available - 2
- (ii) Feature partially available - 1
- (iii) Feature not available - 0

In case of partially available feature, the bidder has to indicate the details in remark column. **Bidders must note that for every single S.N. in the following tables of technical specifications, they have to assign single Bidder's score based on availability of all the features under the respective S.N.**

Bidder must score at least 85% marks individually under this head for each solution to qualify for technical evaluation towards other parameters.

A. File Integrity Monitoring

S. N.	Minimum Technical Specification	Bidder's Score	Remarks
1	FIM Solution should be able to generate a baseline of a server(s) so that integrity is based on a known good state.		
2	FIM Solution should be able to create a single baseline that can be distributed to a group of servers to verify differences from baseline (i.e. configuration verification).		
3	FIM solution should provide capability for Execution of commands based on integrity violations.		
4	FIM Solution should be capable to distribute Policy files remotely via a console to one or more machines.		
5	Standard Policy templates should be available in the tool		

S. N.	Minimum Technical Specification	Bidder's Score	Remarks
6	FIM Solution should have facility to group Files and directories together in policy template (rule blocks).		
7	FIM Solution should be able to Specify severity level to individual files and/or directories.		
8	FIM Solution should support file directory recursion.		
9	FIM Console can view status of machines.		
10	FIM Console should be able to group agents on various parameters.		
11	Ability to have monitoring (view-only) only consoles available for defined users.		
12	FIM Templates can utilize wildcards or variables (to encompass minor differences in file system contents between systems).		
13	FIM solution should be able to operate through firewall (ports opened).		
14	FIM solution should work well in low bandwidth connections.		
15	FIM Solution should be able to monitor snapshot of database from console.		
16	FIM should be able to easily and quickly update multiple baselines at once, in cases where routine maintenance and/or changes cause integrity violations.		
17	FIM should have ability to automatically promote baseline.		
18	FIM should be able to auto-promote changes when real-time analysis of change indicates they are inconsequential or beneficial.		
19	FIM Management console should be cross platform (i.e. Windows and Unix etc.).		
20	FIM Management console should detect status of agents.		
21	FIM should allow users to quickly compare two versions and quickly isolate changes or differences between versions.		
22	FIM agents should operate on different flavours of Windows, different flavours of Linux and different flavours of Unix (such as HP-UX, AIX etc).		
23	FIM should be able to change agent passphrases from console.		
24	FIM should be able to Transfer only delta change information for each scan (after the first), not all configuration data each time		
25	FIM should be scalable to address requirements of both individual departments and entire enterprise.		
26	FIM should be able to provide users access from anywhere to a single location which allows them to view, search, and compare configurations.		
27	FIM should be able to provide immediate access to detailed change information.		
28	FIM should be able to arrange and manage monitored components in a number of ways including by		

S. N.	Minimum Technical Specification	Bidder's Score	Remarks
29	location, device type, and responsibility etc. FIM should enable explanations, descriptions, or labels to be annotated by users.		
30	FIM should provide standard sets of defaults and templates for each operating environment		
31	FIM should provide Role based access control to establish levels of access and control for specific groups of users.		
32	FIM should provide secure communication between devices and database.		
33	FIM should Inform authorized persons of when, how and who made changes.		
34	FIM should provide summary and detailed reports to management that various departments are in compliance with set security policies.		
35	FIM should enable compliance with security and regulatory requirements		
36	FIM should report devices that don't meet established operational or regulatory policies.		
37	FIM should analyse changes in real time to determine if they introduce risk based on conditions under which change was made, type of change made and user-specified severity of a change.		
38	FIM Console should have auditing facilities for any changes in FIM.		
39	FIM Communication link between agent and console should be secure (SSL).		
40	FIM should be able to verify agent security and pass phrases.		
41	FIM should provide Interface launch commands (toolbar actions) (GUI Interface) to provide one click actions.		
42	Integration or links to change ticketing systems to correlate and match requested change tickets to actual changes. The bank currently uses HP SM		
43	Integrates with RSA security information and event management (SIEM) solutions to provide log management capabilities and correlate change and compliance status information with security event information from a single point of control.		
44	FIM should have ability to create tickets and/or incidents in Ticketing system based upon integrity violations.		
45	Integration into virtual management console to keep inventory information consistent and help secure virtual environments.		
46	FIM tool provided by the Bidder should be able to monitor network and security devices.		
47	FIM should have multiple levels of reporting.		
48	FIM should provide executive level summary reports/dashboards.		
49	FIM should be able to send Reports via email.		

S. N.	Minimum Technical Specification	Bidder's Score	Remarks
50	FIM should provide options to print Reports.		
51	FIM Reports should be archived locally.		
52	Reports clearly denote severity levels of integrity violations.		
53	Reports can be filtered and searchable.		
54	Reports can be exported to other applications (CSV, xml or html format).		
55	FIM should provide capabilities to create on demand Reports.		
56	FIM reports should be easily customizable		
57	FIM should send alerts to a Web Console, Network Consoles, email, SMSs whenever a high-priority file, content or configuration change is detected.		
58	FIM should alert users when configurations change and introduce risk or non-compliance and provides details on what change was made and who made the change.		
60	FIM should provide a single source of change information.		
61	FIM should specify the relative significance of a change according to the monitoring rules for a system component.		
62	FIM should enables searches of configuration histories and audit logs for specified content using a variety of search criteria and filters.		
63	FIM should allow searching to be predefined or saved for future use by all users.		
64	FIM should identify all devices whose configurations differ from their designated baselines, or either contain or are missing specified configuration settings.		
65	FIM should provide Audit logging that provides a change control record for all change activity by recording detected changes, added and deleted devices, modified user accounts, etc.		
66	FIM console should send alert when agent connections are lost.		
67	FIM should differentiate authorized vs. unauthorized changes based on change window, who made the change, what the change was, etc.		
68	FIM should have role-based and customizable user interface.		
69	FIM tool should provide sequence of events leading to security incident for deeper analysis of events.		
70	FIM should be able to compare an asset's configuration state against a pre-defined policy /baseline to determine whether or not the configuration is compliant and suggest remedial action.		
71	FIM should be able to seamlessly integrate file integrity monitoring data to immediately reassess upon detected changes (continuous monitoring).		

S. N.	Minimum Technical Specification	Bidder's Score	Remarks
72	FIM should support pre-defined policy templates.		
73	FIM should support, Centre for Internet Security (CIS) benchmarks out-of-the-box.		
74	FIM should support, security standards (NIST, DISA, VMware, ISO 27001) out-of-the-box.		
75	FIM should support regulatory requirements (PCI, SOX, FISMA, FDCC, NERC, COBIT) out-of-the-box.		
76	FIM should support operational/ performance policies out-of-the-box for business-critical applications.		
77	FIM should have ability to easily modify standard policies to conform to unique organizational needs.		
78	FIM should capture and automate own organizational (internal) policies.		
79	FIM should have ability to report compliance status based on platforms/ applications/devices etc		
80	FIM should provide out-of-the-box remediation guidance to help fix non-compliant configurations.		
81	Ability to systematically waive policy tests to seamlessly integrate into compliance processes and requirements.		
82	Provides proof to management that various departments are in compliance with set security policies.		
83	Ability to report "policy scorecards" to summarize the compliance status of a device.		
84	Ability to assign different weights to different tests that comprise a policy scorecard.		
85	Ability to ignore certain tests for certain periods of time (i.e. support for policy waivers).		
86	FIM should have ability to run, assess configurations against multiple policies without requiring a re-scan.		
87	Ability to report on current policy waivers in effect and their expiration dates.		
88	The FIM solution should use wide variety of cryptographic generation algorithms so as to detect evasion through signature weaknesses.		
Total Bidder's Score (to be calculated by bidder based on scores assigned)			

B. Database Activity Monitoring

S.N.	Minimum Technical Specifications	Bidder's Score	Remarks
1	The Solution should meet regulatory compliance such as RBI guidelines on cyber security, SOX, PCI DSS, Data Privacy Law, GDPR, Industry best practices etc.		
2	Creation of an inventory through auto discovery of all databases and database users, deployed across the enterprise.		
3	The proposed DAM solution should be able to monitor in scope database without dropping any		

S.N.	Minimum Technical Specifications	Bidder's Score	Remarks
	log.		
4	Discovery of sensitive data in input and Masking of sensitive data in output.		
5	When scaling the solution, the solution must support a scale-out approach by having only to add more licenses as needed with the increase of databases.		
6	The solution should provide optimum utilization of resources by using Load balancing between its devices, if it is using multiple boxes/gateways		
7	The product should comply and support IPv4 and IPv6 both and should support IPv6 ALG and NAT64		
8	The solution must have temper-proof log storage capability.		
9	The proposed solution required monitoring should be delivered while solution is enabled and in blocking mode		
10	The solutions should support Virtual patching of database for known missing patches		
11	The solution should support creation of policies/rules for enforcing access control and proper rights management on databases.		
12	The solution must support Reporting of deviations to the policies and access control		
13	The solution should support dynamic redaction for privileged user thus certain fields such as Aadhaar number, bank account number etc., could be easily hidden from the privileged DBA's		
14	Solution should continuously learn the user and application behaviour in respect of accessing database. Learning should be a continuous process and should not stop after a certain stage.		
15	Solution should provide risk score of individual databases, based on combination of security alerts, discovery results, vulnerability assessment, sensitivity & confidentiality of data stored in the database.		
16	Solution must monitor privileged user access or local SQL activity that does not cross the network such as Bequeath, IPC, Shared Memory, or Named Pipes		
17	DAM solution should identify abnormal server and user behaviour and providing early detection of possible attacks using outliers. For example: <ul style="list-style-type: none"> User accessing a table for the first time User selecting specific data in a table that he has never selected before Exceptional volume of errors Activity that itself is not unusual, but its volume 		

S.N.	Minimum Technical Specifications	Bidder's Score	Remarks
	is unusual • Activity that itself is not unusual, but the time of activity is unusual.		
18	Solution must support filtering/hiding of the bind variables of all the SQL activities captured		
19	The solution should not store sensitive data in plain text in logs generated by the application (e.g. passwords)		
20	Logs and audit-trail generated by the solution should not be editable by users/ administrator and should be read-only		
21	The Proposed Solution should support automatic updates to the signature database and based on global threat intelligence, ensuring complete protection against the latest threats.		
22	The Proposed Solution should support custom security rules. Administrators should be able to define rules for the positive or negative security model and to create correlation rules with multiple criteria.		
23	The solution must be able to perform content scanning for regular expression and patterns and should monitor nested queries		
24	Solution should be able to monitor and handle obfuscated statement		
25	Communication from Agent to management server must be encrypted		
26	Solution must be able to monitor database which run on non-standard port		
27	Solution should be able to auto classify the database/database-objects based on sensitivity and confidentiality of data based on PII, SPDI, PCIDSS guidelines or customized parameters.		
28	The solution should be capable of auto discovering sensitive/confidential data, like credit card Numbers, Aadhaar or any PII in the database and offers the ability for customization. The solution should be capable of auto discovering sensitive/confidential data, like Aadhaar or any PII in the database and offers the ability for customization.		
29	The solution should be able to auto discover privilege users in the database and should support user entitlement reviews on database accounts		
30	The solution should be able to auto discover default passwords in the default DB accounts		
31	Solution track the dormant accounts as per defined rule.		
32	The solution should inspect both in-coming and out-going DB traffic, compare with the rules and generate alert.		
33	Solution should detect attacks on network		

S.N.	Minimum Technical Specifications	Bidder's Score	Remarks
	protocols, operating systems, as well as application layer DB activity.		
34	Solution should capture and analyse all database activity, from both application user and privileged user accounts, providing detailed audit trails that shows the “Who, What, When, Where, and How” of each transaction.		
35	The solution should provide full details needed for analysis of audited events: date and time, raw SQL, parameters used, end user name, source IP, source application, destination database instance, schema DB objects affected, command details, results generated, values affected etc. should be capable of capturing and reporting at a very granular level.		
36	Solution should detect attacks attempting to exploit known vulnerabilities as well as common threat vectors and can be configured to issue an alert and/or terminate the session in real time		
37	The solution should discover misconfigurations in the database and its platform and suggest remedial measures.		
38	The solution should be capable of reporting missing patches and report the details of such patches and vulnerabilities associated with.		
39	The solution should be able to virtually patch the know vulnerabilities automatically till a patch is installed for the same.		
40	Solution should have capability to track execution of stored procedures, including who executed a procedure, what procedure name and when, which tables were accessed.		
41	Solution should also able to detect any change happens in stored procedure		
42	Solution should have capability to monitor local access & encrypted connections (Oracle ASO, SSL, IPsec etc.)		
43	The solution should provide full details needed for analysis of audited events: <i>Date and time, raw SQL, parameters used, end user name, source IP, source application, destination database instance, schema DB objects affected, command details, results generated, values affected etc. should be capable of capturing and reporting at a very granular level.</i>		
44	The solution should provide facilities for scheduling of reports with respect to time, type of activity, nature of event, violation of specific rules, user, source of origin, DB instance etc.		
45	Ability to mask or obfuscate Sensitive data in the		

S.N.	Minimum Technical Specifications	Bidder's Score	Remarks
	result sets to the user.		
46	The solution support creation of different type of security and audit policies such as rule, report based on heuristic and content based. These policies should support customization.		
47	Ability to kill sessions for accessing sensitive data/policy violations and keeping all activity in the logs		
48	The solution should be capable of blocking access real time, execution of commands which violate the rules/ policies, store the events securely and report the same in real time.		
49	The Proposed Solution should support Monitoring Mode and blocking Mode of Deployment. In monitoring mode, solution can generate alerts for unauthorized activity. In blocking mode, solution must proactively block the queries including blocking of matching signatures for known attacks like SQL injection.		
50	The solution should support installation of agents, update of agents, configurations updates, policy updates, start/ stop/restart etc at all the databases from management server centrally.		
51	There should be no down-time of the OS or database for deployment of agents.		
52	The agent should not require a reboot of OS and DB after installation / configuration. Only one agent to be installed, no third-party agents permitted. All agents regardless of deployment mode should be managed from the centralized management console. The solution should not use any 3rd Party software/support for any purpose		
53	If the agent mal-functions or uninstalled or disabled on server, immediate alert to be issued.		
54	If the communication between agent and the console is lost, immediate alert to be issued.		
55	The solution should not use the native database audit functionality. The Solution should not employ native database transaction log auditing.		
56	The solution should be able to support/monitor all database activities in Oss like AIX, UNIX, HP UNIX, Linux, Solaris, Windows and Databases like Oracle, MS-SQL, MySQL, postgres at a minimum.		
57	DAM solution should support integration with the Big Data platform and Data warehouse such as Exadata etc		
58	The solution should provide information of DB links and should have capability to monitor the activity of DB links		
59	The solution should generate alert for any violation		

S.N.	Minimum Technical Specifications	Bidder's Score	Remarks
	of security policy real time		
60	All the reports should be generated at least time (within 120 seconds)		
61	The solution should discover all the databases with details i.e. IP, type, OS, available in the bank network		
62	The solution should also discover if any new database and DB objects created within the monitored network/systems.		
63	The solution must allow administrators to add and modify policies.		
64	The solution should log the actual client IP.		
65	The solution should auto profile the activities to filter noise or known false positives and should generate alert if any violation		
66	The solution support individual user access auditing for packaged applications like SAP, Peoplesoft etc., which the bank proposes to implement in future.		
67	Separate policies should be applied for different databases configured in DAM		
68	The solution should have pre-built templates for well-known security and audit policies.		
69	Bank's all databases are to be integrated without any limitation on the number of databases. Solution should support the deployment modes i.e. monitoring / blocking separately for each database.		
70	The resource overhead (hardware, software) for the agent should not exceed 5% of the normal requirement of the CPU. There should be only one agent.		
71	The solution should provide CPU, RAM, disk capping capabilities on agent- based solution		
72	The solution should have capability to facilitate rule creation at a very granular level. Example: Which user can connect from which source, access what objects, have which rights, at what time window etc.		
73	Rules also should allow blocking access depending upon different parameters like above.		
74	The Proposed Solution should include a Web based single administration interface.		
75	The Proposed solution should have an out-of-band management capability.		
76	The Proposed Solution should be managed centrally for Both DC & DR Setup.		
77	Management solution should support Role-Based Access Control or multiple user roles that facilitate separation of duties. i.e. Administrator (Super-User), Manager, read only etc.		
78	The solution should support the following		

S.N.	Minimum Technical Specifications	Bidder's Score	Remarks
	authentication mechanism for accessing the solution:		
79	(i) In-built authentication in the solution		
80	(ii) Kerberos authentication		
81	(iii) LDAP/AD authentication		
82	(iv) RADIUS authentication		
83	The solution must be able to operate in FIPS (Federal Information Processing Standard) 140-2 compliance mode.		
84	The Bank should be able to deploy or remove the DAM solution from the network with no impact on the existing databases or the network architecture.		
85	Support proper reporting and logging facilities.		
86	Should be able to report events and alerts via standard mechanisms, for example, to a syslog or SNMP server or a SIEM solution.		
87	The solution must support the creation of custom log messages and provide system variable placeholders mechanism to make this use case possible. For example, the Username placeholder looks like (\${Alert.username})		
88	The solution must support generation/ both predefined as well as custom built reports as per Bank's requirements with both tabular views, pdf and data analysis graphical views.		
89	The solution should have easy option to customize report without developing or require lot of customization/changes from scratch		
90	Alert should be generated in case of violation of rules through SMTP (mail).		
91	The solution should provide facilities for scheduling of reports with respect to time, type of activity, nature of event, violation of specific rules, user, source of origin, DB instance etc.		
92	The solution should be able to generate the reports in HTML, PDF, Excel & CSV, Excel formats		
	Total Bidder's Score (to be calculated by bidder based on scores assigned)		

C. EndPoint Encryption

S. N.	Minimum Technical Specifications	Bidder Score	Remarks
1	Solution should support encryption of following:		
	(i) Full Disk Encryption (Drive Encryption-FDE)		
	(ii) File and Folder Encryption(FFE) and (iii) Removable Media Encryption (RME)		
2	Solution should be able to encrypt files/folders on Desktops, mobile Laptops, network drives and external removable media (USB pen drives) with sector-based encryption. The solution should		

S. N.	Minimum Technical Specifications	Bidder Score	Remarks
3	support SSD drives also. The solution should have self-service portal for recovery of password / keys by the users, without intervention of administrator.		
4	The solution should support the following Operating System encryption: (i) 32 and 64-bit Windows7/ Windows 8/ Windows 8.1/Windows 10 and (ii) Mac OS X support - Ability to support MAC OS		
5	Active Directory integration This allows using domain user information instead of creating users manually in Encryption Solutions. The solution should be capable of integrating with the following:		
	(i) AD		
	(ii) LDAP		
	(iii) File Server		
6	OEM should have their own encryption engine for the supported OS mentioned. OEM Should not use third party encryption components.		
7	Solution should be able to decrypt the contents and update the share folders only to the users with a matching encrypting key in network based encryption – Whereas the data is encrypted on a share on a File Server		
8	Solution should be Encrypting with the read/write processes on the host computer.		
9	Solution should support SED (Self Encrypting Drives) with support for OPAL standard.		
10	Dynamic Key Provisioning - Ability to provide automated process for key creation & assigning.		
11	Autoboot - Seamless boot Up without additional authentication screen yet secure with encryption.		
12	Network Pre-Boot Authentication - Ability to authenticate user through LAN N/W with AD at Boot Logon.		
13	Solution should support all types of known filesystems (FAT, exFAT, NTFS)		
14	Wireless Pre-Boot Authentication - Ability to authenticate user through WiFi N/W with AD at Boot Logon		
15	Cryptoerase / Remote wipe Securely erasing keys keeping Data unreadable on HDD. (HDD sanitization or Disposal policy)		
16	The encrypted External Media should be accessible both on Windows and Mac operating systems.		
17	Support for deployment through proposed Asset and Patch Management (APM) solution.		
18	Solution should deploy management policies on the fly and replicated almost immediately to the		

S. N.	Minimum Technical Specifications	Bidder Score	Remarks
19	encrypted workstations. Solution should be able to do automatic encryption with no requirement for user intervention when all files copied onto those devices.		
20	Solution should be able to identify and verify authorized users by using strong multifactor authentication. The solution should be integrated with proposed MFA solution.		
21	Solution should ensure that specific files and folders are always encrypted, regardless of where data is edited, copied, or saved (Persistent File and Folder Encryption).		
22	Solution should do automatic encryption and protect files by dragging them into encrypted folders		
23	Secondary/Multi Drive encryption support		
24	Container/Partition Encryption support for removable media -Ability to encrypt removable media with container/partition encryption providing flexibility to user & protection to organizations, encryption that doesn't take up entire volume.		
25	Solution should able to create Password protected encrypted container with a Media Viewer for sharing information with authorized users that don't have Encryption client installed.		
26	Solution should be able to reset password created for removable media encryption.		
27	Solution should have capabilities to have Self-Extracting Files - Send encrypted email attachments and allow access to the attachment without requiring the recipient to install any additional software.		
28	Solution uses AES 256-bit encryption that is used for the full disk encryption on a computer.		
29	Solution should provide logs centrally and capture all filenames written to external encrypted USB media in logs.		
30	Solution should be Compliance - Protect your data with an endpoint encryption solution that is FIPS 140-2 / Common Criteria EAL4 / BITS / AES validation		
31	Solution should able to provide compliance report.		
32	Solution should able to decrypt the contents and update the share folders only to the users with a matching encrypting key in network based encryption – Where the data is encrypted on a share on a File Server.		
33	Solution should have ability to dynamically provision keys and key files.		
34	Solution should have recovery Tool to allow for unlocking encrypted drive to recover data without decryption in case of OS corruption and ability to		

S. N.	Minimum Technical Specifications	Bidder Score	Remarks
	attach encrypted disks to another workstation and unlock drive.		
35	Solution should do not prevent repair of bad sectors on non-SED drives (Self encrypted drives).		
36	Encrypted Removable Media should be accessible to third party users without installation of any application or plugin.		
37	The encrypted External Media should be accessible both on Windows and Mac operating systems		
38	Solution should have the capability to roll back to the original state in case of mal-functionality		
39	The solution allows for partial encryption of Removable Media without touching or affecting existing data on the drive. (The data remains on unencrypted portion of the media)		
40	Encrypted Removable must be transparently accessible by the employees without any password prompt.		
41	Solution should have ability to customize user message prompt to provide approved message or instructions prior to performing removable media encryption.		
Total Bidder's Score (to be calculated by bidder based on scores assigned)			

D. Asset and Patch Management

S.N.	Minimum Technical Specifications	Bidder's Score	Remarks
A.	ASSET MANAGEMENT		
1	The Information Technology Asset Management Solution shall be defined as scalable Web based solution with integrated Configuration Management Database (CMDB) which shall be responsible for management of all IT Assets of the Bank.		
2	Proposed solution must be pre-bundled with Operating System, Database by Single OEM and should NOT require any additional 3rd Party Software and Plugins. OEM of proposed solution should own and support all Components O.S, DB & Application to get faster RCA (Root cause analysis) when problem occurs.		
3	Asset and Patch Management should be done from Single Client Agent		
4	Provided Solution should support One-click Server Software upgrade for future Updates / Upgrades including O.S Security Patches, Databases Updates which are needed for Later Versions		
5	Solution should provide all Domain User with Self Service Portal access with Knowledge Base and should allow administrator upload software executable's (manual & automatic), scripts, and		

S.N.	Minimum Technical Specifications	Bidder's Score	Remarks
	other common files under User Self Service User Portal.		
6	Proposed Solution must have Single Agent for Asset Management, Patch Management and Software Distribution with connection of Agent to Common CMDB, without integrating multiple Application & database Instance		
7	Solution should provide accessibility via Secured transmission protocols like Secure Shell (SSH) version 2, Secure File Transfer Protocol (SFTP) and HTTPS are used for all scoped system's maintenance and administration connectivity purposes		
8	Solution Should Utilize Wake on LAN capabilities for after office-hours maintenance like Operating System Patches Installation, Software Distribution & maintenance task, etc.		
9	Solution Should provide Options for Networking customization for routing tables and subnet access control list with support for IPv4 and IPv6 Configuration		
10	IT Assets shall include (but not limited to):		
	a) Servers (physical & virtual with O/s Windows, Linux, HPUX etc)		
	b) Desktops / Laptops		
	c) Mobile Devices (Phones / Tablets)		
	d) Other Networked devices (Printers, Scanners, Cameras and other peripherals)		
	e) Software and Applications		
	f) Non-Networked devices and peripherals		
	g) Other Assets as identified.		
	Management of the IT Assets shall include:		
	a) Asset Discovery		
11	b) Asset On boarding		
	c) Asset Tagging		
	d) Asset Inventory		
	e) Contract Management		
	f) License Management		
	g) Life Cycle Management		
	h) Reporting Services		
	B. Asset Discovery		
12	Solution should be able to identify the IT Assets inside the Bank's network through Agent Based and Agentless discovery techniques along with the functionality of distributed scan/discovery.		
13	Asset Discovery should gather information on the number and type of Hardware components Processors/ Core/ USB/Network Card/ USB etc.), Drivers/ Firmware, Graphics and Audio, Hard Drives, Hosted Virtual Machines, Logical Volumes, Memory, Network Interfaces, Operating System Updates Applied, Out of Band Management, Peripherals,		

S.N.	Minimum Technical Specifications	Bidder's Score	Remarks
	Ports and USB Controllers, Processors , Removable Media, Software installed, Storage Controller, System Information, OS Update Information.		
14	Asset Discovery should gather information on Make & Model of Hardware Components (Asset/ Motherboard /RAM/Hard disk etc.)		
15	Asset Discovery should gather information on Serial Nos of Hardware Components (Motherboard/ RAM/Hard disk etc.)		
16	Asset Discovery should gather information on Versions/Manufacture Dates of the Components		
17	Asset Discovery should gather information on BIOS Details/ OS & Service Pack/ Build /Version Details		
18	Asset Discovery should gather information on IP/MAC Addresses		
19	Asset Discovery should gather information on Peripheral Devices connected to the Assets.		
20	Asset Discovery should gather information on Software Discovery – Applications (including Virtualized) / Software/ Patches etc.		
C. Asset on boarding			
21	Network On boarding: The solution should be able to onboard any new or existing IT Assets Solution should connect through MPLS VPN, leased line, GPRS etc to collect the information.		
22	<p>Manual On boarding: For IT Assets not connected to the network, Solution shall allow for manual on boarding of the Assets. Manual on boarding shall be done through either or through a combination of the below:</p> <p>(i) Upload of Asset data files (excel/word) into the solution.</p> <p>(ii) Upload of Asset data using QR Codes/Bar Codes</p> <p><i>For IT Assets on boarded manually, which have been on boarded through any of the above methods, solution shall conduct a data integrity check as and when such assets are connected to the network. Any deviations should be triggered to the solution admin for rectification.</i></p>		
23	Automatic On boarding: Once the discovery of the IT Assets has been completed, such assets should be on boarded to the solution with all the details.		
D. Asset Tagging:			
24	User Tagging: For proper management of the IT Assets, each asset must be tagged to a user/owner for which Asset Tagging capability should be available in the system. Tagging shall be implemented either through Active Directory interface or any other interface as required by the bank. This tagging should be dynamic and should		

S.N.	Minimum Technical Specifications	Bidder's Score	Remarks
	cater to situations such as movement of asset/movement of user/ addition or deletion of components & peripherals in the IT Asset and reflect change. The tagging should be unique and customizable.		
25	Physical Tagging: For all IT Assets physical tagging of Assets is required, as per the Tagging Scheme advised by the bank, Physical Tagging will be done by bank Team. The Software should generate Unique Asset ID for each Asset		
E. Asset Inventory			
26	Solution should be capable of generating inventory details for all the IT Assets inside the Bank's environment.		
27	Asset Inventory should be stored along with date stamps & track changes like installation/ un-installation, configuration changes, user/owner changes should be reported with in web-console.		
28	IT Asset inventory should include all the details of hardware such as Vendor, Serial Number, Chip Set, CPU information, RAM, numbers of CPUs & Cores, Detail information on Network devices, internal & peripheral disk drives, BIOS details, IP/MAC addresses, End Point/Device name, End Point/Device model, Hard Disk, Storage Devices details, all application and software including in house developed applications /programs, virtualized applications, OS versions and Service Pack information, patch information, services running on the Device etc.		
29	Asset Tracking: Solution should be capable to identify and track change in the location of assets, increase or decrease the number of assets, track assignment status and user information.		
F. Contract Management			
30	Bank purchases IT Assets by entering into contracts with multiple service providers. The solution should be able to manage such contracts.		
31	Contract Creation for all on boarded IT Assets. Contract Creation maybe at the time of onboarding or at a later date.		
32	Contract Creation may include upload of details & documents of Service Level Agreement & Bank Guarantees.		
33	Contract tracking by providing alerts and triggers regarding completion of contracts/ renewals due.		
34	Online maintenance of Contract Documents.		
G. License Management			
35	Bank purchases licenses for multiple applications based on the number of Users / Servers / Units / Subscription / Enterprise / Site / CAL etc. Solution should have the capability to manage such licenses		

S.N.	Minimum Technical Specifications	Bidder's Score	Remarks
	as following:		
36	Should support above mentioned licensing management for all major licensing solution providers such as Adobe, Oracle, Microsoft, RedHat, IBM, VMWare, etc		
37	Should provide details such as Quantity of licenses purchased and deployed in Windows and Linux Operating system.		
38	Should maintain the Catalogue of software from all major OEMs/ Principals and should alert the admins regarding updates released on periodic basis		
39	Should have the capability to manage the entitlement of the licenses based on user (through AD/IP segment etc.)		
40	Should provide trigger based alerts on the criteria set by the admin and provide for license metering.		
41	Removal of un-licensed software identified in machines in which client software is installed.		
H.	Life Cycle Management		
42	The solution shall provide for life cycle management for both hardware and software assets. The solution shall track the life cycle through Purchase, In production, Renewals, End of Life and Disposal stages of the IT Assets. Solution shall provide alerts for each stage of any such IT Asset		
I.	Service / Help Desk		
43	The solution should utilize the configuration management database (CMDB), which should help desk administrators to provide remote support, distribution of software update, patch deployment and auditing of compliance etc		
44	The service desk should be customizable for : a) SLA management b) Workflow management c) Escalation d) Email notifications e) Creation of process for standard, repeatable tasks, which should include multiple interdependent activities which may have defined sequence and requires approvals at multiple levels: (i) Onboarding of new employees (domain id request), request and approval (ii) USB access requests from end users and approvals (iii) Internet access requests from end users and approvals etc		
45	The solution should support queue based ticketing systems for incidents and process. The assignment of tickets should be automated based on hierarchical categories or manually assigned, and escalation notifications can be set to generate email alerts if		

S.N.	Minimum Technical Specifications	Bidder's Score	Remarks
	tickets are not promptly addressed. Tickets can also be set up with parent-child relationships to automate closure of dependent tickets and add structure to related tasks that must be completed prior to closure of ticket.		
46	The solution should track ongoing service processes and reports changes in ticket status to appropriate parties. The solution should support detailed reports to track help desk performance and responsiveness, including the granular ability to define and track resolution timeframes. The solution should have pre-defined reports and should have custom report wizard make it easy to assess compliance with service level agreements (SLAs) and overall service desk workload. Service desk tickets can also be archived for compliance-audit and other purposes. The end result is improved help desk management for SLAs and reporting, as well as increased user satisfaction.		
47	The service desk should provide remote control capabilities to help you resolve issues without initiating a desk-side visit. The solution should have out-of-the-box remote support via Ultra VNC and supports third-party remote control solutions, such as Bomgar, Dameware, NetOps and Windows Remote Desktop.		
48	The solution should provide end users with self-service portal where they can access a flexible knowledge base for self-help, locate hardware and software inventory information for their systems, install IT-sanctioned software packages, and submit and view the status of their support tickets. They can also follow IT-generated links to other self-service tools such as Password Manager, for completing self-service password management tasks. Secure user authentication should be provided via integration with Active Directory/LDAP, while single sign-on allowing users to easily and seamlessly access the user self-service portal with their corporate logon credentials.		
49	The Service Desk should be integrated with OEM provided mobile App for Android and iOS devices, to enable end users to review and respond in real-time to service desk notifications and submit service desk tickets etc.		
J.	Basic Asset Management Functionalities (Apart from the functionalities stated above)		
50	The solution should provide & support API integration with Network Management Software and Active Directory, LDAP etc.		
51	The solution should also have the capability to integrate with On-Premise and SaaS based email		

S.N.	Minimum Technical Specifications	Bidder's Score	Remarks
	System with OAuth 2.0 Support		
52	The Solution should be accessible through Web interface across bank Network with Security feature like SSL Private Key and SSL Certificate file based access		
53	The solution should support integrated login portal and single user interface for the solution users.		
54	The solution should have the admin module to administer the users.		
55	Asset management solution must manage assets from purchase to salvage i.e. from the beginning to the end of an asset's life cycle and track assets from the time its purchased to when it is retired		
56	The solution should maintain an up-to-date inventory of distributed hardware and software assets in Bank's IT infrastructure. As the Bank have wide branch network with Regional offices acting as Local admins, the solution should be capable to offer local admin roles to bank's staff with all capabilities based on role assigned to them.		
57	The Solution should Identify software and hardware configurations from a central location for complete 5corporate IT Infrastructure spread over a network of Offices which are connected via MPLS WAN Network and varying bandwidths.		
58	The Solution should from a central location It should provide complete hardware and software information from all the end-user computing devices		
59	The Solution should have capability for discovery of end-user computing devices based on range of IP addresses or IP subnets even for branches which are connected via MPLS WAN Network and with bandwidths ranging 2Mbps.		
60	The Solution should have ability to create customized inventory scans based on business unit like branch, region, office etc. or for only specific asset class at pre-defined time periods.		
61	Solution should fetch the warranty information & the service tag automatically for the Hardware OEM like Dell, Acer, Lenovo, HP (Desktop, Laptop, Server) etc.		
62	It should provide a powerful reporting engine that enables administrators to schedule large batch reports, which can be automatically e-mailed to multiple recipients. Reports can be created in multiple formats such as PDF, HTML, CSV, XLS and TXT, and revisions of past report output can be archived		
63	The solution should be capable of integrating with Microsoft Active Directory and LDAP for user authentication etc.		
64	Solution should provide agent less facility and an		

S.N.	Minimum Technical Specifications	Bidder's Score	Remarks
	out-of-box agent deployment tool for installing agents and it should be able to take feeds from Active Directory, Domains and manually. It should also support the following agent deployment methods – Active Directory Group Policies, software distribution tools, manually installing the agent.		
65	The Software analysis by system on covered systems should include the following information (but not limited to):		
	a) Publisher name		
	b) Software title name		
	c) Software title version		
	d) Total computers Count		
	e) Total Count of License		
	f) When installed		
	g) Last used Time with the ability to drill down for more detailed views.		
66	Software catalogue should allow for the entry of custom developed software titles & custom classification of standard applications based on user preferences.		
67	Solution should check for entry of new end points into the Bank's network and trigger alerts based on varies discovery method		
68	The Solution should provide history capability till each asset level for hardware/software changes for troubleshooting/ auditing purposes		
69	The solution should manage IP address and device name changes in endpoints without losing history. It should also maintain ownership record of each device.		
70	The Solution Should provide Scheduler to determine when the inventory scans can be scheduled for specific group of devices at pre-defined intervals. Solution should provide scheduled/ on demand scan.		
71	The solution should have capability to discover all unmanaged devices like desktops, servers, laptops, printers, switches and routers. Even if devices are behind firewall, necessary permission will be provided.		
72	The solution should have ability to track changes in inventory and ability to collect registry information		
73	The solution should have full inventory scan for newly discovered devices for all hardware and software. All subsequent scans should be delta scan only.		
74	The solution should have the ability to identify and maintain records of virtual hosts		
75	The System should be able to report last logged in user for any particular asset.		
76	The solution should be able to consume CSV files so that data in CSV files can be tied with managed		

S.N.	Minimum Technical Specifications	Bidder's Score	Remarks
	devices. It will help in inventorying stand-alone/old/unused devices		
77	The Solution must be capable of proactively reporting changes to managed devices within few minutes of detecting change or upon executing any action deployed from the server.		
78	The Solution should have ability to either change the parameters for the individual control or enable/disable controls based upon security requirements		
79	The Solution should perform integrity check of all actions deployed on the managed devices.		
80	The Solution should have ability to create customized inventory scans based on business unit like branch, zone etc. or for only specific asset class at pre-defined time periods.		
81	For Hardware Inventory Management the System should allow admin to configure which serial number is retrieved (motherboard chassis, array, controllers, or hard drive chassis).		
82	All hardware asset information shall be recorded in the management server and some of the basic information shall include but not limited to:		
	a) CPU speed and type		
	b) Hard disk space		
	c) Computer name		
	d) Computer model		
	e) IP address		
	f) Operating System		
83	Solution must have the ability to import contract information like Purchase Order, AMC Contract etc. from an external source like Excel / CSV file & link with specific Assets.		
84	The solution should also support tracking of warranty/AMC information of covered endpoints and raise expiration alerts		
85	The Solution should be capable of generating license compliance reports for both Windows and non-windows OS platforms.		
86	The Solution should be capable to give each local admin the cost structure of IT operations under categories like hardware / software / AMC /Network Links etc. as output from reporting tool.		
87	The Solution should be capable to support each local admin for Maintaining / Monitoring of Contract & SLAs with different AMC Vendors.		
88	The Solution should show trending and analysis of security configuration changes through advanced reporting.		
	The System should be able to recognize files with hidden attributes that is in the following:		
	a) hidden files and		

S.N.	Minimum Technical Specifications	Bidder's Score	Remarks
	b) hidden directories		
89	The Solution should have ability to throttle bandwidth statically and dynamically and this throttling must support up and downstream throttling for both the server and agents.		
90	The solution should support local distribution points through preferred servers and endpoints directly or through Relay server.		
91	The Agents able to dynamically connect to the next nearest Distribution Point if the Distribution Point assigned to the agent is not available.		
92	The solution should prevent users with admin rights to uninstall the agent (The solution should be uninstalled only by the central administrator of the inventory management)		
93	The Solution should be able to hide the agent from the Desktops "Add/Remove Program" list from the central console.		
94	The Solution should have ability to track standalone executable based applications on each computer i.e. Applications that do not need to be installed but just needs to execute a standalone program. (Standalone applications/ executable/ portable programs needs to be tracked by the system)		
95	The solution should provide desktop admins capability to take remote control of endpoints for maintenance purposes. This feature should support copying files, removing files to/ from remote devices		
96	The solution should have the ability to configure machines in all power saving modes (performance/ balanced/ power saving) for supported OS.		
97	The solution should able to remove unauthorized, unlicensed software or any software installed in the endpoints and servers as required by Bank through the central management console.		
98	The solution should have ability to execute a script before and/or after installation. It should also support custom script based execution. Script should be provided by the bidder.		
99	Proposed solution should support Checkpoint restart to improve reliability and reduce network traffic while performing package transfer.		
100	Proposed solution should support the latest Windows Feature Updates for Windows 10 devices, Feature Updates should be detected and deployed in a manner similar to patching.		
101	The solution should support multi-task distribution of software/patches for wide scale distribution.		
102	The Solution must include agent software that is deployed on all managed devices having OS (All flavors of Windows Server and End points with supported OS, Linux Red Hat (Desktop, Enterprise		

S.N.	Minimum Technical Specifications	Bidder's Score	Remarks
	versions)).		
103	The Solution must provide a remote agent deployment utility for installing agents remotely. The tool should be able to use Active Directory and Local Administrator Authentication for deploying agents to remote computers.		
104	The agent deployment strategy should also consider use of the following agent deployment methods:		
	a) Active Directory Group Policies to deploy agents at domain login		
	b) login scripts to deploy agents at domain login		
	c) Use of existing 3rd party software distribution tools as available.		
105	d) Manually installing the agent where no other methods succeed.		
	The agent should be configurable for quiet periods in which no work is done and with throttling features at client and Server sides (should above run at pre-defined times).		
106	The Agent should be able to coexist with other end point clients like antivirus, DLP, NAC, EndPoint Encryption, Application whitelisting Solutions, MFA etc.		
J.	Patch Management		
107	Solution should be able to do assessment for currently deployed patches and scope to deploy latest patches on all the Windows Desktop (7 to 10)		
108	Solution should be able to do assessment for currently deployed patches and scope to deploy latest patches on all the servers i.e, Windows Server (2008 to 2019), RedHat Linux (3.x to 7.x), Ubuntu, MAC etc. The OS may be standard or enterprise edition		
109	Solution should be able to identify and report the machines (servers and endpoints) that have installed the patch that is to be rolled back.		
110	Solution should support rollback of patches and service packs applied		
111	Able to determine if the patches on a machine (servers and endpoints) are correctly installed.		
112	The solution should allow console user to deploy patches to all agents via a central console.		
113	The solution should allow console user to set start and end date/time for each action deployed.		
114	The solution should allow console user to define different patch deployment policies.		
115	The system must be intelligent to check the relevance of the computer before deploying a patch after download on the endpoints and servers.		
116	The solution should support integration with other security solutions such as SIEM, Anti-Virus, IPS, NAC etc.		

S.N.	Minimum Technical Specifications	Bidder's Score	Remarks
117	The solution should be able to provide audit reports to help in compliance with Patching requirements.		
118	The solution must be capable of using existing client computers as distribution points at remote sites without the need for allocating dedicated servers.		
119	The Patch management solution should support the range of applications to apply the appropriate patches released by the respective OEMs. other than Operating System Patches like:		
	a) Mozilla		
	b) Java		
	c) Chrome		
	d) MS Office		
	e) Adobe etc.		
120	The offered solution should support the event-driven remediation i.e. automatically initiate the process on receipt of a critical patch.		
121	The Patch Management solution should have the capability for Remediation i.e. Continuously deploy, monitor, detect and enforce patch management policies.		
122	The solution should support granular control over re-boot process after patch deployment like prompting user, allowing user to differ, rebooting immediately if no one has logged on, etc.		
123	The solution must be able to provide real-time (within minutes) patch deployment status monitoring. It must allow console operators to deploy multiple patches at one time without the need to restart the computers.		
K.	Other Features of Solution		
124	Reporting Services		
	a) Customs reports in tabular format		
	b) Query Builder for Reports / Query based Reports		
	c) Flash Reports Summary Reports		
	d) Functionality to export Report to .csv, .xls and .pdf format		
	e) Reports Scheduler – Auto generation & Distribution		
	f) Report Analysis		
	g) Save & Store Customized reports		
	h) Customizable Dashboard with standard information		
125	The Solution should allow console users to create custom queries on hardware asset information to be retrieved by the agents.		
126	The resource utilization used by the agent on the system must be configurable and the agent footprint will be such that memory requirements will be under 10MB and CPU utilization on average be no more than 2%.		
127	Solution must include a software catalogue that		

S.N.	Minimum Technical Specifications	Bidder's Score	Remarks
	identifies all commonly used applications / software vendors & their solutions.		
128	Solution Should provide User Role and Device group controls to restrict access to device administration to segregate Branch Administrators and their target devices		
129	The solution should support various discovery protocols based on network range, AD domain, LDAP directory structure and SNMP enabled devices		
130	The solution should allow scanning of specific device/group of devices on demand		
131	The Solution should also be able to start/stop any service, enable / disable any network share or USB on targeted endpoint.		
132	The solution should have ability to model power management policies before being deployed to estimate savings.		
133	The solution should support software metering so that actual use of software can be established. It will help in redistribution of software from unused device to new demanding device		
134	The solution should have auditing capabilities (audit logs to be made available for all the activities done through the inventory management tool).		
135	The System should be able to do Inventory governance, including software (authorized and unauthorized) and hardware components.		
136	The solution should be able to share data with other systems/solutions and integrate with SIEM (RSA Netwitness), etc. via APIs and other means.		
137	The System should be able to do automatic identification of the following software attributes (not exhaustive):		
	a) Product name		
	b) Product version		
	c) Manufacturer		
	d) Language		
	e) File name		
	f) Directory file time		
	g) Executable type		
	h) Internal name		
	i) Known as		
	j) File description		
	k) File extension		
	l) File path		
	m) File date/time		
n) File size			
138	The Analysis information should include the following information (but not limited to) with the ability to drill down for more detailed views:		
	a. Publisher name		

S.N.	Minimum Technical Specifications	Bidder's Score	Remarks
	b. Software title name		
	c. Software title version		
	d. Total computers Count		
	e. Total runs Count		
	f. When installed		
	g. Average runs		
	h. Last used Time		
139	The System should be able to return Data regarding software inventory process statistics: a) Software scan time b) Software scan duration c) Software agent version d) Total products reported e) Number of files examined		
140	The System should be able to Identify software installations which occur outside approved channels (each change in the system to be tracked and alerted)		
141	The System should be able to do Software /Application usage reporting with ability to identify products with minimum usage		
142	The System should be able to capture the history of the client's Hardware changes and Software Changes		
143	The Solution should Integrate with Bank AD, Email and SMS Gateways.		
144	The solution should support PCI compliance/ OVAL/ SCAP scan for integrated endpoints		
145	Proposed solution should support standard vulnerability management data repository like NIST & NVD and report should provide CVE's Validation for identified vulnerabilities		
146	The Solution should operate without requiring the devices to belong to a Domain or Active Directory. The Solution shall be capable of integrating with one or more Active Directory structures if present; but should not require the schema to be extended.		
147	The Solution must also support the following OS platforms agentless and functionality coverage: All flavors of Windows Server and End point supported OS. HP-UX Solaris, Linux Red Hat (Desktop, Enterprise) versions.		
148	The Information reported should not be more than 1 day old for devices that are active on the network.		
149	The Solution should have ability to create multiple reports within the dashboard to map to Bank's security requirements and environment.		
150	The Access to reporting function should be controlled based on rights assigned by the Super Administrator.		
151	The Solution should allow console operators to visualize Pie Chart or Bar Charts of Captured Asset		

S.N.	Minimum Technical Specifications	Bidder's Score	Remarks
	details on dashboard.		
152	The Solution should allow console operators to customize and save the reports without the use of third-party reporting tools		
153	The Solution should allow console operators to drill-down from the report to the specific computers.		
	Total Bidder's Score (to be calculated by bidder based on scores assigned)		

E. MultiFactor Authentication

S. N.	Minimum Technical Specifications	Bidder's Score	Remarks
1	Standards-based secure authentication which works in conjunction with Soft (App based), Hard, SMS, email tokens, push notifications to deliver secure two-factor authentication to any third-party device capable of authentication via SAML 1.1 and 2.0, RADIUS, AD and LDAP.		
2	The proposed solution should be able to be integrated and provide multifactor authentication for cloud service providers like Azure, AWS, Cloud SaaS solutions, Office 365 etc.		
3	The solution should provide Multifactor authentication for VPNs, Firewall, Network Switches, Routers, Proxy Servers, virtualization platform etc.		
4	The proposed solution should provide MFA for in-house developed applications. The proposed solution should offer APIs to either extend or customize the applications.		
5	The solution should support integration with MAM solutions.		
6	The solution should be able to integrate with third party applications like PIM, Reverse Proxy, IDAM etc. The solution should be able to Integrate with Banks SIEM to analyze and parse security events/logs generated.		
7	The solution should support MAC bypass functionality		
8	Hard Tokens		
	(i) The hard tokens should be OATH TOTP compliant		
	(ii) The hard token should have Large, easy-to-read, LCD display		
	(iii) Hard Token should have Long-life Lithium battery		
	(iv) Hard Token should be Tamper-resistant/tamper-evident packaging with Hard Moulded Plastic (ABS) Tamper-Evident		
	(v) It should be IP54 (Ingress Protection)		
	(vi) The hard token should have RoHS Compliant		
	(vii) Time-based One-time Password Algorithm (TOTP) hardware tokens RFC6238 compliant		
(viii) Token Drift Support			
9	The soft tokens should be OATH time- and event-based OTP generator. The solution should support		

S. N.	Minimum Technical Specifications	Bidder's Score	Remarks
	Android, Windows and IOS for soft tokens (SMS and App based).		
10	The login details should be pushed to phone for one-tap approval		
11	The application should be protected by PIN/Fingerprint		
12	There should be option to Copy the OTP to the clipboard		
13	There should be OTP time interval display & Serial Number display		
14	Solution Should support User Groups.		
15	The solution should support CA Certificates with at least 2500 No. of user certificate bindings		
16	Should support Remote LDAP Servers and Domain Controllers		
17	The solution should support Captive Portal Authentication		
18	The solution should support SNMP v1 / v2c / v3 and syslog servers		
19	Should support User self-servicing and password management to allow users to manage their own registrations and passwords without administrator intervention		
20	Support for Certificate Authority functionality to simplify the CA management and to deliver user certificate signing, VPN, or server x.509 certificates for use in certificate-based two-factor authentication		
21	SSO Portal based authentication with tracking widgets to reduce the need for repeated authentications		
22	Monitoring of Carrier RADIUS Accounting Start records		
23	User self-service certificate enrolment support for specific devices using the following protocols and methodologies		
	Phone/iPad to Automated SCEP via Mobile Configuration		
	Android to Manual PKCS#12		
	Windows to PKCS#10 CSR		
	Other to SCEP, PKCS#10 CSR, Manual PKCS#12		
24	The solution should support EAP-MD5, EAP-TTLS, EAP TLS, EAP-GTC and PEAP protocols for authentication via 802.1X for Port Based Network Access Control		
25	The Soft/Hard token should generate a 6-character key		
26	RADIUS Challenge Request, Post username/ password authentication Token prompt		
27	160-bit seed should be used for all OTP tokens		
28	Seed should be generated using RNG method		
29	Seed should be encrypted with 2048-bit RSA and stored in secured database		
30	Should support one token one seed procedure, ensure seed is non-duplicable		
31	Seed should be injected into hardware token by automatic processing system, seed never exposed to		

S. N.	Minimum Technical Specifications	Bidder's Score	Remarks
32	operators "Seed destroy" service should be available upon confirmation by client		
33	Token Activation Timeout should be configurable between (1-168 hours)		
34	Configurable Time Step should between 30 and 60 seconds		
35	Integration with Active Directory to import OU & Groups for administration task and management		
36	The Authentication Mechanism should provide capabilities to prevent Brute Force Attacks and should be able to send alerts to the Admin/Helpdesk in case of a brute force attack on a user account.		
37	Industry grade (AES-256) encryption should be used for data flow between Central server and clients		
38	Minimum utilization of system resources on endpoints and less bandwidth on network.		
39	The Solution should have Inbuilt Reporting for Secure Access, Successful/Failed Authentication, System Reports and other authentication Reports.		
40	The proposed solution should be able to wipe/disable the soft token remotely in case of any security incident.		
41	The solution should be able to provide proprietary mobile App for IOS and Android		
42	Information for all policies, groups, and roles should be stored in a database.		
43	The proposed solution should not store any user credential in database.		
44	Administrator must be able to define role-based access to the various function areas of the solution and restrict user role including, but not limited to, administration, reporting, event filtering, correlation, and /or dashboard viewing.		
45	Integration with Active Directory to import OU & Groups for administration task and management.		
46	The proposed solution should have Backup and Restoration of all policies and database.		
47	The proposed solution should provide reports based on Geo Location, Access type, access time, original IP etc., of the user making the access request.		
48	The proposed solution should support Adaptive / Risk based authentication capabilities		
49	The proposed solution should have single console for management, configuration and monitoring.		
50	The system should allow the administrators to create temporary policies and apply these policies to temporary subset of users in order to validate the settings applied		
51	The solution should provide emergency login mechanism during solution malfunction.		
	Total Bidder's Score (to be calculated by bidder based on scores assigned)		

F. Integration of Solutions with Banks Existing CSOC Solutions

S.N.	Solution	Bidder Response for Integration		
		SIEM (RSA Netwitness)	PIM (Sectona)	NAC (Pulse Secure)
1	FIM			
2	DAM			
3	APM			
4	EPE			
5	MFA			

Note: Bidder to provide response in **Yes/No**, wherever applicable. In case of non-applicable may mention NA.

12.3.3. Details of Hardware, Software and Databases

(i) Server Specifications

S.N.	Component	Minimum Specification	Bidder Response	Remarks
1	Make			
2	Model No.			
3	Server Type	Rack Mountable, maximum 2U		
4	CPU	Latest generation Intel quad core processor.		
5	No of CPUs	Two (2)		
6	Memory	128 GB DDR4 RAM, scalable to 256GB		
7	HDD Capacity	Minimum 2X500GB SSD, RAID 0+1 configured.		
8	LAN Card	4x1G integrated ports and 4x10G Gbps Base T (copper). The server should be scalable to support 4X10 Gbps SFP+ (fiber) modules by addition of card and transceivers during period of contract.		
9	FC-HBA	Dual-port 16 Gb/s redundant Fiber Channel Host Bus Adapters to connect to SAN Switches.		
10	Internal Hard disk	RAID configured. Size of hard disk to be based on storage requirements as specified in RfP.		
11	Power Supply	Hot Plug, redundant		
12	Fans	Hot Plug, redundant		
13	Power Sockets	IEC C13 – C14		
14	Others	The server should be		

S.N.	Component	Minimum Specification	Bidder Response	Remarks
		datacenter class and from reputed manufactures and should have been deployed by the bidder in other BFSI organizations.		
15		Please specify the details of customers in BFSI sector where the servers are supplied and implemented.		
16		The bidder should ensure the country of origin for the hardware so as to ensure the continuity of support, upgrade of hardware and availability of spares during the period of contract. In case of failure by the bidder to ensure the same during the contract period, the bidder has to replace with new hardware at its own cost. Pl. specify the Country of origin of the server.		

(ii) SAN Storage Specifications

S.N.	Item	Minimum Specification	Bidder Response	Remarks
1	Make			
2	Model No.			
3	Storage	Offered Storage array supporting block (FC) and file access (CIFS, NFS). The storage solution must have hot-swappable redundant controllers with minimum of 8GB per Controller as system memory and minimum of 16 GB Controller cache.		
4	Operating System Support	The storage array should support industry-leading Operating System platforms including: Windows Server 2008 R2, Windows 2012/ 2016/2019, VMware, Sun Solaris, HP-UX, IBM-AIX, OpenVMS and Linux.		
5	Virtualization Integration	Should support VMware vSphere (ESXi), vCenter, SRM 8.1.x, Microsoft Hyper-V, XenDesktop 7.1		

S.N.	Item	Minimum Specification	Bidder Response	Remarks
6	Storage capacity & Scalability	a. The Storage Array shall be offered with minimum 20TB Usable Capacity using 1.2 TB or higher capacity 10K SAS drives in RAID5		
		b. SSD - Equivalent to minimum 25% of the usable disk space i.e. minimum of 5TB .		
		c. Storage shall be scalable to minimum of 300TB usable using SAS Disk 1.2TB 10K		
7	Architecture & Processing Power	Storage system should have active-active controller with no single point of failure, while supporting all the major functionalities like Thin Provisioning, Data Tiering etc.		
8	No Single point of Failure	Offered Storage Array shall be configured in a NO Single Point of configuration including Array Controller card, Cache memory, FAN, Power supply etc.		
9	Disk Drive Support	Offered Storage Array shall support: a. 6Gbps or 12Gbps dual-ported 900GB, 1.2TB, 1.8TB, 2.4TB hot-pluggable Enterprise 10K/15K SAS hard drives. b. SAS SSD – 480GB, 960GB, 1.92TB, 1.92TB SED, 3.84TB		
10	Raid Support	Offered Storage Subsystem shall support Raid 0, 1, 1+0, 5 and Raid 6.		
11	Data Protection	a. In case of Power failure, Storage array shall have de-stage feature to avoid any data loss. b. Self-encrypting drives (SEDs) in SSD or HDD formats Full Disk Encryption (FCE) based on AES-256 Drives certified to FIPS 140-2 Level 2.		
12	Protocols	Offered Storage array shall support all well-known protocols like FC, iSCSI, SAS etc.		

S.N.	Item	Minimum Specification	Bidder Response	Remarks
13	Host Ports and Back-end Ports	a. Offered Storage shall have minimum of 8 FC Ports host ports for connectivity to servers running at 16 Gbps speed.		
		b. The storage should be offered with minimum of 8 iSCSI 10 Gbps ports.		
		c. Offered storage shall have minimum of 8 number of SAS ports running at 12Gbps.		
		d. Should have 2 management ports per array.		
14	Thin Provisioning and Space Reclaim	a. Thin provisioning should be active by default on all volumes and should operate at full performance across all features.		
		b. Thin Re-claim (Zero Page reclaim) inside storage subsystem shall be automatic in nature and there shall be no need to run any utility inside storage for same.		
		c. Thin Re-claim inside storage shall not cause any overloading of Storage CPU and shall be able to claim the Zero pages even during peak load without any performance impact		
15	Maintenance	Offered storage shall support online non-disruptive firmware upgrade for both Controller and disk drives.		
16	Storage Array Configuration & Management Software	a. Vendor shall provide Storage Array configuration and Management software.		
17		b. Software shall be able to manage more than one array of same family.		
18	Auto-tiering	Offered storage shall provide up to 3 primary (media-based) tiers		
19	Remote Replication	a. The storage array should support hardware-based data replication at the array controller level.		
		b. Replication shall support incremental replication after resumption from Link Failure		

S.N.	Item	Minimum Specification	Bidder Response	Remarks
20	Power Socket	or fallback situations. IEC C13 – C14 or C19 – C20		
21	Others	Please specify the details of customers in BFSI sector where the storage are supplied and implemented.		
22		Proof by way of PO/installation certificate to be attached.		
23		The bidder should ensure the country of origin for the hardware so as to ensure the continuity of support, upgrade of hardware and availability of spares during the period of contract. In case of failure by the bidder to ensure the same during the contract period, the bidder has to replace with new hardware at its own cost. <i>Pl. specify the Country of origin of SAN storage.</i>		

(iii) Database (if quoted)

S.N.	Database Name	Version/ License Details	No of Licenses	Meant for Solution
1				
2				
3				
4				
5				

(iv) Operating System (if quoted)

S.N.	Operating System Name	Version / License Details	No of Licenses	Meant for Solution
1				
2				
3				
4				
5				

(v) VMware Licenses

S.N.	Version / License Details	No of Licenses	Meant for Solution
1			

12.3.4. Bidder Experience

S. N.	Solution	Bidder Response				
		Details of Customers				Copy of PO attached (Yes/No)
		Company	Address	OEM of solution	Contact Details	
1	FIM					
2	DAM					
3	EPE					
4	MFA					
5	APM					

Note: copy of POs/work completion orders with details of solution implemented to be submitted.

12.3.5. Submit writeup of bidder's understanding the scope of project.

12.3.6. Submit complete details of Project delivery Organisation, solution Architecture and Implementation Methodology for the proposed solutions.

12.3.7. Identify the risk and document the same. Proposed strategy to mitigate the risk is also to be submitted.

12.3.8. OEM letter

A letter from the product OEMs agreeing/ confirming to the conditions stipulated as per **Section 6.3** of RfP.

12.3.9. Software Solution Integrity Certificate

The bidder shall submit the software/solution integrity certificate as per format given in **Annexure -XVIII** and **Annexure -XIX**.

12.3.10. Bill of Material

Detailed bill of material of all the solutions, including hardware, software, databases, storage and licenses details to be submitted.

12.3.11. Detailed escalation matrix during implementation and operation Phases.

Date Signature of Authorised Signatory ...

Place Name of the Authorised Signatory ...

Designation ...

Seal..... Phone & E-mail:

Name of the Organisation ...

Note	(i) The bidder should ensure that, the deployed solutions does not violate any license agreements of the bank.
	(ii) The Successful bidder will have to certify the adequacy of licenses supplied to Bank and will have to indemnify the Bank in case of any adverse finding during OEM Audits
	(iii) The solutions should be supplied with valid ENTERPRISE CLASS LICENSES (including Operating system, database, VMware, Veritas etc.) in the name of the bank. The licenses should be perpetual in nature
	(iv) Wherever external databases licenses are proposed by the bidder, they must be enterprise edition of SQL Server and number of licenses should be provided to license all the cores of the server on which the database would be hosted. The database licenses provided by the bidder should fully comply with the database OEM prevailing licensing policy.

12.4. Annexure –IV: Commercial Bid

PART-I
Solution Cost

All Cost in Indian Rupees

1. Table-1: Cost of Solution including Implementation & Support with one year warranty

S. N.	Item Details	Qty.	Cost	GST	Total
		(i)	(ii)	(iii)	(iv)=(ii)+(iii)
File Integrity and Monitoring Solution [A]					
A.	Supply and installation - of FIM solution at DC & DR, scalable to support 500 number of servers during the period of contract, with all related items/accessories, if any, with ONE YEAR complete support / ATS / warranty and back to back lining with OEM. [A1]	01			
	Perpetual licenses - of FIM solution for monitoring of 225 number of servers at DC & DR, with ONE YEAR complete AMC, ATS, support and back lining with OEM. [A2]	01			
	Operating System (if required) – cost of operating system licenses for DC & DR, with ONE YEAR complete support / ATS / warranty and back to back lining with OEM. [A3]	<to be specified by bidder>			
	Database License (if required) – cost of database licenses for DC & DR, if required, with ONE YEAR complete support / ATS / warranty and back to back lining with OEM. [A4]	<to be specified by bidder>			
	Any other Item (if required) – cost of any other item for completion of the solution for DC & DR, with ONE YEAR complete support / ATS / warranty and back to back lining with OEM. [A5]	<to be specified by bidder>			
Total Cost for FIM Solution = A1+A2+A3+A4+A5					A
Database Activity Monitoring [B]					
B.	Supply and installation - of DAM solutions in HA at DC & standalone at DR, scalable to support 60 databases during the period of contract, with all related items/accessories, if any, with ONE YEAR support / ATS / warranty and back to back lining with OEM. [B1]	01			
	Perpetual licenses - of DAM solution for monitoring of 30 databases at DC & DR, with ONE YEAR complete AMC, ATS, support and back lining with OEM. [B2]	01			
	Operating System (if required) – cost of operating system licenses for DC & DR with ONE YEAR complete support / ATS / warranty and back to back lining with OEM. [B3]	<to be specified by bidder>			
	Database License (if required) – cost of database	<to be			

S. N.	Item Details	Qty.	Cost	GST	Total
		(i)	(ii)	(iii)	(iv)=(ii)+(iii)
	licenses for DC & DR with ONE YEAR complete support / ATS / warranty and back to back lining with OEM. [B4]	specified by bidder>			
	Any other Item (if required) – cost of any other item for completion of the solution for DC & DR, with ONE YEAR complete support / ATS / warranty and back to back lining with OEM. [B5]	<to be specified by bidder>			
Total Cost for DAM Solution =B1+B2+B3+B4+B5					B
EndPoint Encryption Solution [C]					
	Supply and installation - of EPE solutions at DC & DR, scalable to support 2500 endpoints during the period of contract, with all related items/accessories, if any, with ONE YEAR support / ATS / warranty and back to back lining with OEM. [C1]	01			
	Perpetual license - cost for 1500 numbers of EPE licenses with ONE YEAR complete AMC, ATS, support and back lining with OEM. [C2]	10			
C.	Operating System (if required) – cost of operating system licenses for DC & DR, with ONE YEAR complete support / ATS / warranty and back to back lining with OEM. [C3]	<to be specified by bidder>			
	Database License (if required) – cost of database licenses for DC & DR, if required, with ONE YEAR complete support / ATS / warranty and back to back lining with OEM. [C4]	<to be specified by bidder>			
	Any other Item (if required) – cost of any other item for completion of the solution for DC & DR, with ONE YEAR complete support / ATS / warranty and back to back lining with OEM. [C5]	<to be specified by bidder>			
Total Cost for EPE Solution = C1+C2+C3+C4+C5					C
MultiFactor Authentication Solution [D]					
	Supply and installation - of MFA solutions in HA at DC and standalone at DR to support 2500 users during the period of contract with all related items/accessories, if any, with ONE YEAR support / ATS / warranty and back to back lining with OEM. [D1]				
	Perpetual software App based license - cost for 1500 numbers of App based licenses with ONE YEAR complete AMC, ATS, support and back lining with OEM. [D2]				
D.	Operating System (if required) – cost of operating system licenses for DC & DR, with ONE YEAR complete support / ATS / warranty and back to back lining with OEM. [D3]	<to be specified by bidder>			
	Database License (if required) – cost of database licenses for DC & DR, if required, with ONE YEAR complete support / ATS / warranty and back to back lining with OEM. [D4]	<to be specified by bidder>			

S. N.	Item Details	Qty.	Cost	GST	Total
		(i)	(ii)	(iii)	(iv)=(ii)+(iii)
	Any other Item (if required) – cost of any other item for completion of the solution for DC & DR, with ONE YEAR complete support / ATS / warranty and back to back lining with OEM. [D5]	<to be specified by bidder>			
Total Cost for MFA Solution = D1+D2+D3+D4+D5					D
Asset and Patch Management Solution [E]					
	Supply and installation - of APM solutions at DC & DR, scalable to support 3500 assets (agent & agentless based) during the period of contract, with all related items/accessories, if any, with ONE YEAR support / warranty and back to back lining with OEM. [E1]				
	Perpetual license - cost for 2500 numbers (2000 agent based and 500 agentless) of APM licenses with ONE YEAR complete AMC, ATS, support and back lining with OEM. [E2]				
E.	Operating System (if required) – cost of operating system licenses for DC & DR, with ONE YEAR complete support / ATS / warranty and back to back lining with OEM. [E3]	<to be specified by bidder>			
	Database License (if required) – cost of database licenses for DC & DR, if required, with ONE YEAR complete support / ATS / warranty and back to back lining with OEM. [E4]	<to be specified by bidder>			
	Any other Item (if required) – cost of any other item for completion of the solution for DC & DR, with ONE YEAR complete support / ATS / warranty and back to back lining with OEM. [E5]	<to be specified by bidder>			
Total Cost for APM Solution = E1+E2+E3+E4+E5					E
Grand Total for all the solutions =A+B+C+D+E					X1

2. Table -2: Cost of Servers, Storage, VMware & Backup licenses with one year warranty

S. N.	Item Details	Qty.	Unit Cost Details			Total Cost
			Cost	GST	Total	
			(i)	(ii)	(iii)	(iv) = (ii)+(iii)
1	Supply and installation of Servers for DC and DR (2 at DC and 1 at DR) with ONE YEAR back to back warranty and support with OEM.	03				
2	Supply and installation of SAN storage and accessories for DC and DR with ONE YEAR back to back warranty and support from OEM.	02				
3	Supply and installation of VMware VSPHERE 7 STANDARD FOR 1 PROCESSOR with ONE YEAR ATS.	06				
4	Supply and installation of Veritas	03				

S. N.	Item Details	Qty.	Unit Cost Details			Total Cost
			Cost	GST	Total	
			(i)	(ii)	(iii)	
	NETBACKUP ENT Client License (NETBACKUP ENT Server WLS 1 Server Hardware Tier-2 on Premise Standard perpetual License) with ONE YEAR ATS.					
5	Any other Item (if required) – cost of any other item for completion of the solution for DC & DR, with ONE YEAR complete support / ATS / warranty and back to back lining with OEM.	<to be specified by bidder>				
Total Cost						X2

3. Table-3: Cost of Training and Encryption Policy Preparation

S. N.	Item Details	Cost	GST	Total
		(i)	(ii)	(iii)=(i)+(ii)
1	Training charges (Pre & Post) for all the solutions for a group of 5 members.			
2	Encryption Policy Preparation along with guidelines for implementation.			
Total Cost for Training & Encryption Policy Preparation				X3

Note: Add rows as required.

4. Table-4: Part-I Total Cost

S.N.	Table No.	Table Description	Total Cost
1	Table -1	Cost of Solution including Installation & support with one year warranty	X1
2	Table -2	Cost of Servers, Storage and VMware & backup licenses with one year warranty	X2
3	Table -3	Cost of Training & Encryption Policy preparation	X3
Total PART -I Cost			X

Signature of Authorised Signatory ...

Date

Place

Name of the Authorised Signatory ...

Designation ...

Seal.....

Phone & E-mail:

Name of the Organisation ...

Note	(i) <i>Detailed BOM/ Specifications of all Hardware/ Software, components as above to be attached separately in the Technical Bid (Bill of Material), supported by Technical Literature/Product Catalogues/Brochures, etc. this is Mandatory.</i>
	(ii) <i>Bank reserve the rights to procure for the line items as mentioned above in full or partial at the above contracted rates. Bank also reserve the rights to increase the number of any line item(s) mentioned while doing the actual procurement at the above mentioned contracted rates.</i>
	(iii) <i>The Bidder must take care in filling price information in the commercial bid, to ensure that there are no typographical or arithmetic errors. All fields must be filled up correctly. In case of any item not applicable for the solution(s) proposed by the bidder "NA" or 0 to be filled.</i>
	(iv) <i>For any item, the price is not quoted, or cost is indicated as zero, it will be assumed that the item is provided to the bank at no cost.</i>
	(v) Any "additional licenses" requirements by the Bank, during the period of contract, shall be placed as per the unit cost arrived at pro-rata basis of the original cost being quoted herein for respective solutions.
	(vi) <i>In case of any other cost, the bidder to provide the complete details, indicating the purpose. Further, masked commercial bid should contain the details.</i>
	(vii) <i>The bidder to indicate the quantity as per requirement of the proposed solutions, wherever it is mentioned "bidder to specify qty".</i>
	(viii) <i>In case of VMware and Veritas license, though quantity is specified, however it would be the responsibility of the bidder to quote for the correct number of licenses to comply with the OEMs licensing policy.</i>

PART– II
AMC / ATS Cost for Four Years
1. Table-1: AMC / ATS Cost of entire solution including licenses

S.N	Details	Qty.	AMC/ ATS cost per Annum			Total AMC/ATS Cost for FOUR years (v)=(iv)x4
			Cost	GST	Total	
			(i)	(ii)	(iii)	
File Integrity and Monitoring Solution [A]						
A	AMC/ATS for FIM solutions at DC & DR (scalable to support 500 number of servers during the period of contract) with all related items/ accessories, if any, for a period of ONE YEAR with complete support and back lining with OEM. [A1]	01				
	AMC / ATS for 225 numbers of FIM Perpetual licenses with ONE year complete AMC/ATS support and back lining with OEM. [A2]	01				
	AMC/ATS for Operating System (if required) for DC & DR, with ONE YEAR complete support / ATS / AMC and back to back lining with OEM. [A3]	<to be specified by bidder >				
	AMC/ATS of Databases (if required) for DC & DR, with ONE YEAR complete support / ATS / AMC and back to back lining with OEM. [A4]	<to be specified by bidder >				
	AMC/ATS of Any other Item (if required) proposed by the bidder for completion of the solution for DC & DR, with ONE YEAR complete support / ATS / AMC and back to back lining with OEM. [A5]	<to be specified by bidder >				
Total AMC / ATS cost for FIM = A1+A2+A3+A4+A5						A
Database Activity Monitoring [B]						
B	AMC/ATS for DAM solutions in HA at DC & standalone at DR (scalable to support 80 databases during the period of contract) with all related items/accessories, if any, for a period of ONE YEAR with complete support and back lining with OEM. [B1]	01				

S.N	Details	Qty.	AMC/ ATS cost per Annum			Total AMC/ATS Cost for FOUR years (v)=(iv)x4
			Cost	GST	Total	
			(i)	(ii)	(iii)	
	AMC/ATS of DAM solution for monitoring of 30 databases at DC & DR, with ONE YEAR complete AMC, ATS, support and back lining with OEM. [B2]	01				
	AMC/ATS of Operating System (if required) for DC & DR with ONE YEAR complete support / ATS / warranty and back to back lining with OEM. [B3]	<to be specified by bidder >				
	AMC/ATS of Database (if required) for DC & DR with ONE YEAR complete support / ATS / warranty and back to back lining with OEM. [B4]	<to be specified by bidder >				
	AMC/ATS of Any other Item (if required) proposed by the bidder for completion of the solution for DC & DR, with ONE YEAR complete support / ATS / AMC and back to back lining with OEM. [B5]	<to be specified by bidder >				
Total AMC / ATS cost for FIM =B1+B2+B3+B4+B5						B
EndPoint Encryption Solution [C]						
C	AMC/ATS for EPE solutions (scalable to support 2500 endpoints during period of contract) at DC & DR with all related items/ accessories, if any, for a period of ONE YEAR with complete support and back lining with OEM. [C1]	01				
	AMC/ATS for 1500 numbers of EPE licenses with ONE YEAR complete AMC/ATS, support and back lining with OEM. [C2]	01				
	AMC/ATS of Operating System (if required) for DC & DR, with ONE YEAR complete support / ATS / AMC and back to back lining with OEM. [C3]	<to be specified by bidder >				
	AMC/ATS of Database (if required) for DC & DR, if required, with ONE YEAR complete support / ATS / AMC and back to	<to be specified by bidder >				

S.N	Details	Qty.	AMC/ ATS cost per Annum			Total AMC/ATS Cost for FOUR years (v)=(iv)x4
			Cost	GST	Total	
			(i)	(ii)	(iii)	
	back lining with OEM. [C4]					
	AMC/ATS of Any other Item (if required) proposed by the bidder for completion of the solution for DC & DR, with ONE YEAR complete support / ATS / AMC and back to back lining with OEM. [C5]	<to be specified by bidder >				
Total AMC/ATS cost for EPE = C1+C2+C3+C4+C5						C
MultiFactor Authentication Solution [D]						
	AMC/ATS for MFA solution deployed in HA at DC and standalone at DR (scalable to support 2500 users during the period of contract) with all related items/accessories, if any, with ONE YEAR complete support / ATS /AMC and back to back lining with OEM. [D1]	01				
	AMC/ATS for 1500 numbers of App based licenses for ONE YEAR complete AMC/ATS, support and back lining with OEM. [D2]	01				
D	AMC/ATS of Operating System (if required) for DC & DR, with ONE YEAR complete support / ATS / AMC and back to back lining with OEM. [D3]	<to be specified by bidder >				
	AMC/ATS of Database (if required) for DC & DR, if required, with ONE YEAR complete support / ATS / AMC and back to back lining with OEM. [D4]	<to be specified by bidder >				
	AMC/ATS of Any other Item (if required) proposed by the bidder for completion of the solution for DC & DR, with ONE YEAR complete support / ATS / AMC and back to back lining with OEM. [D5]	<to be specified by bidder >				
Total AMC/ATS cost for MFA =D1+D2+D3+D4+D5						D
Asset and Patch Management Solution [E]						
E	AMC/ATS for APM solutions at DC & DR (scalable to support	01				

S.N	Details	Qty.	AMC/ ATS cost per Annum			Total AMC/ATS Cost for FOUR years (v)=(iv)x4
			Cost	GST	Total	
			(i)	(ii)	(iii)	
	3500 assets (agent & agentless based) during the period of contract) with all related items/accessories, if any for a period of ONE YEAR with complete support and back lining with OEM. [E1]					
	AMC/ATS for 2500 numbers of APM agent based licenses with ONE YEAR complete AMC/ATS, support and back lining with OEM. [E2]	01				
	AMC/ATS of Operating System (if required) for DC & DR, with ONE YEAR complete support / ATS / AMC and back to back lining with OEM. [E3]	<to be specified by bidder >				
	AMC/ATS of Database (if required) for DC & DR, if required, with ONE YEAR complete support / ATS / AMC and back to back lining with OEM. [E4]	<to be specified by bidder >				
	AMC/ATS of Any other Item (if required) proposed by the bidder for completion of the solution for DC & DR, with ONE YEAR complete support / ATS / AMC and back to back lining with OEM. [E5]	<to be specified by bidder >				
Total AMC/ATS cost for MFA = E1+E2+E3+E4+E5						E
Grand Total (A + B + C + D + E)						Y1

2. Table-2: AMC / ATS Cost of Hardware, Storage, VMware & Veritas Licenses

S.N.	Details	Qty.	AMS / ATS Cost per Annum			Total AMC/ATS cost for FOUR years (v)=(iv)x4
			Cost	GST	Total	
			(i)	(ii)	(iii)	
1	Comprehensive on-site AMC & support for THREE (3) servers for a period of ONE year with back lining with OEM.	03				
2	Comprehensive on-site AMC & support for TWO (2) SAN storages for period of ONE year with back	02				

S.N.	Details	Qty.	AMS / ATS Cost per Annum			Total AMC/ATS cost for FOUR years (v)=(iv)x4
			Cost	GST	Total	
			(i)	(ii)	(iii)	
	lining with OEM.					
3	ATS of VMWare software for period of ONE year with back lining with OEM.	06				
4	ATS of Veritas client backup software for period of ONE year with back lining with OEM.	03				
5	AMC/ATS of Any other Item (if required) proposed by the bidder for completion of the solution for DC & DR, with ONE YEAR complete support / ATS / AMC and back to back lining with OEM.	<to be specified by bidder >				
Total AMC/ATS Cost of Hardware, Software, VMware & Veritas Licenses						Y2

3. Table-3: OEM Charges for Health Checkup of DAM Solution

S.N.	Details	Qty.	Total Unit Cost per Annum			Total Cost for Four years (v)=(iv)x4
			Cost	GST	Total	
			(i)	(ii)	(iii)	
1	Cost towards Annual DAM health checkup once in a year by OEM	01				Y3

4. Table-4: PART-II Total Cost

S.N.	Table No.	Table Description	Total Cost
1	Table -1	AMC / ATS Cost of entire solution including licenses	Y1
2	Table -2	AMC / ATS Cost of Hardware, Storage, VMware & Veritas Licenses	Y2
3	Table -3	OEM Charges for Health Checkup of DAM Solution	Y3
Total PART -II Cost			Y

Date

Signature of Authorised Signatory ...

Place

Name of the Authorised Signatory ...

Designation ...

Seal.....

Phone & E-mail:

Name of the Organisation ...

Note	(i) <i>The AMC/ATS cost has to be a minimum of 8% of the cost of respective line item given in Part- I of the commercial bid. All 4 Years' AMC/ATS to be same i.e. same percentage.</i>
	(ii) <i>The Bidder must take care in filling price information in the commercial bid, to ensure that there are no typographical or arithmetic errors. All fields must be filled up correctly. In case of any item not applicable for the solution(s) proposed by the bidder "NA" or 0 to be filled.</i>
	(iii) <i>The total support period will be five years including one year warranty.</i>
	(iv) <i>AMC will be entered into by the Bank, at its sole discretion.</i>
	(v) <i>AMC charges as above will be considered for Price evaluation.</i>
	(vi) <i>Bidders to strictly quote in the format and for periods as mentioned above.</i>
	(vii) <i>For any item, the price is not quoted, or cost is indicated as zero, it will be assumed that the item is provided to the bank at no cost.</i>
	(viii) <i>AMC of the payment will be released after submission of OEM certificate for support.</i>
	(ix) <i>ATS/AMC for additional procured Perpetual Licenses will be at the same rate as quoted for the base quantity herein. If in mid, the procurement of additional licenses is made, then pro-data basis ATS/AMC will be payable post warranty (one year) by the Bank, calculated with base as Yearly ATS/AMC cost offered on prorated basis).</i>
	(x) <i>The AMC/ATS cost has to be a minimum of 8% of the cost of respective line item given in Part- I of the commercial bid. All 4 Years' AMC/ATS to be same i.e. same percentage.</i>

Part-III
Resource Cost

S.N.	Details	Qty.	Total Unit Cost per Annum			Total Cost per Annum	Total Cost for FIVE years
			Cost	GST	Total		
			(i)	(ii)	(iii)		
1	L1 Resource Cost	3					
2	L2 Resource Cost	2					
Total Resource Cost							Z

Date _____ Signature of Authorised Signatory ...

Place _____ Name of the Authorised Signatory ...

Designation ...

Seal..... Phone & E-mail:

Name of the Organisation ...

Note	(i) <i>The total support period will be 5 years. The Unit cost for respective resource will remain fixed for 5 years.</i>
	(ii) <i>The Bidder must take care in filling price information in the commercial bid, to ensure that there are no typographical or arithmetic errors. All fields must be filled up correctly.</i>

Part -IV

Total Cost of Ownership (TCO)

S.N.	Details	Cost (Rs.)
1	Total PART-I Cost	X
2	Total PART-II Cost	Y
3	Total PART-III Cost	Z
4	Total Cost of Ownership (TCO)	(X+Y+Z)

Note: TCO would be used for determining L1 bidder.

Date _____ Signature of Authorised Signatory ...
 Place _____ Name of the Authorised Signatory ...
 _____ Designation ...
 Seal..... Phone & E-mail: _____
 _____ Name of the Organisation ...

NOTE	(i) <i>The prices must be entered strictly as per the tabular format given above. No separate price structure should be detailed. No separate format will be accepted.</i>
	(ii) <i>Masked commercial bids must be submitted with technical bid. If bidder has quoted for Any Other Item, the details of same should be clearly indicated in the masked commercial bid.</i>
	(iii) <i>All the rates must be quoted in INR. The cost should be inclusive of all taxes/GST.</i>
	(iv) <i>TCO would be based on total cost quoted in PART-IV of the commercial bid and it would determine L1 vendor.</i>
	(v) <i>Conditional commercial bids would be rejected</i>
	(vi) <i>Once a contract price is arrived at, the same must remain firm and must not be subject to escalation during the performance of the contract due to fluctuation in foreign currency, change in the duty/tax structure, changes in costs related to the materials and labour or other components or for any other reason.</i>
	(vii) <i>Bidder will be entirely responsible for all applicable present and future, duties, levies, charges, license fees etc. in connection with delivery of goods at respective sites including incidental services and commissioning.</i>
	(viii) <i>While any increase in the rates of applicable taxes or impact of new taxes imposed by GoI, subsequent to the submission of commercial bid shall be borne by SIDBI, any subsequent decrease in the rates of applicable taxes or impact of new taxes shall be passed on to SIDBI in its favour. This will remain applicable throughout the contract period.</i>
	(ix) <i>The Annual Maintenance / Technical Support i.e. AMC/ATS, offered by the bidder should have a back to back supporting arrangement with the OEM of the solution/hardware/software. On renewal of AMC/ATS necessary documentary evidence from OEM has to be produced to the Bank for release of payment.</i>

12.5. Annexure –V: Manufacturer Authorisation Format**(This letter should be on the letterhead of the OEM)**

The General Manager
Small Industries Development Bank of India,
IT Vertical, Overseas Towers, 2nd Floor,
756-L, Anna Salai,
Chennai – 600002, Tamil Nadu

Dear Sir,

Manufacturer Authorization
Tender No.500/2021/1577/CBO/ITV dated August 03, 2020

We _____ (**OEM Name**) having our registered office at _____ (**OEM office address**) are an established and reputed manufacturer/producer of _____ **<hardware/software details>** do hereby authorise M/s _____ (**Name and address of the Partner**) to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

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

We (Manufacturer/Indian Distributor) hereby confirm that proposed _____ **<products>** are of enterprise class and we extend our full guarantee, warranty, AMC/ATS as per terms and conditions of the tender for the solutions against the offer by the above firm/company and will extend technical support and ensure availability of spares/updates/upgrades for our products for a period of FIVE (5) years from the date of submission of this tender.

In case the successful bidder is not ready to provide the support during the warranty/AMC period, support will be provided by us directly or through our other authorized partners for the remaining period of warranty and/or AMC/ATS for the product without any additional cost to the Bank.

Further, the solutions quoted by the above firm are with one year warranty, four years AMC and ATS, which would be back to back from us.

We hereby commit to the tender terms and conditions and will not withdraw our commitments during the process and/or during the period of the contract.

Yours faithfully,

Authorised Signatory

Name of OEM

Note	(i) <i>This letter of authority should be on the letterhead of the OEM 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.</i>
	(ii) <i>This MAF/ Undertaking letter has to be issued by every OEM / all OEMs of the solutions offered by the bidder under this RFP</i>

12.6. Annexure –VI: Undertaking of Authenticity**[To be signed by Authorised Signatory with Name and Seal of the Company]**

The General Manager
Small Industries Development Bank of India,
IT Vertical, Overseas Towers, 2nd Floor,
756-L, Anna Salai,
Chennai – 600002, Tamil Nadu

Dear Sir,

Undertaking of Authenticity for Hardware
Tender No. 500/2021/1577/CBO/ITV dated 03.08.2020

With reference to the hardware items /software quoted to you vide our reference/quotation No. cited above.

We hereby undertake that all the components / parts / assembly / software used in equipments shall be original/ new from respective OEMs of the products and that no refurbished / duplicate / secondhand components / parts / assembly / software are being used or shall be used.

We also undertake that in respect of licensed operating system if asked for by you in the purchase order, the same shall be supplied along with the authorised license certificate and also that it shall be sourced from the authorised source.

We confirm that the software supplied along with the hardware is free from bugs, malware, covert channels in code etc.

Should you require, we hereby undertake to produce the certificate from our OEM supplier in support of above undertaking at the time of delivery/installation. It will be our responsibility to produce such letters from our OEM suppliers 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 for the IT hardware / software already billed, we agree to take back the same, if already supplied and return the money if any paid to us by you in this regard.

We also take full responsibility of both parts & service SLA as per the content even if there is any defect by our authorised service center / reseller / SI etc.

Date Signature of Authorised Signatory ...

Place Name of the Authorised Signatory ...

Designation ...

Seal..... Phone & E-mail:

12.7. Annexure –VII: Power of Attorney

(Sample Format – To be executed on a non-judicial stamped paper of Rs.100/-)

BY THIS POWER OF ATTORNEY executed on _____, 2020, We _____, a Company incorporated under the Companies Act, 2013, having its Registered Office at _____ (hereinafter referred to as “the Company”) doth hereby nominate, constitute and appoint **<Name>, <Employee no.>, < Designation>** of the Company, as its duly constituted Attorney, in the name and on behalf of the Company to do and execute any or all of the following acts, deeds, matters and things, namely :-

- Execute and submit on behalf of the Company a Proposal and other papers / documents with ‘Small Industries Development Bank of India’ (“SIDBI”) relating to ‘**Tender No. 500/2021/1577/CBO/ITV dated 03.08.2020**’ for RfP for procurement of Various IT Security Solutions and to attend meetings and hold discussions on behalf of the Company with SIDBI in this regard.

THE COMPANY DOTH hereby agree to ratify and confirm all whatsoever the attorney shall lawfully do or cause to be done under or by virtue of these presents including anything done after revocation hereof but prior to actual or express notice thereof being received by the person or persons for the time being dealing with the attorney hereunder.

IN WITNESS WHEREOF, _____ has caused these presents to be executed by _____ on the day, month and year mentioned hereinabove.

For and on behalf of the Board of Directors of

WITNESS:

Signature of _____

Attested

12.8. Annexure -VIII: Letter of Conformity

The General Manager
Small Industries Development Bank of India,
IT Vertical, Overseas Towers, 2nd Floor,
756-L, Anna Salai,
Chennai – 600002, Tamil Nadu

Dear Sir,

Conformity Letter **Tender No. 500/2021/1577/CBO/ITV dated 03.08.2020**

Further to our proposal dated, in response to the Request for Proposal (Bank's tender No. 500/2021/1577/CBO/ITV dated 03.08.2020) issued by the bank, we hereby covenant, warrant and confirm as follows:

We hereby agree to comply with all the terms and conditions / stipulations as contained in the RFP and the related addendums and other documents including the changes made to the original tender documents issued by the Bank shall form a valid and binding part of the aforesaid RFP document.

The Bank is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and the Bank's decision not to accept any such extraneous conditions and deviations will be final and binding on us.

Yours faithfully,

Date	Signature of Authorised Signatory ...
Place	Name of the Authorised Signatory ...
	Designation ...
Seal.....	Phone & E-mail:
	Name of the Organisation ...

12.9. Annexure –IX: Non-Blacklisting

[To be signed by Authorised Signatory with Name and Seal of the Company]

Place: _____

To
The General Manager
Small Industries Development Bank of India,
IT Vertical, Overseas Towers, 2nd Floor,
756-L, Anna Salai,
Chennai – 600002, Tamil Nadu

Dear Sir,

Non-Blacklisting

Tender No. 500/2021/1577/CBO/ITV dated 03.08.2020

We _____ (bidder name), hereby undertake that:

1. We are not blacklisted by Public Financial Institutions, Public Sector Bank, RBI or IBA or any other Government agencies during the **last three years**.
2. We also undertake that, we are not involved in any legal case that may affect the solvency / existence of our firm or in any other way that may affect capability to provide / continue the services to bank.

Yours faithfully,

Date _____ Signature of Authorized Signatory ...

Place _____ Name of the Authorised Signatory ...

Designation ...

Seal..... Phone & E-mail:

Name of the Organization ...

12.10. Annexure –X: EMD / Bid Security Form*(Sample Format – To be executed on a non-judicial stamped paper of requisite value)***To: SMALL INDUSTRIES DEVELOPMENT BANK OF INDIA**

WHEREAS (Name of Vendor) (hereinafter called the "the Vendor") has undertaken, in pursuance of Request for Proposal (RFP) No. **Tender No. 500/2021/1577/CBO/ITV dated 03.08.2020** for Procurement of various IT Security Solutions (Herein after called the "the RFP") to you.

AND WHEREAS, it has been stipulated by you in the said RFP that the Vendor shall furnish you with a Bank Guarantee from a commercial Bank for the sum specified therein, as security for compliance with the Vendor's performance obligations in accordance with the RFP.

AND WHEREAS we -----Bank having its registered office at ----- and inter alia a branch office situated at _____ have agreed to give a performance guarantee in lieu of EMD of Rs. _____ (Rupees _____ only) on behalf of the Vendor.

We -----**Bank** further undertake not to revoke and make ineffective the guarantee during its currency except with the previous consent of the buyer in writing.

We ----- Bank do hereby unconditionally and irrevocably undertake to pay to SIDBI without any demur or protest, merely on demand from SIDBI, an amount not exceeding Rs. _____ (Rupees _____ only).by reason of any breach of the terms of the RFP dated ---- by vendor. We hereby agree that the decision of the SIDBI regarding breach of the terms of the RFP shall be final, conclusive and binding

WE do hereby guarantee and undertake to pay forthwith on demand to SIDBI a sum not exceeding Rs...../- (Rupees only) (amount of the Guarantee in words and figures) and we undertake to pay you upon your first written demand declaring the Vendor to be in default under the RFP and without cavil or argument, any sum or sums within the limit of `...../- (Rupees only) (Amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

Our obligation to make payment under this Guarantee shall be a primary, independent and absolute obligation and we shall not be entitled to delay or withhold payment for any reason. Our obligations hereunder shall not be affected by any act, omission, matter or thing which but for this provision might operate to release or otherwise exonerate us from our obligations hereunder in whole or in part, including and whether or not known to us or you:

1. Any time or waiver granted to the vendor;
2. The taking, variation, compromise, renewal or release of or refusal or neglect to perfect or enforce any rights, remedies or securities against the vendor;
3. Any Variation of or amendment to the RFP or any other document or security so that references to the Contract in this Guarantee shall include each such Variation and amendment;
4. any unenforceability, invalidity or frustration of any obligation of the VENDOR or any other person under the RFP or any other document or security waiver by you of any of the terms provisions conditions obligations UNDER RFP or any failure to make demand upon or take action against the VENDOR;

5. any other fact, circumstance, provision of statute or rule of law which might, were our liability to be secondary rather than primary, entitle us to be released in whole or in part from our undertaking; and;
6. any change in constitution of the vendor;
7. any petition for the winding up of the VENDOR has been admitted and a liquidator or provisional liquidator has been appointed or an order of bankruptcy or an order for the winding up or dissolution of the vendor has been made by a Court of competent jurisdiction;

The written demand referred to in paragraph above shall be deemed to be sufficiently served on us if you deliver to us at the address as set out in paragraph 3.

This guarantee is valid until the day of And a claim in writing is required to be presented to us within six months from _____ i.e. on or before _____ all your rights will be forfeited, and we shall be relieved of and discharged from all our liabilities mentioned hereinabove.

Signature and Seal of Guarantors (**Vendor's Bank**)

.....

Date.....

Address

.....

.....

12.11. Annexure –XI: Non-Disclosure Agreement*(Sample Format – To be executed on a non-judicial stamped paper of Rs.100/-)*

WHEREAS, we, _____, having Registered Office at _____, hereinafter referred to as the COMPANY, are agreeable to execute “**Procurement of various IT Security Solutions**” as per scope defined in the **Request for Proposal No.500/2021/1577/CBO/ITV dated 03.08.2020** for Small Industries Development Bank of India, having its Head office at SIDBI Tower, 15 Ashok Marg, Lucknow, 226001, and office at, Overseas Towers, 2nd Floor, 756L Anna Salai, Chennai (hereinafter referred to as the BANK) and,

WHEREAS, the COMPANY understands that the information regarding the Bank’s Infrastructure 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 said RfP 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, data 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, etc.;

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 information and other data shared by the BANK or, prepared or produced by the COMPANY for the purpose of submitting the offer to the BANK in response to the said RfP, 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.

Yours sincerely,

Date _____ Signature of Authorized Signatory ...

Place _____ Name of the Authorised Signatory ...

Designation ...

Seal..... Phone & E-mail:

Name of the Organization ...

12.12. Annexure –XII: Pre-Contract Integrity Pact**(To be submitted on non-judicial stamp paper of Rs.100/-)****1. General**

This pre-bid-pre-contract Agreement (hereinafter called the Integrity Pact) is made at _____ place___ on ---- day of the month of -----, 2020 between Small Industries Development Bank of India, having its Head Office at 15, Ashok Marg, Lucknow – 226001 and inter alia, its Office at Overseas Towers, 2nd Floor, 756L, Anna Salai, Chennai (hereinafter called the “BUYER”/SIDBI, which expression shall mean and include, unless the context otherwise requires, its successors and assigns) of the First Part and M/s --- represented by Shri ----, Chief Executive Officer (hereinafter called the “BIDDER/Seller” which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the BUYER proposes to shortlist vendor for carrying out Procurement of Various IT Security Solutions (Tender No. 500/2021/1577/CBO/ITV dated 03.08.2020) and the BIDDER/Seller is willing to offer/has offered the services and

WHEREAS the BIDDER is a private company/public company/Government undertaking / partnership/ registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is a corporation set up under an Act of Parliament.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence /prejudiced dealing prior to, during and subsequent to the currency of the contract to be entered into with a view to: -

- Enabling the BUYER to obtain the desired said stores/equipment/services at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement and
- Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption in any form by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this integrity Pact and agree as follows:

2. Commitments of the BUYER

- 2.1 The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.
- 2.2 The BUYER will during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.
- 2.3 All the officials of the BUYER will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

- 2.4 In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and during such a period shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

3. Commitments of BIDDERS

The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following : -

- 3.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any officials of the BUYER, connected directly or indirectly with bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
- 3.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe , gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favour or disfavor to any person in relation to the contract or any other contract with the Government.
- 3.3 BIDDERS shall disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.
- 3.4 BIDDERS shall disclose the payments to be made by them to agents/brokers or any other intermediary, in connection with this bid/contract.
- 3.5 The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacture/integrator/authorized government sponsored export entity of the defence stores and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, or has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.
- 3.6 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with contract and the details of services agree upon for such payments.
- 3.7 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.
- 3.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

- 3.9 The BIDDER shall not use improperly, for purposes of competition or personal gain or pass on the others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
- 3.10 BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- 3.11 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- 3.12 if the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative to any of the officers of the BUYER or alternatively, if any relative of the officer of the BUYER has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filling of tender.
- The term 'relative' for this purpose would be as defined in Section 2(77) of the Companies Act, 2013.
- 3.13 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER.

4. Previous Transgression

- 4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify BIDDER's exclusion from the tender process.
- 4.2 The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

5. Earnest Money (Security Deposit)

- 5.1 While submitting commercial bid, the BIDDER shall deposit an amount **Rs.12.50 lakh** as Earnest Money/Security Deposit, with the BUYER through any of the following instrument.
- (i) Bank Draft or a Pay Order in favour of Small Industries Bank of India, Payable at Chennai.
- (ii) A confirmed guarantee by an Indian Nationalised Bank, promising payment of the guaranteed sum to the BUYER immediately on demand without any demur whatsoever and without seeking any reasons whatsoever. The demand for payment by the BUYER shall be treated as conclusive proof of payment.
- 5.2 Earnest Money/Security Deposit shall be valid till the date of bid validity as mentioned in the RfP.
- 5.3 In case of the successful BIDDER a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provision of Sanctions for Violation shall be applicable for forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
- 5.4 No interest shall be payable by the BUYER to the BIDDER on Earnest Money/Security Deposit for the period of its currency.

6. Sanctions for Violations

- 6.1 Any breach of the aforesaid provision by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required: -
- (i) To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with other BIDDER(s) would continue
 - (ii) The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/Performance Bond) (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason, therefore.
 - (iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER
 - (iv) To recover all sums already paid by the BUYER, and in case of Indian BIDDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of a bidder from a country other than India with interest thereon at 2% higher than LIBOR. If any outstanding payment is due to the bidder from the buyer in connection with any other contract for any other stores, such outstanding payment could also be utilized to recover the aforesaid sum and interest.
 - (v) To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER alongwith interest.
 - (vi) To cancel all or any other Contracts with the BIDDER, the BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER
 - (vii) To debar the BIDDER from participating in future bidding processes of the buyer or its associates or subsidiaries for minimum period of five years, which may be further extended at the discretion of the BUYER.
 - (viii) To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
 - (ix) In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with BIDDER, the same shall not be opened.
 - (x) Forfeiture of Performance Bond in case of decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
- 6.2 The BUYER will be entitled to take all or any of the actions mentioned at para 6.1(i) to (x) of this Pact also on the commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defied in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.
- 6.3 The decision of the BUYER to the effect that a breach of the provision of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the independent Monitor(s) appointed for the purposes of this Pact.

7. Fall Clause

The BIDDER undertakes that it has not supplied/is not supplying similar products /systems or subsystems / services at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PSU and if it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.

8. Independent Monitors

- 8.1 The BUYER is in the process of appointing Independent Monitors (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission.
- 8.2 The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.
- 8.3 The Monitors shall not be subject to instruction by the representatives of the parties and perform their functions neutrally and independently.
- 8.4 Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.
- 8.5 As soon as the Monitor notices or has reason to believe, a violation of the Pact, he will so inform the Authority designated by the BUYER
- 8.6 The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documents. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/ Subcontractor(s) with confidentiality
- 8.7 The BUYER 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 parties. The parties will offer to the Monitor the option to participate in such meetings
- 8.8 The Monitor will submit a written report to the designed Authority of the BUYER within 8 to 10 weeks from the date of reference or intimation to him by the BUYER/BIDDER and should the occasion arise, submit proposals for correcting problematic situations.

9. Facilitation of Investigation

In case of any allegation of violation of any provision of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

10. Law and Place of Jurisdiction

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER.

11. Other Legal Actions

The action stipulated in this integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

12. Validity

- 12.1 The validity of this Integrity Pact shall be from date of its signing and extend upto 5 years or the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER/Seller, including warranty period, whichever is later. In case BIDDER is unsuccessful, this integrity Pact shall expire after six months from the date of the signing of the contract.
- 12.2 Should one or several provisions of the Pact turn out to be invalid, the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

13 The parties hereby sign this integrity Pact, at _____ on _____

BUYER

BIDDER

Name of the Officer

Designation

CHIEF EXECUTIVE OFFICER

SIDBI

Witness

Witness

1. _____

1. _____

2. _____

2. _____

12.13. Annexure –XIII: Statement of Deviations

Statement of Deviation

To
The General Manager
Small Industries Development Bank of India
IT Vertical, Overseas Towers, 2nd Floor,
756L, Anna Salai
Chennai 600 002

Dear Sir,

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

Tender No. 500/2021/1577/CBO/ITV dated 03.08.2020				
S. N.	Page Number	Section Number	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation
1.				
2.				
3.				
4				

Date	Signature of Authorized Signatory ...
Place	Name of the Authorised Signatory ...
	Designation ...
Seal.....	Phone & E-mail:
	Name of the Organization ...

Note	(i) Bidder is required to provide details of all deviations, comments and observations or suggestions in the below format with seal and signature. It also needs to provide a reference of the page number, section number, state the clarification point as stated in tender document and bidders' comments/suggestion/deviations.
	(ii) 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.

12.14. Annexure –XIV: Bank Mandate Form

(To be submitted in Duplicate along with Cancelled Cheque)

Please fill in the information in CAPITAL LETTERS. Please TICK wherever it is applicable)

1. Name of Borrower / vendor / supplier: _____

2. Vendor Code (if applicable): _____

3. Address of the Borrower / vendor / supplier: _____

City _____ Pin Code _____ E-mail id: _____

Phone No. with STD code: _____ Mobile No.: _____

Permanent Account Number _____

MSE Registration / CA Certificate (if applicable): _____

3. Particulars of Bank account:

Beneficiary Name			
Bank Name		Branch Name	
Branch Place		Branch City	
PIN Code		Branch Code	
MICR No.			
Account type	Saving	Current	Cash Credit
Account No.	(As appearing in the Cheque book)		
(Code number appearing on the MICR1 cheque supplied by the Bank. Please attach a cancelled cheque of your bank for ensuring accuracy of the bank name, branch name & code and Account Number)			
IFSC CODE2	For RTGS transfer		For NEFT transfer

4. Date from which the mandate should be effective _____ :

I hereby declare that the particulars given above are correct and complete. If any transaction is delayed or not effected for reasons of incomplete or incorrect information, I shall not hold SIDBI / IDBI Bank responsible. I also undertake to advise any change in the particulars of my account to facilitate updation of records for purpose of credit of amount through **RBI RTGS/NEFT**.

Place: _____

Date: _____

Signature of the party / Authorized Signatory

.....
Certified that particulars furnished above are correct as per our records.

Bank's stamp:

Date:

[Signature of Authorized Official from the Bank]

12.15. Annexure XV: Details of Support Centre and Security Professionals

**Details of Bidder OWN/Registered Support Center and Security Professionals
Tender No. 500/2021/1577/CBO/ITV dated 03.08.2020**

Details	Chennai	Mumbai
Contact Details of support center		
Address		
Landline No.		
eMail ID		
OWN / Franchise		
Details of Security Professionals		
Number of Professionals capable of supporting the solutions.		
Experience of the professionals in the solutions.		
Certifications, if any of the professionals.		

We do hereby confirm that, the information provided by us correct.

Date _____ Signature of Authorised Signatory ...
 Place _____ Name of the Authorised Signatory ...
 _____ Designation ...
 _____ Phone & E-mail:
 Seal of Organisation. _____ Name of the Organisation ...

12.16. Annexure –XVI: Declaration on Ownership by Bank Employees

To
The General Manager
IT Vertical, Small Industries Development Bank of India
Overseas Towers, 2nd Floor,
756L, Anna Salai
Chennai 600 002

Dear Sir,

Declaration on Ownership by the Bank Employees
Tender No. 500/2021/1577/CBO/ITV dated 03.08.2020

I/We _____ (bidder name), hereby undertake that, the Company is not owned or controlled by any Director or Employee (or relatives) of Small Industries Development Bank of India.

Yours

faithfully,

Date

Signature of Authorized Signatory ...

Place

Name of the Authorised Signatory ...

Designation ...

Seal.....

Phone & E-mail:

Name of the Organization ...

12.17. Annexure XVII: Performance Bank Guarantee**Performance Bank Guarantee Format**

KNOW ALL MEN BY THESE PRESENTS that in consideration of the Small Industries Development Bank of India (SIDBI), a Corporation constituted and established under the Small Industries Development Bank of India Act, 1989, and having its Head Office at SIDBI Tower, 15 Ashok Marg, Lucknow, 226001, and office at 2nd Floor, Overseas Towers, 756L, Anna Salai, Chennai - 600002 (hereinafter called the Corporation / Bank / SIDBI) having agreed to award the contract to M/s. _____ having its office at 'service providers Office Address', (hereinafter called "the Vendor" or "Service Provider") on the terms and conditions contained in the Purchase order No..... dated _____ placed with the Service Provider and SIDBI (hereinafter called "the said Order") which terms, inter alia, stipulates for submission of Bank guarantee for 10% of the contract value i.e. Rs. _____ (Rupees _____ only), for the due fulfillment by the Service Provider of the terms and conditions of the said Order.

At the request of the Service Provider, (Bank name & address) _____, having its principal/registered office at _____ and, for the purposes of this Guarantee, acting through its branch namely (Bank name & address) _____ (herein after referred to as (Bank name) _____ which term shall mean and include, unless to repugnant to the context or meaning thereof, its successors and permitted assigns), hereby issue our guarantee No. _____ in favour of Small Industries Development Bank of India (SIDBI).

1. We, do hereby unconditionally and irrevocably undertake to pay to SIDBI, without any demur or protest, merely on receipt of a written demand in original before the close of banking business hours on or before _____, at our counters at (Bank address) _____ from SIDBI an amount not exceeding _____ by reason of any breach by the Service Provider of the terms and conditions contained in the said Agreement, the opinion of the SIDBI regarding breach shall be final, conclusive and binding.
2. We do hereby guarantee and undertake to pay forthwith on written demand to SIDBI such sum not exceeding the said sum of Rs. _____ (**Rupees _____ only**) as may be specified in such written demand, in the event of the Service Provider failing or neglecting to perform the said Order for "Procurement of Security Solutions" to SIDBI in the manner and in accordance with the design specification, terms and conditions, contained or referred to in the said Order during its tenure.
3. We further agree that the guarantee herein contained shall remain in full force and effect till all obligations of Service Provider under or by virtue of the said Order have been fully and properly carried out or till validity date of this guarantee i.e. _____, whichever is earlier.
4. We undertake to pay to SIDBI all the money as per this Guarantee, notwithstanding any dispute or disputes raised by the Service Provider in any suit or proceeding pending

before any court, tribunal or authority relating thereto or otherwise and our liability under these being absolute and unequivocal.

5. We further agree with you that SIDBI shall have the fullest liberty without our consent and without affecting in any manner our obligation hereunder (i) to vary any of the terms and conditions of the said Order (ii) to extend time for performance by the said Service Provider from time to time or postpone for any time (iii) to exercise or forbear to exercise any of the powers exercisable by SIDBI against said Service Provider and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reasons of any such variations or modifications or extension being granted to the said Service Provider for any forbearance act or omission on the part of SIDBI or any indulgence by the SIDBI to the said agreement or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provisions, have an effect of so relieving us. However, nothing contained hereinbefore shall increase our liability under the guarantee above _____ or extend beyond _____
6. The liability under this guarantee is restricted to Rs. _____ (**Rupees _____ only**) and will expire on (date) _____ and unless a claim in writing is presented to us at counters at (bank & address) _____ on or before (date) _____ all your rights will be forfeited and we shall be relieved of and discharged from all our liabilities hereunder.
7. The Guarantee herein contained shall not be determined or affected by Liquidation or winding up or insolvency or closure of the Service Provider or any change in the constitution of the Service Provider or of the Bank.
8. The executants has the power to issue this guarantee and executants on behalf of the Bank and hold full and valid Power of Attorney granted in their favour by the Bank authorizing them to execute this guarantee.
9. Notwithstanding anything contained hereinabove, our liability under this guarantee is restricted to Rs. _____ (Rupees _____).
10. This guarantee shall remain in force until (date) _____. Our liability hereunder is conditional upon your lodging a demand or claim with us and unless a demand or claim is lodged with us on or before (date) _____, your rights under the guarantee shall be forfeited and we shall not be liable there under. This guarantee shall be governed by and construed in accordance with the laws of India. The Guarantee will be returned to the Bank when the purpose of the guarantee has been fulfilled or at its expiry, whichever is earlier.
11. We, (bank name, place) _____ lastly undertake not to revoke this guarantee during its currency except with the previous consent of SIDBI in writing.
12. Notwithstanding anything to the contrary contained herein, the liability of (bank name & place) under this guarantee is restricted to a maximum total amount of Rs. _____ (Rupees _____).

13. Our liability pursuant to this guarantee is conditional upon the receipt of a valid and duly executed written claim, in original, by (bank name & address) _____, delivered by hand, courier or registered post, prior to close of banking hours on (date) _____, failing which all rights under this guarantee shall be forfeited and (bank name & place) _____ shall be absolutely and unequivocally discharged of all of its obligations hereunder. This Guarantee shall be governed by and construed in accordance with the laws of India and competent courts in the city of Chennai shall have exclusive jurisdiction.

Kindly return the original of this guarantee to (bank name & address) upon the earlier of:

- its discharge by payment of claims aggregating to Rs. _____ (Rupees _____)
- fulfillment of the purpose for which this guarantee was issued; or
- _____ (date)".

14. All claims under this guarantee will be made payable at (bank name & address) _____ by way of DD payable at Chennai. In witness where of we have set and subscribed our hand and seal this day of2020.

SIGNED, SEALED AND DELIVERED.

BY

AT

IN THE PRESENCE OF WITNESS :

1. Name
Signature.....
Designation.....

2. Name
Signature.....
Designation.....

12.18. Annexure -XVIII: Software Solution Integrity Certificate**(To be issued by OEM on OEM Company's Letter Head)****INTEGRITY STATEMENT**

The General Manager
IT Vertical, Small Industries Development Bank of India
Overseas Towers, 2nd Floor,
756L, Anna Salai
Chennai 600 002

Date:

**RfP for Procurement of Various IT Security Solutions
Tender No. 500/2021/1577/CBO/ITV dated 03.08.2020**

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:

1. That the application has undergone the required level of unit, system, stress and volume tests and is free of any obvious bugs.
2. That the software is tested with anti-virus/anti-malware software and is free of any known virus/malwares at the time of sale.
3. That the application is free of any covert channels in the code being provided and subsequent modifications to be done on them.
4. We have evaluated the cryptographic implementation and have ensured that only cryptographic modules based on authoritative standards and reputable protocols are used.
5. 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.
6. 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.
7. 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.

Date

Signature of Authorized Signatory ...

Place

Name of the Authorised Signatory ...

Designation ...

Seal.....

Phone & E-mail:

Name of the Organization ...

12.19. Annexure -XIX: Undertaking for Source Code and Application Security Testing
(To be issued by OEM on OEM Company's Letter Head)

Source Code and Application Security Testing

The General Manager
IT Vertical, Small Industries Development Bank of India
Overseas Towers, 2nd Floor,
756L, Anna Salai
Chennai 600 002

Date:

RfP for Procurement of Various IT Security Solutions
Tender No. 500/2021/1577/CBO/ITV dated 03.08.2020

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 carried out
- (ii) The solution has undergone SAST/DAST/IAST for application security testing and clearance /compliance of the same has been obtained. 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.

Date _____ Signature of Authorized Signatory ...
Place _____ Name of the Authorised Signatory ...
Designation ...
Seal..... Phone & E-mail:
Name of the Organization ...

12.20. Annexure -XX: Information Security Compliance

Information Security Compliance

To,
The General Manager
IT Vertical, Small Industries Development Bank of India
Overseas Towers, 2nd Floor,
756L, Anna Salai
Chennai 600 002

Date:

**RfP for Procurement of Various IT Security Solutions
Tender No. 500/2021/1577/CBO/ITV dated 03.08.2020**

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.

Date Signature of Authorized Signatory ...
Place Name of the Authorised Signatory ...
Designation ...
Seal..... Phone & E-mail:
Name of the Organization ...

12.21. Annexure -XXI: Know your Employee

Know Your Employee (KYE) Declaration

To,
The General Manager
IT Vertical, Small Industries Development Bank of India
Overseas Towers, 2nd Floor,
756L, Anna Salai
Chennai 600 002

Date:

**RfP for Procurement of Various IT Security Solutions
Tender No. 500/2021/1577/CBO/ITV dated 03.08.2020**

UNDERTAKING We _____ (name of the company) hereby confirm that all the resource (both on-site and off-site) to be deployed on Bank's project for "Procurement of Various IT Security Solutions" during implementation phase, have undergone KYE (Know Your Employee) process and requisite checks have been performed prior to employment of said employees as per our policy.

We further 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 noncompliance of KYE and of misconduct of the employee deployed by us to the Bank.

Date _____ Signature of Authorized Signatory ...

Place _____ Name of the Authorised Signatory ...

Designation ...

Seal..... Phone & E-mail:

Name of the Organization ...

12.22. Annexure -XXII: Escalation Matrix**Escalation Matrix**

To,
The General Manager
IT Vertical, Small Industries Development Bank of India
Overseas Towers, 2nd Floor,
756L, Anna Salai
Chennai 600 002

Date:

**RfP for Procurement of Various IT Security Solutions
Tender No. 500/2021/1577/CBO/ITV dated 03.08.2020**

1. During Phase-1 (Delivery, installation & Acceptance)

S.N.	Designation	Name	Designation	Mobile No.	e-Mail ID	Full Address
1	First Level Contact					
2	Second Level Contact					
3	Regional Head					
4	Country Head					

2. During Phase-2 (Operational)

S.N.	Designation	Name	Designation	Mobile No.	e-Mail ID	Full Address
1	First Level Contact					
2	Second Level Contact					
3	Regional Head					
4	Country Head					

Any changes in designation, substitution will be intimated by us to the bank.

Date

Signature of Authorized Signatory ...

Place

Name of the Authorised Signatory ...

Designation ...

Seal.....

Phone & E-mail:

Name of the Organization ...

END OF RFP