



Central Bank of India

Department of Information Technology

Tender No. GEM/2025/B/6419373

Request for Proposal (Bid) Document

For

**Supply, Installation, Implementation, Integration, Commissioning and
Maintenance of Hardware Infrastructure & associated Software for
Unified Payment Interface (UPI)**

Date: 04/07/2025

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List of Abbreviations

AMC	Annual Maintenance Contract
APM	Application Performance Management
ATS	Annual Technical Support
BOM	Bill of Material
CBI	Central Bank of India
DB	Database
DC	Data Centre
DRC/ DRS/DR	Disaster Recovery Centre/ Site
EMD	Earnest Money Deposit
EMS	Enterprise Management System/Solution
EPP	End Point Protection
FY	Financial year
GSI	Global system integrator
GST	Goods & Service Tax
HLD	High Level Design Document
IT	Information Technology
ITAM	IT Asset Management
LLD	Low Level Design Document
LLP	Limited Liability Partnership
MAF	Manufacturer Authorization Form
MSME	Micro, Small & Medium Enterprise
NEFT	National Electronic Funds Transfer
NS	Near Site
NDC	Near Site to DC
OEM	Original equipment manufacturer
PBG	Performance Bank Guarantee
PO	Purchase order
PSE	Public Sector Enterprise
PSU	Public Sector Undertaking
RBI	Reserve Bank of India
RFP	Request for Proposal
RTGS	Real Time Gross Settlement
SAN	Storage Area Network
SAS	Serial attached SCSI
SDR	Single Data Repository
SI	System Integrator
SPOC	Single Point of Contact
SSD	Solid state drive

1 Invitation for Tender Offers

Central Bank of India, herein after referred to as the “Bank”, is a leading Public Sector Bank established in the year 1911. The equity shares of the Bank are listed in both Bombay Stock Exchange/ National Stock Exchange. The Bank is having its Central Office at Chander Mukhi, Nariman Point, Mumbai– 400021 & it’s Customer Care Department at 2nd floor, MMO Building, Fort, Mumbai 400001. Bank has completed 114 years of its service to the Nation and its millions of satisfied customers with technology-oriented bouquet of user-friendly services and in the field of IT we are known for providing new innovative and customer friendly services. The Bank has pan India presence through its wide network of more than 4685 plus branches, 13 Zonal Offices, 90 Regional Offices spread across the country as on 31.03.2025. The Bank also has specialized branches for catering to the specific needs of Retail customers, Industrial units, corporate clients, Forex dealers, Exporters and Importers, Small Scale Industries and Agricultural sector.

Bank invites online tender offers (Technical offer and Commercial offer) from eligible, reputed Bidders for Supply, Installation, Implementation, Integration, Commissioning and Maintenance of Hardware Infrastructure & associated Software for Unified Payment Interface (UPI) through Government e- Marketplace (GeM).

The Contract Period shall be for 7 years from the date of installation / commissioning and acceptance of respective Hardware, Software and services unless terminated earlier by the Bank by serving 90 days prior notice in writing to the bidder at its own convenience without assigning any reason and without any cost or compensation therefor. However, after the completion of initial period of seven years, the contract may be extended/renewed for further three-year period on mutually agreed terms, if Bank desires.

The details are given below:

Tender Reference Number	GEM/2025/B/6419373
Date of RFP Issue	04/07/2025
Bid Security (EMD)	An amount of ₹ 1,00,00,000/- (Rs. One Crore Only) in the form of Bank Guarantee issued by a scheduled bank other than Central Bank of India for the entire period of Bid validity plus 3 months or by means of banker’s cheque/ Account Payee Demand Draft /RTGS/NEFT in the account no.- 3287810289 of Central Bank of India (IFSC Code – CBIN0283154) with narration Tender ref no GEM/2025/B/6419373 in favour of “Central Bank of India” and payable at Mumbai/Navi Mumbai.
e-mail IDs for sending queries and last Date for submission of queries	smitupi@centralbank.co.in, smitupiproject@centralbank.co.in, smitpurchase@centralbank.co.in, cmitadc@centralbank.co.in, Queries to be submitted Latest by 09/07/2025.
Date and time for Pre-Bid Meeting	Date- 11/07/2025 Time- 15:00 hrs

Last Date and Time submission of Bids Mode of bid submission & online portal's URL	Date- 07/08/2025 up to 15:00 hrs. Government-e-Marketplace (GeM)
Time & Date of Opening of technical bids	Date- 07/08/2025 at 15:30 hrs.
Response Types	1. Bid Security/EMD or required certificate for exemption 2. Technical Bids 3. Commercial Bid
Address for Communication	General Manager-IT Central Bank of India Department Of Information Technology (DIT), Plot No-26, Sector-11, CBD Belapur, Navi Mumbai- 400614 Mail address: smitupi@centralbank.co.in , smitupiproject@centralbank.co.in , smitpurchase@centralbank.co.in , cmitadc@centralbank.co.in
Contact Telephone Numbers	022- 27582434, 67123669, 67123670

If any of the above dates fall on holiday or become holiday due to regulatory or other reasons beyond control of the Bank, then the next valid date in such case will be next working day of the Bank.

The pre bid meeting will be held in person with the bidders. The venue of Prebid meeting will be at Central Bank of India, 1st Floor Conference Room, Department of Information Technology (DIT), Plot No-26, Sector-11, CBD Belapur, Navi Mumbai- 400614

For any clarification with respect to this RFP, the bidder may send their queries/suggestions, valuable inputs and exemption certificate of MSME by email to the Bank. It may be noted that all queries, clarifications, questions etc., relating to this RFP, technical or otherwise, must be in writing only at and should be sent to designated email ID within stipulated time as mentioned & should be in the format as given in **Annexure 20: Query Format**. The Service Level Agreement with the successful bidder will be part and parcel of the RFP document. Therefore, please note and ensure that all such queries are to be raised before bidding. Any query/ request for review of any clause of RFP/ SLA after the completion of bidding process shall not be entertained.

In accordance with Government of India guidelines, Micro and Small Enterprises are eligible to exempted from payment of earnest money deposit upon submission of valid MSME certificate copy.

Tender offers will normally be opened half an hour after the closing time.

Technical Specifications, Terms and Conditions and various format and Performa for submitting the tender offer are described in the tender document and its Annexures.

General Manager-IT
Central Bank of India, DIT,
CBD Belapur, Navi Mumbai-400614

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

This RFP is neither an agreement nor an offer and is only an invitation by Bank to the interested parties for submission of unconditional bids. The purpose of this RFP is to provide the bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

2 Eligibility Criteria

The Bidder must fulfil following eligibility criteria:

#	Eligibility of the Bidder and OEM	Documents to be submitted	Compliance (Y/N)
Bidder's Financial Strength			
1.	Bidder should be a Registered company under Indian Companies Act. 1956/2013 or LLP/Partnership firm and should have been in existence for a minimum period of 5 years in India, as on date of submission of RFP.	Copy of the Certificate of Incorporation issued by Registrar of Companies/Registrar of firms and full address of the registered office of the bidder	
2.	Bidder should be registered under G.S.T and/or tax registration in state where bidder has a registered office	Proof of registration with GSTIN	
3.	The bidder must have an annual turnover in India of INR 150 crores per annum in the last three financial years (i.e. 2021-22, 2022-23, 2023-24) as per the audited balance sheet available at the time of submission of tender, of individual company and not as group of companies	Copy of audited Balance Sheet and Certificate of the Chartered Accountant for three FYs.	
4.	The bidder should have made operating profits in at least two financial years out of last three financial years. (i.e. 2021-22, 2022-23, 2023-24)	Copy of audited Balance Sheet and Certificate of the Chartered Accountant for three FYs.	
5.	The bidder should have a positive net worth in last three financial years. (i.e. 2021-22, 2022-23, 2023-24)	Certificate of the Chartered Accountant for three FYs.	
Bidder and OEM Experience			
6.	The Bidder should be a certified or an Authorized partner of the OEM of the offered solution	Copy of MAF from OEMs as per format (Annexure 8) to be submitted, and confirmation from OEMs confirming the partnership level of the Bidder	

#	Eligibility of the Bidder and OEM	Documents to be submitted	Compliance (Y/N)
7.	Bidder should have experience of having Supplied & implemented Hardware Infrastructure for CBS/ Digital Channels/ Middleware in at least one Scheduled Commercial Bank/BFSI/PSU having minimum 500 Offices/Branches in India in last 5 years.	Credential letter OR Copy of Purchase order/ Contract copy	
8.	Each proposed OEM product (Hardware Servers, Kubernetes container platform, RHEL OS, Hardware Security Module (HSM), Storage, Hardware Load Balancer) should have been implemented in at least one Scheduled Commercial Bank/BFSI/PSU having minimum 500 Offices/Branches in India in last 5 years.	Credential letter OR Copy of Purchase order/ Contract copy	
9.	Bidder should have supplied and implemented the Kubernetes based container platform in last 5 years in at least one Scheduled Commercial Bank/BFSI/PSU having minimum 500 Offices/Branches in India & running successfully in live environment.	Credential letter OR Copy of Purchase order/Contract copy	
Bidders Compliance			
10.	At the time of bidding, the Bidder should not have been blacklisted/debarred/ by any Govt. / IBA/RBI/PSU /PSE/ or Banks, Financial institutes for any reason or non-implementation/ delivery of the order. Self-declaration to that effect should be submitted along with the technical bid.	Submit the undertaking self-declaration on Company's letter head	
11.	At the time of bidding, there should not have been any pending litigation or any legal dispute in the last five years, before any court of law between the Bidder or OEM and the Bank regarding supply of goods/services	Submit the undertaking self-declaration on Company's letter head	
12.	Bidder/OEM should not have - <ul style="list-style-type: none"> NPA with any Bank /financial institutions in India Any case pending or otherwise, with any organization across the globe which affects the credibility of the Bidder in the opinion of Central Bank of India to service the needs of the Bank 	Submit self-declaration on Company's letter head.	
13.	If the bidder is from a country which shares a land border with India, the bidder should be registered with the Competent Authority	Certified copy of the registration certificate	

#	Eligibility of the Bidder and OEM	Documents to be submitted	Compliance (Y/N)
14.	The Bidder or Its Technology Partner should not be owned or controlled by any Director, officer or employee of Central Bank of India or by related party having the same meaning as assigned under section 2(76) of the companies act or relative having same meaning as assigned section 2(77) of companies act 2013 read with rule 4 of the companies (specification of definition details) rules 2014.	Undertaking to be given by the Bidder at time of submission. Compliance certificate given by successful bidder on company's letter head (Annexure 23: Compliance Certificate with respect to RBI's "Master Direction on Outsourcing of Information Technology Services") after signing agreement	

The bidder must submit only such document as evidence of any fact as required herein. The Bank, if required, may call for additional documents during the evaluation process and the bidder will be bound to provide the same. The credential letters should be from client in their letter head duly signed by the Authorised signatory.

Central Bank of India reserves the right to verify references provided by the Bidder independently. Any decision of CBI in this regard shall be final, conclusive, and binding up on the bidder. CBI may accept or reject an offer without assigning any reason whatsoever.

1. Bidders need to ensure compliance to all the eligibility criteria points.
2. In-case of corporate restructuring the earlier entity's incorporation certificate, financial statements, Credentials, etc. may be considered.
3. In case of business transfer where Bidder has acquired a Business from an entity ("Seller"), work experience credentials of the Seller in relation to the acquired business may be considered.
4. Purchase orders without relevant organization confirmation through a credential letter will not be considered as credentials.
5. Scheduled Commercial Bank (SCB) is a commercial Bank that is included in the Second Schedule of Reserve Bank of India Act, 1934 (RBI Act).
6. While submitting the bid, the Bidder is required to comply with inter alia the following CVC guidelines detailed in Circular No. 03/01/12 (No.12-02-6 CTE/SPI (I) 2 / 161730 dated 13.01.2012): 'Commission has decided that in all cases of procurement, the following guidelines may be followed:
 - a. *In RFP, either the Indian agent on behalf of the Bidder/OEM or Bidder/OEM itself can bid but both cannot bid simultaneously for the same item/product in the same RFP. The reference of 'item/product' in the CVC guidelines refer to 'the final solution that bidders will deliver to the customer.'*
 - b. *If an agent submits bid on behalf of the Bidder /OEM, the same agent shall not submit a bid on behalf of another Bidder /OEM in the same RFP for the same item/product.'*

3 Bid Security (Earnest Money Deposit-EMD)

An amount of Rs. 1,00,00,000/- (Rupees One Crore Only) in the form of Bank Guarantee issued by a scheduled bank other than Central Bank of India for the entire period of Bid validity plus 3 months or by means of Account Payee Demand Draft / banker's cheque /RTGS/NEFT in the account no.-3287810289 of Central Bank of India (IFSC Code – CBIN0283154) with narration Tender ref no GEM/2025/B/6419373 in favour of “Central Bank Of India” and payable at Mumbai/Navi Mumbai.

The EMD / Bid Security shall be liable to be forfeited:

- 1) If a Bidder withdraws its tender during the period of tender validity specified by the Bidder; or
- 2) If the Bidder does not accept the correction of its Tender Price; or
- 3) If the successful Bidder fails within the specified time to:
 - i. Sign the Contract; or
 - ii. Furnish the required security deposit.
- 4) The EMD / Bid Security of a Joint Venture (JV) must be in the name of the JV that submits the tender. If the JV has not been legally constituted at the time of bidding, the EMD / Bid Security shall be in the names of all future partners as named in the letter of intent.
- 5) The EMD / Bid Security will be refunded to the Successful Bidder, only after furnishing an unconditional and irrevocable Performance Bank Guarantee (PBG).
- 6) The EMD / Bid Security of unsuccessful Bidders shall be returned as promptly as possible after completion of bidding process.

4 Performance Bank Guarantee (PBG)

- i. As mentioned above, the Successful Bidder will furnish an unconditional and irrevocable Performance Bank Guarantee (PBG) from scheduled commercial Bank other than Central Bank of India, in the format given by the Bank in **Annexure 11: Performance Bank Guarantee**, for 5 % of the total project cost valid for 96 months (total project period plus 6 months) for claim period validity of PBG starting from its date of issuance. The PBG shall be submitted within 21 days of the PO acceptance by the Bidder. In case contract is extended beyond date (extendable by another Three years), the bidder has to extend the PBG or provide the fresh PBG for extended period plus Six months.
- ii. The PBG so applicable must be duly accompanied by a forwarding letter issued by the issuing bank on the letterhead of the issuing bank. Such forwarding letter shall state that the PBG has been signed by the lawfully constituted authority legally competent to sign and execute such legal instruments. The executor (BG issuing Bank Authorities) is required to mention the Power of Attorney number and date of execution in his / her favour with authorization to sign the documents.
- iii. Each page of the PBG must bear the signature and seal of the PBG issuing Bank and PBG number.

- iv. In the event of the Successful Bidder being unable to service the contract for whatever reason, Bank may provide a cure period of 30 days and thereafter invoke the PBG, if the bidder is unable to service the contract for whatever reason.
- v. In the event of delays by Successful Bidder in ATS support, service beyond the schedules given in the RFP, the Bank may provide a cure period of 30 days and thereafter invoke the PBG, if required.
- vi. Notwithstanding and without prejudice to any rights whatsoever of the Bank under the contract in the matter, the proceeds of the PBG shall be payable to Bank as compensation by the Successful Bidder for its failure to complete its obligations under the contract, indicating the contractual obligation(s) for which the Successful Bidder is in default.
- vii. The Bank shall also be entitled to make recoveries from the Successful Bidder's bills or any other amount due to him, the equivalent value of any payment made to him by the bank due to inadvertence, error, collusion, misconstruction or misstatement.
- viii. The PBG may be discharged / returned by Bank upon being satisfied that there has been due performance of the obligations of the Successful Bidder under the contract. However, no interest shall be payable on the PBG.

5 Cost of Bidding

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

6 Manufacturer's Authorization Form

Bidders must submit a letter of authority from their manufacturers, as per format given in Annexure-8, that they have been authorized to quote OEM Product.

7 Scope of Work

7.1 Scope Summary

1. Central Bank of India intends to select a proven & experienced Bidder for Supply, Installation, Implementation, Integration, Commissioning and Maintenance of Hardware Infrastructure & associated Software for Unified Payment Interface (UPI) at the Bank's locations for already procured Application & Software for UPI Switch.
2. Bank envisages procurement of Hardware and associated software for UPI Switch Applications as per below details-
 - i) Physical Servers
 - ii) Operating Systems (OS) (RHEL)
 - iii) Storage
 - iv) SAN Switch
 - v) Archival Software
 - vi) Hardware Load Balancer
 - vii) HSM (Hardware Security Module)
 - viii) Containerization Platform (Red-hat OpenShift)

- ix) Cables – LAN & SAN
 - x) Racks
- a) The bidder shall be responsible for the supply, installation, implementation, integration, commissioning, configuration, and comprehensive maintenance of the proposed solution for the entire duration of the contract. This includes delivering and deploying enterprise-class hardware infrastructure with a Kubernetes-based container platform (Red Hat OpenShift).
 - b) The bidder shall ensure the successful deployment of RedHat OpenShift along with enterprise licenses and 24x7 OEM support and installation of the Red Hat Enterprise Linux (RHEL) operating system with requisite enterprise licenses and support.
 - c) Additionally, the bidder shall provide 24x7 onsite Facility Management Services with adequately trained and experienced manpower to manage and maintain the supplied hardware infrastructure, software components, and associated tools throughout the contract period.
 - d) All Software Licences should be delivered after confirmation given by the Bank.
3. Bank expects bidder to supply, install, implement and provide comprehensive onsite one year warranty & six-year AMC/ATS support for the proposed hardware and software along with its sub-components, as mentioned in Annexure 2: Commercial Bill of Materials, for the period of contract. Bidder is, also, required to deliver all hardware, software and its sub-components at Bank's location in-line with delivery schedule and implementation timelines mentioned in **Project Timelines**.
4. Bidder shall be responsible for following:
- Supply of hardware along with associated software/firmware and any other required software necessary for implementation, installation, integration and cabling for both LAN and SAN, at the stipulated locations of Bank.
 - End-to-end Supply installation and implementation of hardware, software licenses and cabling, as mentioned in **Annexure 2: Commercial Bill of Materials**, at Bank's identified locations including configuration and customization requirement.
 - Integration, if any, with Bank's existing application platforms, server and storage environment, enterprise network, security solutions, ticketing tools etc.
 - Adherence to Service Level Agreements (SLA) as mentioned in this RFP document and periodic monitoring and reporting of the same to Bank.
 - Provision of comprehensive onsite warranty, AMC/ATS post warranty period is over and maintenance of the in-scope components for the tenure of the contract
5. Bank may ask for staggered delivery of some of the components mentioned in the RFP. Details of the same would be shared with the Successful Bidder at a later stage. Bank may undertake phase wise procurement, supply, installation, implementations, configuration of the solution(s) and its licenses.
6. Bank may procure products with required quantity (not limited to specific number) and may remove any Hardware, Software at any stage, at its sole discretion, from in-scope proposed solutions that are part of this RFP.

7. The bidders shall include all necessary expenses in complete cost of the respective line items of the solution in Annexure 2: Commercial Bill of Materials. All costs shall be included in the line items only.
8. The bidder shall provide complete support/services for installation and all necessary configurations of UPI Applications and other Software for implementation of Robust UPI Switch under the scope including implementation, integration, management, maintenance, support, audit compliance, regulatory compliances and knowledge transfer.
9. The Hardware & Software solution shall include all components and sub-components like Hardware, software licenses, accessories, and the bidder should supply other components at no extra cost to the Bank (required for commissioning of the solution as a part of RFP).
10. The bidder shall replace and upgrade the out-of-support, out-of-service, end-of-life (EOL), end of support (EOS) infrastructure elements as soon as the respective OEM announced the same at no additional cost to the bank throughout the contract period. The bidder shall carry out such Replacement & upgradation of components (Appliances & Software) before due date. Failure to replace within three months of intimation by Bank will be treated as violation of SLA, Bank will procure the new solution as same, and costs (all costs related to that items i.e. purchase, installation, maintenance etc.) will be deducted from payables/ payments as penalty or by invoking performance guarantee.
11. During the period of the contract, all upgrades/updates or requirements in hardware, 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 within stipulated time but not later than one month without any additional cost to the bank. EOS/EOL solution will not be accepted and if any solution is declared EOS/EOL during the period of contract, the bidder shall do the necessary upgrade to the latest version at no additional cost to the Bank and with minimum downtime, at no additional cost to the Bank.
12. The bidder should inform to the bank if any new version/update/service pack/upgrade of the proposed solution is released by OEM, within seven (7) days of such release and provide the upgraded solution within 15 days of such release without any cost to the bank covering all parts, labour and accessories at the respective locations (DC and DR) of the Bank during the period of the contract. Bidder must factor in UAT setup for the in-scope applications in the RFP.
13. The bidder shall follow all respective technical/statutory guidelines, validations should be implemented, checked & verified, and related reports including SOP, Software Integrity Certificate and VA & PT Clearance must be submitted, duly certified by OEM to the Bank for sign off the successful installation.

14. The bidder shall confirm the integrity of the software supplied i.e. the software is free from bugs, malware, covert channels in code etc. and Integrity certificate should be submitted to the Bank.
15. Post installation of Solution with its components (including Hardware, operating System & associated application), VA & PT (Vulnerability Assessment & Penetration Testing) shall be conducted, and Bank InfoSec Team will provide a report to the Successful Bidder. All findings/issues pointed out in the report to be complied/fixed before commissioning and sign-off of the components (i.e. Hardware, operating System & associated application). The InfoSec Team and Other statutory authorities conduct review/ audit of the solutions time to time. All such Audit reports including VAPT Reports to be complied / attended by bidder/OEM within the timelines, during the entire period of contract also conduct periodic review audit.
16. The solution deployment should be compliant with Bank's IT Security policy and Cyber policies, internal guidelines, regulatory standards and countrywide regulations and laws from time to time.
17. The successful Bidder has to install tools and utilities like Patch Management Tool, Application White-listing Tool, Enterprise Management Tool, Host Intrusion Prevention System (HIPS) and DR Automation Tool etc. which will be provided by Bank.
18. The proposed Infrastructure and associated software solution should integrate with Bank's platforms like Security Operation Centre (SOC), Preventive Identity Management (PIM), Security Incident Event Management (SIEM) and Security Orchestration, Automation and Response (SOAR) etc. to meet security and compliance requirements as and when required.
19. The proposed Infrastructure and associated software solution should integrate with Bank's Alternate delivery channels i.e. ATM, Internet Banking, Mobile Banking, SMS Gateway, Bank's CBS, Enterprise Service Bus /Payment Hub, SDR (Bank's Data warehouse), USSD, Financial Inclusion gateway, Multi- Function Kiosks, Remittance agencies, Third party PSP, WhatsApp Banking, Payment Gateway, E-Mail, Call Centre, CRM, CMS , EFRMS, Omni Channel etc. without any extra cost to Bank.
20. The bidder must provide detailed installation and administration guide in hard copy as well soft copy.
21. The Proposed solution should be free from any kind of vulnerabilities and as and when vulnerabilities are notified by the auditor, Bank, regulators, Govt. of India or any other Govt. agencies, it should be patched within prescribed time with no cost to bank within the contract period.
22. The bidder shall support regular backup as per the defined Bank's backup policy.

23. The Proposed Hardware should support all heterogeneous OS, Database, Hypervisor, Dockers, Container Platforms etc.
24. The proposed Hardware must have redundancy at all levels e.g. network redundancy (for management network interfaces) and power-supply redundancy at hardware/software level required to achieve the high availability/ redundancy as per defined SLA/uptime.
25. The critical data / database should be stored in encrypted form.
26. The Annual Maintenance cost should be minimum 8% per year of the cost of respective line item (All Years AMC/ATS to be same i.e. same percentage)
27. The Annual Technical Support should be minimum 20% per year of the cost of respective line item (All Years AMC/ATS to be same i.e. same percentage)

For example-

- If the solution cost for a particular item is Rs.100 as quoted for specific solution. In that case, AMC cost of Solution shall be of minimum 8 % of total cost of solution cost for that item i.e. Rs. 8 per year. And AMC cost for six years should be minimum = $8 \times 6 = 48$ % of total solution cost as quoted for respective line items.
 - If the solution cost for a particular item is Rs.100 as quoted for specific solution. In that case, ATS cost of Solution shall be of minimum 20 % of total cost of solution cost for that item i.e. Rs. 20 per year. And ATS cost for six years should be minimum = $20 \times 6 = 120$ % of total solution cost as quoted for respective line items.
28. The bidder has to provide Facility Management services at Central Bank of India DC & DR locations or any other location where centralized operation is proposed in future by deploying the professionals to support 24x7x365 days basis with shift duty hours for managing and maintaining the infrastructure/associated software mentioned in this RFP.
 29. The bidder would be responsible for updates, patches, bug fixes, version upgrades, firmware upgrade without any extra cost to the Bank.
 - 30. Bidder is required to provide details of each individual proposed hardware, software and other in-scope components along with its associated hardware & software and any other component/service necessary for installation and implementation, as mentioned in Annexure 2: Commercial Bill of Materials**
 31. All necessary Racks, Power strips, Power cables, Network cables, Fiber cables and any other components required for successful implementation of the solution are to be supplied and commissioned by the Successful Bidder at no additional cost to the Bank.

32. Post implementation of the solutions, the scope of successful bidder contains support for the following activities without any extra cost to the Bank, but not limited to, from time to time, in relation to maintenance and upgrades/updates/patches:
- Firmware/ IOS Upgrades / up to date patching,
 - Faulty Parts replacement
 - Hardware System monitoring,
 - Troubleshooting & Performance Tuning,
 - Operating System Upgrades,
 - Upgrades of supplied software,
 - Advisories on software upgrades & vulnerabilities,
 - Support during DR Drills,
 - OS Administration & patching as per OEM guidelines
 - VA / PT Compliance/Audit /Review as per Bank's requirement /Statuary guidelines
 - Any support required to make system & solution up and running as per SLA.
 - Preventive Maintenance of the in-scope hardware need to be performed quarterly.
33. The list mentioned above is the indicative list; however, the successful bidder should provide end-to-end support and repair for any activities and resolution of any issues related to new deployment without any extra cost to the Bank.
34. Bidder must give the complete SOP (Standard Operating Procedure) document (Hard Copy & Soft Copy) before the sign-off of the complete project from Bank. SOP document should cover all the steps and troubleshooting required to install the products. SOP document should also include various basic steps to operate the devices, to create any policy/rules, to take backup, to restore, to configure reports etc.

7.2 Detailed Scope of Work

1. The bidder shall supply, and deliver IT hardware as specified in the RFP, including but not limited to Servers, workstations, networking equipment, storage devices, peripherals, and other components necessary for UPI operations.
 - a. Enterprise-class hardware, including firmware, Storage, SAN switches, Hardware Load Balancers, Hardware Security Modules (HSM), containerization platforms, LAN/SAN cables, racks, and accessories.
 - b. All hardware must comply with the technical specifications and standards outlined in the RFP, ensuring compatibility with the Bank's existing IT infrastructure at the Data Center (DC), Near Data Center (NDC) in Navi Mumbai, and Disaster Recovery Center (DRC) in Hyderabad.
 - c. The bidder shall ensure that all the provided Hardware components are compatible with each other & all required connectivity cables are factored in the Bill of Material.

2. The bidder shall procure, supply, and deliver software licenses required for UPI operations, including but not limited to:
 - a. Operating Systems, enterprise applications, security software, and containerization platform software, Archival Software.
 - b. All software licenses must comply with RFP-specified technical standards, be compatible with existing hardware, operating systems, and network configurations, and adhere to applicable legal and regulatory requirements.
 - c. The bidder shall provide necessary documentation for all software licenses to ensure validity and compliance.
3. The bidder shall be responsible for the delivery, implementation, integration, commissioning, and configuration of hardware and software at the DC, NDC, and DRC. This includes:
 - a. Deploying and configuring hardware infrastructure and associated software/tools to ensure operational readiness.
 - b. Ensuring seamless integration with the Bank's existing IT ecosystem to support UPI operations.
 - c. Providing necessary documentation for installation, configuration, and operational processes.
4. The proposed hardware and software systems must:
 - a. Support automatic scale-up and scale-down capabilities to meet dynamic business requirements without service disruption.
 - b. Enable firmware updates and memory upgrades without downtime, ensuring continuous availability.
5. The proposed system must support industry-standard data encryption at all layers (e.g., application, network, and storage) to ensure data security and compliance with regulatory standards.
6. The bidder shall ensure successful go-live of the deployed hardware and software systems at all specified locations and provide post go-live support, excluding Facility Management Services (FMS), to address operational issues, perform maintenance, and ensure system stability and performance.
7. The bidder shall provide comprehensive documentation, including Hardware and software specifications, installation guides, configuration details, maintenance procedures, Proof of compliance with RFP technical standards and regulatory requirements for all hardware, software, and licenses.
8. All deliverables and services shall be implemented at the Bank's specified locations Data Center (DC), Near Data Center (NDC) in Navi Mumbai and Disaster Recovery Center (DRC) in Hyderabad.
9. The successful Bidder to provide Escalation matrix (Contact person, Contact number and E- Mail) for the support and update the same and inform the Bank as and when there is any change in the matrix.
10. Open Internet access to or from the supplied Servers will not be allowed.
11. The bidder should ensure back-to-back OEM support for Kubernetes workloads hosted on the supplied Hardware Infrastructure.

7.2.1 Supply of IT Hardware

1. The bidder shall procure, deliver and rack-mount at Bank-designated sites (Primary DC–Navi Mumbai, Near Site–Navi Mumbai, DRC–Hyderabad, UAT & Pre-Prod) all hardware listed in **Annexure 2- Commercial Bill of Material** of the RFP, namely: bare-metal Servers, Storage, SAN switches, Hardware Load-balancers, Thales payShield 10K HSMs, Racks, cables and accessories.
2. All equipment must be factory-new, 24×7 OEM-supported for complete tenure of the contract and comply with **Annexure 12: Minimum Technical Specifications**. Further, the support of hardware should be extendable for another 3 years, if Bank desires.
3. The bidder shall ensure that all hardware and software licenses are delivered in the name of Central Bank of India.
4. The proposed server should have capability to ensure the system has inbuilt security features to ensure the workload is protected in event of cyber-attacks, including potential quantum generated attacks.
5. The proposed server should be capable of network level isolation between production and non-production environment.
6. The supplied server should be provided with Management Console for installation, provisioning, configuration, monitoring and maintenance of the supplied Hardware Infrastructure.
7. The successful Bidder shall bring all necessary Tools/Software/Firmware/Utilities required for successful installation and commissioning of the Project.
8. The bidder is responsible for insurance, inland freight, unloading, positioning inside DC/NDC/DR and asset-tagging.

7.2.1.1 Installation, Configuration & Testing

1. The bidder shall be responsible for the installation of all IT hardware and software as per the RFP document. Installation shall include all configurations, necessary connections, and setup for full operation. The bidder shall ensure all hardware is installed in accordance with industry best practices and the Bank's security standards.
2. It includes creation of four logical environments: Production (DC), Production-DR (DRC), Near-Sync (NDC) and Non-Prod (UAT & Pre-Prod).
3. The successful Bidder has to visit the DC, NDC and DRC and factor the transportation, labour charges, installation cost till Server Room within the Bill of Material. Bidder to make good of the damages if any during the course of delivery, installation and commissioning of the hardware.
4. The successful Bidder has to avail the services of the OEM for installation, configuration and testing of the Hardware. All activities are to be done by OEM onsite.
5. The Successful Bidder must perform the following activities as part of successful delivery and installation of the hardware infrastructure required for the Project.
 - a) Delivery of the proposed hardware infrastructure and software licenses along with server racks and accessories.
 - b) Racking and Stacking of the supplied Hardware Infrastructure and Asset Tagging.
 - c) Power, SAN and Network Cabling.

- d) Structured Rack Cabling & Uplink Cabling from Bank's TOR switches to the supplied Hardware.
 - e) Low Level Design for Servers as given above at DC & NDC and DRC respectively.
 - f) Creation of Production Environments in DC and DRC as per bank's requirement.
 - g) Creation of Non-Production Environments in DC as per bank's requirement.
 - h) Recreation / reconfiguration of production or non-production environments at DC and DR should be performed by the successful bidder during the entire contract period if desired by the bank.
 - i) Planning, Implementation and commissioning of Servers at DC, NDC & DRC.
 - j) Environments to be used for databases shall be installed with latest & compatible Linux Operating system which is certified for running Enterprise Class databases on the supplied hardware infrastructure.
 - k) SAN, Network and other necessary configurations as required for each environment. The requirement for SAN and LAN uplink ports should be informed to the bank prior to delivery.
 - l) Installation and Activation of the supplied Hardware and Software Licenses.
 - m) The successful Bidder is required to coordinate with Bank's backup team and perform the necessary configuration in the supplied Container Platform for backup and restoration of Snapshots, Containers, OS file system and Databases.
 - n) The successful Bidder is required to coordinate with Bank's network and storage teams and perform the necessary configuration in the supplied Container Platform for network and storage configuration.
 - o) The successful Bidder has to perform required configuration in the supplied Systems for integration with Bank's Privileged Identity Management (PIM) Solution and Cyber Security Operation Centre (CSOC).
 - p) The successful Bidder has to install tools and utilities like Patch Management Tool, Application White-listing Tool, Enterprise Management Tool, Host Intrusion Prevention System and DR Automation Tool etc. which will be provided by Bank.
6. Upon installation, the bidder shall perform rigorous testing to ensure that all systems are fully operational and meet the Bank's performance requirements. All hardware and software shall be tested to verify correct functioning, including stress testing, performance validation, and compliance with the RFP criteria.
 7. The responsibility for testing of power supply will fall to the successful bidder.

7.2.2 Supply of Software Licences

1. The bidder shall procure, supply, and deliver software licenses listed in **Annexure 2- Commercial Bill of Material** of the RFP required for UPI operations, including but not limited to:
 - a. Operating systems (Red Hat Enterprise Linux Premium & Standard), containerization platform (Red Hat OpenShift Plus subscriptions), Archival

Software, RedHat Application Foundation, all embedded firmware & management suites.

- b. All software licenses must comply with RFP-specified technical standards, be compatible with existing hardware, operating systems, and network configurations, and adhere to applicable legal and regulatory requirements.
 - c. The bidder shall provide necessary documentation for all software licenses to ensure validity and compliance.
 - d. The bidder shall procure all software licenses in name of Central Bank of India.
2. The proposed Kubernetes based container platform (Redhat Open Shift) should be supplied with Enterprise Licences with 24x7 OEM Support for the entire contract period.
 3. The proposed Host OS should be Enterprise Class Linux supporting all Enterprise Class SQL Databases (e.g. Oracle, PostgreSQL, MySql, DB2 etc.) as well as NoSql databases (eg. MongoDB, Cassandra etc.) along with 24x7 OEM Support for the entire contract period.
 4. The Host OS should be supplied with Enterprise License. For Container Platform, the core OS / enterprise OS should be provided with 24x7 OEM Support.
 5. Container Platform should have the capability to apply consistent policies such as access policy, registry policy, deny all, Ports network policy, whitelisting/blacklisting and also custom policies to all of clusters and namespaces across On-Premises and public clouds deployments.
 6. Container Platform should be able to inspect/deploy all Kubernetes cluster centrally.
 7. Container Platform should provide a dashboard for Lifecycle Management of all Kubernetes clusters.
 8. Container Platform must provide the ability to apply security policies and storage limits to a group of virtual machines and Kubernetes clusters that represent an application, rather than to all of the VMs and clusters individually.
 9. Container Platform should provide Management Portal providing visibility into Container workloads with automated policy management.
 10. Container Platform should be capable of maintaining application cluster up to date with the latest release version of container-orchestration layer.
 11. Container Platform should have integrated service mesh solution Eg. ISTIO for managing and controlling micro services.
 12. Container Platform should implement various Kubernetes API features like 'Network Policy', 'Ingress' and 'Load Balancer' constructs to support Distributed Firewalling, Pod level micro- segmentation and access to Service.
 13. Container Platform should support Container/Pod to host connectivity in cases where one need to access a Database which is not yet Containerized and is outside Kubernetes Cluster.
 14. Container Platform should support both logical networks based on VxLAN and also traditional VLAN based network.

15. Container Platform should Support policy-based replication of images across geo-location to ensure no data-lost in case of site-level failures.
16. Proposed Container platform should be compatible to run on any Public Cloud platform.
17. The Platform additionally should also:
 1. Be architected to be fault tolerant and ensure cascading failures do not occur.
 2. Be cloud-ready to support any future migration to cloud without requiring technical upgrades or customizations.
 3. Support graceful exception handling, restart, self-healing or recovery process in the event of transaction or process failure.
 4. Support native, hybrid-web, and web apps.
 5. Offer isolation to micro services layer from the public facing API gateway layer. Inter- service communication should not take traffic out of the layer in which the services are hosted
 6. Provide Open APIs for integrations and conform to REST & SOAP API specifications.
 7. Ensure API caching is implemented wherever data refresh frequency is low
 8. Ensure dynamic allocation of compute for load agnostic performance experience.
 9. Implement horizontal scalability at module/service level to handle required transaction volumes.
 10. Guarantee 99.99% availability for the proposed platform.
 11. Implement standard optimization techniques (e.g. caching, parallel processing, support standard optimization techniques, etc.)
 12. Leverage modern DevSecOps practices for faster and secure deployments of upgrades, patches and release management.
 13. Log all administrative activities properly with proper audit trail which should be capable of being used as forensic evidence.
 14. Support to work on maker and checker concept in the Management Portal for any addition, deletion, modification requests.
 15. Should be capable of and shall be configured to enable self-provisioning of containers.
18. The delivery of Licenses for Linux Operating System and container platform i.e. Generation of software license keys, should be done only after receiving confirmation from Bank subsequent to the delivery of the Hardware Infrastructure.

7.2.2.1 Installation, Configuration & Activation

1. The bidder shall be responsible for the installation, configuration, and activation of all software licenses in accordance with the specifications outlined in the RFP. This includes setting up all necessary components, ensuring proper integration with the Bank's infrastructure, and achieving full operational status of the licensed software. The installation shall be conducted in alignment with the Bank's security protocols, industry best practices, and vendor guidelines to ensure a secure and optimal configuration.
2. The successful Bidder has to avail the services of the OEM for installation, configuration of the software. All activities are to be done by OEM onsite.
3. The successful Bidder has to carry out commission and maintenance of Host / Core OS on the supplied servers.

4. The successful Bidder has to carry out installation, configuration, commission and maintenance of Kubernetes based container platform (Red hat Open Shift) on the supplied Servers. The bidder has to deploy multi-zone OpenShift clusters (DC & DR), configures integrated registry and Istio service mesh also.
5. The successful bidder is required to Install, configure, re-configure End-to-End Container Orchestration Layer on the supplied Hardware.
6. The bidder is required to configure/re-configure storage for the servers and deploy PV/PVC hooks to SAN.
7. For any change in architecture the required re-installation and re-configuration should be carried out by the bidder without any additional cost to the bank.
8. The bidder has to setup a local internal registry on the bastion node. Images will be sent from internet/ bidder's location to Bank's enterprise wide container image registry via a SFTP server. (Internet access will not be provided on the server.) The vender has to setup a DevSecOps pipeline to pull the images from the enterprise-wide Container registry to the local registry and pods must be spun from the local registry.
9. During the installation, the bidder shall check physical availability of items as per the bill of material. If any of the items are not delivered / not as per the specification / are damaged etc., the successful bidder's representative/s at the site shall take immediate steps and ensure all the items are delivered so that the installation is not hampered. The bidder shall have to arrange for all testing equipment and tools required for installation, maintenance, and arrange the vehicle for transport at no additional cost to the Bank.
10. In case damage of the property owned / leased by the Bank during server delivery and installation which is attributable to the successful bidder, successful bidder must replace/repair the damaged property at no cost to the bank.
11. The successful bidder has to perform High Availability testing to ensure that there is no single point of failure in the supplied Hardware components & platform.
12. The successful bidder has to perform the hardening of OS and Container Platform as per industry best practice and Bank's policies.
13. The Successful bidder shall ensure compatibility of the Software Components with the supplied Hardware Infrastructure.
14. The Successful bidder is required to provide SAN & LAN cables for connectivity of the supplied Hardware in redundant mode with SAN LIUs and Top of Rack Switches of Bank.
15. The Successful bidder is required to carry out structured SAN and LAN cabling for supplied hardware and required tagging for successful deployment of the Hardware Infrastructure.
16. The successful bidder needs to perform the necessary firmware up gradation / rollback, patching and bug-fixes of server during the contract period without any additional cost to bank.
17. The Successful bidder is required to provide necessary pre-requisites to the Bank at least two (02) weeks prior to product delivery for smooth installation of the Hardware Infrastructure.

18. The successful bidder is required to configure and follow OEM's Best practice and set all system parameters required for server performance.
19. The successful bidder has to ensure that hardware and the Operating Systems have been installed as per the scope of work. The Bank will give Hardware installation sign off only when all the activities related to Hardware and OS installation has been performed as per the scope of work mentioned in the RFP document.
20. Application vender chosen by Bank will provide the details like mount points, I/O, file system, SAN storage space required etc. to the successful bidder for configuring them in Production, Non-Production at DC and DRC environments. The Successful Hardware Bidder will provide all type of support to the Application Vendor for Successful Implementation of the Project.
21. Upon installation, the bidder shall perform comprehensive testing to ensure the software is functioning correctly and meets the Bank's performance and operational requirements. The testing process shall include but not be limited to functionality verification, performance validation, and integration testing.

7.2.3 Responsibility matrix

For the delivery, implementation and management of the supplied platform at DC, NDC and DRC:

S. No	Activity	Responsibility	Performed by	Remarks
1.	Delivery of Hardware, Platform, Kubernetes Platform, RHEL, DevSecOps (Gitlab) Licenses & other Software	Bidder	Bidder	The successful Bidder will deliver the required hardware, software and Licenses.
2.	Installation, configuration and operationalization of hardware Platform, Kubernetes Platform & RHEL and Software	Bidder	OEM	OEM will do the installation, configuration and operationalization of the supplied hardware and software.
3.	Handover	Bidder	Bidder	The successful Bidder will complete the Scope of Work and prepare the handover documentation which shall include all proactive and re-active support for the server infrastructure, Platform, & Software and their periodic maintenance activities. As part of the hand over the implementation team (Bidder and/or OEM) needs to provide the necessary hand holding and

S. No	Activity	Responsibility	Performed by	Remarks
				training to FMS team and Bank's system integrator for application. All relevant hard copy of training material needs to be provided as well.
4.	VA/PT closure, FMS staffing, audits, BCP/DR drills	Bidder	Bidder	<ul style="list-style-type: none"> The successful bidder has to provide full support for closure of VA/PT and other audits. The successful bidder is responsible for keeping FM resource availability. The bidder is responsible for BCP/DRP.

7.2.4 Facility Management Services

Selected Bidder will be responsible for managing the actions and activities of its personnel involved in the project and will be accountable for all the personnel deployed/engaged in the project. Bidder will make sure that the personnel being deployed is suitably qualified in the respective skills for which he/she is assigned respective area of work. Bank will have the right to evaluate and interview the resources deployed and reject any resource if found not capable or not meeting Bank's expectation. In case of skillset issue, bank would provide necessary feedback to bidder for necessary corrective action.

Bidder is required to provide skilled resources in three shifts for the FM Support. The L1 and L2 resources would be required in each shift at the Bank's Data Center. The Team lead (having requisite qualification and experience) would be required for monitoring the overall operations as under the scope of work in General shift excluding exigencies where one's presence may be required.

Bidder should provide on-site resources to the Bank for administration, management, maintenance & support of the Hardware & Software supplied for the entire contract period. Below are general guidelines for the onsite resources as given under: -

SN	Role	Other	L3	L2	L1	Remarks
1	Project Manager (L3) from SI		1			For overall Project Supervision
2	OpenShift (RE) from OEM	1				
3	OpenShift Technical Account Manager (TAM) from OEM	1				
4	Resource for Storage from SI			1		
5	Hardware Monitoring & Support Engineers from SI				5	24x7 Availability; at least one resource in each shift
6	Container Platform Administrator & DevSecOps Operations from SI			4		
	Total	2	1	5	5	13

* Resource quantity may be increased or decreased by the Bank any time during the contract period based on quoted rates.

Resource Profile:

SN	Role	Experience Required for L1/L2/L3	Education Qualification
1	Project Manager (L3) from SI	7+ Years	B.E. /B.Tech. (in Any Stream)
2	OpenShift (RE) from OEM	5+ Years	B.E. /B.Tech. (in Any Stream)
3	OpenShift Technical Account Manager (TAM) from OEM	5+ Years	B.E. /B.Tech. (in Any Stream)
4	L2-Resource for Storage from SI	3+ Years	B.E. /B.Tech. (in Any Stream)
5	L1- Hardware Monitoring & Support Engineers from SI	2+ Years	Any Graduate with adequate knowledge about proposed Hardware/tools and solutions under this RFP
6	L2- Container Platform Administrator & DevSecOps Operations from SI	3+ Years	Any Graduate with adequate knowledge about proposed Hardware/tools and solutions under this RFP

The non-availability of resource for any of the support resources, should be compensated with a resource having similar skill set for the period of non-availability. The penalty for non-availability of the resource would be applicable as mentioned in RFP - Penalty Facility Management and the same will be over and above deduction due to proportionate payments.

Specialized OEM resources/domain experts should be made available without any extra cost as required for smooth running of project and will be made available Onsite whenever need arise for major activity, compliance etc. The TAT for OEM should be 4 hr. to support in case of issue raised by Mail/Call/Portal.

Bank at its discretion can terminate the FMS contract in whole or as part thereof with the bidder and discontinue the same without citing any reason by giving 90 days' notice and applicable amount shall be paid on a pro-rata basis for the services rendered.

In order to monitor the payment outflows of all resources. Bidder will have to submit a monthly register on all resources to the bank. The resource deployment will be mutually planned. **Monthly calculation of FM resources deployed will be done considering working days.** Resources should be factored for working days, holidays also. It is obligatory on the part of Bidder as per its policy to conduct the background verification of any resource deployed by them for the execution of the project in the Bank's premises, including resources of their partners & subcontractors. Bidder has to make necessary arrangement for resource if existing resources goes on leave without any extra cost to the Bank.

7.2.4.1 Operational Requirements for FMS Team

The FMS resources and Team Lead shall adhere to the following operational standards to ensure efficient and secure service delivery:

7.2.4.1.1 Staffing and Expertise:

- Deploy adequate FMS resources to cover 24x7x365 operations, with expertise in components in scope as per following table: -

SN	Role	Other	L3	L2	L1	Remarks
1	Project Manager (L3) from SI		1			For overall Project Supervision
2	OpenShift (RE) from OEM	1				
3	OpenShift Technical Account Manager (TAM) from OEM	1				
4	Resource for Storage from SI			1		
5	Hardware Monitoring & Support Engineers from SI				5	24*7 Availability; at least one resource in each shift
6	Container Platform Administrator & DevSecOps Operations from SI			4		
	Total	2	1	5	5	13

* Resource quantity may be increased or decreased by the Bank any time during the contract period based on quoted rates.

- Ensure all resources undergo background screening. The Background Verification report of FMS resources along with all documents should be submitted at the time of joining the onsite FMS team
- Bank reserves the right to interview the FM personnel to be deployed and if not found suitable may reject them.
- The FMS Team should be well trained to effectively handle queries raised by the Bank.
- The FMS resources should abide by timings of the Bank.
- Attendance of the team members will be captured in bank's musters at the start of each shift and accordingly FMS charges will be calculated on monthly basis based on working days.
- Absence of any resource must be complemented with an equally skilled resource.
- If the FMS Team member is found to be not qualified / suitable / his performance is not satisfactory, the bidder will have to replace the engineer within 60 days of written communication from the Bank regarding the same.
- Bidder will use all reasonable endeavours to replace such individual promptly by another sufficiently skilled, qualified, and experienced person at its own cost within 30 days prior to the release of the earlier resource. Bidder will in the discharge of its obligations use all reasonable endeavours to minimize changes in personnel.
- The on-site team member shall not be changed without prior approval from the Bank without adequate notice (minimum two months) and suitable replacement.
- The Contact Details & Contact Number of the members of the on-site team should be provided to the Bank.
- In case of exigency, support arrangements should be available during off-hours as a part of the crisis / incident management process.
- The Manpower/ Resource payment should be in accordance with minimum wages act, labour laws and its subsequent amendments.

7.2.4.1.2 Service Availability:

- Maintain 99.99% uptime for all infrastructure components.
- Ensure no single point of failure, with redundancy at hardware and network levels.

- Support scaling of resources (e.g., compute, memory) to handle peak UPI transaction loads

7.2.4.1.3 Response and Resolution Times:

- Adhere to SLA timelines for issue resolution (Issue Criticality Classification).
- Provide immediate response to critical incidents (e.g., server downtime, HSM failure) and resolve within SLA limits to avoid penalties

7.2.4.1.4 Security Protocols:

- Implement advanced cybersecurity controls (e.g., WAF, DDoS protection, SIEM integration).
- Ensure data segregation and confidentiality for Bank's customer data
- Notify the Bank within 1 hours of any security or privacy incident, with RCA follow-up

7.2.4.1.5 Contract Duration and Support:

- Provide FMS support for the 7-year contract period, extendable by 3 years at the Bank's discretion.
- Maintain 24x7 OEM support for all components, including Storage, OpenShift, and HSM, HLB throughout the contract.

7.2.4.2 Responsibilities of the FMS Team Lead

The FMS Team Leads shall oversee the FMS resources, act as the primary point of contact (SPOC) for the Bank, and ensure the team's performance aligns with the RFP's requirements. The Team Lead's responsibilities include:

7.2.4.2.1 Team Management and Coordination:

- Supervise FMS resources, ensuring adequate staffing for 24x7x365 shift duties
- Assign tasks, monitor performance, and ensure adherence to SLAs and Bank policies.
- Conduct regular training to maintain team expertise on in scope components.
- Manage shift rosters and ensure no service disruptions due to resource unavailability.

7.2.4.2.2 Liaison with Bank and OEMs:

- Serve as the SPOC for communication with the Bank's IT team, providing updates on service status, incidents, and compliance
- Coordinate with OEMs (e.g., Oracle, Red Hat, HSM vendors etc.) for 24x7 support, patch deployment, and EOL/EOS replacements
- Facilitate Bank audits, reviews, and DR drills, providing necessary documentation and support

7.2.4.2.3 SLA and Performance Oversight:

- Monitor and report SLA compliance (e.g., 99.99% uptime, issue resolution timelines) to the Bank.

- Calculate and report penalties for SLA defaults, if any.
- Ensure performance measurements (e.g., system availability, incident resolution) to meet contract standards

7.2.4.2.4 Incident and Change Management:

- Oversee incident resolution, reviewing RCA reports for accuracy and timeliness.
- Approve and document change requests (e.g., patches, upgrades) before implementation, ensuring minimal downtime
- Maintain an incident matrix and escalate critical issues to senior management or OEMs.

7.2.4.2.5 Documentation and Knowledge Transfer:

- Ensure all FMS activities are documented, including SOPs, configuration details, and audit reports.
- Provide regular knowledge transfer to the Bank's IT team, covering OpenShift, Storage and other systems, to enable self-sufficiency
- Update the Escalation Matrix and notify the Bank of any changes immediately

7.2.4.2.6 Compliance and Audit Support:

- Ensure FMS operations comply with RBI regulations, Bank's IT security policies, and audit requirements
- Coordinate with the Bank's InfoSec Team for VAPT remediation and periodic audits
- Maintain records for regulatory inspections, including software licenses, hardware warranties, and AMC/ATS agreements.

7.2.4.3 General Responsibilities of FMS Resources

The FMS resources shall perform hands-on technical and operational tasks to ensure the continuous availability, performance, and security of the UPI infrastructure. Their responsibilities include, but are not limited to:

7.2.4.3.1 System Monitoring and Administration:

- Perform real-time monitoring of all hardware and software components, including:
 - Physical servers.
 - SAN Storage arrays (supporting RAID, thin provisioning, snapshots, and replication).
 - Hardware Security Module (HSM) for all operations including cryptographic operations.
 - Archiving software
 - Red Hat Enterprise Linux (RHEL) operating systems.
 - Red Hat OpenShift Kubernetes-based container platform.
 - Red Hat Application Foundations
 - GitLab DevSecOps pipelines.
 - Hardware Load Balancers (HLB) for traffic distribution.
 - SAN and LAN switches for storage and network connectivity.

- Top-of-Rack (TOR) switches and network switches for intra-rack and inter-rack connectivity.
- Tape Library and Backup Media for data backups.
- Utilize Bank-provided tools (e.g., Patch Management Tool, Enterprise Management Tool, Host Intrusion Prevention System) and OEM-provided management consoles for proactive monitoring.
- Maintain system logs, audit trails, and performance metrics to ensure compliance with Inspection, Audit, Review, Monitoring & Visitations.

7.2.4.3.2 Incident Management and Resolution:

- Log ticket with helpdesk for support related issues through any of the following mode: Telephonic, Email, Ticking Tool. The logs to be maintained for MIS purpose.
- Respond to incidents (e.g., hardware failures, software errors, network disruptions) within SLA timelines.
- Perform Root Cause Analysis (RCA) for all incidents and submit detailed RCA reports to the Bank within 24 hours.
- Implement corrective actions with Bank approval to prevent recurrence, ensuring minimal downtime.
- Escalate unresolved issues to the Team Lead or OEM support as per the Escalation Matrix.

7.2.4.3.3 Maintenance and Upgrades:

- Apply patches, firmware updates, and software upgrades for all components, including RHEL, OpenShift, Archiving Software, Storage, HSM, HLB, GitLab, and Switches, within 15 days of OEM release or Bank notification, at no additional cost. The bidder has to ensure that the support from respective OEM is provided for infrastructure expansion, upgrade and re-configuration of proposed solution during the period of contract without any extra cost to bank
- Replace end-of-life (EOL) or end-of-support (EOS) components (e.g., servers, storage, HSM) within three months of Bank notification.
- Perform hardware maintenance (e.g., faulty parts replacement, power supply checks) and software tuning to maintain 99.99% uptime.
- Support Disaster Recovery (DR) drills, ensuring seamless failover to DRC.

7.2.4.3.4 Security and Compliance:

- Configure and maintain systems to comply with the Bank's IT Security Policy, Cyber Policies, and RBI regulations. It does also imply compliance with subsequent amendments in the policy or new additions.
- The Support should include advising & helping the bank in implementing controls for the risk advised by bank information security dept./regulators/Govt of India (e.g. NCIIPC, NPCI, RBI, MEITY, PCI).
- Conduct periodic Vulnerability Assessment and Penetration Testing (VAPT) remediation, addressing all findings before commissioning and during operations.

- Ensure integration with Bank's Security Operation Centre (SOC), Privileged Identity Management (PIM), Security Incident Event Management (SIEM), and Security Orchestration, Automation and Response (SOAR).
- Ensure backup data is encrypted and tested regularly.
- Depending on the sensitivity and criticality of the services or data provided, the Bank will consider commissioning or requesting a review of the bidder's internal control structure for ensuring that any confidential/restricted/internal information of the Bank is maintained securely. The vendor will assist and cooperate with the Bank auditors in a way as they are expected to assist and cooperate with their audit.

7.2.4.3.5 Backup and Recovery:

- Execute regular backups as per the Bank's backup policy, using the Tape Library and Backup Solution.
- Test backup integrity and restore functionality periodically, documenting results for audit purposes.
- Support data recovery operations during incidents or DR drills, ensuring minimal data loss and compliance with SLA requirements.

7.2.4.3.6 Documentation and Reporting:

- Maintain up-to-date documentation, including system configurations, patch logs, and maintenance records, as part of the Standard Operating Procedure (SOP).
- Submit periodic SLA compliance reports, performance metrics, and audit compliance status to the Team Lead and Bank.
- Provide detailed documentation (e.g., OS details, license information, low-level architecture) to the Bank team.
- Provide CBOM (Cryptographic Bill of Material), SBOM (Software Bill of Material) and ELP (Enterprise License Position) to Bank team periodically

7.2.4.3.7 Integration Support:

- Support integration of UPI infrastructure with Bank's platforms, including Core Banking System (CBS), Bank's Alternate delivery channels i.e. ATM, Internet Banking, Mobile Banking, SMS Gateway, Bank's CBS, Enterprise Service Bus /Payment Hub, SDR (Bank's Data warehouse), USSD, Financial Inclusion gateway, Multi- Function Kiosks, Remittance agencies, Third party PSP, WhatsApp Banking, Payment Gateway, E-Mail, Call Centre, CRM, CMS , EFRMS, Omni Channel etc. without any extra cost to Bank.
- Configure network-level isolation between production and non-production environments.
- Ensure patching & hardening for all servers and get the same cleared from the Information Security Cell /SOC of the Bank.

7.2.4.4 Specific Responsibilities for Key Infrastructure Components

The FMS resources shall have specialized expertise to manage the following components, ensuring optimal performance and compliance with OEM and Bank requirements:

7.2.4.4.1 Storage:

- Manage Storage for high-performance, mission-critical UPI database operations.
- Monitor storage capacity, performance, and health, ensuring automatic scale-up/down functionality.
- Perform storage maintenance, including Smart Flash Cache tuning and storage cell management.
- Apply patches and firmware updates without downtime.
- Conduct quarterly maintenance of storage arrays, verifying data encryption at rest.
- Support encrypted backup/restoration processes, coordinating with Bank's storage team.
- Manage storage arrays, supporting RAID 6 & RAID 10, thin provisioning, snapshots, and synchronous/asynchronous replication for DR.
- Maintain Backups, archival and Tape media to ensure regular backup activity in compliance with Bank's backup policy.
- Optimize storage tiering, moving data between flash drives and HDDs based on usage patterns.
- Replace faulty storage components (e.g., drives, controllers) within 4 hours.
- Ensure scalability to handle additional capacity on demand.

7.2.4.4.2 Physical Servers and Operating Systems:

- Administer physical servers, ensuring virtualization workloads are evenly distributed.
- Manage RHEL OS, including patch management, OS upgrades
- Monitor OS performance and security, hardening configurations per Bank's policies.
- Support integration with SQL/NoSQL databases (e.g., Oracle, MongoDB), coordinating with Bank's application vendor.
- Document OS configurations and updates, submitting compliance reports quarterly.
- Monitor server health (e.g., CPU, memory, disk I/O) and perform performance tuning.

7.2.4.4.3 Red Hat OpenShift and GitLab:

- Administer OpenShift Kubernetes platform, including worker, master, and infra nodes, ensuring containerized UPI applications are operational.
- Manage OpenShift clusters, monitoring performance, scalability, and security 24x7.
- Apply patches/upgrades within 15 days, testing in UAT/Pre-Prod before production.
- Administer integrated registry, Istio service mesh, and DevSecOps pipeline via SFTP.
- Document cluster configurations, ensuring compliance with RBI's *Cybersecurity Framework*.

- Manage GitLab CI/CD pipelines, ensuring secure and efficient DevSecOps processes including SAST and DAST.
- Apply updates to OpenShift with 24x7 OEM support, maintaining enterprise licenses.
- Monitor container performance and scale resources automatically as needed.

7.2.4.4.4 Archival Solution

- Support data retrieval and backup processes, coordinating with Bank's storage team.
- Monitor archival system performance
- Perform quarterly maintenance, applying updates per OEM guidelines.
- Document archival configurations, submitting compliance reports quarterly.
- Solution should support and integrate with Object Storage provided by the Bank.

7.2.4.4.5 Hardware Security Module (HSM):

- Configure and maintain HSM for cryptographic key management and secure UPI transactions.
- Monitor HSM performance and apply firmware updates as per OEM guidelines.
- Perform quarterly maintenance, applying firmware updates as per OEM guidelines.
- Restrict HSM access to authorized personnel, logging all activities for audit.
- Replace faulty HSM modules within 4 hours, coordinating with OEM for support.
- Ensure integration with UPI applications and compliance with RBI security standards.
- Should be able to integrate with Key Management Solution provided by Bank.

7.2.4.4.6 SAN Switches, LAN Switches, and Load Balancers:

- Configure and maintain SAN switches as per requirement and ensuring redundancy.
- Manage SAN switches for storage connectivity, ensuring multipathing and high availability.
- Monitor SAN port performance, latency, and bandwidth utilization using Bank-provided tools.
- Apply firmware updates and security patches to prevent vulnerabilities.
- Ensure network-level isolation for production and non-production environments.
- Troubleshoot network issues, including connectivity to SAN switch and load balancers.
- Configure load balancers to distribute UPI traffic, ensuring fault tolerance and performance.
- Perform quarterly maintenance, including firmware updates and port diagnostics.
- Replace faulty ports or cables using spare parts, maintaining high-speed connectivity.
- Document SAN configurations, updating SOPs post-maintenance.

- Monitor load balancer traffic distribution and health, ensuring high availability.
- Conduct quarterly maintenance, applying firmware updates and verifying HA configurations.
- Replace faulty components (e.g., network interfaces) within 4 hours, per SLA.
- Configure load balancers for integration with Bank's network, per RFP specifications.

7.2.4.5 Job Role of Technical Account Manager (TAM)-

TAM will have expertise with enterprise OpenShift by Red Hat, Containers, competent comprehension of enterprise architecture and will ensure smooth operation of Infrastructure & swiftly support Bank in case of any issue.

7.2.4.6 Deliverables and Reporting

The FMS resources and Team Lead shall provide the following deliverables to the Bank, ensuring transparency and compliance:

Content	Submission
0. Initial Deliverables	
Comprehensive SOP document	
Comprehensive SOP document (hard and soft copy) covering installation, operation, backup, and troubleshooting for all components, including OpenShift, Storage, HSM, HLB etc. It should also include crisis management and emergency response procedures	
Undertaking for Compliance of Labour Law	
An undertaking for ensuring labour law in terms of minimum wages, or otherwise in Annexure 28: Undertaking for Labour Law Compliance	
Architecture diagram	
HLD, LLD, and architecture diagrams reflecting the deployed solution	
Bill of Material	
License and warranty details for all software and hardware, including AMC/ATS agreements. Also, SBOM and CBOM are to be submitted as per NCPIIC guidelines	
1. Daily Deliverables	
System Health Check Report	
Summary of system performance metrics for all infrastructure components, including physical servers, Storage arrays, HSM, HLB, TOR switches, network switches, Red Hat OpenShift, RHEL, GitLab, load balancers, and backup systems. Metrics include CPU/memory utilization, disk I/O, network latency,	The following day via email to the Bank's team and logged in the Enterprise Management Tool before 10:00 AM

container performance, and HSM cryptographic throughput.	
Incident Log	
Record of all incidents (e.g., hardware failures, software errors, network disruptions), including timestamp, criticality, initial response time, and status (open/resolved). Includes alerts from SOC, PIM, or SIEM systems.	End of each shift via the Bank's incident management portal.
Backup Status Report	
Confirmation of successful daily backups for UPI databases, application data (OpenShift containers), and configurations (e.g., network switches, HSM). Includes backup size, completion time, and encryption status.	The following day via email to the Bank's team and logged in the Enterprise Management Tool before 10:00 AM

2. Weekly Deliverables

Weekly Performance Report	
Detailed analysis of system performance, including uptime (target: 99.99%), transaction throughput (UPI transactions per second), latency, and resource utilization trends for OpenShift, Storage, and network switches. Includes comparison against SLA benchmarks.	Every Monday to the Bank team.
Patch and Maintenance Log	
Record of patches, firmware updates, or maintenance activities applied to hardware (e.g., servers, TOR switches, HSM) and software (e.g., RHEL, OpenShift, GitLab, HSM, HLB). Includes OEM patch details, deployment date, and impact assessment (e.g., downtime, if any).	Every Friday email and logged in the Patch Management Tool (for applicable components).
Security Monitoring Report	
Summary of security events detected via SOC, SIEM, or Host Intrusion Prevention System (HIPS), including attempted breaches, malware alerts, or unauthorized access attempts. Details remediation actions and status of open findings.	Every Monday by 10:00 AM to the Bank's InfoSec Team.

3. Monthly Deliverables

SLA Compliance Report	
Comprehensive report on SLA performance, including system uptime (99.99% target), incident resolution times, patch deployment timeliness, and backup success rates. Details any SLA violations, root causes, and penalty calculations	By the 7th of each month to the Bank's IT and Vendor Management teams.
Vulnerability Assessment Report	
Results of monthly vulnerability scans for all components (e.g., OpenShift, Storage, HSM, HLB, network switches), including identified vulnerabilities, and remediation status. Includes progress on prior VAPT findings	By the 10th of each month to the Bank's InfoSec Team.

Capacity Utilization Report	
Analysis of resource utilization (e.g., CPU, memory, storage, network bandwidth) across Servers, Storage and OpenShift, with projections for future capacity needs. It includes recommendations for scaling.	By the 7th of each month to the Bank's IT team.
4. Quarterly Deliverables	
Audit Compliance Report	
Comprehensive review of compliance with RBI, NCIIPC, and NPCI guidelines, including adherence to MD-ITOS, NCIIPC CII Guidelines, and NPCI UPI Security Guidelines. Includes status of audit findings, VAPT remediation, and license/warranty validity (e.g., Servers, Storage, OpenShift).	By the 10th of the first month of each quarter (January, April, July, October) to the Bank's Audit and InfoSec teams.
Bill of Materials Updates	
Provide CBOM (Cryptographic Bill of Material), SBOM (Software Bill of Material) and ELP (Enterprise License Position)	By the 10th of the first month of each quarter (January, April, July, October) to the Bank's Audit and InfoSec teams.
Knowledge Transfer Report	
Documentation of training sessions conducted for the Bank's IT team, covering OpenShift, Storage, HSM, and network switch management. Includes training materials, attendance records, and feedback.	By the 15th of the first month of each quarter to the Bank's IT team.
EOL/EOS Assessment Report	
Evaluation of hardware (e.g., servers, TOR switches, HSM) and software (e.g., RHEL, OpenShift, GitLab) approaching end-of-life (EOL) or end-of-support (EOS). Includes OEM notifications, replacement plans, and timelines.	By the 20th of the first month of each quarter to the Bank's IT team.
5. Annual Deliverables	
Annual Maintenance and Support Report	
Summary of AMC/ATS activities, including hardware maintenance (e.g., Storage, servers), software updates (e.g., OpenShift, RHEL), and OEM support engagements. Details license renewals, warranty extensions, and SLA performance for the year.	By December 31st annually to the Bank's Vendor Management and IT teams.
Security Posture Assessment Report	
Comprehensive review of the UPI infrastructure's security posture, including penetration test results, compliance with RBI's cybersecurity framework, NCIIPC's CII protection standards, and NPCI's UPI security controls (e.g., WAF, DDoS protection, encryption). Includes recommendations for enhancements.	By March 31st annually to the Bank's InfoSec and Audit teams.
Standard Operating Procedure (SOP) Update	

Revised SOP document reflecting changes in infrastructure (e.g., new patches, configurations, network switch upgrades), operational processes, and regulatory requirements. Covers Storage, OpenShift, HSM, and other components	By January 31st annually to the Bank's IT team.
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6. Ad-Hoc Deliverables

Root Cause Analysis (RCA) Report	
Detailed analysis of critical incidents (e.g., system downtime, security breaches, backup failures), including root cause, impact, resolution steps, and preventive measures. Includes timeline and SLA compliance status (Section 7.2.3, point 31).	Within 24 hours of incident resolution to the Bank's IT and InfoSec teams.
Change Management Report	
Documentation of approved changes (e.g., patch deployment, configuration updates for Storage, network switch upgrades), including change request details, impact assessment, and post-implementation verification.	Within 48 hours of change implementation to the Bank's IT team.
Disaster Recovery Drill Report	
Outcome of unscheduled DR drills, including failover success to DRC, recovery time objectives (RTO), recovery point objectives (RPO), and issues encountered. Includes recommendations for DR process improvements.	Within 5 business days of DR drill completion to the Bank's DR and IT teams.
Regulatory Audit Support Package	
Ad-hoc compilation of logs, reports, and documentation (e.g., SLA reports, VAPT results, SOPs) requested by RBI, NCIIPC, NPCI, or Bank's auditors during inspections or compliance reviews.	As per audit timeline, typically within 2–5 business days of request.

7.2.5 Warranty and AMC

1. The bidder shall provide Annual Maintenance Contract (AMC) or Annual Technical Support (ATS) for all hardware and software supplied under this RFP. The AMC/ATS shall cover both preventive and corrective maintenance, ensuring optimal performance throughout the contract period.
2. Preventive maintenance shall include periodic checks, updates, and cleaning of equipment to minimize failures and downtime & will be done every quarter.
3. The bidder shall provide timely corrective maintenance for any hardware or software failures, including repairs or replacement of faulty components, and provide fixes for any software bugs.
4. The AMC/ATS services shall include both on-site and remote support to resolve issues effectively, within the response times outlined in the RFP.
5. The bidder shall provide all necessary spare parts and consumables as part of the AMC/ATS services, including toner cartridges, memory modules, hard drives, etc., to ensure uninterrupted operation of all hardware.
6. The bidder shall provide an Annual Maintenance Contract (AMC) or Annual

Technical Support (ATS) for all software licenses supplied for the RFP. The AMC/ATS services shall include:

- a) **Preventive Maintenance:** Regular updates and upgrades, patches, and software enhancements to ensure the software remains secure, efficient, and compatible with evolving systems.
 - b) **Corrective Maintenance:** Timely troubleshooting, bug fixes, and resolution of any operational issues identified within the licensed software during the contract period.
7. The bidder shall provide corrective maintenance to address any software failures, bugs, or issues that affect the functionality or performance of the software. This includes, but is not limited to:
 - a. Bug Fixes: Resolving any identified software bugs or errors that may impact system performance or user experience.
 - b. Patches and Updates: Applying patches, updates, and version upgrades as required to maintain software functionality, security, and compatibility.
 8. The bidder shall provide both on-site and remote support for troubleshooting and issue resolution, including:
 - a. Help Desk Support: Provide a support desk with defined hours of operation to resolve software-related queries and issues.
 - b. Escalation Procedures: Establish a clear escalation process for unresolved issues, ensuring that high-priority cases are handled quickly and efficiently.
 9. For the critical issues hampering the working of entire system, the maximum resolution time for a maintenance complaint from the site of installation (i.e. time required for OEM maintenance engineers to report to the installations after a request call /e-mail is made or letter is written) shall not exceed 4 (four) hours. The service level is also applicable for any onsite OEM support required.
 10. The bidder shall ensure that faults and failures intimated by the Bank as above are set right within 6 hours of being informed of the same.
 11. The bidder shall ensure that all software licenses remain compliant with the terms and conditions stipulated by the software vendors. This includes ensuring that the Bank's usage of software is within the licensed scope and that any additional licenses or renewals required during the term of the agreement are managed accordingly.
 12. The AMC/ATS services shall ensure that the software operates without interruptions and maintains peak performance levels throughout the contract term.
 13. The bidder shall provide One-year comprehensive onsite warranty and Six years AMC/ATS (Total Seven Years) for the provided solutions in scope of the RFP, including hardware, software and associated modules and services. The warranty shall start from date of Going-live.
 14. The Product including Hardware and Software shall have a roadmap till end of contract period. The BIDDER shall provide assurance that the provided solutions in scope of the RFP work as per the functional, technical and operational specifications set out in the RFP.
 15. The BIDDER shall provide assurance that as and when any problem arises, the same would be rectified immediately by the BIDDER without any additional cost to the Bank.
 16. The warranty and AMC of the software shall include all version upgrade,

patches/fixes, upgrades, compliance of mandates (legal guidelines of GOI as per Gazette of India, regulatory authorities, RBI, NPCI, etc.) and maintenance support, troubleshooting, performance fine tuning, problem resolution for the Hardware, OS, software for total solution provided by the BIDDER.

17. The warranty and AMC of the hardware shall include preventive maintenance, performance fine tuning, error rectification, replacement of parts for all the hardware components of the total solution provided by the BIDDER.
18. Whether to extend the AMC/ATS contract after expiry of the tenure of the RFP shall be at the sole discretion of the Bank.
19. Warranty and AMC/ATS support shall be mission critical 24x7 with site engineers for hardware and software. Proactive and preventive measures form a part of the AMC.
20. The Bank reserves the right to terminate the AMC/ATS after giving three months' notice.
21. Warranty and AMC/ATS shall cover, inter alia, free provision of such spares, parts, kits, software upgrades as and when necessary to ensure that the Equipment's function in a trouble-free manner. The bidder shall correct any faults and failures in the Equipment's and shall repair and replace worn out defective parts of the Equipment's on 24x7 basis. In cases where unserviceable parts of the Equipment need replacement on account of product malfunction caused by circumstances not attributable to the Bank, the bidder shall replace such parts at no extra cost to Bank with new parts or those equivalent to new parts in performance without any downtime on this account.
22. The proposed Hardware Infrastructure should not be declared end of service life for a minimum of seven years from the date of going live. Supporting document to that effect should be provided.
23. If any hardware/ software goes out of support/ End of life/ sunset during the warranty/ AMC period, the same would be replaced by the next version of software/hardware without any cost to the Bank. Also, hardware/software replacements shall be done in a planned manner to ensure that no downtime is required on this account.
24. The bidder warrants that the services provided under the contract shall be as per the Service Level Requirement specified in this RFP. The Bank shall notify the bidder in writing of any claims arising under this warranty. Upon receipt of such notice, the bidder shall with all reasonable speed, repair/replace/reconfigure/re-provision the defective equipment or service, without prejudice to any other rights, which the Bank may have against the bidder under the contract.
25. If the bidder, having been notified, fails to remedy the defect(s) within a reasonable period as per the terms and conditions of this RFP, the Bank may proceed to take such remedial action as may be necessary at the bidder's risk and expense and without prejudice to any other rights, which the Bank may have against the bidder under the contract.
26. The bidder guarantees that all the software supplied by the bidder is licensed and legally obtained.
27. The bidder shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of all equipment, accessories etc. covered by the offer.
28. The BIDDER must warrant all equipment, accessories, spare parts etc., against any manufacturing defects during the warranty period. During the warranty period

BIDDER shall maintain the equipment and repair/replace all the defective components at the installed site, at no additional charge to the Bank.

29. Warranty shall not become void if the Bank buys any other supplemental hardware from a third party and install it with these equipment's. However, the warranty would not apply to such hardware items installed.
30. The same maintenance standards specified for warranty period is applicable during the AMC period as well.
31. If any of the peripherals, components etc. are not available or difficult to procure or if the procurement is likely to be delayed, the replacement shall be carried out with equipment of equivalent capacity or higher capacity at no charges to the Bank, during the currency of warranty or AMC period.
32. The AMC charges provided by the BIDDER in the Commercial bid cover the cost of hardware, operating system software, software etc. The AMC of the software includes all patches, future Version and other upgrades, compliance of mandates (of Regulatory Authorities, RBI, NPCI etc.) and other relevant standards, and maintenance support for the OS, software and the applications. The payment would be made quarterly in arrears. Any deviation from the proposed payment terms would not be accepted. 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.

7.2.6 Software Updates, Upgrades, and New Releases

- The bidder shall ensure that the software is kept up to date with the latest security patches, bug fixes, and minor version updates throughout the AMC/ATS period. The bidder shall manage the installation of updates and ensure that the software remains secure and compliant with industry standards.
- The bidder shall provide assistance for major software upgrades and version changes during the contract term, ensuring smooth transitions and minimal disruption to the Bank's operations. This includes assessing compatibility with existing systems and ensuring user training or documentation for any new features.
- All patches, upgrades, RBI/NPCI/Other regulators and government agencies' mandate changes and DPDP-compliance updates delivered at no extra cost; deployment coordinated through DevSecOps pipeline.

7.2.7 Spare Parts, Consumables, and Licensing Management

i. Licensing Management:

The bidder shall maintain accurate records of all software licenses provided under the agreement and manage license renewals, transfers, or modifications as needed. The bidder is responsible for ensuring that the Bank remains compliant with the licensing terms and conditions.

ii. Consumables for Software Systems:

If the software systems require any consumables (such as subscription renewals, data storage, or cloud resources), the bidder shall manage and provide all required consumables as part of the AMC/ATS services.

7.2.8 Monitoring and Management

- iii. **Configuration management.** The successful bidder must ensure that all supplied & installed infrastructure & solutions are updated with the latest configuration and both the sites (DC, NDC & DR) have consistent configuration.
- iv. **Patch Management** - The successful bidder must ensure that all supplied & installed infrastructure & solutions are updated with patches as and when they are released after due testing. Critical patches should be applied immediately as per Bank Policy.
- v. **Service Level Management, Service reporting-** Maintain the service levels as per the RFP and provide a periodic report to the Bank assessing all device performance under the scope of RFP against the Service Levels. Service Levels will include Availability measurements and Performance parameters (Utilization of CPU, RAM, storage, TPS, performance, uptime/downtime etc.)
- vi. **Change Management.** The successful bidder must ensure that all supplied & installed infrastructure & solutions related changes are properly updated and recorded with version controlling and to have consistent setup both the sites (DC, NDC & DR).
- vii. **Operation Management** - Successful bidder should monitor measures, evaluates, and records status and performance information about all the equipment and software brought in by the bidder to aid in performance monitoring and tuning of the environment. Performance metrics should include utilization, throughput and other critical system needs. The successful bidder shall implement proactive procedures to address trends identified from performance and monitoring data. The successful bidder should provide standard reports that are to be provided to designated Bank personnel.
- viii. Successful bidder shall fix any security findings/vulnerabilities identified by various security agencies hired/consulted by the Bank without any additional cost during the contract period. Further, if the security observation(s) cannot be closed by applying updates/patches/fixes/upgrades to the supplied equipment and replacement is the only option to close the observation(s), then the successful bidder has to replace the device(s) with device meeting all the specifications of the RFP at no extra cost to the Bank. However, the Bank reserves the right to waive off the hardware replacement depending on the type of vulnerability and its associated risk.
- ix. **End of Sales/ End of support:** The Bidder has to ensure that any solution/equipment supplied as part of this RFP should not have either reached or announced 'End of Sales' (1 years from last date of submission of Bid.) or end of support. In the event if any equipment supplied by the bidder reaches end of support, within contract period, the bidder has to replace the equipment with devices having equivalent or upgraded specification, at no additional cost to the Bank or revamp the entire solution (if required).
- x. The Solution including Application & Hardware shall have a roadmap till end of contract period. A certificate to this effect had been provided by the bidder.
- xi. Bank reserves a right to extend the AMC, ATS, Subscription and FMS for the

- Hardware Infrastructure, Kubernetes based Container Platform etc. for 3 more years.
- xii. The bidder shall provide mission critical support for both hardware and software for software solution. The mission critical support includes 24x7 support with site engineers for hardware and software.
- xiii. The bidder shall provide assessment of complete solution including Hardware, Storage, Load Balancer, HSM, OpenShift Clusters etc. at least once yearly.
- xiv. The bidder shall designate a Project Manager onsite having minimum 7+ years of work experience in the same field.

xv. **Incident Management**

In case of any incident pertaining to supplied Hardware and Software, the successful bidder has to submit a detailed Root Cause Analysis report to the Bank within 24 hours of reporting of the incident.

The bidder shall establish robust Incident Management process including:

- Provide 24 x 7 support for incident management
 - Provide automated fault detection and resolution
 - System to do automatic dispatching to avoid delays and Automated messages to Field / Support Engineers
 - System to provide for automatic escalation in case of problem not getting resolved
 - Do proactive maintenance of all devices
 - Analyse machine performance and suggest improvement
- xvi. **Service desk**
- Providing technical assistance for logging, troubleshooting and managing the service requests
 - Monitoring, alerting, troubleshooting and resolution of incidents/ problems
 - Monitoring and alerting on the health of the software and hardware Infrastructure such as Servers, Storage, HSM, Network etc.

xvii. **Information protection**

- Backup, storage and restoration of data related to the software and hardware Infrastructure and associated services, in a secure and reliable manner
- Backup, storage and restoration of configuration data for the associated infrastructure
- Backup, storage and restoration of any mission critical data related to associated services
- Backup, storage and restoration to enable the Bank to achieve regulatory compliance and as per BANK ISMS & BCMS Policies, RBI, NCIIPC (National Critical Information Infrastructure Protection Centre), NPCI guidelines.

xviii. **Business Continuity/ Disaster Recovery**

- Implementing and maintaining BCP and the DR readiness (including data replication), in order to meet the Bank's RTO and RPO Objective.
- Replication of data between the primary and the DR site from the disaster recovery

perspective.

xix. **Compliance and assurance**

- Assisting the Bank in attaining and ensuring on- going compliance to various regulatory and data security/ privacy requirements
- Addressing relevant threats/ risks identified in a proactive manner and through audit observations
- Providing analysis and MIS for Switch and associated services related data, to demonstrate audit readiness and adherence to the agreed service levels.
- For all existing applications, BIDDER shall submit Data Dictionary (wherever feasible) as a part of System documentations.
- Shall submit within 10 days from signing of the Agreement, an Application Integrity Statement from application system vendor providing reasonable level of assurance about the application being free of malware at the time of sale, free of any obvious bugs and free of any covert channels in the code
- Compliance to Bank IS policy and other related policy, adherence to Bank Minimum Baseline security requirement, adherence to Quarterly VAPT requirement
- Adherence to NPCI requirement for App certification/ re-certification / new functionality launching,
- Bidder should ensure that audit observations by Bank's Internal and External Auditors are closed in a time bound manner.
- Closing audit observations for compliance to various secure code review audit, App-sec audit, configuration audit, VA audit or any other Audit requirement raised by NPCI within the timeline given.
- Various Regulatory requirements such as Device Binding, SIM binding, unsecured Wi-Fi restriction, Encryption etc.

7.2.9 Disaster Recovery Mechanism

The proposed system must be capable of and compatible for Disaster Recovery Implementation with Recovery Point Objective (RPO) - 0 minutes and Recovery Time Objective (RTO) - 90 minutes. The successful bidder should describe the provisions for disaster recovery and show that the proposed solution facilitates disaster recovery. The bidder needs to submit the technical architecture relating to data replication between primary and secondary site. Proper Backup policy should be considered in implementation plan.

The bidder needs to submit the technical architecture relating to data replication between primary and secondary site. Bank also has made provisos of Near Site for, achieving zero / near zero RPO. Bidder will have to design solution to achieve Zero RPO and provision the equipment to be deployed at Near Site. Bidder needs to perform regular DR DRILL Quarterly as per Bank's Policy.

7.2.10 Training/ Knowledge Transfer

The bidder shall keep the Bank's technology team updated at all the stages of the installation and implementation. The SI shall provide training to Bank's Technology team on system fundamentals, operating systems, container platform, DevSecOps operations, software etc. Bidder shall also train no fault diagnosis and first line support. The training shall enable the Bank's software staff to maintain all software related services with minimal support from the SI.

Bidder shall provide training to various target groups consisting of sysadmin team, operations team, Call Center executives etc. training infrastructure shall be provided by the Bank including location. The functional and technical training for core team shall be for duration on part/full time basis and commence within a week from the "Project Start Date". The duration of the training has to be agreed with the Bank. Bidder shall also provide training study material for each program in softy copy Training shall cover following operational aspects:

1. Basics of installing the products
2. Basics of technical infrastructure used by the products
3. Module-wise functionality and configuration
4. User interface to products
5. Business related components/ functionality of product
6. Detailed mentor/procedure of configuring product for business needs
7. Day-to-day operating/processing using products
8. Monitoring of devices, transactions, process, ports etc.
9. Advanced trouble shooting techniques
10. Reporting and data retrieval
11. Any other relevant areas

For each product, the training shall cover following technical aspects:

1. Installation of product in detail
2. Technical components and infrastructure of products in detail
3. Product configuration
4. Technology used in development, testing
5. SDK and customization methods
6. Advanced troubleshooting techniques
7. System Integration
8. Impact analysis
9. Any other relevant areas

8 Project Timelines

The successful Bidder is expected to adhere to the following timelines concerning the implementation of the solutions/services in bank:

#	Activity	Weeks	Time Period for Completion
1	Supply and delivery of hardware components at DC, DRC	14 Weeks	Within 14 weeks of date of acceptance of the Purchase Order (PO) by the Successful Bidder
2	Installation of hardware/Software & software licenses at DC and DRC	8 Weeks	For Installation and Implementation of Hardware and Software, licenses at DC and DRC Solution & for Installation and configuration of Kubernetes Software.

The Bank, at its discretion, shall have the right to alter the delivery, implementation schedule and quantities based on the implementation plan. This will be communicated formally to the Bidder during the implementation, if a need arises. As there are many applications covered under this RFP, Bank will schedule the implementation plan and accordingly for some of the application above schedule will start from the date of intimation by the Bank.

9 Maintenance Support

The Bidder must provide uninterrupted availability of the system and ensure that the problem is resolved within the time schedule as prescribed in the Service Level Agreement (SLA). For any major break down such as crash, the Bidder must arrange for immediate on-site support for recovery and resumption of operations. The re-installation of any in-scope software, if required, is the sole responsibility of the Bidder, which should be treated as service provided under. Maintenance support will also include installation of system updates and upgrades, providing corresponding updated manuals, and follow-up user training. During the ATS period, all upgrades should be free. All regulatory / statutory changes should be done without any additional cost to the Bank.

10 Liquidated Damage

The successful bidder must strictly adhere to the schedules for completing the assignments. Failure to meet these Implementation schedule, unless it is due to reasons entirely attributable to the bank, may constitute a material breach of the successful bidder's performance. In the event that the Bank is forced to cancel an awarded contract (relative to this RFP) due to the successful bidder's inability to meet the established delivery dates, and also the bank may take suitable penal actions as deemed fit.

Penalty: The successful bidder shall agree to the penalties structure in accordance with the following:

The Liquidated Damages (LD) shall be 1% of amount for services including delivery and installation or goods which have been delayed for each week or part thereof for delay until actual delivery or performance. However, the total amount of Liquidated Damages deducted will be pegged at 10% of the contract value. Once the maximum is reached, the Bank may consider termination of the contract and other penal measure will be taken like forfeiture of EMD, Foreclosure of BG etc.

In this context Bank may exercise both the rights simultaneously or severally. In case the Bank exercises its right to invoke the Bank guarantee and not to terminate the contract, the Bank may instruct to concerned bidder to submit fresh Bank guarantee for the same amount in this regard.

In case delay is attributable to Bank, proper evidence should be produced by Bidder.

11 Land Border Sharing Clause

The Bidder must comply with the requirements contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 Order (Public Procurement No. 1), Order (Public Procurement No. 2) dated 23.07.2020 and Order (Public Procurement No. 3) dated 24.07.2020. Bidder should submit the undertaking in Annexure-17 in this regard and also provide copy of registration certificate issued by competent authority wherever applicable.

Para 1 of Order (Public Procurement No. 1) dated 23-7-2020 and other relevant provisions are as follows:

- i. Any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with Competent Authority.
- ii. "Bidder" (including the term 'tenderer', 'consultant' or 'service provider' in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency branch or office controlled by such persons, participating in a procurement process.
- iii. "Bidder from a country which shares a land border with India" for the purpose of this Order means: -
 - a. An entity incorporated, established, or registered in such a country; or
 - b. A subsidiary of an entity incorporated, established or registered in such a country; or
 - c. An entity substantially controlled through entities incorporated, established or registered in such a country; or
 - d. An entity whose beneficial owner is situated in such a country; or
 - e. An Indian (or other) agent of such an entity; or
 - f. A natural person who is a citizen of such a country; or
 - g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.

The beneficial owner for the purpose of (iii) above will be as under.

1. In case of a company or limited liability partnership, the beneficial owner is the natural person(s) who, whether acting alone or together, or though one or more judicial person, has a controlling ownership interest or who exercises control through other means.

Explanation

- a. "Controlling ownership interests" means ownership of or entitlement to more than twenty-five per-cent of shares or capital or profits of the company.

- b. "Control" shall include the right to appoint majority of the directors or to control the management or policy decisions including by virtue of their shareholding or management rights or shareholder's agreements or voting agreements.
2. In case of partnership firm, the beneficial owner is the natural person(s), who, whether acting alone or together or through one or more judicial person, has ownership of entitlement to more than fifteen per-cent of capital or profits of the partnership.
3. In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together or through one or more judicial person, has ownership of or entitlement to more than fifteen per-cent of the property or capital or profits of such association or body of individuals.
4. Where no natural person is identified under (1) or (2) or (3) above, the beneficial owner is the relevant natural person(s), who hold the position of senior managing official.
5. In case of trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen per-cent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.
- iv. An agent is a person employed to do any act for another, or to represent another in dealings with third persons.

12 Monitoring & Audit

Compliance with security best practices may be monitored by periodic computer security audits/Information Security Audits/Statutory and Regulatory audit performed by or on behalf of the Bank. The periodicity of these audits will be decided at the discretion of the Bank. These audits may include, but are not limited to, a review of access and authorization procedures, backup and recovery procedures, network security controls and program change controls. The successful bidder must provide the Bank access to various monitoring and performance measurement systems. The successful bidder has to remedy all discrepancies observed by the auditors at no additional cost to the bank. For service level measurement, as defined in SLA, data recording is to be captured by the industry standard tools implemented by the Successful bidder. These tools should be a part of the proposed solution.

13 Contract Period

The tenure of the Contract will be for a period of 07 years effective from the date of installation / commissioning and acceptance of respective Hardware, Software and services unless terminated earlier by the Bank by serving 90 days prior notice in writing to the bidder at its own convenience without assigning any reason and without any cost or compensation therefor. However, after the completion of initial period of seven years, the contract may be extended/renewed for further three period on mutually agreed terms, if Bank desires.

The performance of the bidder shall be reviewed every quarter, and the Bank reserves the right to terminate the contract at its sole discretion by giving 90 days' notice without assigning any reasons and without any cost or compensation therefor. Any offer falling short of the contract validity period is liable for rejection.

14 Bid Submission

- Bidders satisfying the eligibility conditions (mentioned in 2. Eligibility Criteria) and General terms and conditions specified in this document, may submit their bid through **Government e-Marketplace (GeM)** on or before the timeline stipulated in Invitation for Tender Offers.
- All responses received after the due date/time be considered late and would be liable to be rejected. Government-e-Marketplace (GeM) portal will not allow lodgement of RFP response after the deadline. It should be clearly noted that the Bank has no obligation to accept or act on any reason for a late submitted response to RFP. The Bank has no liability to any Bidder who lodges a late RFP response for any reason whatsoever.
- Bank will not accept the bid through any other mode except GeM.
- **Bid Security / Earnest Money Deposit:** “Earnest Money Deposit” shall be paid through RTGS (Real Time Gross Settlement) / NEFT (National Electronic Fund Transfer) in the account no.-3287810289 of Central Bank of India (IFSC Code – CBIN0283154) with narration Tender ref no- GEM/2025/B/6419373 in favour of “Central Bank of India” or by way of Bankers Cheque/Demand Draft/Pay Order favouring Central Bank of India, payable at Mumbai/Navi Mumbai. The Demand Draft should be of a Commercial Bank only (other than Central Bank of India) and will be accepted subject to the discretion of the Bank.
- The scanned copy of the receipt of making transaction is required to be uploaded on GeM portal at the time of “final online bid submission”. The RFP response without proof of amount paid towards Bid Security are liable to be rejected.
- Bank Guarantee of an equal amount issued by a scheduled commercial Bank (other than Central Bank of India) located in India, valid in the form provided in the RFP (**Annexure 13: Bid Security (Earnest Money Deposit)**).

Tender Schedule (Key Dates):

The Bidders are strictly advised to follow the Dates and Times as indicated in the Time Schedule in the detailed tender Notice for the Tender. Ensure that no activity or transaction can take place outside the Start and End Dates and time of the stage as defined in the Tender Schedule.

At the sole discretion of the tender Authority, the time schedule of the Tender stages may be extended.

15 Authorized Signatory

The bidder shall indicate the authorized signatories who can discuss and correspond with Bank in **Annexure 3: Bidder’s Information**. All the bid documents are to be duly signed by the authorized signatories only.

16 Integrity Pact

Each Participating bidder/s shall submit Integrity Pact as per attached **Annexure-9** duly stamped of **₹500**. Integrity pact should be submitted by all participating bidders at the time of submission of bid documents or as per satisfaction of the Bank. The Non submission of

Integrity Pact as per time schedule prescribed by Bank may be relevant ground of disqualification for participating in Bid process.

Bank has appointed Independent External Monitor (hereinafter referred to as IEM) for this pact, whose name and e-mail ID are as follows:

- Shri Anant Kumar [mail: anant_in@yahoo.com]
- Shri Nirmal Anand Joseph Deva [mail: meghanadeva2022@gmail.com]
- For any clarifications/issues, bidders are requested to contact with Bank's personnel in the below mentioned mail-id before contacting with IEM.
smitupi@centralbank.co.in
smitupiproject@centralbank.co.in,
cmitadc@centralbank.co.in
agmitdlc@centralbank.co.in
- IEM's task shall be to review – independently and objectively, whether and to what extent the parties comply with the obligations under this pact
- IEM shall not be subjected to instructions by the representatives of the parties and perform his functions neutrally and independently
- Both the parties accept that the IEM has the right to access all the documents relating to the project/procurement, including minutes of meetings.

17 Commercial Offers

Commercial Bids of only technically qualified Bidders shall be opened on the basis of technical proposal.

The Commercial Offer (CO) should be complete in all respect. It should contain only the price information as per **Annexure 2: Commercial Bill of Materials**.

- a. The commercial offer should be in compliance with Technical configuration / specifications as per Annexure 12: Minimum Technical Specifications.
- b. The price to be quoted for all individual items and it should be unit price in Indian rupees.
- c. In case there is a variation between numbers and words, the value mentioned in words would be considered. The Bidder is expected to quote unit price in Indian Rupees (without decimal places) for all components and services on a fixed price basis, as per the commercial Bid inclusive of all costs. GST (Goods and Services Taxes) shall be payable as per applicable structure laid down under GST Law. The Bank will not pay any other taxes, cost or charges. The price would be inclusive of all applicable taxes under the Indian law like customs duty, freight, forwarding, insurance, delivery, etc. but exclusive of only applicable GST, which shall be paid/ reimbursed on actual basis on production of bills with GSTIN. During contract period, the increase or decrease in GST for the services subscribed by the Bank under this tender will be to the Bank's account. The entire benefits/ advantages, arising out of fall in prices, taxes, duties or any other reason, must be passed on to Bank. The price quoted by the Bidder should not change due to exchange rate fluctuations, inflation, market conditions, and increase in custom duty. The Bank will not pay any out of pocket expense. The Selected Bidder will be entirely responsible for license fee, road permits, NMMC cess, LBT, Octroi, insurance etc. in connection with the delivery of products at site advised by the Bank including incidental services and commissioning.

Payment of Octroi, entry-tax, etc., alone, if applicable, will be made at actuals, on production of suitable evidence of payment by the Bidder.

- d. The price is exclusive of taxes like Goods and Services Tax, which shall be paid as per actuals.
- e. The Manpower/ Resource payment should be in accordance with minimum wages act, labour laws and its subsequent amendments.
- f. In the event of any demand/ fines/ penalty made by any of the authorities on bank in respect of the conduct/ actions taken by the bidder/their employees/labourers, the Bank will be entitled to recover the said amounts from the bills / amount payable or from the performance guarantee and also take appropriate action against said persons of bidder/bidder for their misconduct, if any.

18 Evaluation & Acceptance

1. Technical offers will be evaluated on the basis of compliance with eligibility criteria, technical specification, other terms & conditions stipulated in the RFP. Only those bidders who qualify in the technical evaluation would be considered for evaluating the commercial bid. Bank may, at its sole discretion, waive any non-conformity or deviations.
2. In case, any of the successful bidder is unable to honour in full or part of the contract awarded, Bank shall, at its sole discretion, distribute this shortfall to the other successful bidder(s) equally or in any ratio decided by the Bank.
3. Bank reserves the right to reject the bid offer under any of the following circumstances:
 - a) If the bid offer is incomplete and / or not accompanied by all stipulated documents.
 - b) If the bid offer is not in conformity with the terms and conditions stipulated in the RFP.
 - c) If there is a deviation in respect to the technical specifications of hardware items.
4. The Bank shall be under no obligation to mandatorily accept the lowest or any other offer received and shall be entitled to reject any or all offers without assigning reasons.

18.1 Evaluation Process

The competitive bids shall be evaluated in three phases:

- Stage 1 – Eligibility Criteria
- Stage 2 – Technical Evaluation stage
- Stage 3 – Commercial Bid

Stage -1 Eligibility Bid

Eligibility criterion for the Bidders to qualify this stage is clearly mentioned in Eligibility Criteria section in this document. Only those Bidders who meet all these criteria would qualify for the second stage of evaluation. The Bidder would also need to provide supporting documents for eligibility proof. All the credentials of the Bidder necessarily need to be relevant to the Indian market.

The decision of the Bank shall be final and binding on all the Bidders to this document. The bank may accept or reject an offer without assigning any reason whatsoever.

Stage-2 Technical Evaluation Criteria

The technical evaluation criterion would broadly involve the following major areas:

- 1) Compliance to the minimum technical specifications as in Annexure 12: Minimum Technical Specifications
 - i The Bidder is expected to provide their “compliance” against each line item stated in the Minimum Technical Specifications, this means that the Bidder confirms compliance to the stated specifications and the terms of the RFP and subsequent addendums. Deviations to the Compliance requirements may lead to disqualification.
- 2) Bidder’s detailed work plan – Bidder to share Gantt chart in conformity with the stated timelines. The Bidder should also share the key profiles and the number of representatives (across OEMs as well) being deployed across the Implementation Phase
- 3) Presence of Bidder Service centres in Mumbai and Hyderabad

Stage-3 Commercial Evaluation Criteria

Only those Bidders who have qualified after Stage 2 of Technical evaluation will be eligible for the Commercial Evaluation. The total cost of ownership for the purpose of evaluation shall be calculated over the contract period of 7 years.

Bank will award the contract to the successful Bidder whose bid has been determined as the Lowest Commercial bid (L1) through the procurement process of this commercial evaluation.

The Bidder shall not add any conditions / deviations in the commercial bid. Any such conditions / deviations may make the bid liable for disqualification.

Note: Tendering process need not be cancelled merely on the grounds that a single tender was received provided that the single bid received is evaluated to be substantially responsive and deemed fit for award. Bank reserves right to proceed and award the tender to single bidder in case only one bidder participates in the tender / qualifies in the technical bid evaluation. Bank can negotiate with such single bidder, if required.

Bidders to note that:

- i. In case there is variation between numbers and words; the value mentioned in words would be considered.
- ii. In the event the Bidder has not quoted or has omitted any mandatory product or service required for the Solution it shall be deemed that the Bidder shall provide the product or service at no additional cost to the Bank.
- iii. Bank’s committee will evaluate the Technical Evaluation criteria and will decide whether to accept or reject any submission. Committee’s decision will be final and binding on the bidder.
- iv. Bidder must take care in filling price information in the Commercial Offer, to ensure that there are no typographical or arithmetic errors.
- v. The price would be inclusive of all applicable taxes under the Indian law like customs duty, freight, forwarding, insurance, delivery, etc. but inclusive of only applicable GST, which shall be paid / reimbursed on actual basis on production of bills with GSTIN. Any increase in GST will be paid in actuals by the Bank or any new tax introduced by the government will also be paid by the Bank. The entire benefits / advantages, arising out of fall in prices, taxes, duties or any other reason, must be passed on to Bank. The price quoted by the bidder should not change due to exchange rate fluctuations, inflation, market conditions, and increase in custom duty. The Bank will not pay any out-of-pocket expense. No escalation

in price quoted is permitted for any reason whatsoever. Prices quoted must be firm till the completion of the contract.

- vi. Bidder must provide GST component separately in the bid as well each invoice.
- vii. Where there is a discrepancy between the amount mentioned in the bid and the line-item total present in the schedule of prices, the amount obtained on totalling the line items in the Bill of Materials will prevail.
- viii. If there is a discrepancy in the total, the correct total shall be arrived at by Bank.
- ix. In case the bidder does not accept the correction of the errors as stated above, the bid shall be rejected.
- x. Bank may, at its sole discretion, seek more information from the respondents in order to normalize the bids. However, respondents will be notified separately, if such normalization exercise as part of the technical evaluation is resorted to.
- xi. All liability related to non-compliance of the minimum wages requirement and any other law will be responsibility of the bidder.
- xii. The Bank shall not incur any liability to the affected bidder on account of rejection.
- xiii. The final decision on the successful bidder will be taken by the Bank.

19 General Terms

Payment Terms

Payment will be released by the Central office from where the purchase order is issued, on achieving of milestones mentioned hereunder by the successful bidder and signoff by Bank:

Item Description	% Payment	Milestone
Hardware as given in Bill of Material (BOM) e.g. HSM, Servers, Storage, SAN Switch, Load Balancer, Cables etc.	60%	On Delivery of Hardware/Appliance based solution
	30%	On Successful Installation of Hardware/Appliance based solution
	10%	3 Months Post go-live of UPI Application.
Software	60%	On delivery of Licenses
	30%	On Successful Installation & Commissioning of Software
	10%	3 Months Post go-live of UPI Application.
Implementation Cost of Hardware/Software	100%	On successful installation and Acceptance from Bank
Hardware – AMC	Quarterly	AMC will be paid quarterly in arrears
Software – ATS/Subscription	Quarterly	ATS will be paid quarterly in arrears
FM Services (Bidder/OEM)	Quarterly	FMS Charges shall be paid quarterly in arrears

All the Payment shall be made in INR only. The payments will be released on submission of invoice to DIT CBD- Belapur through NEFT / RTGS/account credit after deducting the applicable LD/Penalty, TDS if any. All the invoices to be raised as per Government Laws. The SI will raise invoices post confirmation from Bank official not below the rank of Chief

Manager. The Successful Bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code, GSTIN, State Code, State Name, HSN Code etc.

Fixed Price

The commercial offer shall be on a fixed price basis, exclusive of all taxes and levies. No price variation relating to increases in customs duty, excise tax, dollar price variation etc. will be permitted. The bidder shall pay any other applicable Taxes being applicable after placement of order, during currency of the project only.

The prices quoted in the commercial bid shall be firm and not subject to any changes at any circumstances during the contract period.

Taxes

1. The consolidated fees and charges required to be paid by the Bank against each of the specified components under this RFP shall be all-inclusive amount with currently (prevailing) applicable taxes. The bidder shall provide the details of the taxes applicable in the invoices raised on the Bank.
2. During contract period, the increase or decrease in GST for the services subscribed by the Bank under this tender will be to the Bank's account.
3. Goods and Services Taxes (GST) and its Compliance: -
 - i. Goods and Services Tax Law in India is a Comprehensive, multi-stage, destination-based tax that will be levied on every value addition. Bidder shall have to follow GST Law as per time being enforced along with certain mandatory feature mentioned hereunder.
 - ii. TDS (Tax Deducted on Source) is required to deduct as per applicable under GST Law on the payment made or credited to the supplier of taxable goods and services. It would enhance the tax base and would be compliance and self-maintaining tax law based on processes. The statutory compliances contained in the statutes include obtaining registration under the GST law by the existing assesses as well as new assesses, periodic payments of taxes and furnishing various statement return by all the registered taxable person.
 - iii. It is mandatory to pass on the benefit due to reduction in rate of tax or from input tax credit (ITR) to the Bank by way of commensurate reduction in the prices under the GST Law.
 - iv. If bidder as the case may be, is backlisted in the GST (Goods and Services Tax) portal or rating of a supplier falls below a mandatory level, as decided time to time may be relevant ground of cancellation of Contract.
4. Bank shall deduct tax at source, if any, as per the applicable law of the land time being enforced. The Service provider shall pay any other taxes separately or along with GST if any attributed by the Government Authorities including Municipal and Local bodies or any other authority authorized in this regard.

20 Service Level Agreement

Bidder shall ensure compliance with the SLAs defined in the RFP. This section describes the service levels that has been established for the services offered by the bidder to Bank. The bidder shall monitor and maintain the stated service levels to provide quality customer service to Bank.

20.1 Service Levels during Implementation Phase

Bank expects the bidder to complete scope of the project including delivery and installation within the timeframe specified in this RFP. Inability of the bidder to either provide the requirements as per the scope or to meet the timelines as specified would be treated as breach of contract and would invoke the penalty clause.

The rate of penalty would be 1 % of the value of the affected service or product at DC or DRC (wherever the service is affected) per week of delay in delivery/Installation/Implementation.

20.2 Service Levels for Availability of System

Bidder shall ensure compliance with the SLAs defined in the RFP. This section describes the service levels that has been established for the services offered by the bidder to Bank. The bidder shall monitor and maintain the stated service levels to provide quality customer service to Bank.

20.2.1 Service Levels for Availability of System

Criticality Classification

The following classification strategy has been envisaged to prioritize the resolution of problems based on the priorities of the infrastructures: -

Criticality Level	IT Infrastructure grouping	Response Times
Critical	In-scope Hardware and Software such as Servers, Storage, OS, Middleware, Kubernetes etc. at primary site (DC)	5 Minutes
Key	In-scope Hardware and Software such as Servers, Storage, OS, Middleware, Kubernetes etc. at Secondary site (DRC) and Near Site to DC	10 Minutes
Non-Prod	In-scope Hardware and Software such as Servers, Storage, OS, Middleware, Kubernetes etc. at UAT/Pre-Prod	15 Minutes

Response Time comprises acknowledgement of the problem and an initial analysis of the underlying cause. The Service level for resolution of any issue raised

In case of a disaster where the DRC is the *Primary site (DC)* then the uptime of the at the Secondary site (*DRC*) shall be considered as Critical; and penalty will be computed accordingly.

20.2.2 Service Level Default

- 1) The Bidder's performance to Service Levels will be assessed against Minimum Expected Service Level requirements for each criterion mentioned in the Availability Measurement Table (given below).
- 2) An Availability Service Level Default will occur when, the Bidder fails to meet Minimum Service Levels, as measured on a monthly basis, for a particular Service Level.

3) Availability Measurement Table (Based on Criticality Level)

Service Description	Level	Minimum Service Level of System Availability	Cost Reference for the contract period
Availability of Critical Infrastructure		99.99%	All Products cost (Hardware and Software) at DC + All Installations cost (Hardware and Software) at DC + All AMC & ATS cost of contract period at DC
Availability of Key infrastructure		99.30%	Products cost (Hardware and Software) at DRC + All Installations (Hardware and Software) cost at DRC + All AMC & ATS cost of contract period at DRC
Availability of Non-Prod infrastructure		99.30%	Products cost (Hardware and Software) at UAT/Pre-Prod + All Installations (Hardware and Software) cost at UAT/Pre-Prod + All AMC & ATS cost of contract period at UAT/Pre-Prod

- 4) Bidder will provide Availability Report on monthly basis and a review shall be conducted based on this report. A monthly report shall be provided to the Bank at the end of every month containing the summary of all incidents reported and associated Bidder performance for that period.
- 5) Service Levels will be measured on a monthly basis. However, the Payments will be made Quarterly as given in Payment Terms in the RFP.

System Availability i.e. Actual Service Level Achieved

$$\text{System availability} = \frac{\text{Scheduled operation time} - \text{System downtime}}{\text{scheduled operation time}} \times 100\%$$

Where:

1. "Scheduled operation time" means the scheduled operating time of the System for the month. All planned downtime on the system would be deducted from the total operation time for the month to give the "scheduled operation time".
2. "System downtime" subject to the SLA, means accumulated time during which the System is not available to the Bank's users or customers due to in-scope system or infrastructure failure, and measured from the time the Bank and / or its customers log a call with the Bidder's help desk of the failure or the failure is known to Bidder from the availability measurement tools to the time when the System is returned to proper operation.

20.2.3 Penalty Computation

In the event of Availability Service Level Default, bidder shall pay Bank a penalty that will be computed in accordance with the following formula:

- i. Monthly Service Level Default = Minimum Service Level (for a month) – Monthly Actual Service Level (for a month)
- ii. Down time Penalty = Monthly Service level default X (Summation of given Cost References in above table)

Example-

Availability of **Critical** Infrastructure Elements, the minimum service level is **99.99%**.

If cumulative System down time (Unscheduled) in a Month is = 60 minutes, then the Service Level Achieved (i.e. System Availability) is **99.86%** as calculated below-

Total time in a particular month = $30 \times 24 \times 60 = 43200$ minutes

Assume, scheduled downtime in the month = 100 minutes

Thus, Scheduled operation time = $43200 - 100 = 43100$ minutes

If cumulative System down time (Unscheduled) in a Month is = 60 minutes

Then System Availability = $[(43,100-60)/ (43,100)] * 100 = \mathbf{99.86 \%}$

Cost Reference for Critical Infrastructure at DC is

1. All Products cost (Hardware and Software) at DC& All Installations cost (Hardware and Software) at DC ~ 25 Crore
2. All AMC & ATS cost of contract period at DC ~ 8 Crore

So, Total Cost Reference for the example is ~ ₹33 crore

The Down time Penalty due to the Bank would be computed as follows:

Monthly Service Level Default = Minimum Service Level (for a month) – Monthly Actual Service Level (for a month)

So, Monthly Service Level Default = $99.99 - 99.86 = 0.13\%$

Down time Penalty = Monthly Service level default X (Summation of given Cost References)

So, Down time Penalty for the Month = $0.13\% * 33 \text{ Crore} = ₹ 4,29,000/-$ (for a particular month)

Further, in case of three (3) downtime (of minimum 5 minutes) occurrences happens within a stipulated time window of a calendar month, a sum equivalent to 1% of the product cost of the respective affected product would be levied as a penalty. This would be over and above the monthly service level default penalty.

20.3 Service Level for Manpower Services

Bidder is to provide manpower at Bank premises as per RFP. Any gap will attract penalty. After deducting pro rata charge for absence of resource, additional penalty of ₹500/- per absent resource per day will be deducted.

In case bidder provides alternate adequately qualified resource for absent resource of OEM, no penalty shall be deducted. The penalty will be restricted up to 25% of monthly FM Charges.

20.4 Service Level for Audit Compliance

The in-scope solution may be subjected to audit from Bank and/or third party. Audit observations to be closed as per Bank Policy in time frame. Vulnerability Analysis and Penetration Testing (VA-PT) exercises conducted by Bank will also be considered under this point.

Bank expects the bidder to close all the audit points with timeline as given under: -

Audit Points Classification	Resolution time
Critical	15 Days
High	25 Days
Medium	40 Days
Low	55 Days

Penalty of 1% on Monthly Payments for each week of delay in compliance of audit observations. However, the Payments are to be made Quarterly as given in Payment Terms.

20.5 Service Level for Faulty-Parts

In case any physical part of Hardware at DC goes faulty during the project period **without affecting the services/operations**, the successful bidder has to ensure that the replacement of the faulty part is completed within **24 hours** from the time the case is reported. In case the successful bidder fails to replace the faulty part at DC within 24 hours, penalty of Rs.20,000/- (Rupees Twenty Thousand only) will be levied for delay at every day from the 24th hour.

In case any physical part of Hardware at DRC goes faulty during the project period **without affecting the services/operations**, the successful bidder has to ensure that the replacement of the faulty part is completed within **48 hours** from the time the case is reported. In case the successful bidder fails to replace the faulty part at DRC within 48 hours, penalty of Rs.20,000/- (Rupees Twenty Thousand only) will be levied for delay at every 01 hour from the 48th hour.

General Clauses: -

1. Critical, Key & Non-Prod infrastructure of Data Centre, Disaster Recovery Centre and Near Site will be supported on 24x7x365 basis.
2. Response may be telephonic or onsite. In case the issue cannot be resolved telephonically, Bidder (as per the criticality and nature of the issue) will provide onsite assistance at respective locations (DC, DRC) within response resolution window.
3. Service Levels will be complied with irrespective of the customizations that would undergo during the tenure of the Contract.

4. The Successful Bidder shall provide, as part of monthly evaluation process, reports to verify the Successful Bidder's performance and compliance with the SLAs. The bank may leverage existing/future EMS tools to monitor and manage the Solution/IT Infrastructure.
5. If the level of performance of Successful Bidder for a particular metric fails to meet the minimum service level for that metric, it will be considered as a Service Level Default.
6. Penalties if any, as defined by SLAs, shall be adjusted in the payment of a quarter. Balance penalties, if any shall be levied in the payment for the subsequent quarter.
7. The Bidder to provide Support contract backline to OEM for the complete duration of contract period. Letter to be provided by OEM for the backline proof, prior to release of payment.
8. Bidder agrees to ensure that all the items/ products used for delivering services to the Bank including all components are new and are using state of the art technology. Bidder shall provide such proof of the new equipment (e.g. Copy of invoice etc.) to the Bank. In case of software supplied with the system, Successful Bidder shall ensure that the same is licensed and legally obtained in the name of end customer, i.e., Bank with valid documentation made available to the Bank.

20.6 Tables of Incident Matrix

Time within which Incident is to be reported (if unresolved)	Escalation Hierarchy
15 min	Senior Manager-IT
1 hour	Chief Manager -IT
2 hours	Assistant General Manager (IT) / Deputy General Manager (IT)
> 4 hours	General Manager (IT)

21 Order Cancellation

Bank reserves the right to cancel the contract placed on the service provider and recover expenditure incurred by the Bank under the following circumstances.

If the service provider commits a breach of any of the terms and conditions of the bid, or if the service provider goes into liquidation, voluntarily or otherwise, the Bank reserves the right to cancel the contract.

Additionally, if an attachment is levied or continues to be levied for a period of seven days upon the effects of the bid, the Bank may take appropriate action. If the service provider fails to complete the assignment as per the timelines prescribed in the RFP and any extension allowed, it will be considered a breach of contract, and the Bank reserves its right to cancel the order in the event of delay and forfeit the bid security/performance bank guarantee as liquidated damages for the delay. If deductions on account of liquidated damages exceed more than 10% of the total contract price, the Bank reserves the right to cancel the contract.

After the award of the contract, if the service provider does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the service provider is bound to make good the additional expenditure that the Bank may have to incur in executing the balance contract. This clause is applicable if, for any reason, the contract is cancelled. The Bank reserves the right to recover any dues payable by the service provider from any amount outstanding to the credit of the service provider, including pending bills and/or invoking the bank guarantee under this contract.

In addition to the cancellation of the purchase order, the Bank reserves the right to appropriate the damages from the Bid Security / Performance Bank Guarantee given by the service provider and/or foreclose the bank guarantee given by the service provider against the advance payment and may take appropriate action. Further, in case of failure to adhere to the terms and conditions of the RFP in totality, concealment of facts in the tender documents, or failure to fulfil the contractual obligations of the Purchase order, the Bank may debar/blacklist the service provider from participating in future tender processes. The Bank reserves the right to inform IBA/other banks about blacklisting the service provider in case of default in service or delay leading to financial or reputational loss, loss of time of the bank.

22 Indemnity

22.1 General Indemnity

The Service Provider shall indemnify, defend, and hold harmless the Bank, its employees, personnel, officers, directors, agents, and representatives from and against any and all losses, liabilities, claims, actions, damages, costs, and expenses (including legal fees) arising directly or indirectly from or in any way related to any of the following:

- i. The Bank's authorized or bona fide use of the Deliverables and/or Services provided by the Service Provider under this RFP, or any terms and conditions stipulated in the SLA (Service Level Agreement) or Purchase Order (PO).
- ii. Any act, omission, or failure by the Service Provider, its employees, agents, or subcontractors in the performance of the Service Provider's obligations under this RFP, SLA, or PO.
- iii. Any claims made by employees, agents, or subcontractors of the Service Provider against the Bank.
- iv. Any breach of any term or condition of this RFP or any representation, warranty, or assurance made by the Service Provider under this RFP, SLA, or PO.
- v. Any claims arising out of the Deliverables or Services infringing any patents, trademarks, copyrights, or other intellectual property rights.
- vi. Any breach of the confidentiality obligations by the Service Provider under this RFP, SLA, or PO.
- vii. Any negligence, gross misconduct, or failure to exercise reasonable care by the Service Provider or its employees, agents, or subcontractors.

22.2 Patent, Copyright, Trademark, and Intellectual Property Infringement

- a. The Service Provider shall, at its own cost and expense, defend or settle any claim that the Deliverables and Services provided under this RFP infringe upon any patent, utility model, industrial design, copyright, trade secret, mask work, trademark, or any other intellectual property right in the country where such Deliverables and Services are used, sold, or received. The Bank shall:
 - i. Notify the Service Provider in writing of any such claim as soon as practicable; and
 - ii. Cooperate with the Service Provider in the defence and settlement of the claim.
- b. The Service Provider shall not settle or compromise any such claim in a manner that would diminish the rights of the Bank or increase the obligations of the Bank under this Agreement, without obtaining prior written consent from the Bank. If the Service Provider elects not to defend the claim, the Bank shall have the right to defend or settle the claim, at the Service Provider's cost, and the Service Provider shall reimburse the Bank for all associated costs, including any damages, settlements, legal fees, and other expenses. Should the amount payable to the Service Provider be insufficient to cover the costs incurred by the Bank, the Service Provider shall promptly reimburse the Bank for all such amounts.
- c. The Service Provider shall indemnify the Bank in the event of any mismatch in Input Tax Credit (ITC) in the GSTR-2A, especially where the Bank does not opt for retention of GST components on supplies.
- d. If the Service Provider fails to fix bugs, provide required modifications, enhancements, or customizations, or fails to meet the Service Levels as agreed upon in this RFP, SLA, or PO, the Service Provider shall compensate the Bank for any direct financial loss suffered by the Bank due to such failure.
- e. The Service Provider shall indemnify, protect, and save the Bank against all claims, losses, costs, damages, expenses, actions, suits, and proceedings resulting from any infringement of intellectual property rights (including patents, trademarks, copyrights, etc.), or statutory infringements under laws such as the Copyright Act, 1957, Information Technology Act, 2000, or any other applicable law, in respect of any Hardware, Software, network equipment, or other systems supplied by the Service Provider to the Bank. The Bank must notify the Service Provider in writing upon becoming aware of any such claims.
- f. The Service Provider shall have sole control over the defence of such claims and settlement negotiations. The Bank shall provide reasonable assistance, information, and authority to the Service Provider for defending these claims.
- g. Indemnity under this Agreement shall be limited to the damages awarded by the court or in arbitration, and shall exclude any indirect, incidental, or consequential damages. However, indemnity shall cover all damages, losses, or liabilities arising from claims made by regulatory authorities.
- h. The indemnity obligations of the Service Provider shall survive the expiration or termination of this Agreement and shall apply to any claims made during or after the term of the Agreement.

- i. The Service Provider shall be responsible for managing the risks associated with the use of subcontractors and shall indemnify the Bank against any loss, damage, or claims arising from the subcontractors' failure to meet the obligations or standards outlined in the agreement.

23 Confidentiality & non-disclosure

23.1 Confidential Information

“Confidential Information” means any non-public, proprietary, or confidential information disclosed by the Disclosing Party to the Receiving Party, whether in written, oral, electronic, or any other form, that the Disclosing Party designates as confidential or which, under the circumstances surrounding the disclosure, ought to be treated as confidential. Confidential Information includes, without limitation, information relating to installed or purchased Disclosing Party software or hardware products, the information relating to general architecture of Disclosing Party’s network, information relating to nature and content of data stored within network or in any other storage media, Disclosing Party’s business policies, practices, methodology, policy design delivery, and information received from others that Disclosing Party is obligated to treat as confidential. And any analysis, summaries, notes, or derivative works that are based on the Confidential Information. Confidential Information disclosed to Receiving Party by any Disclosing Party Subsidiary and/ or agents is covered by this agreement.

23.2 Exclusions from Confidential Information

Confidential Information shall not include any information that:

- i. Is or subsequently becomes publicly available without Receiving Party’s breach of any obligation owed to Disclosing party.
- ii. Becomes known to Receiving Party prior to Disclosing Party’s disclosure of such information to Receiving Party.
- iii. Became known to Receiving Party from a source other than Disclosing Party other than by the breach of an obligation of confidentiality owed to Disclosing Party; or
- iv. Is independently developed by Receiving Party

a. Confidential Materials:

“Confidential Materials” shall mean all tangible materials containing Confidential Information, including but not limited to physical forms (documents, printed materials) as well as digital forms (emails, electronic files, databases etc.), or any other form of tangible media, whether machine or user readable.

b. Reasonable Care Requirement:

The Receiving Party agrees to exercise at least the same level of care in safeguarding the Confidential Information as it would to protect its own confidential information, but in no event less than reasonable care. "Reasonable care" means taking all necessary precautions to prevent unauthorized access, use, or disclosure of Confidential Information.

23.3 Restrictions

- a. The Receiving Party may disclose Confidential Information as required by judicial or governmental order, including to statutory auditors, regulatory authorities, or inspectors. In such cases, unless prohibited by law, the Receiving Party shall give reasonable notice to the Disclosing Party prior to such disclosure and shall comply with any applicable protective order or equivalent.
- b. The foregoing obligations as to confidentiality shall survive any termination of this Agreement.
- c. Confidential Information and Confidential Material may be disclosed, reproduced, summarized, or distributed only in pursuance of Receiving Party's business relationship with Disclosing Party, and only as otherwise provided hereunder. Receiving Party agrees to segregate all such Confidential Material from the confidential material of others in order to prevent mixing.
- d. The Receiving Party shall not reverse engineer, decompile, disassemble, or otherwise attempt to create derivative works based on any software or other Confidential Information disclosed by the Disclosing Party.

This Agreement shall be effective from the date hereof and shall continue until the establishment of a business relationship between the Parties and the execution of definitive agreements thereafter. The confidentiality obligations under this Agreement shall survive for a period of 5 years following the termination or expiration of this Agreement. Upon expiration or termination of this agreement, the Receiving Party shall immediately cease all disclosures or uses of Confidential Information and, at the request of the Disclosing Party, promptly return or destroy all written, graphic, or other tangible forms of the Confidential Information, along with all copies, abstracts, extracts, samples, notes, or modules thereof.

Notwithstanding anything to the contrary herein, the Confidential Information shall remain confidential until it enters the public domain through no fault of the Receiving Party.

23.4 Rights and Remedies

- a. **Notification of Unauthorized Disclosure:** Receiving Party shall notify Disclosing Party within 24 hours of discovering any unauthorized use or disclosure of Confidential Information and/ or Confidential Materials, or any other breach of this Agreement by Receiving Party and will cooperate with Disclosing Party in every reasonable way to help Disclosing Party regain possession of the Confidential Information and/ or Confidential Materials and prevent its further unauthorized use.
- b. **Return of Confidential Information:** Upon written demand of the Disclosing Party, the Receiving Party shall:
 1. Cease using the Confidential Information,

2. Return the Confidential Information and all copies, abstract, extracts, samples, notes, or modules thereof to the Disclosing Party within seven (7) days after receipt of notice, and
 3. Upon request of the Disclosing Party, certify in writing that the Receiving Party has complied with the obligations set forth in this paragraph.
 4. Failure to comply with these obligations may result in legal action, including but not limited to claims for breach of contract and any associated damages. The Receiving Party's obligations under this agreement regarding the confidentiality of the Confidential Information shall survive the return or destruction of the Confidential Information.
- c. **Injunctive Relief:** Receiving Party acknowledges that monetary damages may not be the only and / or a sufficient remedy for unauthorized disclosure of Confidential Information, and that disclosing party shall be entitled, without waiving any other rights or remedies (as listed below), to injunctive or equitable relief as may be deemed proper by a Court of competent jurisdiction. The Disclosing Party may seek such relief in any jurisdiction where the Receiving Party operates or where the Confidential Information is being misused.
- Such remedies may include, but not limited to:
- i. Suspension of access privileges
 - ii. Change of personnel assigned to the job.
 - iii. Financial liability for actual, consequential, or incidental damages
 - iv. Termination of contract
 - v. Disclosing Party may visit Receiving Party's premises, with reasonable prior notice and during normal business hours, to review Receiving Party's compliance with the term of this Agreement.

The Receiving Party shall not commercially use or disclose any Confidential Information, or any materials derived from it to any other person or entity, except to employees or consultants of the Receiving Party who have a legitimate need to access and know the Confidential Information solely for the purpose authorized above. Any consultant receiving such information must have executed a Non-disclosure Agreement with the Receiving Party, containing terms no less restrictive than those of this Agreement. The Receiving Party shall take appropriate measures to prevent unauthorized use or disclosure of Confidential Information, including written agreements and instructions to employees and consultants before disclosing any Confidential Information, without the other party's written consent. This obligation shall not extend to information that was rightfully in the possession of the Receiving Party prior to the commencement of the negotiations leading to the Contract. The Receiving Party shall ensure that any third-party entities (such as contractors, affiliates, agents, etc.) to whom Confidential Information is disclosed are bound by confidentiality obligations at least as restrictive as those set forth in this Agreement.

The Receiving Party agrees to notify the Disclosing Party immediately if it learns of any unauthorized use or disclosure of the Disclosing Party's Confidential Information. Any breach

of the non-disclosure obligations by such employees or consultants shall be deemed a breach of this Agreement by the Receiving Party, who will be liable for such breach.

Provided that the Receiving Party may disclose Confidential information to a court or governmental agency pursuant to an order of such court or governmental agency as so required by such order, provided that the Receiving Party shall, unless prohibited by law or regulation, promptly notify the Disclosing Party of such order and afford the Disclosing Party the opportunity to seek appropriate protective order relating to such disclosure.

Service Provider has to submit Non-disclosure Agreement format given as per Request for proposal RFP.

24 Force Majeure

1. Force Majeure is herein defined as any cause, which is beyond the control of the service provider or the Bank as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance, such as:
 - a. Natural phenomenon, including but not limited to floods, droughts, earthquakes, epidemics,
 - b. Situations, including but not limited to war, declared or undeclared, priorities, quarantines, embargoes.
 - c. Terrorist attacks, public unrest in work area,
2. Provided either party shall within seven (7) days from the occurrence of such cause notify the other in writing of such causes. The Service provider or the Bank shall not be liable for delay in performing his/her obligations resulting from any Force Majeure cause as referred to and / or defined above. The decision regarding whether a particular event as informed by the bidder being a force majeure event, should be regarded as a force majeure event, shall be solely the decision of the bank. Financial reasons or escalation in prices will not fall under "Force Majeure".

25 Disputes Resolution

The Bank and the Competent Authority of selected bidder shall make every effort to resolve amicably, by direct informal negotiation between Authorized Personnel from the Bank and Competent Authority of selected SP, any disagreement or dispute arising between them under or in connection with the contract.

If Authorized Personnel from the Bank and Competent Authority of Selected bidder are unable to resolve the dispute after thirty days from the commencement of such informal negotiations, they shall immediately escalate the dispute to the senior authorized personnel designated by bidder and Bank respectively.

If after thirty days from the commencement of such negotiations between the senior authorized personnel designated by selected bidder and Bank, the Bank and Selected bidder have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution through formal arbitration. However, during the course of negotiations up to this stage, parties will continue to perform their respective duties.

All questions, disputes or differences arising under and out of, or in connection with the contract or carrying out of the work whether during the progress of the work or after the completion and whether before or after the determination, abandonment or breach of the contract shall be referred to arbitration by a sole Arbitrator: acceptable to both parties OR the number of arbitrators shall be three, with each side to the dispute being entitled to appoint one arbitrator. The two arbitrators appointed by the parties who shall appoint a third arbitrator who shall act as the chairman of the proceedings. The award of the Arbitrator shall be final and binding on the parties. The Arbitration and Reconciliation Act 1996 or any statutory modification thereof shall apply to the arbitration proceedings and the venue of the arbitration shall be Mumbai and Mumbai shall have exclusive Jurisdiction to entertain it. Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, bidder will be expected to continue the facilities management services and the Bank will continue to pay for all products and services that are accepted by it, provided that all products and services are serving satisfactorily, as per satisfaction of the Bank.

If a notice has to be sent to either of the parties following the signing of the contract, it has to be in writing and shall be first transmitted by facsimile transmission by postage prepaid registered post with acknowledgement due or by a courier service, in the manner as elected by the Party giving such notice. All notices shall be deemed to have been validly given on (i) the business date immediately after the date of transmission with confirmed answer back, if transmitted by facsimile transmission, or (ii) the expiry of five days after posting if sent by registered post with A.D., or (iii) the business date of receipt, if sent by courier.

The Scope of Work shall be governed and construed in accordance with the laws of India. The courts of Mumbai alone and no other courts shall be entitled to entertain and try any dispute or matter relating to or arising out of this document. Notwithstanding the above, the Bank shall have the right to initiate appropriate proceedings before any court of appropriate jurisdiction, should it find it expedient to do so.

Each Party shall bear the cost of preparing and presenting its case. However, the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides.

26 Sub-Contractor / Independent Contractor

Nothing herein contained will be construed to imply a joint venture, partnership, principal-agent relationship, co-employment, or joint employment between the **Bank** and the **Service Provider**. The **Service Provider**, in furnishing services to the **Bank** under this agreement, is acting solely as an independent contractor. The **Service Provider** does not undertake, by agreement or otherwise, to perform any obligation of the **Bank**, whether regulatory or contractual, or to assume any responsibility for the **Bank's** business or operations. The parties agree that, to the fullest extent permitted by applicable law, the **Service Provider** has not, and is not, assuming any duty or obligation that the **Bank** may owe to its **customers** or any other person.

The **Service Provider** shall comply with all applicable rules, regulations, statutes, and local laws and shall not commit a breach of any such laws or regulations.

In respect of **sub-contracts**, if applicable, the following provisions apply:

- a. If required, the Service Provider shall provide complete details of any subcontractor(s) used for the purpose of this engagement.
- b. Notwithstanding the use of subcontractors, the Service Provider shall remain solely responsible for the performance and risk management of all obligations under this SLA, NDA, or Purchase Order. The Service Provider will remain liable for the failure or inability of any subcontractor to perform its obligations.
- c. The Service Provider shall be responsible for the payment of all dues and statutory contributions, including those related to labour laws, for its employees and subcontractors, as applicable.
- d. The Service Provider shall obtain the Bank's prior written consent before subcontracting or outsourcing any work related to the performance of this agreement. This applies to all or part of the outsourced activities.
- e. The Bank reserves the right to seek information from the Service Provider about the third parties or subcontractors engaged in the supply chain or any sub-contracted work.

27 Insurance

The equipment (hardware/software, etc.) supplied under the contract shall be fully insured by the Service Provider against loss or damage incidental to manufacture or acquisition, transportation, storage, delivery, and installation. The insurance shall be obtained by the Service Provider, naming Central Bank of India as the beneficiary, for an amount equal to 100% of the invoiced value of the goods on an "all risks" basis, covering risks such as damage, theft, fire, or natural disasters. The period of insurance shall remain in effect until the supplied components are accepted by the Bank, and the rights to the property are transferred to the Bank at its premises. In the event of any loss or damage, the Service Provider shall initiate and pursue the claim until settlement. Additionally, the Service

Provider must promptly make arrangements for the repair and/or replacement of any damaged items, irrespective of the settlement of the claim by the underwriters. Furthermore, the Service Provider shall ensure that the insurance policy remains valid throughout the supply, transportation, and installation period, and any gaps in coverage shall be rectified immediately. The Service Provider shall also provide the Bank with necessary documentation of the insurance policy, claim details, and any associated correspondence with the underwriters.

28 Reverse Transition Plan

The Bank and bidder shall together prepare a Reverse Transition Plan. However, the Bank will have the sole authority to ascertain whether the plan has been properly followed. The Reverse Transition Mechanism will typically include services and tasks required to ensure a smooth handover and transition of the Bank's deliverables, maintenance, and facility management responsibilities.

29 Format of the Letter of undertaking of Authenticity to be submitted by the Bidder.

The successful bidder has to submit the letter of undertaking of Authenticity and Undertaking at the time of acceptance of the letter of intent. The undertaking from OEMs needs to be provided to the Bank for the activities owned by them in coordination with the bidder as per the details mentioned in the document along with the pricing. The format for the same is as below.

“We undertake that all the components/parts/software used in the supplied devices shall be original, new components/ parts/ software only, from respective OEM/OSDs of the products and that no refurbished/ duplicate/ second hand components/ parts/ 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 authorized license certificate and also that it shall be sourced from the authorized source.

We hereby undertake to produce the certificate from our OEM/OSD supplier in support of above undertaking at the time of implementation. It will be our responsibility to produce such letters from our OEM/OSD suppliers at the time of release of PO or within a reasonable time. In case of default and we are unable to comply with the above at the time of delivery or during installation, for the software items already billed, we agree to take back the software/items without demur, if already supplied and return the money, if any paid to us by you in this regard”.

30 Assignment

Bank may assign the Project and the solution and services provided therein by Bidder in whole or as part of a corporate reorganization, consolidation, merger, or sale of substantially all of its assets. The Bank shall have the right to assign such portion of the facilities management services to any of the Contractor/sub-contractor, at its sole option, upon the occurrence of the following: (i) Bidder refuses to perform; (ii) Bidder is unable to perform; (iii) termination of the contract with Bidder for any reason whatsoever; (iv) expiry of the contract. Such right shall

be without prejudice to the rights and remedies, which the Bank may have against Bidder. Bidder shall ensure that the said sub-contractors shall agree to provide such services to the Bank at no less favourable terms than that provided by Bidder and shall include appropriate wordings to this effect in the agreement entered into by Bidder with such sub-contractors. The assignment envisaged in this scenario is only in certain extreme events such as refusal or inability of Bidder to perform or termination/expiry of the contract/project.

31 Execution of Contract, SLA & NDA

The bidder and Bank should execute:

1. Contract, which would include all the services and terms and conditions of the services to be extended as detailed herein and as may be prescribed by the Bank and Non-disclosure Agreement.
2. The bidder should execute the contract, SLA and NDA within 21 days from the date of acceptance of the Purchase Order.
3. The bidder need to submit the NDA on the stamp paper of Rs.500/- along with Bid documents

32 Bidder's Liability

The Bidders aggregate liability in connection with obligations undertaken as a part of the project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actuals and limited to the value of the contract. The Bidders liability in case of claims against the Bank resulting from misconduct or gross negligence of the Bidder, its employees and subcontractors or from infringement of patents, trademarks, copyrights (if any) or breach of confidentiality obligations shall be unlimited. In no event shall the Bank be liable for any indirect, incidental or consequential damages or liability, under or in connection with or arising out of this tender and subsequent agreement or services provided. The bidder should ensure that the due diligence and verification of antecedents of employees/personnel deployed by him for execution of this contract are completed and is available for scrutiny by the Bank.

33 Information Ownership

All information transmitted by successful Bidder belongs to the Bank. The Bidder does not acquire implicit access rights to the information or rights to redistribute the information unless and until written approval sought in this regard. The Bidder understands that civil, criminal, or administrative penalties may apply for failure to protect information appropriately, which is proved to have caused due to reasons solely attributable to bidder. Any information considered sensitive by the bank must be protected by the successful Bidder from unauthorized disclosure, modification or access. The bank's decision will be final if any unauthorized disclosure have encountered. Types of sensitive information that will be found on Bank system's which the Bidder plans to support or have access to include, but are not limited to: Information subject to special statutory protection, legal actions, disciplinary actions, complaints, IT security, pending cases, civil and criminal investigations, etc. The successful Bidder shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the Bidder or existing at any of the Bank location. The Bidder will have to also ensure that all sub-contractors who are involved in providing such security safeguards or part of it shall not publish or disclose in any manner, without the Bank's

prior written consent, the details of any security safeguards designed, developed, or implemented by the Bidder or existing at any Bank location.

34 Inspection, Review, Auditing and Monitoring

The Service Provider shall make all OEM/SP records related to any matters or issues covered under the scope of this RFP/Project available to the Bank at any time during normal business hours, as often as the Bank deems necessary. The Bank shall have the right to audit, examine, and make excerpts or transcripts of all relevant data, records, books, information, logs, alerts, and business premises pertaining to the services provided. Such records and information shall be subject to examination as per the Bank's discretion. The cost of such audits will be borne by the Bank.

The bidder shall permit audits by internal or external auditors of the Bank, or by the Reserve Bank of India (RBI), to assess the adequacy of risk management practices adopted in overseeing and managing the outsourced activities or arrangements made by the Bank. The Bank shall conduct a periodic review of the SP's outsourced processes to identify emerging outsourcing risks as they arise. The bidder shall adhere to the Bank's risk management, security, and privacy policies to meet the Bank's standards.

If the bidder outsources any services to a third party, the bidder must ensure that proper agreements or purchase orders are in place with the concerned third party. The Bank shall have the right to intervene with appropriate measures to ensure compliance with legal and regulatory obligations.

Access to Books, Records, Audit, and Inspection shall include the following:

- a. The Bank shall have the ability to access all books, records, information, data, logs, alerts, and business premises relevant to the outsourced activity maintained by the SP. For technology outsourcing, the bidder shall ensure that audit trails and logs for administrative activities are retained and accessible to the Bank upon approved request.
- b. The Bank reserves the right to conduct audits of the bidder and its subcontractors, whether by its internal or external auditors, or agents appointed to act on its behalf. The Bank may obtain copies of any audit or review reports and findings related to the bidder or subcontractors in connection with the services performed for the Bank.
- c. The Bank shall allow the Reserve Bank of India (RBI), or persons authorized by it to access the Bank's IT infrastructure, applications, data, documents, and other necessary information provided to, stored, or processed by the bidder and/or its subcontractors in relation to and as applicable to the scope of the outsourcing arrangement.
- d. The bidder shall recognize the authority of the Reserve Bank of India (RBI) to cause an inspection of the SP's operations and its books and accounts, conducted by one or more of its officers, employees, or other authorized persons.
- e. The bidder shall allow the Reserve Bank of India (RBI), or any person(s) authorized by it to access the Bank's IT infrastructure, applications, data, documents, and other necessary information provided to, stored, or processed by the Service Provider or its subcontractors, in relation to and as applicable to the scope of the outsourcing arrangement.

- f. The Bank shall conduct, at least annually, a review of the SP's financial and operational conditions. Additionally, the Bank may periodically commission an independent audit or expert assessment on the security, control, and privacy environment of the SP. Such assessments and reports may be performed and prepared by the Bank's internal or external auditors, or agents appointed by the Bank.

34.1 Monitoring and Assessment

Compliance with Information Security best practices shall be continuously monitored and assessed through periodic Information Security audits performed by or on behalf of the Bank, and by the Reserve Bank of India (RBI). The Bank shall have discretion over the frequency of these audits, which will be determined based on the nature and requirements of the services provided. These audits may include, but are not limited to, a review of:

1. Access and Authorization Procedures
2. Physical Security Controls
3. Backup and Recovery Procedures
4. Network Security Controls
5. Program Change Controls

To the extent that the Bank deems it necessary to carry out a program of inspection and audit to safeguard against threats and hazards to the confidentiality, integrity, and availability of data, the bidder shall afford the Bank's representatives access to the SP's facilities, installations, technical resources, operations, documentation, records, databases, and personnel.

The bidder shall provide the Bank with access to various monitoring and performance measurement systems (both manual and automated) used in the course of the services. The Bank shall have the right to audit these systems and processes with prior approval or notice to the SP. This includes conducting audits of the SP's monitoring and performance measurement systems to ensure compliance with applicable regulations and security standards.

In addition, the Bank shall conduct regular monitoring and assessment of the Service Provider's performance and risk management practices throughout the contract term. This continuous monitoring and assessment will ensure that the Bank can holistically manage and evaluate the ongoing risks associated with the services, detect any emerging risks, and ensure that all necessary corrective actions can be promptly taken to address any issues identified during the assessments.

Regular assessments will include evaluations of the SP's operational performance, risk management processes, adherence to security and regulatory requirements, and overall service delivery. The Bank shall work with the bidder to address any gaps or non-compliance identified in the assessments, ensuring that corrective measures are immediately implemented.

35 Information Security

System should have standard input, communication, processing and output validations and controls. System hardening should be done by bidder. Access controls at DB, OS, and

Application levels should be ensured. Bidder should comply with the Information Security Policy of the Bank. The Product offered should comply with regulator's guidelines. The bidder shall disclose security breaches if any to the Bank, without any delay. The bidder is required to provide undertaking in format given in Annexure 26: Undertaking of Information Security from Bidder.

36 Intellectual Property Rights

The Bidder claims and represents that it has obtained appropriate rights to provide the Deliverables upon the terms and conditions contained in this RFP. The Bank agrees and acknowledges that same as expressly provided in this RFP, all Intellectual Property Rights in relation to the Hardware, Software and Documentation and any adaptations, translations and derivative works thereof whether protectable as a copyright, trade mark, patent, trade secret design or otherwise, provided by the Bidder during, in connection with or in relation to fulfilling its obligations under this RFP belong to and shall remain a property of the Bidder or its licensor. During the Term of this Project and, if applicable, during the Reverse Transition Period, Bank grants Bidder a right to use at no cost or charge the Hardware and Software licensed to the Bank, solely for the purpose of providing the Services.

The Bidder shall be responsible for obtaining all necessary authorizations and consents from third party licensors of Hardware and Software used by Bidder in performing its obligations under this Project. If a third party's claim endangers or disrupts the Bank's use of the Hardware and Software, the Bidder shall at no further expense, charge, fees or costs to the Bank,

- (i) obtain a license so that the Bank may continue use of the Software in accordance with the terms of this tender and subsequent Agreement and the license agreement; or
- (ii) modify the Software without affecting the functionality of the Software in any manner so as to avoid the infringement; or
- (iii) replace the Software with a compatible, functionally equivalent and non-infringing product. All third-party Hardware/software / service/s provided by the bidder in the scope of the RFP will be the responsibility of the bidder if any discrepancy or infringement is encountered. The Bank shall not be held liable for and is absolved of any responsibility or claim/Litigation or penal liability arising out of the use of any third party software or modules supplied by the Bidder as part of this Project.

Bidder's Proprietary Software and Pre-Existing IP:- Bank acknowledges and agrees that this is a professional services agreement and this agreement is not intended to be used for licensing of any Bidder's proprietary software or tools. If Bidder and Bank mutually agree that the Bidder provides to Bank any proprietary software or tools of Bidder or of a third party, the parties shall negotiate and set forth the applicable terms and conditions in a separate license agreement and the provisions of this Clause shall not apply to any deliverables related to customization or implementation of any such proprietary software or products of Bidder or of a third party. Further, Bank acknowledges that in performing Services under this Agreement Bidder may use Bidder's proprietary materials including without limitation any software (or any part or component thereof), tools, methodology, processes, ideas, know-how and technology that are or were developed or owned by Bidder prior to or independent of the Services performed hereunder or any improvements, enhancements, modifications or customization made thereto as part of or in the course of performing the Services hereunder, ("Bidder Pre-Existing IP"). Notwithstanding anything to the contrary contained in this

Agreement, Bidder shall continue to retain all the ownership, the rights title and interests to all Bidder Pre-Existing IP and nothing contained herein shall be construed as preventing or restricting Bidder from using Bidder Pre-Existing IP in any manner. To the extent that any Bidder Pre-Existing IP or a portion thereof is incorporated or contained in a deliverable under this Agreement, Bidder hereby grants to Banka non-exclusive, perpetual, royalty free, fully paid up, irrevocable license, with the right to sublicense through multiple tiers, to use, copy, install, perform, display, modify and create derivative works of any such Bidder Pre-Existing IP in connection with the deliverables and only as part of the Deliverables in which they are incorporated or embedded. The foregoing license does not authorizes Bank to (a) separate Bidder Pre-Existing IP from the deliverable in which they are incorporated for creating a stand-alone product for marketing to others; (b) independently sell, lease, exchange, mortgage, pledge, license, sub license, assign or in any other way convey, transfer or alienate the Bidder Pre-Existing IP in favour of any person (either for commercial consideration or not (including by way of transmission), and/or (c) except as specifically and to the extent permitted by the Bidder in the relevant Statement of Work, reverse compile or in any other way arrive at or attempt to arrive at the source code of the Bidder Pre-Existing IP.

Residuary Rights. Each Party shall be entitled to use in the normal course of its business and in providing same or similar services or development of similar deliverables for its other clients, the general knowledge and experience gained and retained in the unaided human memory of its personnel in the performance of this Agreement and Statement of Work(s) hereunder. For the purposes of clarity the Bidder shall be free to provide any services or design any deliverable(s) that perform functions same or similar to the deliverables being provided hereunder for the Client, for any other customer of the Bidder (including without limitation any affiliate, competitor or potential competitor of the Bank. Nothing contained in this Clause shall relieve either party of its confidentiality obligations with respect to the proprietary and confidential information or material of the other party

37 Termination

Central Bank of India reserves the right to cancel the work/purchase order or terminate the Service Level Agreement (SLA) by providing 90 (ninety) days' prior written notice and recovering any damages, costs, and expenses incurred by the Bank under the following circumstances:

37.1 Grounds of Termination

1. **Breach of Terms:** If the bidder commits a breach of any of the terms and conditions of the Request for Proposal (RFP) or the Service Level Agreement (SLA) to be executed between the Bank and the SP.
2. **Insolvency:** If the bidder goes into liquidation, voluntarily or otherwise.
3. **Violation of Laws:** If the bidder violates any laws, rules, regulations, byelaws, guidelines, or notifications.
4. **Legal Attachment:** If an attachment is levied or continues to be levied for a period of seven days on the effects of the bid.
5. **Failure to Meet Timelines:** If the bidder fails to complete the assignment as per the timelines prescribed in the Work Order/SLA, including any extensions granted.

6. **Excess Liquidated Damages:** If the deductions due to liquidated damages exceed 10% of the total work order.
7. **Failure to Deliver Resources:** If the bidder fails to deliver the required resources as stipulated in the delivery schedule, the Bank reserves the right to procure similar resources from alternative sources at the risk, cost, and responsibility of the SP.
8. **Non-Performance:** If after the award of the contract, the bidder fails to perform satisfactorily or causes delays, the Bank reserves the right to have the remaining contract executed by another party of its choice. The bidder must cover any additional expenditure incurred by the Bank in this regard.
9. **Outstanding Dues:** The Bank reserves the right to recover any dues payable by the bidder from any amount outstanding, including pending bills and/or invoking the Performance Bank Guarantee under this contract.

These rights are in addition to those available to the Bank under applicable laws.

37.2 Types of Termination

1. **Termination for Insolvency:** The Bank may terminate the contract if the bidder becomes bankrupt or insolvent, with termination being without compensation to the SP. However, this does not affect any accrued rights or remedies of the Bank.
2. **Termination for Default:** The Bank may terminate the contract in whole or in part, by providing written notice in case of a default by the SP.
3. **Termination for Convenience:** The Bank may terminate the contract at its convenience, in whole or in part, with written notice.

The termination shall not affect any accrued rights or liabilities of either party and will not affect the provisions that are intended to continue after termination.

37.3 Effects of Termination

1. **Transition and Business Continuity:** Upon termination, the Bank is entitled to impose necessary obligations and conditions to ensure smooth transition and business continuity of the services. The bidder must take all steps to minimize loss caused by termination and allow the **next successor bidder to take over the obligations.**
2. **Post-Termination Assistance:** If the contract expires or is not extended, the bidder must assist the successor or the Bank's representative with the transition. This may include providing training or any other necessary support even beyond the contract's termination period.

37.4 Right to Transfer IT Outsourcing Arrangements

In the event of termination, the Bank reserves the right to orderly transfer the proposed IT outsourcing arrangement to another service provider, if necessary or desirable, to ensure

minimal disruption of services. This transfer shall be managed in an efficient manner, with the bidder cooperating fully with the Bank to facilitate this process, including transferring knowledge, data, and providing assistance as required.

38 Exit Option

The Bank reserves the right to cancel the contract and debar bidder from participating in future procurement processes if one or more of the following conditions occur:

- a. Failure of bidder to accept the contract or purchase order and to furnish the Performance Guarantee within 21 days of the acceptance of the purchase contract.
- b. Delay in offering the required deliverables or services.
- c. Delay in commissioning the project beyond the specified period.
- d. Delay in completing commissioning, implementation, and acceptance tests/checks beyond the specified periods.
- e. Serious discrepancies in the project noticed during the testing phase.
- f. Serious discrepancies in the functionality to be provided or the performance levels agreed upon, which negatively affect the functioning of the Bank.
- g. Serious discrepancies in the completion of the project.
- h. Serious discrepancies in the maintenance of the project.

In addition to cancelling the purchase contract, the Bank reserves the right to appropriate damages by encashing the Bid Security or Performance Guarantee provided by SP.

39 Serious discrepancies in the maintenance of the project

In addition to cancelling the purchase contract, the Bank reserves the right to appropriate damages by encashing the Bid Security or Performance Guarantee provided by bidder.

40 Purchase from Third-Party Suppliers

The Bank reserves the right to purchase the equipment from third-party suppliers if such equipment is available at a lower price, and if bidder's offer does not match that lower price. However, this will be done only if:

- a) The equipment is available at more favourable terms in the industry.
- b) The equipment procured from third parties is functionally similar to the original equipment, ensuring that bidder can maintain it.

41 Privacy Safeguards

The bidder shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by bidder under this contract or existing at any Bank location. bidder shall develop procedures, and implementation plans to ensure that IT resources leaving the control of the assigned user (such as being reassigned, removed for repair, replaced, or upgraded) are cleared of all Bank Data and sensitive application software.

The bidder shall also ensure that all subcontractors who are involved in providing such security safeguards or part of it shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by bidder under this contract or existing at any Bank location.

The bidder shall provide to the bank, the details of all data related to the Bank and its customers that the service Provider captures, Processes and stores.

The bidder may only share customer data with third parties when legally required, with prior consent, or for necessary operational purposes, ensuring compliance with confidentiality and data protection agreements.

42 Remote Access

Remote access of any kind will not be allowed outside the Bank's network.

43 Waiver

No waiver of any provision of this Agreement or any of the rights or obligations hereunder shall be effective unless in writing and executed by both parties. A waiver of any breach of any provision of this Agreement shall not be construed as a waiver of any subsequent breach of the same or any other provision. The failure of either party to enforce any provision of this Agreement shall not be deemed a waiver of that provision or of the right of that party thereafter to enforce the same. Any waiver, consent, or approval under this Agreement shall be effective only if it is in writing and signed by the party giving such waiver, consent, or approval.

44 Governing Law and Jurisdiction

The provisions of this RFP and subsequent Agreement shall be governed by the laws of India. The disputes, if any, arising out of this RFP/Agreement shall be submitted to the jurisdiction of the courts/tribunals in Mumbai.

The terms and conditions stated in this RFP will prevail over any further corrigendum and/or document unless explicitly stated otherwise.

45 Statutory and Regulatory Requirements

The Solution provided by the Service Provider must comply with all applicable regulatory, statutory, or legal requirements defined by any relevant authorities, including but not limited to the Reserve Bank of India (RBI), other regulatory bodies, and judicial courts in India, as of the date of execution of the Agreement. This compliance requirement shall supersede any responses provided by the Service Provider in the technical response.

During the period of Warranty/AMC (Annual Maintenance Contract), the Service Provider must continue to comply with all applicable regulatory or statutory requirements, including any reports or other obligations defined by regulatory authorities from time to time, which fall within the scope of the RFP and Agreement. Such compliance shall be provided by the Service Provider without any additional cost to the Bank.

All mandatory requirements imposed by regulatory and statutory bodies shall be addressed by the Service Provider as part of the change management process, at no extra cost to the Bank during the tenure of contract.

46 Compliance

1. The Service Provider (SP) agrees to comply with all applicable laws, regulations, and industry standards, including but not limited to the Information Technology Act, 2000, Digital Personal Data Protection Act, 2023, and any other relevant data protection or privacy laws. The bidder shall ensure that the products and services provided under this agreement comply with all regulatory requirements, including guidelines set by authorities such as the Reserve Bank of India (RBI) and FEMA.
2. The bidder shall adhere to the Bank's Information Security Policy and implement necessary controls for system security, including access control, data protection, and encryption, at all levels (e.g., database, operating system, application). The bidder must also ensure the hardening of systems to protect against vulnerabilities.
3. Compliance in obtaining approvals/permissions/licenses: 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-
4. **Type of material adverse events and the incidents required to be reported to Bank by the service provider:**
 - i. The Vendor shall promptly report any material adverse events, including (but not limited to)
 - a. Data breaches
 - b. Denial of service attacks
 - c. Service unavailability
 - d. Security vulnerabilities
 - e. Unauthorized access
 - f. System failures
 - g. Any other incidents that may impact Bank's operations or data integrity.
 - ii. Such incidents shall be reported to the Bank immediately upon identification, enabling the Bank to take prompt risk mitigation measures and ensure compliance with statutory and regulatory guidelines.
 - iii. The Vendor shall provide all relevant details and updates regarding the incident, including the nature, scope, impact, and corrective actions taken, in accordance with the Bank's incident reporting procedures.
5. **Compliance with the provisions of Information Technology Act, 2000, other applicable legal requirements and standards to protect the customer data:** The Vendor shall ensure compliance with the provisions of the Information Technology Act, 2000, Digital Personal Data Protection Act, 2023 and all other applicable legal, regulatory, and industry requirements, including but not limited to data protection laws and privacy requirements, to protect the confidentiality, integrity, and security of customer data handled or processed under this Agreement. The Vendor shall be fully responsible for any non-adherence from applicable laws or regulations and shall indemnify and hold the Bank harmless from any claims, losses, damages, or penalties arising out of such non-compliance.

- 6. Storage of data (as applicable to the concerned Banks) only in India as per extant regulatory requirements:** The Vendor shall ensure that Bank's data processed or handled under this agreement, is stored exclusively within India, in compliance with the extant regulatory requirements.
- 7. Service provider to provide details of data (related to Bank and its customers) captured, processed and stored:** The Vendor shall provide the Bank with details of all data related to the Bank and its customers that it captures, processes, and stores, upon receiving an approved request.
- 8. Controls for maintaining confidentiality of data of Bank's and its customers', and incorporating service provider's liability to Bank in the event of security breach and leakage of such information:** With related to confidentiality of data,
 - a) The Vendor shall treat all data of the Bank and its customers as confidential and shall not disclose or allow access to such data to any unauthorized third party without the prior written consent of the Bank.
 - b) The Vendor shall implement all necessary measures to protect the confidentiality and integrity of the data throughout the term of this Agreement and thereafter.
 - c) The Vendor shall implement and maintain industry-standards controls to safeguard Bank related data.
- 9. Types of data/information that the service provider (vendor) is permitted to share with Bank's customer and/or any other party:** The Vendor shall define and ensure the types of data/information that is shared with the Bank's customers and/or any other parties:
 - a) Is shared with explicit written consent or authorization from the Bank.
 - b) Is required by law or regulation, including legal processes such as subpoenas.
 - c) Is shared with approved third-party vendor or sub-processors.
- 10. Contingency plan(s) to ensure business continuity and testing requirements:**
 - a) The Vendor shall have a documented Business Continuity Plan in place, which outlines the strategies for maintaining service availability in the event of an unexpected incident. The Business Continuity Plan should include, but not limited to:
 - i) Detailed procedures for mitigating and recovering from various business disruptions.
 - ii) Identification of key personnel, roles, and responsibilities in a crisis.
 - iii) Communication plans to inform both Vendor and Bank, of significant disruptions and progress towards recovery.
 - b) The Vendor shall maintain a Disaster Recovery Plan to restore critical services and infrastructure in the event of a disaster, including:
 - i) Specific recovery objectives, such as Recovery Time Objective (RTO) and Recovery Point Objective (RPO), to be met for each service.
 - ii) Procedures for data backup, storage, and retrieval.

- iii) Clear steps to restore services to full functionality, including resource allocation and escalation procedures.

- 11. Right to seek information from the service provider about the third parties (in the supply chain) engaged by the former:** The Bank reserves the right to seek information from the Vendor about its third parties or sub-contractors engaged in the supply chain or any sub-contracted work.
- 12. Making the service provider contractually liable for the performance and risk management practices of its sub-contractors:** The Vendor shall be contractually liable for the performance and risk management practices of its sub-contractors. The Vendor will remain fully responsible for ensuring that its sub-contractors adhere to the same performance standards, security protocols, and risk management practices as outlined in the agreement with the Bank. The Vendor should be obligated to manage and mitigate any risks arising from its sub-contractors' actions or failures, and to promptly address any issues related to sub-contractor performance that could impact the quality of service or compliance with the agreement.
- 13. Need of prior approval/consent of the Bank for use of sub-contractors by the service provider for all or part of an outsourced activity:** The Vendor shall obtain the Bank's prior written consent before sub-contracting or outsourcing all or part of activities covered under this agreement.
- 14. Termination rights of the Bank, including the ability to orderly transfer the proposed IT-outsourcing arrangement to another service provider, if necessary or desirable:** In the event of termination, the Bank shall have the right to transition of the IT outsourcing arrangement to another sub-vendor, either in whole or in part, at its discretion. The Vendor agrees to fully cooperate with the Bank to ensure an orderly and seamless transfer of services, including the transfer of data, systems, and knowledge, and to provide necessary support to the new Service Provider. The Vendor shall also assist in mitigating any risks associated with the transition and shall ensure that all customer data and confidential information is securely handled during the transition process.
- 15. Obligation of the service provider to co-operate with the relevant authorities in case of insolvency/resolution of the Bank:** If the Bank becomes subject to insolvency proceedings, financial restructuring, or resolution by relevant authorities (e.g., governmental bodies, regulatory agencies, or liquidators), the Vendor shall co-operate fully with the relevant authorities in accordance with applicable laws and regulations.

16. Provision to consider skilled resources of service provider who will provide core services as “essential personnel” so that a limited number of staff with back-up arrangements necessary to operate critical functions can work on-site during exigencies (including pandemic situations):

- i. The Vendor shall designate and maintain a pool of skilled resources who will be considered "essential personnel" for the delivery of core services under this agreement.
- ii. These personnel will be responsible for ensuring the continuity of critical functions, particularly during exigent circumstances such as emergencies, natural disasters, or pandemics.
- iii. In the event of such situations, the Vendor shall implement necessary backup arrangements to ensure that a limited but enough essential personnel are available to work on-site to support critical operations.
- iv. The Vendor shall make reasonable efforts to ensure the safety and well-being of these personnel while maintaining the uninterrupted delivery of critical services.
- v. The Vendor shall notify the Bank promptly of any significant changes to the availability or capacity of essential personnel, as well as any potential impact on service delivery.

17. Suitable back-to-back arrangements between service providers and the OEMs:

The Vendor shall ensure that suitable back-to-back arrangements are in place with Original Equipment Manufacturers (OEMs) to guarantee the provision of required products, services, and support. These arrangements must align with the terms and service levels defined in this agreement, ensuring that the Vendor can meet its obligations to the Bank and address any issues related to the OEM products or services in a timely and efficient manner. The Vendor is responsible for ensuring that the OEM's support and performance meet the agreed-upon standards, and for providing any necessary escalations or resolutions in the event of failure by the OEM to meet such standards.

18. Non-disclosure agreement with respect to information retained by the service provider: The Vendor shall keep all confidential information of the Bank secure and will not disclose or use it for any purpose other than fulfilling this agreement, both during and after the term, as outlined in the Non-Disclosure Agreement.

19. Sustainable Sourcing: The Supplier shall adhere to Sustainable Sourcing practices including but not limited to the use of environment friendly materials, ethical labor practices and compliance with relevant local and international regulations. The Supplier shall provide documentation or certifications demonstrating their commitment to Sustainable Sourcing upon request. Failure to comply with these requirements may result in contract termination.

Vendors are responsible for complying with the security standards or desired security aspects of all the ICT resources in line with regulatory guidelines from time to time as well as Bank's IT/Information Security / Cyber Security Policy guidelines. Such guidelines will be shared with Vendor.

Vendor should ensure Data Security and protection of facilities/application managed by them. The deputed persons should be aware about Bank's IT/IS/Cyber security policy guidelines and have to maintain the utmost secrecy & confidentiality of the bank's data including process performed. At any time, if it comes to the notice of the bank that data has been compromised/disclosed/misused/misappropriated then bank would take suitable action as deemed fit and selected vendor would be required to fully compensate the bank of loss incurred by the bank.

Vendor has to agree and provide undertaking not to disclose any Bank information and will maintain confidentiality of Bank information as per policy of the Bank and will sign "Non-Disclosure Agreement" document provided by Bank.

The Service provider Shall put in place necessary controls within its organization for maintaining confidentiality of the Bank's and its customers data.

48 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 under the RFP/Agreement. 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.

49 Corrupt & Fraudulent Practices

As per the directives of the **Central Vigilance Commission (CVC)**, it is mandatory for SP, Suppliers, and Contractors to observe the highest standards of ethics during the procurement and execution of contracts. This includes adhering to the following definitions and principles:

- a. **"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 during the execution of the contract.
- b. **"Fraudulent Practice"** means a misrepresentation of facts to influence the procurement process or the execution of a contract, resulting in detriment to the Bank. This includes, but is not limited to, collusive practices among M/s bidder and others (prior to or after bid submission) designed to establish bid prices at artificial, non-

competitive levels, thus depriving the Bank of the benefits of free and open competition.

The **Bank reserves the right** to reject a proposal for award if it determines that the bidder has engaged in corrupt or fraudulent practices during the bidding or award process.

Furthermore, the Bank reserves the right to declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it determines that the firm has engaged in corrupt or fraudulent practices either in competing for or executing the contract.

50 Publicity

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

51 Visitorial Rights

The Bank and its authorized representatives reserve the right to visit any of the Service Provider's premises without prior notice to ensure that data provided by the Bank is not misused. The Service Provider shall cooperate with the authorized representative/s of the Bank and shall provide all information/ documents required by the Bank. Non-cooperation by the Service Provider in this regard will be treated as breach of agreement/Purchase Order and will follow the consequences accordingly.

52 Data Localization

The service provider shall ensure that all data, as applicable to the concerned bank, is stored exclusively within India, in full compliance with the extant regulatory requirements set forth by the relevant authorities. The service provider shall not store or process any data outside of India without prior written consent from the bank and approval from regulatory bodies.

53 Reporting of Material Adverse Events and Incident Management

The service provider shall promptly report any material adverse events, including but not limited to data breaches, denial of service attacks, service unavailability, security vulnerabilities, unauthorized access, system failures, or any other incidents that may impact the bank's operations or data integrity. Such incidents shall be reported to the bank immediately upon identification, enabling the bank to take prompt risk mitigation measures and ensure compliance with statutory and regulatory guidelines. The service provider shall provide all relevant details and updates regarding the incident, including the nature, scope, impact, and corrective actions taken, in accordance with the bank's incident reporting procedures.

54 Back-to-Back arrangements with OEM

The Service Provider shall ensure that suitable back-to-back arrangements are in place with Original Equipment Manufacturers (OEMs) to guarantee the provision of required products,

services, and support. These arrangements must align with the terms and service levels defined in this Agreement, ensuring that the Service Provider can meet its obligations to the customer and address any issues related to the OEM products or services in a timely and efficient manner. The Service Provider is responsible for ensuring that the OEM's support and performance meet the agreed-upon standards, and for providing any necessary escalations or resolutions in the event of failure by the OEM to meet such standards.

55 Essential Personal and Backup Arrangements

The Service Provider shall designate and maintain a pool of skilled resources who will be considered "essential personnel" for the delivery of core services under this Agreement. These personnel will be responsible for ensuring the continuity of critical functions, particularly during exigent circumstances such as emergencies, natural disasters, or pandemics. In the event of such situations, the Service Provider shall implement necessary backup arrangements to ensure that a limited but sufficient number of essential personnel are available to work on-site to support critical operations. The Service Provider shall make reasonable efforts to ensure the safety and well-being of these personnel while maintaining the uninterrupted delivery of critical services. The Service Provider shall notify the customer promptly of any significant changes to the availability or capacity of essential personnel, as well as any potential impact on service delivery.

56 Obligation to Cooperate with relevant authorities in case of Insolvency/Resolution

56.1 Insolvency

In the event that Bank becomes subject to insolvency proceedings, financial restructuring, or resolution by relevant authorities (including, but not limited to, governmental bodies, regulatory agencies, or liquidators), the Service Provider shall cooperate fully with such authorities, in accordance with applicable laws and regulations.

56.2 Cooperation

The Service Provider agrees to provide all necessary information, documentation, and assistance as requested by the relevant authorities, including but not limited to access to data, records, systems, and personnel, to ensure a smooth transition or orderly resolution process.

56.3 Continued Service During Resolution

In the event of insolvency or resolution of the Bank, the Service Provider shall continue to perform its obligations under this Agreement unless otherwise directed by the relevant authorities or instructed by Bank.

56.4 Notification

The Service Provider shall notify the Bank promptly upon learning of any insolvency, liquidation, or resolution proceedings involving the Bank, and shall comply with any directions provided by the relevant authorities.

57 Business Continuity and Disaster Recovery

57.1 Business Continuity Plan (BCP)

The Service Provider shall have a documented Business Continuity Plan in place, which outlines the strategies for maintaining service availability in the event of an unexpected incident. The BCP should include, but is not limited to:

- a) Detailed procedures for mitigating and recovering from various business disruptions.
- b) Identification of key personnel, roles, and responsibilities in a crisis.
- c) Communication plans to inform both the Service Provider and Customer of significant disruptions and progress towards recovery.

57.2 Disaster Recovery Plan (DRP)

The Service Provider shall maintain a Disaster Recovery Plan to restore critical services and infrastructure in the event of a disaster, including:

- a) Specific recovery objectives, such as Recovery Time Objective (RTO) and Recovery Point Objective (RPO), to be met for each service.
- b) Procedures for data backup, storage, and retrieval.
- c) Clear steps to restore services to full functionality, including resource allocation and escalation procedures.

58 Entire Agreement; Amendments

This RFP sets forth the entire agreement between the Bank and the Successful bidder and supersedes any other prior proposals, agreements and representations between them related to its subject matter, whether written or oral. No modifications or amendments to this Agreement shall be binding upon the parties unless made in writing, duly executed by authorized officials of both parties.

59 Survival of Severability

Any provision or covenant of the RFP, which expressly, or by its nature, imposes obligations on **bidder** shall so survive beyond the expiration, or termination of the Agreement, the invalidity of one or more provisions contained in the Agreement shall not affect the remaining portions of the Agreement or any part thereof; and in the event that one or more provisions shall be declared void or unenforceable by any court of competent jurisdiction, the Agreement shall be construed as if any such provision had not been inserted therein.

In the event of a merger, amalgamation, acquisition, restructuring, or any other organizational reorganization of the Central Bank of India ("Bank"), whether pursuant to the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970, or any other applicable law or regulatory directive issued by the Government of India or the Reserve Bank of India, this contract shall remain valid and binding on the Successful Bidder ("Vendor"). All rights, obligations, liabilities, and responsibilities of the Bank under this contract shall automatically transfer to and vest in the successor entity, surviving entity, or reorganized entity ("Successor Entity") without requiring any amendment to this contract, unless otherwise directed by the Bank or the Successor Entity.

Bidding Document

The bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Document. Submission of a bid not responsive to the Bidding Document in every respect will be at the bidder's risk and may result in the rejection of its bid without any further reference to the bidder.

60 Project Review

The Service Provider and the Bank will conduct regular project reviews to assess the effectiveness and performance of the procurement and maintenance services related to IT hardware, software licenses, and AMC/ATS (Annual Maintenance Contract/Annual Technical Support). These reviews will be scheduled at mutually agreed intervals, to ensure that the procurement process, delivery, and ongoing maintenance align with the Bank's operational requirements and performance expectations.

During each review, the following aspects will be evaluated:

- i. **Performance:**
 - a. Review of the timely procurement and delivery of IT hardware and software licenses as per the agreed specifications and timelines.
 - b. Evaluation of the procurement process to ensure compliance with agreed-upon budgets, quality standards, and vendor terms.
 - c. Assessment of any issues or delays in the procurement process, along with corrective actions taken.
- ii. **Software Licensing Compliance:**
 - a. Confirmation that all software licenses are procured in compliance with licensing agreements and industry standards.
 - b. Review of the Bank's software license inventory to ensure that all licenses are current, valid, and adequately supported by the vendor.
- iii. **AMC/ATS Adherence:**
 - a. Evaluation of the effectiveness and timeliness of the AMC/ATS services provided for IT hardware and software, ensuring they are aligned with the terms and conditions outlined in the contract.
 - b. Review of the response times, resolution times, and overall service quality for any hardware/software failures or issues covered under the AMC/ATS.
 - c. Verification of proactive maintenance activities, such as preventive checks and system optimizations, to minimize downtime and operational disruptions.
- iv. **Asset Management and Reporting:**
 - a. Assessment of the accuracy and completeness of asset management records, including hardware inventory, software licenses, and related maintenance activities.

- b. Review of the Service Provider's reports on the status of the IT assets, any replacements or upgrades completed, and upcoming needs for software or hardware updates.
- v. **Continuous Improvement and Feedback:**
 - a. Identification of areas for improvement in the procurement process or maintenance services to enhance overall performance.
 - b. Gathering feedback from relevant stakeholders to ensure that the services continue to meet the Bank's operational needs and evolving requirements.

61 Applicable Law

The Contract with the Selected **bidder** shall be governed by and construed in accordance with the Laws of India for the time being in force, without regard to its conflict of law principles. The Parties agree that any dispute arising out of or in connection with the Contract shall be subject to the exclusive jurisdiction of the Courts at Mumbai, Maharashtra, India, and that all legal proceedings related to the Contract shall be filed in such Courts, with the exclusion of all other Courts.

The Parties hereby irrevocably consent to the personal jurisdiction of the Courts at **Mumbai** and waive any objection to venue or jurisdiction, in any legal proceeding arising out of or relating to the Contract.

The termination of the Contract shall not affect any accrued rights or liabilities 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.

62 Amendments to Bidding Documents

At any time prior to the last Date and Time for submission of bids, the Bank may, for any reason, modify the Bidding Document by amendments at the sole discretion of the bank. All amendments will be either uploaded on the website or shall be delivered by hand / post / courier or through e-mail or faxed to all prospective bidders, who have received the bidding document and will be binding on them. For this purpose, bidders must provide name of the contact person, mailing address, telephone number and FAX numbers on the covering letter sent along with the bids.

In order to provide, prospective bidders, reasonable time to take the amendment if any, into account in preparing their bid, the Bank may, at its discretion, extend the deadline for submission of bids.

63 Period of Validity

Bids shall remain valid for 120 days from the last date of bid submission. A bid valid for shorter period shall be rejected by the bank as non-responsive.

64 Last Date and Time for Submission of Bids

Bids must be submitted not later than the specified date and time as specified in the Bid Document. Bank reserves the right to extend the date & time without mentioning any reason.

65 Late Bids

Any bid received after the deadline for submission of bids will be rejected and/or returned unopened to the Bidder, if so desired by him.

66 Modifications and/or Withdrawal of Bids

- a. Bids once submitted will be treated as final and no further correspondence will be entertained on this.
- b. No bid will be modified after the deadline for submission of bids.
- c. No bidder shall be allowed to withdraw the bid, if the bidder happens to be a successful bidder.

67 Clarification of Bids

To assist in the examination, evaluation and comparison of bids the bank may, at its discretion, ask the bidder for clarification and response, which shall be in writing and without change in the price, shall be sought, offered or permitted.

68 Bank's Right to Accept or Reject Any Bid or All Bids

The bank reserves the right to accept or reject any bid and annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for the bank's action.

69 Signing of Contract

The successful bidder(s) to be called as bidder, shall be required to enter into an Agreement with the Bank, within 21 days of the award of the work order (when provided) or within such extended period as may be specified by the bank.

70 Checklist for Submission

#	Particulars	Bidders Remark
1	Certificate of Incorporation	
2	Audited Balance sheets of last three years - 2021-22, 2022-23, 2023-24	
3	CA certificate for three years average turnover for financial years 2021-22, 2022-23, 2023-24	
4	CA certificate for operating profit for last three financial years 2021-22, 2022-23, 2023-24	
5	CA certificate for net worth for last three financial years i.e. 2021-22, 2022-23, 2023-24	
6	Self-declaration by the Authorized Signatory for not having filed for bankruptcy in any country including India on company letter head	
7	Self-declaration on Company's letter head stating bidder should not have been blacklisted/debarred/ by any Govt./IBA/RBI/PSU/PSE/ or Banks, FIs for any reason or non-implementation/ delivery of the order.	
8	Self-declaration on Company's letter head stating Bidder/OEM should not have any pending litigation or any dispute in the last 5 years	
9	Self-declaration on Company's letter head regarding <ul style="list-style-type: none"> • NPA • Any case pending 	
10	Annexure 1: Conformity Letter	
11	Annexure 2: Commercial Bill of Material	
12	Annexure 3: Bidder's Information	
13	Annexure 4: Letter for Conformity of Product as per RFP	
14	Annexure 5: Pro-forma for Deed of Indemnity	
15	Annexure 6: Undertaking of Authenticity for Products Supplied	
16	Annexure 7: Undertaking for Acceptance of terms of RFP	
17	Annexure 8: MAF on OEM letter head	
18	Annexure 9: Integrity Pact	
19	Annexure 10: Non-Disclosure Agreement	
20	Annexure 11: Performance Bank Guarantee	
21	Annexure 12: Minimum Technical Specifications	
22	Annexure 13: Pro-forma for Bid Security (EMD)	
23	Annexure 14: Bidders Particulars in Company Letter Head	
24	Annexure 16: NPA Undertaking	
25	Annexure 17: Land Border Sharing Undertaking	
26	Annexure 18: Cover Letter	
27	Annexure 19: Software Bill of Material (SBOM) Format	
28	Annexure 21: Eligibility Criteria Compliance	
29	Annexure 22: Guidelines on banning of Business Dealings	
30	Annexure 23: Compliance Certificate with respect to RBI's "Master	
31	Annexure 24: Template for Third Party Due Diligence Questionnaire	
32	Annexure 25: Escalation Matrix	
33	Annexure 26: Undertaking of Information Security from Bidder	
34	Annexure 27A: Certificate of Local Content	
35	Annexure 28: Undertaking for Labour Law Compliance	

71 Annexure 1: Conformity Letter

Date-

To,

General Manager (IT),
Central Bank of India,
DIT, Sector 11,
CBD Belapur,
Navi Mumbai – 400614

Sir,

Sub: Tender No. GEM/2025/B/6419373

Further to our proposal dated _____, in response to the RFP document (hereinafter referred to as “RFP DOCUMENT”) issued by Central Bank of India (“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 document and the related addendums and other documents including the changes made to the original tender documents issued by the Bank.

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,

Authorized Signatory

Designation

Company Name

72 Annexure 2: Commercial Bill of Material

Annexure-2 - Format for Commercial Bill of Material is attached in separate worksheet as well as at the end of this RFP document.

73 Annexure 3: Bidder's Information

#	Particulars	Details
1.	Name of bidder	
2.	Constitution	
3.	Address with Pin code	
4.	Authorized Person for bid	
5.	Contact Details (Mail id & Mob No)	
6.	Years of Incorporation	
7.	Number of years of experience in IT hardware items	
8.	Annual Turnover (In Rs.) 2021-22 - 2022-23 - 2023-24 -	
9.	Operating Profits (In Rs.) 2021-22 - 2022-23 - 2023-24 -	
10.	Net Worth (In Rs.) 2021-22 - 2022-23 - 2023-24 -	
11.	Whether OEM or authorized distributor	
12.	Number of service outlets across India	
13.	Good and Service Tax Number	
14.	Income Tax Number	
15.	Whether direct manufacturer or authorized dealers	
16.	Name and Address of OEM	
17.	Brief Description of after sales service & support facility facilities available with the bidder.	
18.	Whether all RFP terms & conditions complied with.	

Signature

Name:

Designation:

Seal of Company

Date:

74 Annexure 4: Letter for Conformity of Product as per RFP

Date-

To,

General Manager (IT),
Central Bank of India,
DIT, Sector 11,
CBD Belapur,
Navi Mumbai – 400614

Sir,

Sub: Tender No. GEM/2025/B/6419373

We submit our Bid Document herewith. If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the bank to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.

We understand that any deviations mentioned elsewhere in the bid will not be considered and evaluated by the Bank. We also agree that the Bank reserves its right to reject the bid, if the bid is not submitted in proper format as per subject RFP.

We undertake that product and services supplied shall be as per the:-

Compliance	Compliance (Yes/ No)	Remarks
Terms & Conditions		
Scope of Work		

(If left blank it will be construed that there is no deviation from the specifications given above)

Signature

Name:

Designation:

Seal of Company

Date:

75 Annexure 5: Pro-forma for Deed of Indemnity

This deed made on the _____ day of _____, 2025 **BETWEEN**
 _____ a **Company incorporated under the**
Companies Act, 1956/2013 having its registered office at
 _____ (hereinafter referred to as "the
 Indemnifier" which expression shall unless excluded by or repugnant to the context, be deemed to mean
 and include its assigns, administrators and successors) of the ONE PART;

AND

Central bank of India a body corporate, constituted under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970, as amended from time to time having its Head Office Chander Mukhi, Nariman Point, Mumbai (hereinafter referred to as "the Bank/Bank", which expression shall unless excluded by or repugnant to the context be deemed to mean and include its assigns, administrators and successors) of the OTHER PART

WHEREAS

1. The Indemnifier has

A. Offered to Supply, Installation, Implementation, Integration, Commissioning and Maintenance of Hardware Infrastructure & associated Software for Unified Payment Interface (UPI) in terms of the Service Level Agreement (SLA) dated _____ during the entire contract period of Years. The implementation and support services of software equipment by the Indemnifier is hereinafter referred to as "**Supply and Support Services**".

B. Agreed to install and provide comprehensive maintenance for the equipment, materials used and workmanship by them in terms of the Service Level Agreement (SLA) dated _____ and respective Purchase Order/s -----issued from time to time, if required, at the discretion of the BANK. (The installation and maintenance are herein after collectively referred to as "**Service/s**").

C. Represented and warranted that the aforesaid supply/services offered to the BANK do not violate any provisions of the applicable laws, regulations or guidelines including legal and environmental. In case there is any violation of any law, rules or regulation, which is capable of being remedied, the same will be got remedied immediately during the installation, maintenance and contract period to the satisfaction of the BANK.

D. Represented and warranted that they are authorized and legally eligible and otherwise entitled and competent to enter into such Service Level Agreement (SLA) with the BANK.

2. One of the conditions of the aforesaid Agreement is that the Indemnifier is required to furnish an indemnity in favour of the BANK indemnifying the latter against all claims, losses, costs, actions, suits, damages and / or otherwise arising due to or on account of Obligor's violations of any trademarks, patents, copyrights and licenses, the applicable laws, regulations, guidelines during the Supply/ Services to the BANK as also for breach committed by the Indemnifier on account of misconduct, omission and negligence by the Indemnifier.

3. In pursuance thereof, the Indemnifier has agreed to furnish an indemnity in the form and manner and to the satisfaction of the BANK as hereinafter appearing;

NOW THIS DEED WITNESSETH AS UNDER: -

In consideration of the BANK having agreed to award the aforesaid contract to the Indemnifier, more particularly described and stated in the aforesaid SLA, the Indemnifier does hereby agree and undertake that: -

(1) The Indemnifier shall, at all times hereinafter, save and keep harmless and indemnified the BANK, including its respective directors, officers, and employees and keep them indemnified from and against any claim, demand, losses, liabilities or expenses of any nature and kind whatsoever and by whomsoever made in respect of the said contract and any damage caused from and against all suits and other actions that may be instituted taken or preferred against the BANK by whomsoever and all losses, damages, costs, charges and expenses that the BANK may incur by reason of any claim made by any

claimant for any reason whatsoever or by anybody claiming under them or otherwise for any losses, damages or claims arising out of all kinds of accidents, destruction, deliberate or otherwise, direct or indirect, from those arising out of violation of applicable laws, regulations, notifications guidelines, on account of misconduct, omission and negligence and also from the environmental damages, if any, which may occur during the contract period.

(2) The Indemnifier further agrees and undertakes that the Indemnifier shall, during the contract period, ensure that all the permissions, authorizations, consents are obtained from the local and/or municipal and/or governmental authorities, as may be required under the applicable laws, regulations, guidelines, notifications, orders framed or issued by any appropriate authorities.

(3) The Indemnifier further agrees to provide complete documentation and data of all equipment/accessories and other software, they are having. The Indemnifier shall also indemnify and keep indemnified the BANK against any levies/penalties/claims/demands, litigations, suits, actions, judgments in this regard whether applicable under Indian Jurisdiction or Foreign Jurisdiction.

(4) If any additional approval, consent or permission is required by the Indemnifier to execute and perform the contract during the currency of the contract, they shall procure the same and/or comply with the conditions stipulated by the concerned authorities without any delay.

(5) The obligations of the Indemnifier herein are irrevocable, absolute and unconditional in each case irrespective of the value, genuineness, validity, regularity or enforceability of the aforesaid Agreement or the insolvency, bankruptcy, reorganization, dissolution, liquidation or change in ownership of the BANK or Indemnifier or any other circumstance whatsoever which might otherwise constitute a discharge or defence of an indemnifier.

(6) The obligations of the Indemnifier under this Deed shall not be affected by any act, omission, matter or thing which would reduce, release the Indemnifier from any of the indemnified obligations under this indemnity or diminish the indemnified obligations in whole or in part, including in law, equity or contract (whether or not known to it, or to the BANK).

(7) This indemnity shall survive the aforesaid Service Level Agreement (SLA).

(8) Any notice, request or other communication to be given or made under this indemnity shall be in writing addressed to either party at the address stated in the aforesaid Agreement and or as stated above.

(9) This indemnity shall be governed by and construed in accordance with the laws of India. The Indemnifier irrevocably agrees that any legal action, suit or proceedings arising out of or relating to this indemnity may be brought in the Courts/Tribunals at Mumbai. Final judgment against the Indemnifier in any such action, suit or proceeding shall be conclusive and may be enforced in any other jurisdiction by way of suit on the judgment/decreed, a certified copy of which shall be conclusive evidence of the judgment/decreed, or in any other manner provided by law. By the execution of this indemnity, the Indemnifier irrevocably submits to the exclusive jurisdiction of such Court/Tribunal in any such action, suit or proceeding.

(10) The BANK may assign or transfer all or any part of its interest/claim herein to any other person. The Indemnifier shall not be entitled to assign or transfer any of its rights or obligations under this indemnity, except with the prior written consent of the BANK.

(11) Bank agrees and undertakes to indemnify Bidder and further undertakes to compensate Bidder in case of any claim accruing to Bidder on account of proven breach of licenses software, beyond the permitted purpose, by authorized officer of Bank.

IN WITNESS WHEREOF the parties herein have set their hands unto these presents the day, month and year above written

Witness:

1) _____

(Seal and Signature of indemnifier)

2) _____

(Seal & signature of the authorized signatory of the Bank)

Note: The said indemnity shall be affixed with the applicable stamp duty.

76 Annexure 6: Undertaking of Authenticity for Products Supplied

Date-

To,

General Manager (IT),
Central Bank of India,
DIT, Sector 11,
CBD Belapur,
Navi Mumbai – 400614

Sir,

Sub: Tender No. GEM/2025/B/6419373

With reference to RFP for Tender No- GEM/2025/B/6419373

We hereby undertake to produce the certificate from our OEM supplier in support of this 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 the above at any time, we agree to take back the Licenses without demur, if already supplied and return the money if any paid to us by you in this regard.

Signature

Name:

Designation:

Seal of Company

Date:

77 Annexure 7: Undertaking for Acceptance of Terms of RFP

Date-

To,

General Manager (IT),
Central Bank of India,
DIT, Sector 11,
CBD Belapur,
Navi Mumbai – 400614

Sir,

Sub: Tender No. GEM/2025/B/6419373

With reference to RFP for Supply, Installation, Implementation, Integration, Commissioning and Maintenance of Hardware Infrastructure & associated Software for Unified Payment Interface (UPI) at Bank:

We understand that Bank shall be placing Order to the Successful Bidder exclusive of taxes only.

1. We confirm that in case of invocation of any Bank Guarantees submitted to the Bank, we will pay applicable GST on Bank Guarantee amount.
2. We are agreeable to the payment schedule as per "Payment Terms" of the RFP.
3. We here by confirm to undertake the ownership of the subject RFP.
4. We hereby undertake to provide latest product/ software with latest version. The charges for the above have been factored in Bill of Material (BOM), otherwise the Bid is liable for rejection. We also confirm that we have not changed the format of BOM.

Signature

Name:

Designation:

Seal of Company

Date:

78 Annexure 8: Manufacturer's Authorization Form

Date-

To,

General Manager (IT),
Central Bank of India,
DIT, Sector 11,
CBD Belapur,
Navi Mumbai – 400614

Dear Sir,

Sub: Tender No. **GEM/2025/B/6419373**

We (Name of the Manufacturer)
who are established and reputable manufacturers of having
factories at,,, and do hereby authorize M/s
..... (who is the Bidder submitting its bid pursuant to the Request for
Proposal issued by the Bank) to submit a Bid and negotiate and conclude a contract with you
for supply of equipment manufactured by us against the Request for Proposal received from
your Bank by the Bidder and we have duly authorized the Bidder for this purpose.

We, hereby, extend warranty for the equipment and support services offered for our products
supplied against this RFP by the above-mentioned Bidder.

If Bank desires transfer of the warranty and support services, supposed to be delivered by the
successful Bidder, to its preferred Bidder, in such a case, OEM should transfer such warranty
and support services without any additional cost to the Bank.

Yours Faithfully,

Authorized Signatory

(Name, Phone No., Fax, E-mail)

(This letter should be on the letterhead of the Manufacturer duly signed & seal by an authorized signatory)

79 Annexure 9: Integrity Pact

Integrity Pact

Between

Central Bank of India hereinafter referred to as “The Principal”,

And

..... hereinafter referred to as “The Bidder/
Contractor”

Preamble

The Principal intends to award, under laid down organizational procedures, contract/s for.....The Principal values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness / transparency in its relations with its Bidder(s) and / or Contractor(s).

In order to achieve these goals, the Principal will appoint an Independent External Monitor (IEM), who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1 – Commitments of the Principal

(1.) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:-

- a. No employee of the Principal, personally or through family members, will in connection with the tender for , or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
- b. The Principal will, during the tender process treat all Bidder(s) with equity and reason. The Principal will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
- c. The Principal will exclude from the process all known prejudiced persons.

(2) If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

Section 2 – Commitments of the Bidder(s)/ contractor(s)

(1) The Bidder(s)/ Contractor(s) commit themselves to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the contract execution.

- a. The Bidder(s)/ Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal’s employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she

is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.

b. The Bidder(s)/ Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelisation in the bidding process.

c. The Bidder(s)/ Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s)/ Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

d. The Bidder(s)/Contractors(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly, the Bidder(s)/Contractors(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers" shall be disclosed by the Bidder(s)/Contractor(s). Further, as mentioned in the Guidelines all the payments made to the Indian agent/representative have to be in Indian Rupees only. Copy of the "Guidelines on Indian Agents of Foreign Suppliers" is placed at Annexure 22.

e. The Bidder(s)/ Contractor(s) will, when presenting his bid, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.

f. Bidder(s)/Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter

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

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

If the Bidder(s)/Contractor(s), before award or during execution has committed a transgression through a violation of Section 2, above or in any other form such as to put his reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process or take action as per the procedure mentioned in the "Guidelines on Banning of business dealings". Copy of the "Guidelines on Banning of business dealings". (As given in the Annexure 22)

Section 4 – Compensation for Damages

(1) If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/ Bid Security.

(2) If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

Section 5 – Previous Transgression

(1) The Bidder declares that no previous transgressions occurred in the last three years with any other Bank in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.

(2) If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process or action can be taken as per the procedure mentioned in "Guidelines on Banning of business dealings".

Section 6 – Equal treatment of all Bidders / Contractors / Subcontractors

(1) The Bidder(s)/ Contractor(s) undertake(s) to demand from his subcontractors a commitment in conformity with this Integrity Pact.

(2) The Principal will enter into agreements with identical conditions as this one with all Bidders and Contractors.

(3) The Principal will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

Section 7 – Criminal charges against violating Bidder(s) / Contractor(s) / Subcontractor(s)

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

Section 8 – Independent External Monitor / Monitors

(1) The Principal appoints competent and credible Independent External Monitor for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.

(2) The Monitor is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. It will be obligatory for him to treat the information and documents of the Bidders/Contractors as confidential. He reports to the Chairman & Managing Director, CENTRAL BANK OF INDIA.

(3) The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/ Contractor(s)/ Subcontractor(s) with confidentiality. In case of sub-contracting, the Principal Contractor shall take all responsibility of the adoption of Integrity Pact by the sub-contractor. In case of sub-contracting, the Principal Contractor shall take the responsibility of the adoption of the Integrity Pact by the sub-contractor.

(4) The Principal 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 Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.

(5) As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit nonbinding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action. Parties to this agreement agree that they shall not approach the courts while representing the matter to IEM and will await IEM's decision in the matter. Parties to this agreement agree that they shall not approach the courts while representing the matter to IEM and will await IEM's decision in the matter.

(6) The Monitor will submit a written report to the Chairman & Managing Director, CENTRAL BANK OF INDIA within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.

(7) If the Monitor has reported to the Chairman & Managing Director CENTRAL BANK OF INDIA, a substantiated suspicion of an offence under relevant IPC/ PC Act, and the Chairman & Managing Director CENTRAL BANK OF INDIA has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

(8) The word „Monitor“ would include both singular and plural.

Section 9 – Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded.

If any claim is made / lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged / determined by Chairman & Managing Director of CENTRAL BANK OF INDIA.

Section 10 – Other provisions

(1) This agreement is subject to Indian Law. Place of performance and jurisdiction is the Registered Office of the Principal, i.e. Mumbai.

(2) Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.

(3) If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.

(4) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

(5) In the event of any contradiction between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.”

Section 11- FALL CLAUSE

11.1. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER undertakes that it has not supplied/is not supplying same/exact product/systems or subsystems/services (i.e. same scope, deliverables, timelines, SLAs & pricing terms) at a price lower than that offered in the present bid to any other Bank or PSU or Government Department or to any other organization/entity whether or not constituted under any law and if it is found at any stage that similar product/systems or sub systems/services was supplied by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER to any other Bank or PSU or Government Department or to any other organization/entity whether or not constituted under any law, 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/SELLER/CONTRACTOR/SERVICE PROVIDER to the BUYER, if the contract has already been concluded.

Signed, Sealed and Delivered for the Principal	Signed, Sealed and Delivered for the Bidder
Signature: _____	Signature: _____
Name: _____	Name: _____
Designation: _____	Designation: _____
Address: _____	Address: _____
Company: _____	Company: _____
Date: _____	Date: _____
Company Seal	Company Seal
Witness I	Witness II
Signature: _____	Signature: _____
Name: _____	Name: _____
Designation: _____	Designation: _____
Address: _____	Address: _____
Company: _____	Company: _____
Date: _____	Date: _____

80 Annexure 10: Non-Disclosure Agreement

This **NON-DISCLOSURE AGREEMENT** (hereinafter referred as the "**Agreement**") is made at [.....] on this ____ day of _____, 20__ (hereinafter referred as "**Effective Date**")

BETWEEN

_____, a company incorporated under the Companies Act, 1956 having its registered office at _____ (hereinafter referred to as "**Company**") which expression unless repugnant to the context or meaning thereof be deemed to include its successors and assigns) of the **First PART**;

AND

CENTRAL BANK OF INDIA, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970 and having its head Office at Central Office, Chander Mukhi, Nariman Point, Mumbai – 400 021 (hereinafter referred to as "**Bank**") which expression unless repugnant to the context or meaning thereof be deemed to include its successors and assigns) of the **OTHER PART**.

Company and **Bank** are hereinafter individually referred to as party and collectively referred to as "the Parties."

WHEREAS

Both Parties hereto are in the process of mutual discussions and negotiations regarding a possible business opportunity pursuant to [*] ("**Purpose**");

AND WHEREAS, in the course of evaluating the Purpose, the Parties hereto shall disclose certain information to each other which the disclosing party considers to be confidential, proprietary, or non-public business information.

NOW, THEREFORE, the Parties have agreed to enter into this Agreement:

1. Definitions:

- 1.1 "Confidential Information" any all information which is marked as confidential in writing by the Disclosing Party at the time it is provided to, obtained or accessed by the Receiving Party in connection with the Purpose and arising out of this Agreement. If any information is

provided in oral or non-written form, then such information shall be reduced in writing at the time of its disclosure or within three (3) days of such disclosure and shall be marked as 'Confidential' by the Disclosing Party or is by its nature manifestly confidential. Confidential Information excludes information referred to in clause 2 below.

- 1.2 "Disclosing Party" means Party disclosing Confidential Information under this Agreement.
- 1.3 "Receiving Party" means Party receiving Confidential Information from the Disclosing Party under this Agreement.

2. The term Confidential Information shall not include any information which:
- a) is in or comes into the public domain through no fault of the Receiving Party;
 - b) becomes available to the Receiving Party from the third party lawfully without the breach of any confidentiality obligations by such third party;
 - c) is known or developed by the Receiving Party independently of Disclosing Party's disclosure of the Confidential Information to the Receiving Party;
 - d) is disclosed with the written consent of Disclosing Party.
3. The obligations of confidentiality under this Agreement shall not apply to the extent Confidential Information is required to be disclosed by Receiving Party so as to comply with applicable law, regulatory body, or to a valid order of a court, administrative agency or governmental body having authority over the Receiving Party or where disclosure is made in connection with any claim by Receiving Party in connection with any judicial or other proceeding involving the Receiving Party and Disclosing Party relating to this Agreement or the Purpose, provided that the Receiving Party has notified Disclosing Party in writing as soon as reasonably, legally and practicable permissible upon receiving such order and the obligations of non-disclosure under this Agreement is waived off only to the limited extent that Disclosing Party has not been able to obtain waiver or restraining order from disclosure within the timeline by which the Receiving Party is required to comply with such an order.
4. **Non-disclosure:** The Receiving Party shall not commercially use or disclose any Confidential Information or any materials derived there from to any other person or entity other than persons in the direct employment of the Receiving Party who have a need to have access to and knowledge of the Confidential Information solely for the Purpose authorized above. The Receiving Party may disclose Confidential Information to consultants only if the consultant has executed a Non-disclosure Agreement with the Receiving Party that contains terms and conditions that are no less restrictive than these. The Receiving Party shall take appropriate measures by instruction and written agreement prior to disclosure to such employees to assure against unauthorized use or disclosure. The Receiving Party agrees to notify the Disclosing Party immediately if it learns of any use or disclosure of the Disclosing Party's Confidential Information in violation of the terms of this Agreement. Further, any breach of non-disclosure obligations by such employees or consultants shall be deemed to be a breach of this Agreement by the Receiving Party and the Receiving Party shall be accordingly liable therefore.

Provided that the Receiving Party may disclose Confidential information to a court or governmental agency pursuant to an order of such court or governmental agency as so required by such order, provided that the Receiving Party shall, unless prohibited by law or regulation, promptly notify the Disclosing Party of such order and afford the Disclosing Party the opportunity to seek appropriate protective order relating to such disclosure.

5. **Term:** This Agreement shall be valid for a period of [] months from the date of signing this Agreement ("Term"). Either Party may terminate this Agreement at any time by giving [] days written notice to the other Party. Unless terminated sooner in accordance with the foregoing sentence, this Agreement shall terminate upon the earlier of:
- (i) expiry of the Term;
 - (ii) on completion of the Purpose, or
 - (iii) on the signing of a definitive agreement between the Parties relating to the Purpose.

The confidentiality obligations shall survive for a period of one (1) year from the date of expiry or termination of this Agreement.

6. **Ownership and Protection of Confidential Information and Intellectual Property:**
 Notwithstanding the disclosure of any Confidential Information by the Disclosing Party to the Receiving Party, the Disclosing Party shall maintain ownership and all intellectual property and proprietary rights over the Confidential Information. All Confidential Information disclosed under this Agreement remains the exclusive property of the Disclosing Party. Nothing in this Agreement grants the Receiving Party any rights, title, or interest in or to any intellectual property rights, patents, copyrights, trademarks, or other proprietary rights of the Disclosing Party. No license under any trademark, patent or copyright, or application for same which are now or thereafter may be obtained by such Party is either granted or implied by the conveying of Confidential Information. The Receiving Party shall not conceal, alter, obliterate, mutilate, deface, or otherwise interfere with any trademark, trademark notice, copyright notice, confidentiality notice or any notice of any other proprietary right of the Disclosing Party on any copy of the Confidential Information, and shall reproduce any such mark or notice on all copies of such Confidential Information. Likewise, the Receiving Party shall not add or emboss its own or any other any mark, symbol, or logo on such Confidential Information.
7. **Remedies:** The Receiving Party recognizes that Confidential Information is valuable property of the Disclosing Party and in the event of breach of this Agreement monetary damages may not be a sufficient remedy. Therefore, without prejudice to other rights or remedies that Disclosing Party may have, it would be entitled to equitable relief, including by way of injunction, as a remedy for any breach or anticipated breach of this Agreement.

8. **Return of confidential information:** Upon written demand of the Disclosing Party, the Receiving Party shall:
1. Cease using the Confidential Information;
 2. Return the Confidential Information and all copies, abstract, extracts, samples, notes, or modules thereof to the Disclosing Party within seven [X] days after receipt of notice, and
 3. Upon request of the Disclosing Party, certify in writing that the Receiving Party has complied with the obligations set forth in this paragraph.
 4. Failure to comply with these obligations may result in legal action, including but not limited to claims for breach of contract and any associated damages. The Receiving Party's obligations under this agreement regarding the confidentiality of the Confidential Information shall survive the return or destruction of the Confidential Information.
9. This Agreement contains the entire understanding between the Parties with respect to non-disclosure of Confidential Information and supersedes all prior agreements and understanding with respect to this subject. This Agreement may be amended only by written agreement executed by both parties. This Agreement shall be binding on successors and permitted assigns of the parties.
10. **Notification:** Receiving Party shall notify Disclosing Party within [X] days/ hours of discovering any unauthorized use or disclosure of Confidential Information and/ or Confidential Materials, or any other breach of this Agreement by Receiving Party and will cooperate with Disclosing Party in every reasonable way to help Disclosing Party regain possession of the Confidential Information and/ or Confidential Materials and prevent its further unauthorized use.
11. **Governing Law and Judication:** This Agreement shall be governed by and construed in accordance with the laws of India without giving effect to the choice of law principles thereof and the parties hereto irrevocably submit to the exclusive jurisdiction of the courts in Mumbai, India.
12. The provisions of this Agreement shall be severable in the event that any of the provisions hereof are held by a court of competent jurisdiction to be invalid, void or otherwise unenforceable, and the remaining provisions shall remain enforceable to the fullest extent permitted by law.
13. In no event shall either Party, its affiliates, or related entities be liable for consequential, special, indirect, incidental, punitive or exemplary loss, damage, or expense relating to this Agreement (whether in contract, statute, tort (such as negligence), or otherwise).

14. **Indemnity:** The receiving party should indemnify and keep indemnified, saved, defended, harmless against any loss, damage, costs etc. incurred and / or suffered by the disclosing party arising out of breach of confidentiality obligations under this agreement by the receiving party or its officers, employees, agents or consultants. etc.

IN WITNESS WHEREOF, the Parties hereto have executed these presents the day, month and year first hereinabove written.

For and on behalf of

Name of Authorized signatory:

Designation:

For and on behalf of

CENTRAL BANK OF INDIA

Name of Authorized signatory:

Designation:

81 Annexure 11: Performance Bank Guarantee

To,

Central Bank of India

Mumbai

In consideration of Central Bank of India having Registered Office at Chandermukhi Building, Nariman Point, Mumbai 400 021 (hereinafter referred to as "Purchaser") having agreed to purchase of software, hardware & other components & services (hereinafter referred to as "Goods") from M/s ----- (hereinafter referred to as "Contractor") on the terms and conditions contained in their agreement/purchase order No----- dt.----- (hereinafter referred to as the "Contract") subject to the contractor furnishing a Bank Guarantee to the purchaser as to the due performance of the computer hardware, as per the terms and conditions of the said contract, to be supplied by the contractor and also guaranteeing the maintenance, by the contractor, of the computer hardware and systems as per the terms and conditions of the said contract;

1) We, ----- (Bank) (hereinafter called "the Bank"), in consideration of the premises and at the request of the contractor, do hereby guarantee and undertake to pay to the purchaser, forthwith on mere demand and without any demur, at any time up to ----- any money or moneys not exceeding a total sum of Rs----- (Rupees----- only) as may be claimed by the purchaser to be due from the contractor by way of loss or damage caused to or that would be caused to or suffered by the purchaser by reason of failure of computer hardware to perform as per the said contract, and also failure of the contractor to maintain the computer hardware and systems as per the terms and conditions of the said contract.

2) Notwithstanding anything to the contrary, the decision of the purchaser as to whether computer hardware has failed to perform as per the said contract, and also as to whether the contractor has failed to maintain the computer hardware and systems as per the terms and conditions of the said contract will be final and binding on the Bank and the Bank shall not be entitled to ask the purchaser to establish its claim or claims under this Guarantee but shall pay the same to the purchaser forthwith on mere demand without any demur, reservation, recourse, contest or protest and/or without any reference to the contractor. Any such demand made by the purchaser on the Bank shall be conclusive and binding notwithstanding any difference between the purchaser and the contractor or any dispute pending before any Court, Tribunal, Arbitrator or any other authority.

3) This Guarantee shall expire on -----; without prejudice to the purchaser's claim or claims demanded from or otherwise notified to the Bank in writing on or before the said date i.e. ----- (this date should be date of expiry of Guarantee).

4) The Bank further undertakes not to revoke this Guarantee during its currency except with the previous consent of the purchaser in writing and this Guarantee shall continue to be enforceable till the aforesaid date of expiry or the last date of the extended period of expiry of Guarantee agreed upon by all the parties to this Guarantee, as the case may be, unless during the currency of this Guarantee all the dues of the purchaser under or by virtue of the said contract have been duly paid and its claims satisfied or discharged or the purchaser certifies that the terms and conditions of the said contract have been fully carried out by the contractor and accordingly discharges the Guarantee.

5) In order to give full effect to the Guarantee herein contained, you shall be entitled to act as if we are your principal debtors in respect of all your claims against the contractor hereby Guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety ship and other rights if any which are in any way inconsistent with the above or any other provisions of this Guarantee.

6) The Bank agrees with the purchaser that the purchaser shall have the fullest liberty without affecting in any manner the Bank's obligations under this Guarantee to extend the time of performance by the contractor from time to time or to postpone for any time or from time to time any of the rights or powers exercisable by the purchaser against the contractor and either to enforce or forbear to enforce any of the terms and conditions of the said contract, and the Bank shall not be released from its liability for the reasons of any such extensions being granted to the contractor for any forbearance, act or omission on the part of the purchaser or any other indulgence shown by the purchaser or by any other matter or thing whatsoever which under the law relating to sureties would, but for this provision have the effect of so relieving the Bank.

7) The Guarantee shall not be affected by any change in the constitution of the contractor or the Bank nor shall it be affected by any change in the constitution of the purchaser by any amalgamation or absorption or with the contractor, Bank or the purchaser, but will ensure for and be available to and enforceable by the absorbing or amalgamated company or concern.

8) This guarantee and the powers and provisions herein contained are in addition to and not by way of limitation or in substitution of any other guarantee or guarantees heretofore issued by us (whether singly or jointly with other banks) on behalf of the contractor heretofore mentioned for the same contract referred to heretofore and also for the same purpose for which this guarantee is issued, and now existing un-cancelled and we further mention that this guarantee is not intended to and shall not revoke or limit such guarantee or guarantees heretofore issued by us on behalf of the contractor heretofore mentioned for the same contract referred to heretofore and for the same purpose for which this guarantee is issued.

9) Any notice by way of demand or otherwise under this guarantee may be sent by special courier, telex, fax or registered post to our local address as mentioned in this guarantee.

10) Notwithstanding anything contained herein:-

i) Our liability under this Bank Guarantee shall not exceed Rs------(Rupees-----only);

ii) This Bank Guarantee shall be valid up to -----;(date of expiry) and

iii) We are liable to pay the Guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before--- ----- (date of expiry of Guarantee)

11) The Bank has power to issue this Guarantee under the statute/constitution and the undersigned has full power to sign this Guarantee on behalf of the Bank.

Date this ----- day of ----- 2025 at -----

For and on behalf of ----- Bank.

sd/- -----

82 Annexure 12: Minimum Technical Specifications

1. The proposed solution must meet the following mandatory criteria & the same should be signed by authorized signatory while submitting the Bid.
2. The Bidder is expected to provide their “compliance” against each line item stated herein this means that the Bidder confirms compliance to the stated specifications and the terms of the RFP and subsequent addendums. Deviations to the Compliance requirements may lead to disqualification.

Hardware Server Type-1 (Quantity - DC-11, DR-11)			
S. No.	Component	Description/Requirement	Bidder's Compliance [Y/N]
		Make and Model	
1	Chipset	Latest Chipset Supporting x86 Architecture.	
2	Form Factor	Rack Mountable	
3	Configured CPU	Intel Xeon Gen 5 Platinum minimum 1.9 GHz & Max Turbo Frequency 3.9 GHz 128 Core in 2 Sockets	
4	Memory slots with type	16 DDR 5 Memory slots per CPU with speed up to 5600 MT/s on 2 DPC	
5	Memory configured	24 x 64 GB DDR5 Memory expandable up to 2 TB without disturbing existing configuration	
6	Drive Slots	Chassis with Min. 8 NVMe/ SSD Hot swappable Drives Support.	
7	Disks Configured	2 x 960GB NVMe drives	
8	Raid Controller	Embedded / PCIe based RAID controller with minimum 4GB Flash backed write cache supporting RAID 0, 1, 5, 6, 10, 50, 60	
9	I/O slots	Supports up to 8 PCIe 4 / PCIe 5 I/O Slots.	
10	NIC	Minimum 8 Ports of 10/25Gig with 25Gig Transceivers Minimum 1 x Dual / Quad port 1Gig Network Adapter	
11	FC HBA Card	2 x Dual Port 32Gig FC HBA Card with 32Gig transceivers	
12	Supported OS	Windows Server Red Hat Enterprise Linux (RHEL) SUSE Linux Enterprise Server (SLES) VMware ESXi. Canonical Ubuntu Oracle Linux and Oracle VM	
13	Power Supply	2 x Hot plug redundant Power Supply with minimum 1600W	

14	Management integration	<p>1. Remote Management and provides web interface for browser-based graphical remote console access with virtual power button. Remote boot through USB , CD/DVD Drive.</p> <p>2. Upgrade Software & Patches Remotely using Media, Image and Folder.</p> <p>3. Supports Power Capping and Provides Historical Reporting on Power Consumption and Thermal Data for more efficient power management and cooling.</p> <p>4. Server should have dedicated 1Gbps remote management port</p> <p>5. Supports to have repository for firmware, drivers, and software components which can used for rollback or patching faulty firmware when necessary.</p> <p>6. Server should support agentless management using the out-of-band remote management port</p> <p>7. The server should support monitoring and recording changes in the server hardware and system configuration. It assists in diagnosing problems and delivering rapid resolution when system failures occur</p> <p>8. Supports RESTful APIs., Two-Factor Authentication (2FA) and Role based Access Control.</p> <p>9. Server should have security dashboard : displaying the status of important security features, the Overall Security Status for the system, and the current configuration for the Security State and Server Configuration Lock features.</p>	
15	Server Management	<p>1. Software should support dashboard view to quickly scan the managed resources to assess the overall health of the data center. It should provide an at-a-glance visual health summary of the resources user is authorized to view.</p> <p>2. The Dashboard minimum should display a health summary of the following:</p> <ul style="list-style-type: none"> • Server Profiles • Server Hardware • Appliance alerts <p>3. The Systems Management software should provide Role-based access control.</p> <p>4. Management software should support integration with popular virtualization platform management software like VMware vCenter & vRealize Operations, and Microsoft System Center & Admin Center.</p> <p>5. Should help provide proactive notification of actual or impending component failure alerts on critical components like CPU, Memory and HDD and auto-creation of case ID.</p> <p>6. Should provide an online portal that can be accessible from anywhere. The portal should provide one stop, online access to the product, support information and</p>	

		<p>provide information to track warranties, support contracts and status. The Portal should also provide a personalised dashboard to monitor device health, hardware events, contract and warranty status. Should provide a visual status of individual devices and device groups. The Portal should be available on premise (at our location - console based) or off premise (in the cloud).</p> <p>7.Should help to proactively identify out-of-date BIOS, drivers, and Server Management agents and enable the remote update of system software/firmware components.</p> <p>8.Should have dashboard for firmware baselines while performing minimum required firmware checks and highlighting out-of-compliance devices for updates with the selected firmware baseline.</p> <p>9.The Server Management Software should be of the same brand as of the server supplier.</p>	
16	Server Security	<p>1. For firmware security, system should support remote management chip creating a fingerprint in the silicon, preventing servers from booting up unless the firmware matches the fingerprint. This feature should be immutable</p> <p>2. Should maintain repository for firmware and drivers recipes to aid rollback or patching of compromised firmware. Should also store Factory Recovery recipe preloaded to rollback to factory tested secured firmware</p>	
17	Support	Comprehensive 1 years onsite warranty & 6 years onsite AMC with 24 x 7 Support & 4 hr Resolution with faulty media retention	

Hardware Server Type-2 (Quantity - DC-2, NDC-2 DR-2)			
S. No.	Component	Description,	Bidder's Compliance [Y/N]
		Make and Model	
1	Chipset	Latest Chipset Supporting x86 Architecture.	
2	Form Factor	Rack Mountable	
3	Configured CPU	Intel Xeon Gen 5 Platinum minimum 2.5 GHz & Max Turbo Frequency 4.1 GHz 64 Core in 2 Sockets	
4	Memory slots with type	16 DDR 5 Memory slots per CPU with speed up to 5600 MT/s on 2 DPC	
5	Memory configured	24 x 64 GB DDR5 Memory expandable up to 2 TB without disturbing existing configuration	
6	Drive Slots	Chassis with Min. 8 NVMe/ SSD Hot swappable Drives Support.	
7	Disks Configured	2 x 960GB NVMe drives	
8	Raid Controller	Embedded / PCIe based RAID controller with minimum 4GB Flash backed write cache supporting RAID 0, 1, 5, 6, 10, 50, 60	
9	I/O slots	Supports up to 8 PCIe 4 / PCIe 5 I/O Slots.	

10	NIC	Minimum 8 Ports of 10/25Gig with 25Gig Transceivers Minimum 1 x Dual / Quad port 1Gig Network Adapter	
11	FC HBA Card	2 x Dual Port 32Gig FC HBA Card with 32Gig transceivers	
12	Supported OS	Windows Server. Red Hat Enterprise Linux (RHEL) SUSE Linux Enterprise Server (SLES) VMware ESXi. Canonical Ubuntu Oracle Linux and Oracle VM	
13	Power Supply	2 x Hot plug redundant Power Supply with minimum 1600W	
14	Management integration	<p>1. Remote Management and provides web interface for browser-based graphical remote console access with virtual power button. Remote boot through USB , CD/DVD Drive.</p> <p>2. Upgrade Software & Patches Remotely using Media, Image and Folder.</p> <p>3. Supports Power Capping and Provides Historical Reporting on Power Consumption and Thermal Data for more efficient power management and cooling.</p> <p>4. Server should have dedicated 1Gbps remote management port</p> <p>5. Supports to have repository for firmware, drivers, and software components which can used for rollback or patching faulty firmware when necessary.</p> <p>6. Server should support agentless management using the out-of-band remote management port</p> <p>7. The server should support monitoring and recording changes in the server hardware and system configuration. It assists in diagnosing problems and delivering rapid resolution when system failures occur</p> <p>8. Supports RESTful APIs., Two-Factor Authentication (2FA) and Role based Access Control.</p> <p>9. Server should have security dashboard : displaying the status of important security features, the Overall Security Status for the system, and the current configuration for the Security State and Server Configuration Lock features.</p>	

15	Server Management	<p>1. Software should support dashboard view to quickly scan the managed resources to assess the overall health of the data center. It should provide an at-a-glance visual health summary of the resources user is authorized to view.</p> <p>2. The Dashboard minimum should display a health summary of the following:</p> <ul style="list-style-type: none"> • Server Profiles • Server Hardware • Appliance alerts <p>3. The Systems Management software should provide Role-based access control.</p> <p>4. Management software should support integration with popular virtualization platform management software like VMware vCenter & vRealize Operations, and Microsoft System Center & Admin Center.</p> <p>5. Should help provide proactive notification of actual or impending component failure alerts on critical components like CPU, Memory and HDD and auto-creation of case ID.</p> <p>6. Should provide an online portal that can be accessible from anywhere. The portal should provide one stop, online access to the product, support information and provide information to track warranties, support contracts and status. The Portal should also provide a personalised dashboard to monitor device health, hardware events, contract and warranty status. Should provide a visual status of individual devices and device groups. The Portal should be available on premise (at our location - console based) or off premise (in the cloud).</p> <p>7. Should help to proactively identify out-of-date BIOS, drivers, and Server Management agents and enable the remote update of system software/firmware components.</p> <p>8. Should have dashboard for firmware baselines while performing minimum required firmware checks and highlighting out-of-compliance devices for updates with the selected firmware baseline.</p> <p>9. The Server Management Software should be of the same brand as of the server supplier.</p>	
16	Server Security	<p>1. For firmware security, system should support remote management chip creating a fingerprint in the silicon, preventing servers from booting up unless the firmware matches the fingerprint. This feature should be immutable</p> <p>2. Should maintain repository for firmware and drivers</p>	

		recipes to aid rollback or patching of compromised firmware. Should also store Factory Recovery recipe preloaded to rollback to factory tested secured firmware	
17	Support	Comprehensive 1 years onsite warranty & 6 years onsite AMC with 24 x 7 Support & 4 hr Resolution with faulty media retention	

Hardware Server Type-3 (Quantity - DC-3)			
S. No.	Component	Description,	Bidder's Compliance [Y/N]
		Make and Model	
1	Chipset	Latest Chipset Supporting x86 Architecture.	
2	Form Factor	Rack Mountable	
3	Configured CPU	Intel Xeon Gen 5 Platinum minimum 2.3 GHz & Max Turbo Frequency 4 GHz 96 Core in 2 Sockets	
4	Memory slots with type	16 DDR 5 Memory slots per CPU with speed up to 5600 MT/s on 2 DPC	
5	Memory configured	24 x 64 GB DDR5 Memory expandable up to 2 TB without disturbing existing configuration	
6	Drive Slots	Chassis with Min. 8 NVMe/ SSD Hot swappable Drives Support.	
7	Disks Configured	2 x 960GB NVMe drives	
8	Raid Controller	Embedded / PCIe based RAID controller with minimum 4GB Flash backed write cache supporting RAID 0, 1, 5, 6, 10, 50, 60	
9	I/O slots	Supports up to 8 PCIe 4 / PCIe 5 I/O Slots.	
10	NIC	Minimum 8 Ports of 10/25Gig with 25Gig Transceivers Minimum 1 x Dual / Quad port 1Gig Network Adapter	
11	FC HBA Card	2 x Dual Port 32Gig FC HBA Card with 32Gig transceivers	
12	Supported OS	Windows Server. Red Hat Enterprise Linux (RHEL) SUSE Linux Enterprise Server (SLES) VMware ESXi. Canonical Ubuntu Oracle Linux and Oracle VM	
13	Power Supply	2 x Hot plug redundant Power Supply with minimum 1600W	

14	Management integration	<ol style="list-style-type: none"> 1. Remote Management and provides web interface for browser-based graphical remote console access with virtual power button. Remote boot through USB , CD/DVD Drive. 2. Upgrade Software & Patches Remotely using Media, Image and Folder. 3. Supports Power Capping and Provides Historical Reporting on Power Consumption and Thermal Data for more efficient power management and cooling. 4. Server should have dedicated 1Gbps remote management port 5. Supports to have repository for firmware, drivers, and software components which can used for rollback or patching faulty firmware when necessary. 6. Server should support agentless management using the out-of-band remote management port 7. The server should support monitoring and recording changes in the server hardware and system configuration. It assists in diagnosing problems and delivering rapid resolution when system failures occur 8. Supports RESTful APIs., Two-Factor Authentication (2FA) and Role based Access Control. 9. Server should have security dashboard : displaying the status of important security features, the Overall Security Status for the system, and the current configuration for the Security State and Server Configuration Lock features. 	
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15	Server Management	<p>1. Software should support dashboard view to quickly scan the managed resources to assess the overall health of the data center. It should provide an at-a-glance visual health summary of the resources user is authorized to view.</p> <p>2. The Dashboard minimum should display a health summary of the following:</p> <ul style="list-style-type: none"> • Server Profiles • Server Hardware • Appliance alerts <p>3. The Systems Management software should provide Role-based access control.</p> <p>4. Management software should support integration with popular virtualization platform management software like VMware vCenter & vRealize Operations, and Microsoft System Center & Admin Center.</p> <p>5. Should help provide proactive notification of actual or impending component failure alerts on critical components like CPU, Memory and HDD and auto-creation of case ID.</p> <p>6. Should provide an online portal that can be accessible from anywhere. The portal should provide one stop, online access to the product, support information and provide information to track warranties, support contracts and status. The Portal should also provide a personalised dashboard to monitor device health, hardware events, contract and warranty status. Should provide a visual status of individual devices and device groups. The Portal should be available on premise (at our location - console based) or off premise (in the cloud).</p> <p>7. Should help to proactively identify out-of-date BIOS, drivers, and Server Management agents and enable the remote update of system software/firmware components.</p> <p>8. Should have dashboard for firmware baselines while performing minimum required firmware checks and highlighting out-of-compliance devices for updates with the selected firmware baseline.</p> <p>9. The Server Management Software should be of the same brand as of the server supplier.</p>	
16	Server Security	<p>1. For firmware security, system should support remote management chip creating a fingerprint in the silicon, preventing servers from booting up unless the firmware matches the fingerprint. This feature should be immutable</p>	

		2. Should maintain repository for firmware and drivers recipes to aid rollback or patching of compromised firmware. Should also store Factory Recovery recipe preloaded to rollback to factory tested secured firmware	
17	Support	Comprehensive 1 years onsite warranty & 6 years onsite AMC with 24 x 7 Support & 4 hr. Resolution with faulty media retention	

Open Shift Licences with Support for 7 Years			
SN	Description/Requirement	Quantity	Bidder's Compliance [Y/N]
1	Red Hat OpenShift Container Platform (Bare Metal Node), Premium (1-2 Sockets up to 128 Cores)	8	
2	Red Hat OpenShift Container Platform Standard (2 Cores or 4 vCPUs)	24	
3	Red Hat Application Foundations, Premium , (2 Cores or 4 vCPUs)	8	
4	Red Hat Application Foundations, Standard (2 Cores or 4 vCPUs)	2	

Operating System RHEL Licences with Support for 7 Years			
S. No.	Description/Requirement	Quantity	Bidder's Compliance [Y/N]
1	Red Hat Enterprise Linux Server, Premium (Physical or Virtual Nodes)	14	
2	Red Hat Enterprise Linux Server, Standard (Physical or Virtual Nodes)	12	
	Total Count	26	

Storage Specification (Quantity- DC-1, DR-1, NDC-1) with Support for 7 Years		
S. No.	Description	Bidder's Compliance [Y/N]
A	General Specifications/Requirements	
1	The storage system should be configured with Minimum 300 TB effective capacity i.e. usable space on NVMe SSDs using RAID 10 equivalent feature providing data protection. Drive Size Should not more than 15TB NVMe Drives.	
2	The storage should have Active-Active Controller architecture where a LUN should be accessible by all the controllers simultaneously. Bidders has to quote two or more controllers.	
3	Should support at least 72 NVMe drives on same set of controllers. Data at Rest Encryption shall be supported from day-1 along with all the licenses	

4	The storage model offered should be capable of supporting minimum 2,50,000 IOPS & could support 5,00,000 IOPS with sub mili sec of response time for required IOPS. 70: 30 Read, Write Ratio and 8KB Block Size.	
5	The Storage should support Dual disk failure within RAID Group	
6	Storage should have minimum 32 x FC ports (32 Gbps) for host connectivity	
7	The storage system should have minimum 1024GB global cache. Cache memory should be delivered on DRAM, any other device or HDD should not be considered as cache.	
8	The storage should be with No Single Point of Failure (SPOF). All the components should be redundant and hot swappable including power supply, fans, batteries etc. The proposed storage must support non-disruptive replacement of hardware component	
9	The storage must provide non-disruptive firmware/micro code upgrade, device reallocation and configuration changes.	
10	The storage system should have support for multi-path configuration for redundant path to connected hosts. Any Licenses (unlimited/frame based) required for this should be provided with Storage.	
11	The storage should have protection of cache data during a power failure by de-staging the data in cache to non-volatile Disk.	
12	The Proposed storage system Should support 100% data availability guarantee.	
13	The storage should be configured with Hardware Controller based Encryption for data security.	
14	The proposed storage should have capability to upgrade & support higher capacity disk also, in case of future upgrade.	
15	The proposed Storage should be fully compatible with proposed Servers, SAN Switches etc.	
16	it should have dual redundant & hot swappable controllers for high-availability and load balancing.	
17	Proposed Storage should support global hot spare or hot space for disk failure with No Single Point of Failure and should support all hot swappable components.	
18	The proposed storage should not compromise on performance, and it should support ample throughput and multiple streams.	
19	The proposed appliance should have 1 year comprehensive onsite warranty & 6 years onsite AMC with 24 x 7 Support & 4 hr Resolution with faulty media retention	
B	Storage Management Features	
20	Storage management software should be browser based/ web enabled accessible over IP	
21	Storage management s/w should have roles based access for user accounts to the storage system.	

22	Storage management software should provide interface/wizards to perform configuration operations like create LUNs present LUNs to host, set LUN attributes etc.	
23	Storage management software should be able to configure and manage tiering and auto-tiering	
24	Storage management software should be able to monitor alerts	

Archiving Software Specification (Quantity- DC-1) with Support for 7 Years		
	Archiving Software	
S. No.	Description/Requirement	Bidder's Compliance [Y/N]
1	Bidder to provide Archiving Software that is compatible with proposed Storage, SAN Switch etc.	
2	Archival Software should have been deployed in Indian BFSI segment for large capacity & should be compatible with supplied Hardware and storage & Support for SAN based backup should also be present	
3	Archival Software must support multiple level of backups including full, incremental, differential, synthetic, NDMP and optimized synthetic backups including the Virtual backups	
4	Proposed software solution should provide application log archival for long term retention along with backup copy before deleting the original file from application server.	

SAN Switch Specification for 96 & 24 FC ports @ 32G full line rate (Quantity- DC-2 with 96 Ports, DR-2 with 96 Ports, NDC-2 with 24 Ports) with Support for 7 Years		
SN	Description/Requirement	Bidder's Compliance [Y/N]
1	The Bidder will provide 2 Switches with 96 Ports at DC and 2 Switches with 96 Ports at DR & 2 SAN Switches with 24 Ports at NDC.	
2	The switch should have complete non-blocking architecture with 96 ports in a single domain with no breakout, concurrently active at 32 Gbps full duplex and with no oversubscription. (for DC & DRC)	
3	The switch should have complete non-blocking architecture with 24 ports in a single domain with no breakout, concurrently active at 32 Gbps full duplex and with no oversubscription. (for NDC)	
4	The switch should support autosensing 8, 16 and 32 Gbps FC capabilities.	
5	The switch shall support different port types such as expansion port (E port), fabric port (F port), fabric loop port (FL port), NP port, trunking E port (TE port), trunking F port (TF port), trunking NP port, SPAN destination port(SD port), SPAN tunnel port (ST port).	

6	The switch should be rack mountable in 2RU form factor	
7	Performance wise it should be capable to deliver 2 Tbps full duplex of actual FC throughput with non-blocking architecture	
8	Switch should Drop bad/corrupt frames at the ingress port of the switch and do not propagate through the system by checking the ingress/egress packet using Internal Cyclic Redundancy Check (CRC) detection and isolation functionality	
9	Switch/Solution should prevent the spreading of congestion caused by performance issues or slow-drain conditions in a Storage Area Network (SAN). The solution should be end device independent with no side effects to non-congested hosts and storage ports. The solution should also be adaptive and topology independent.	
10	The switch must be equipped with congestion control mechanisms such that it is able to throttle back traffic away from a congested link.	
11	The switch should support Virtual SAN and inter VSAN routing for sharing resources across VSAN. Switch should be able to deliver line-rate routing between any ports in a system or fabric without the need for external routing appliances. Each Virtual SAN within the switch should be capable of being zoned like a typical SAN and maintains its own routing, naming, and zoning protocols etc. for added scalability and resilience.	
12	Switch should support port diagnostics for both HBA link and Interswitch link.	
13	Switch management, the management software must support both Fabric wide and Device level management without the additional purchase of software.	
14	Offered SAN switch shall support services such as Quality of Service (QoS) to help optimize application performance in consolidated, virtual environments. It should be possible to define high, medium and low priority QOS zones to expedite high-priority traffic	
15	The switch should support automated in-service software image upgrades and stateful process restarts.	
16	Proposed switch or solution should have the capability to provide FC analytics natively on switch without any external taps, probes, or appliances. The analytics solution should help measure via GUI end to end traffic from host to storage along with Data Access Latency, Exchange completion times, outstanding IO, error counters etc. All licenses need to be provided from day one	

Technical Specifications for Server Load Balancer for Web Layer (Quantity 2-DC & 2-DRC) with Support for 7 Years		
SN	Description/Requirement	Bidder's Compliance [Y/N]
1	Deployment Topology	
1.1	The proposed system should support Active-Passive & Active-Active setup.	
1.2	The proposed system should have API to integrate with any leading SDN & Cloud Orchestrators like Cisco ACI, VmWare NSX, OpenStack, CloudStack.	
1.3	The proposed system should support NIST-standardized Post-Quantum Cryptography (PQC) algorithms and provide cryptographic agility to adopt future updates to these standards	
2	Interfaces	
2.2	The proposed system must provide 16 x 25G/10G SFP28/SFP+ ports and 4 x 100G/40G QSFP28/QSFP+ ports from day1. The SFP supplied should be from the same OEM .	
2.3	The Proposed system must have redundant hot swapable Power supply with field replaceable fan tray	
2.4	The Proposed system should be delivered using minimum 10 Tenant.	
2.5	The proposed system should support minimum 350 million L4 concurrent connections from the day one	
2.6	The proposed system should support minimum 34M L4 HTTP requests per second from day 1	
2.7	The proposed system must support Hardware compression of 80Gbps from day1 & can be scalable to 90Gbps of Hardware compression (verifiable from mentioned in public datasheet) for HTTP traffic in future without any hardware change.	
2.8	The proposed system should support minimum 90Gbps of bulk encryption from day 1 with hardware accelerated SYN flood protection. It can be scalable to 110 Gbps of Bulk Encryption in future if required without any hardware change. The TLS encryption & decryption process must be hardware-based processor for acceleration.	
3	Load Balancing Features	
3.1	The Proposed system should support Server Load balancing.	
3.2	Algorithms: Round Robin, Least Packets, Least Bandwidth, Least Connections, Response Time, Hashing (URL, Domain, Source IP, Destination IP, and CustomID), SNMP-provided metric, Server Application State Protocol (SASP)	
3.3	This should also support Priority Queuing, Link Load Balancing, Dynamic caching	
3.4	Protocols supported: TCP, UDP, FTP, HTTP, HTTPS, DNS (TCP and UDP), SIP (over UDP), RTSP, SQL, RDP, SMPP	
3.5	The proposed system should provide minimum L7 throughput of 145 Gbps scalable to 190 Gbps on same H/w & S/w with license upgrade	

3.6	The Proposed system must have performing load balancing for Layers 4 through 7 of the Open Systems Interface (OSI) reference model with support to the IP, TCP and UDP protocols.	
3.7	The Proposed system must have performing load balancing for Layers 4 through 7 based on source/destination IP	
3.8	The Proposed system must have performing load balancing for Layers 4 through 7 based on application content	
3.9	The Proposed system should do load balancing based on weights defined on Real Web servers.	
3.10	The Proposed system must do load balancing based on SNMP, TCP, Bandwidth, Response time, health of the Server.	
3.11	The Proposed system must support load balancing based on cyclic (round-robin)	
3.12	The Proposed appliance must have load balancing based on least connections, Hashing, Persistency based (Cookie, Client IP, SSL ID etc.)	
3.13	The proposed system should be able to host multiple backend applications on single Virtual IP and should be capable to identify SNI value to make a forwarding decision	
3.14	The proposed system should be capable to provide add-on modules and services from the same hardware like WAF, Zero Trust app access, OAuth integration, DNS with Security and TLS 1.3 VPN with add-on licenses if required in future	
3.15	The Proposed system must have HTTP 2.0 gateway. The proposed Operating System should be tested and certified for EAL / NDPP (Network Device Protection Profile) /NDcPP (Network Device collaborative Protection Profile) or above under Common Criteria Program for security related functions.	
3.16	The proposed system must support minimum TPS/CPS of 200K ECDHE-ECDSA P-256-bit keys and scalable to 250K ECDHE-ECDSA P-256 keys. Scalability should be via license upgrade	
4	Persistency Features	
4.1	The Proposed system must have session persistency based on Layer 3 and Layer 4.	
4.2	The Proposed system must be able to make persistency decisions based cookies (Insert/passive)	
4.3	The Proposed system must have option to do script-based Persistence	
5	Health Check	
5.1	The Proposed system must have the ability configure TCP and UDP health check for real web servers.	
5.2	The Proposed system must have health monitoring that mark web servers unavailable based on retrieval of a Web page for unique content.	
5.3	The Proposed system must have the ability to specify a minimum number of health check to mark a Real Server as being available	

5.4	The Proposed system must have multiple health checks per IP and per port	
5.5	The Proposed system must have the ability to specify the number of retries for each health check before marking a Real Server unavailable.	
5.6	The Proposed system must have support creating application specify custom health check using scripts.	
6	TLS requirement	
6.1	The Proposed system must have TLS 1.3 offload - the ability to manage client-side TLS traffic by terminating incoming TLS connections and sending the request to the server in clear text	
6.2	The Proposed system Should support end to end TLS 1.3.	
6.3	The Proposed system Should support minimum 250K TLS 1.3 Transactions per second for 2048 bit key Scalable to 350K.	
6.5	The Proposed system must have hardware-based acceleration with with hardware accelerated SYN flood protection	
6.6	The Proposed system should support 1024, 2048 and 4096 bit key for TLS 1.3 offloading	
6.7	The proposed device should support NTP Authentication with Special characters for NTP integration	
7	TCP Parameters	
7.1	The Proposed system must have TCP Multiplexing	
7.2	System support HTTP connection pooling	
8	Compression Parameters	
8.1	The Proposed system must have HTTP compression	
8.2	The proposed system must support Hardware compression of 80Gbps from day1& can be scalable to 90Gbps of Hardware compression (verifiable from mentioned in public datasheet) for HTTP traffic in future without any hardware change.	
8.3	The Proposed system should Selective compression to avoid know compression problems in commonly used browsers	
9	Deployment	
9.1	The Proposed system must have one-arm , two-arm mode deployment	
9.2	The Proposed system must have direct server return mode	
9.3	The Proposed system Should support IPv4 addressing	
9.4	The Proposed system Should support IPv6 addressing	
9.5	The Proposed system Should support IPv6 client and IPv4 servers	
9.6	The Proposed system Should support IPv4 client and IPv6 servers	
9.7	The Proposed system Should support routing protocols RIP, OSPF and BGP.	
10	DNS Features	
10.1	The Proposed system must have Global Server Load Balancing supported on the same appliance	

10.2	The Proposed system must have performing load balancing across multiple geographical sites for transparent failover, complete disaster recovery among sites and optimal service delivery, Single application failure etc.	
10.3	The Proposed system must have global response time optimization in real-time through advanced load and proximity measurements	
10.4	The Proposed system must be providing failover capability between data centers in active-active or active-backup modes. Device should act as full flex DNS server and do synchronization of Zones with other primary DNS for additional security and secure DNS infra	
10.5	The Proposed system must have global redirection based on DNS. The provided system should support DoT (DNS over TLS) & DoH (DNS over Https) functionality	
10.6	The Proposed system DNSSEC functionality and Act as Fullflex DNS, SUPPORT zone transfers with multiple Primary DNS server using TSIG keys, Notify methods	
11	Advance features	
11.1	The Proposed system Should be able to monitor TCP , HTTP Based applications.	
11.2	The Proposed system Should track Page Load Time (Tracks how long it takes an application user to get a complete response from the application, including network latency and completed page processing).	
11.3	The Proposed system Should be Identifying the root cause of slow performance issues	
11.4	The Proposed system Should be able to collect statistics for Client IP address (Saves the IP address where the request originated).	
11.5	The Proposed system Should be able to collect statistics for URL. Proposed system should have ability of HTTP response logging, and offer protection for SFTP protocol, support user- written scripts, that provide flexibility to control application flows.	
11.6	The Proposed system should Display the usage of web applications across different geographical locations on a map	
12	HA Support	
12.1	Ability to Scale beyond the pair (Active-Active -N).	
12.2	Automatic syncing of common config across the nodes	
12.3	Disruptive failover events - both at the device and the service (application) level.	
12.4	Scaling Out a VIP across the cluster (Spanned Virtual Server)	
12.5	Traffic Distribution (System should support Equal Cost Multiple Path (ECMP -> Dynamic Protocol OSPF, BGP)) or Cluster link aggregation mechanism)	
13	Support	

13.1	The devices and software should be supported by the OEM on a 24x7 basis through a global Technical Assistance Center (TAC). The support should include 4 Hrs Advance Replacement (Delivery within 4 hours after authorization of replacement). The support should be provided direct from OEM and not through any intermediate third-party.	
14	Management Console	
14.1	Web-based UI: HTTPS/TLS 1.3 secured GUI accessible via a browser	
14.2	The proposed device should be able to manage through centralised manager	
14.3	CLI (Command Line Interface): For advanced configuration and troubleshooting	
14.4	API Support: RESTful API or SOAP for automation and integration with other management systems	
14.5	Real-time Dashboard: Provides graphical insights into traffic, health checks, and system metrics	
14.6	Logging and Reporting: Generates detailed logs of requests, errors, and performance metrics	
14.7	Alerts and Notifications: Configurable alerts for health check failures, high latency, or unusual traffic	
14.8	Historical Data: Stores analytics data for trend analysis and troubleshooting	
14.9	Access Control: Role-based access control (RBAC) for administrative users & the proposed solution should also support secure remote access to admin users (concurrency of not more than 10); where the solution can do endpoint checks for the admins and establish a secure tunnel with authentication against AD/OAUTH/Radius and MFA via TOTP client. Solution must also support TACACS+ Protocol for admin user authentication for login on device.	
14.10	IP Whitelisting/Blacklisting: For securing access to the console	
14.1	Audit Logs: Track configuration changes and administrative actions	
14.12	Backup and Restore: Configuration backup and restore options	
14.1	Firmware Management: Updates and patches via the console	
14.14	Resource Monitoring: CPU, memory, and disk usage monitoring	
15	Support for Native and Kubernetes Integration Features	
15.1	The Controller/Container Plugin shall support both Nodeport and ClusterIP mode of deployment and also as an Ingress service.	
15.2	Installation of Controller/Container Plugin should be using Operators on OpenShift Cluster and Helm charts.	

15.3	Controller/Container Plugin should use Custom resources extensions of the Kubernetes API. It should registers to the Kubernetes client-go using informers to retrieve Virtual Server, TLSProfile, Service, Endpoint and Node create, update, and delete events. Resources identified from such events are pushed to a Resource Queue maintained by controller.	
15.3	The solution must support Programmability to support Automation, native integration and orchestration. It should enable declarative provisioning and configuration of the software solution across cloud environments and integration with automation and CI/CD tools including Ansible, Jenkins, and Terraform.	

Hardware Security Module (HSM) (Quantity- DC-3, DR-2) with Support for 7 Years			
SN	Description,	Quantity	Bidder's Compliance (Yes/No)
1	HSM - Thales PayShield 10K - 2500CPS with UPI Wrapper	4 (DC-2, DR-2)	
2	HSM - Thales PayShield 10K - 250CPS with UPI Wrapper	1 (for UAT/Preprod)	

Rack for Servers (Quantity- DC-3, DR-2, NDC-1) with Support for 7 Years		
S. No.	Description,	Bidder's Compliance (Yes/No)
1	Rack should have dimensioned of 42U x 600mm x 1200mm	
2	Rack should have Front/rear Hex Mesh Perforated Split Door with Locks x 2nos.	
3	Rack should have Equipment Tray Heavy duty x 1nos.	
4	Rack should have Castor Wheels x 4nos.	
5	Rack should have PDU Vertical 22way (C-13:18 sockets + C-19:4 sockets + 32Amp MCB + Ammeter) with 32Amp Industrial Plug Top attached to 3 Mtr Long Cable.	
6	Rack should have PDU Load rating 32Amp (7.2KW) Single Phase x 2nos.	

Cables			
S. No.	Description,	Quantity	Bidder's Compliance [Y/N]
1	Bidder to factor and provide all the required LAN cables for implementation of all the Hardware	To be filled by Bidder	
2	Bidder to factor and provide all the required SAN cables for implementation of all the Hardware	To be filled by Bidder	

Signature

Name:

Designation:

Seal of Company

Date:

83 Annexure 13: Bid Security (BG Format- for Earnest Money Deposit)

To,

General Manager-IT
 Central Bank of India,
 DIT, 1st Floor,
 CBD Belapur,
 Navi Mumbai -400 614

Dear Sir,

In response to your invitation to respond to your RFP for _____, M/s _____ having their registered office at _____ (hereinafter called the "Bidder") wishes to respond to the said Request for Proposal (RFP) and submit the proposal for as listed in the RFP document.

Whereas the "Bidder" has submitted the proposal in response to RFP, we, the _____ Bank having our head office _____ hereby irrevocably guarantee an amount of ₹ **1,000,0000/- (₹ One Crore only)** as bid security as required to be submitted by the "Bidder" as a condition for participation in the said process of RFQ.

The Bid security for which this guarantee is given is liable to be enforced/ invoked:

1. If the Bidder withdraws his proposal during the period of the proposal validity; or
2. If the Bidder, having been notified of the acceptance of its proposal by the Bank during the period of the validity of the proposal fails or refuses to enter into the contract in accordance with the Terms and Conditions of the RFP or the terms and conditions time agreed subsequently. We undertake to pay immediately on demand to Central Bank of India the said amount of ₹ **1,000,0000/- (₹ One Crore only)** without any reservation, protest, demur, or recourse. The said guarantee is liable to be invoked/ enforced on the happening of the contingencies as mentioned above and also in the RFP document and we shall pay the amount on any Demand made by Central Bank of India which shall be conclusive and binding on us irrespective of any dispute or difference raised by the Bidder.

Notwithstanding anything contained herein:

1. Our liability under this Bank guarantee shall not exceed ₹ _____
2. This Bank guarantee will be valid up to _____; and
3. We are liable to pay the guarantee amount or any part thereof under this Bank Guarantee only upon service of a written claim or demand by you on or before _____

In witness whereof the Bank, through the authorized officer has sets its hand and stamp on this _____ day of _____ at _____ .

Yours faithfully,

For and on behalf of _____
 Bank Authorised Official

84 Annexure 14: Bidder's Particulars

#	Particulars	
1.	Name of the Bidder	
2.	Address with E mail id, Mobile no. and Pin code	
3.	GST Number	
4.	Bank Details	
5.	PAN Number	
6.	Name of Authorised Person Mobile No: Landline No:	
7.	i. Email ID ii. Alternative Email ID	
8.	Details of Document cost / Tender fee	UTR/Reference No. date & Amount
9.	Details of EMD	BG/UTR/Reference No. date & Amount
10.	Exemption Certificate details (if applicable). Eg: MSME/Udyog Aadhar certificate etc.	Please upload copy of the same along with details

Signature

Name:

Designation:

Seal of Company

Date:

85 Annexure 15: Letter for Refund of EMD

(To be provided on letter head of the Bidder's Company)

Date:_____

To,
 General Manager-IT
 DIT, Central Bank of India, Central Office,
 Sector 11, CBD Belapur,
 Mumbai – 400614

SUB: LETTER FOR REFUND OF EMD

Ref: Tender No- GEM/2025/B/6419373 for Supply, Installation, Implementation, Integration, Commissioning and Maintenance of Hardware Infrastructure & associated Software for Unified Payment Interface (UPI)

Sir,

We _____ (Company Name) had participated in the Request for Proposal (RFP) GEM/2025/B/6419373 for Supply, Installation, Implementation, Integration, Commissioning and Maintenance of Hardware Infrastructure & associated Software for Unified Payment Interface (UPI) and we are an unsuccessful bidder.

Kindly refund the EMD submitted for participation. Details of EMD submitted are as follows:

Sr. No.	Bidder Name	DD/BG Number	Drawn on Bank Name	Amount (₹)

Bank details to which the money needs to be credited via NEFT are as follows

1. Name of the Bank with Branch
2. Account Type
3. Account Title
4. Account Number
5. IFSC Code

Date:

Place:

Signature of Authorized Signatory:

Name of Signatory

Designation:

Seal of Company

86 Annexure 16: NPA UNDERTAKING

Proforma of letter to be given by all the bidders participating RFP GEM/2025/B/6419373 on their official letterhead: —

Date: _____

To,
General Manager-IT,
Central Bank of India, Central Office,
Sector 11, CBD Belapur,
Navi Mumbai - 400614

Sub: Tender No. GEM/2025/B/6419373 RFP for Supply, Installation, Implementation, Integration, Commissioning and Maintenance of Hardware Infrastructure & associated Software for Unified Payment Interface (UPI) for Central Bank of India

Sir,

We _____ (bidder name), hereby undertake that-

- We have been/ have not been declared NPA by any Bank/Financial institutions in India.
- Further, we do not have any pending case with any organization across the globe which affects our credibility to service the bank.

Yours faithfully,

Authorised Signatory

Designation

Bidder's corporate name

87 Annexure 17: Land Border Sharing Undertaking Letter

Pro forma of letter to be given by all the bidders participating in the RFP Tender No. GEM/2025/B/6419373 on their official letterhead

Date:_____

To,

General Manager –IT,
Central Bank of India, Central Office,
Sector 11,
CBD Belapur,
Navi Mumbai – 400614

Sub: Tender No. GEM/2025/B/6419373 RFP for Supply, Installation, Implementation, Integration, Commissioning and Maintenance of Hardware Infrastructure & associated Software for Unified Payment Interface (UPI)

Sir,

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

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

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

Strike off whichever is not applicable

1. “I/we have read the clause regarding restrictions on procurement from a bidder of the country which shares a land border with India; I/ we certify that _____ is not from such a country.
2. “I/we have read the clause regarding restrictions on procurement from a Bidder of a country which shares a land border with India; I/we certify that _____ is from such a country. I hereby certify that _____ fulfils all requirements in this regard and is eligible to be considered. [Valid registration by the Competent Authority is attached]”

Further, in case the work awarded to us, I/we undertake that I/we shall not subcontract any of assigned work under this engagement without the prior permission of Bank.

Further, we undertake that I/we have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries; I certify that our subcontractor is not from such a country or, if from such a country, has been registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. I hereby certify that our sub-contractor fulfils all requirements in this regard and is eligible to be considered. [Valid registration by the Competent Authority]"

We, hereby confirm that we fulfil all the eligibility criteria as per the office memorandum/order mentioned above and RFP and we are eligible to participate in the Tender process. We also agree and accept that if our declaration and confirmation is found to be false at any point of time including after awarding the contract, Bank shall be within its rights to forthwith terminate the contract/ bid without notice to us and initiate such action including legal action in accordance with law. Bank shall also be within its right to forfeit the security deposits/earnest money provided by us and also recover from us the loss and damages sustained by the Bank on account of the above.

This declaration cum Undertaking is executed by us through our Authorized signatory/ies after having read and understood the Office Memorandum and Order including the words defined in the said order.

Dated this _____ by _____ 20__

Yours faithfully,

Authorized Signatory

Name:

Designation:

Bidder's Corporate Name:

Address:

Email & Phone No.:

List of documents enclosed:

1. Copy of Certificate of valid registration with the Competent Authority (strike off if not applicable)
2. _____
3. _____
4. _____

88 Annexure 18: Cover Letter

Date:

To

General Manager-IT
DIT, Central Bank of India, Central Office,
Sector 11, CBD Belapur,
Mumbai - 400614

Sub: Tender No. GEM/2025/B/6419373 RFP for Supply, Installation, Implementation, Integration, Commissioning and Maintenance of Hardware Infrastructure & associated Software for Unified Payment Interface (UPI)

Dear Sir/Madam,

1. Having examined the Scope Documents including all Annexures, the receipt of which is hereby duly acknowledged, we, the undersigned offer to supply, deliver, install and maintain all the items mentioned in the 'Request for Proposal' and the other schedules of requirements and services for your bank in conformity with the said Scope Documents in accordance with the schedule of Prices indicated in the Price Bid and made part of this Scope.
2. If our Bid is accepted, we undertake to abide by all terms and conditions of this Scope and also to comply with the delivery schedule as mentioned in the Scope Document.
3. We agree to abide by this bid Offer for 120 days from date of bid (Commercial Bid) opening and our Offer shall remain binding on us which may be accepted by the Bank any time before expiry of the offer.
4. This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.
5. We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".
6. We certify that we have provided all the information requested by the bank in the format prescribed for. We also understand that the bank has the exclusive right to reject this offer in case the bank is of the opinion that the required information is not provided or is provided in a different format.

Authorised Signatory

(Name: Contact Person, Phone No., Fax, E-mail)

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

89 Annexure 19: Software Bill of Material (SBOM) Format

S N	Application Name	Software Packages	Type of Software (App/Web/DB/Middleware)	Installe d Version / Installe d Date	Latest Version	License Type (Perpetual/ Subscription)	No. of License s/AMC validity	OEM/A MC Vendor
1								
2								
3								
4								

The bidder must submit only such document as assurance regarding the accuracy, completeness and timelines of SBOM.

Yours faithfully,

(Signature of the Bidder with Seal)
Full name and Designation of authorized signatory
Date:

90 Annexure 20: Query Format

Queries:

Sr. No.	Page #	Point / Section #	Query	Banks Response (Bidder Should not fill in this column)
1				
2				
3				
4				
5				
6				
7				
8				
9				

Date:

Authorised Signatory & Stamp

(Name: Contact Person, Phone No., Fax, E-mail)

91 Annexure 21: Eligibility Criteria Compliance

Bidder needs to comply with the eligibility criterion mentioned below. Non-compliance with any of these criteria would result in outright rejection of bidder's proposal. Bidder is expected to provide proof for each of the points for eligibility evaluation criteria. Any credential detail not accompanied by required relevant proof documents will not be considered for evaluation. All credential letters should be appropriately bound, labeled and segregated in the respective areas. There is no restriction on the number of credentials a bidder can provide.

The decision of Bank pertaining to Eligibility Criteria evaluation would be final and binding on all the bidders. Bank may accept or reject an offer without assigning any reason whatsoever.

#	Eligibility of the Bidder and OEM	Documents to be submitted	Compliance (Y/N)
Bidder's Financial Strength			
15.	Bidder should be a Registered company under Indian Companies Act. 1956/2013 or LLP/Partnership firm and should have been in existence for a minimum period of 5 years in India, as on date of submission of RFP.	Copy of the Certificate of Incorporation issued by Registrar of Companies/Registrar of firms and full address of the registered office of the bidder	
16.	Bidder should be registered under G.S.T and/or tax registration in state where bidder has a registered office	Proof of registration with GSTIN	
17.	The bidder must have an annual turnover in India of INR 150 crores per annum in the last three financial years (i.e. 2021-22, 2022-23, 2023-24) as per the audited balance sheet available at the time of submission of tender, of individual company and not as group of companies	Copy of audited Balance Sheet and Certificate of the Chartered Accountant for three FYs.	
18.	The bidder should have made operating profits in at least two financial years out of last three financial years. (i.e. 2021-22, 2022-23, 2023-24)	Copy of audited Balance Sheet and Certificate of the Chartered Accountant for three FYs.	
19.	The bidder should have a positive net worth in last three financial years. (i.e. 2021-22, 2022-23, 2023-24)	Certificate of the Chartered Accountant for three FYs.	
Bidder and OEM Experience			
20.	The Bidder should be a certified or an Authorized partner of the OEM of the offered solution	Copy of MAF from OEMs as per format (Annexure 8) to be submitted, and confirmation from OEMs confirming the partnership level of the Bidder	
21.	Bidder should have experience of having Supplied & implemented Hardware Infrastructure for CBS/ Digital Channels/ Middleware in at least one Scheduled Commercial Bank/BFSI/PSU having minimum 500 Offices/Branches in India in last 5 years.	Credential letter OR Copy of Purchase order/ Contract copy	

#	Eligibility of the Bidder and OEM	Documents to be submitted	Compliance (Y/N)
22.	Each proposed OEM product (Hardware Servers, Kubernetes container platform, RHEL OS, Hardware Security Module (HSM), Storage, Hardware Load Balancer) should have been implemented in at least one Scheduled Commercial Bank/BFSI/PSU having minimum 500 Offices/Branches in India in last 5 years.	Credential letter OR Copy of Purchase order/ Contract copy	
23.	Bidder should have supplied and implemented the Kubernetes based container platform in last 5 years in at least one Scheduled Commercial Bank/BFSI/PSU having minimum 500 Offices/Branches in India & running successfully in live environment.	Credential letter OR Copy of Purchase order/Contract copy	
Bidders Compliance			
24.	At the time of bidding, the Bidder should not have been blacklisted/debarred/ by any Govt. / IBA/RBI/PSU /PSE/ or Banks, Financial institutes for any reason or non-implementation/ delivery of the order. Self-declaration to that effect should be submitted along with the technical bid.	Submit the undertaking self-declaration on Company's letter head	
25.	At the time of bidding, there should not have been any pending litigation or any legal dispute in the last five years, before any court of law between the Bidder or OEM and the Bank regarding supply of goods/services	Submit the undertaking self-declaration on Company's letter head	
26.	Bidder/OEM should not have - <ul style="list-style-type: none"> NPA with any Bank /financial institutions in India Any case pending or otherwise, with any organization across the globe which affects the credibility of the Bidder in the opinion of Central Bank of India to service the needs of the Bank 	Submit self-declaration on Company's letter head.	
27.	If the bidder is from a country which shares a land border with India, the bidder should be registered with the Competent Authority	Certified copy of the registration certificate	
28.	The Bidder or Its Technology Partner should not be owned or controlled by any Director, officer or employee of Central Bank of India or by related party having the same meaning as assigned under section 2(76) of the companies act or relative having same meaning as assigned section 2(77) of companies act 2013 read with rule 4 of the	Undertaking to be given by the Bidder at time of submission. Compliance certificate given by successful bidder on company's letter head (Annexure 23: Compliance	

#	Eligibility of the Bidder and OEM	Documents to be submitted	Compliance (Y/N)
	companies (specification of definition details) rules 2014.	Certificate with respect to RBI's "Master Direction on Outsourcing of Information Technology Services") after signing agreement	

The bidder must submit only such document as evidence of any fact as required herein. The Bank, if required, may call for additional documents during the evaluation process and the bidder will be bound to provide the same.

*CBI reserves the right to verify references provided by the Bidder independently. Any decision of CBI in this regard shall be final, conclusive and binding up on the bidder. CBI may accept or reject an offer without assigning any reason whatsoever.

1. Bidders need to ensure compliance to all the eligibility criteria points.
2. In-case of corporate restructuring the earlier entity's incorporation certificate, financial statements, Credentials, etc. may be considered.
3. In case of business transfer where Bidder has acquired a Business from an entity ("Seller"), work experience credentials of the Seller in relation to the acquired business may be considered.
4. Purchase orders without relevant organization confirmation through a credential letter will not be considered as credentials.
5. If an agent submits a bid on behalf of the Bidder/ OEM, the same agent shall not submit a bid on behalf of another Principal/ OEM for the same solution.
6. Scheduled Commercial Bank (SCB) is a commercial Bank that is included in the Second Schedule of Reserve Bank of India Act, 1934 (RBI Act).
7. While submitting the bid, the Bidder is required to comply with inter alia the following CVC guidelines detailed in Circular No. 03/01/12 (No.12-02-6 CTE/SPI (I) 2 / 161730 dated 13.01.2012): 'Commission has decided that in all cases of procurement, the following guidelines may be followed:
 - a. *In RFP, either the Indian agent on behalf of the Bidder/OEM or Bidder/OEM itself can bid but both cannot bid simultaneously for the same item/product in the same RFP. The reference of 'item/product' in the CVC guidelines refer to 'the final solution that bidders will deliver to the customer.'*
 - b. *If an agent submits bid on behalf of the Bidder /OEM, the same agent shall not submit a bid on behalf of another Bidder /OEM in the same RFP for the same item/product.'*

Authorised Signatory

(Name: Contact Person, Phone No., Fax, E-mail)

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

92 Annexure 22: Guidelines on Banning of Business Dealing

GUIDELINES FOR INDIAN AGENTS OF FOREIGN SUPPLIERS

1.0 There shall be compulsory registration of agents for all Global (Open) Tender and Limited Tender. An agent who is not registered with CENTRAL BANK OF INDIA shall apply for registration in the prescribed Application –Form.

1.1 Registered agents will file an authenticated Photostat copy duly attested by a Notary Public/Original certificate of the principal confirming the agency agreement and giving the status being enjoyed by the agent and the commission/remuneration/salary/ retainer ship being paid by the principal to the agent before the placement of order by CENTRAL BANK OF INDIA.

1.2 Wherever the Indian representatives have communicated on behalf of their principals and the foreign parties have stated that they are not paying any commission to the Indian agents, and the Indian representative is working on the basis of salary or as retainer, a written declaration to this effect should be submitted by the party (i.e. Principal) before finalizing the order

2.0 DISCLOSURE OF PARTICULARS OF AGENTS/ REPRESENTATIVES IN INDIA. IF ANY.

2.1 Tenderers of Foreign nationality shall furnish the following details in their offer:

2.1.1 The name and address of the agents/representatives in India, if any and the extent of authorization and authority given to commit the Principals. In case the agent/representative be a foreign Bank, it shall be confirmed whether it is real substantial Bank and details of the same shall be furnished.

2.1.2 The amount of commission/remuneration included in the quoted price(s) for such agents/representatives in India.

2.1.3 Confirmation of the Tenderer that the commission/ remuneration if any, payable to his agents/representatives in India, may be paid by CENTRAL BANK OF INDIA in Indian Rupees only.

2.2 Tenderers of Indian Nationality shall furnish the following details in their offers:

2.2.1 The name and address of the foreign principals indicating their nationality as well as their status, i.e, whether manufacturer or agents of manufacturer holding the Letter of Authority of the Principal specifically authorizing the agent to make an offer in India in response to tender either directly or through the agents/representatives.

2.2.2 The amount of commission/remuneration included in the price (s) quoted by the Tenderer for himself.

2.2.3 Confirmation of the foreign principals of the Tenderer that the commission/remuneration, if any, reserved for the Tenderer in the quoted price (s), may be paid by CENTRAL BANK OF INDIA in India in equivalent Indian Rupees on satisfactory completion of the Project or supplies of Stores and Spares in case of operation items .

2.3 In either case, in the event of contract materializing, the terms of payment will provide for payment of the commission /remuneration, if any payable to the agents/representatives in India in Indian Rupees on expiry of 90 days after the discharge of the obligations under the contract.

2.4 Failure to furnish correct and detailed information as called for in paragraph-2.0 above will render the concerned tender liable to rejection or in the event of a contract materializing, the same liable to termination by CENTRAL BANK OF INDIA. Besides this there would be a penalty of banning business dealings with CENTRAL BANK OF INDIA or damage or payment of a named sum.

1. Introduction
2. Scope
3. Definitions
4. Initiation of banning / suspension
5. Suspension of business dealing
6. Ground on which banning of business dealings can be initiated
7. Banning of business dealings
8. Removal from list of approved agencies –suppliers/contractors
9. Show-cause notice
10. Appeal against the competent authority
11. Review of the decision by the competent authority
12. Circulation of names of agencies with whom business dealings have been banned

1. Introduction

1.1 Central Bank of India, being a Public Sector Enterprise and ‘State’, within the meaning of Article 12 of Constitution of India, has to ensure preservation of rights enshrined in Chapter III of the Constitution. CENTRAL BANK OF INDIA has also to safeguard its commercial interests. CENTRAL BANK OF INDIA deals with Agencies, who have a very high degree of integrity, commitments and sincerity towards the work undertaken. It is not in the interest of CENTRAL BANK OF INDIA to deal with Agencies who commit deception, fraud or other misconduct in the execution of contracts awarded / orders issued to them. In order to ensure compliance with the constitutional mandate, it is incumbent on CENTRAL BANK OF INDIA to observe principles of natural justice before banning the business dealings with any Agency.

1.2 Since banning of business dealings involves civil consequences for an Agency concerned, it is incumbent that adequate opportunity of hearing is provided and the explanation, if tendered, is considered before passing any order in this regard keeping in view the facts and circumstances of the case.

2. Scope

2.1 The General Conditions of Contract (GCC) of CENTRAL BANK OF INDIA generally

provide that CENTRAL BANK OF INDIA reserves its rights to remove from list of approved suppliers / contractors or to ban business dealings if any Agency has been found to have committed misconduct and also to suspend business dealings pending investigation. If such provision does not exist in any GCC, the same may be incorporated.

2.2 Similarly, in case of sale of material there is a clause to deal with the Agencies / customers / Buyers, who indulge in lifting of material in unauthorized manner. If such a stipulation does not exist in any Sale Order, the same may be incorporated.

2.3 However, absence of such a clause does not in any way restrict the right of Bank (CENTRAL BANK OF INDIA) to take action / decision under these guidelines in appropriate cases.

2.4 The procedure of (i) Removal of Agency from the List of approved suppliers / contractors; (ii) Suspension and (iii) Banning of Business Dealing with Agencies, has been laid down in these guidelines.

2.5 These guidelines apply to all the Units and subsidiaries of CENTRAL BANK OF INDIA.

2.6 It is clarified that these guidelines do not deal with the decision of the Management not to entertain any particular Agency due to its poor / inadequate performance or for any other reason.

2.7 The banning shall be with prospective effect, i.e., future business dealings.

3. Definitions

In these Guidelines, unless the context otherwise requires:

- i) 'Party / Contractor / Supplier / Purchaser / Customer/Bidder/Tenderer' shall mean and include a public limited Bank or a private limited Bank, a firm whether registered or not, an individual, a cooperative society or an association or a group of persons engaged in any commerce, trade, industry, etc. 'Party / Contractor / Supplier / Purchaser / Customer/ Bidder / Tenderer' in the context of these guidelines is indicated as 'Agency'.
- ii) 'Inter-connected Agency' shall mean two or more companies having any of the following features:
 - a) If one is a subsidiary of the other.
 - b) If the Director(s), Partner(s), Manager(s) or Representative(s) are common;
 - c) If management is common;
 - d) If one owns or controls the other in any manner;
- iii) 'Competent Authority' and 'Appellate Authority' shall mean the following:
 - a) For Bank (entire CENTRAL BANK OF INDIA) wide Banning Executive Director (GAD) shall be the "Competent Authority" for the purpose of these guidelines. Chairman & Managing Director, CENTRAL BANK OF INDIA shall be the "Appellate Authority" in respect of such cases except banning of business dealings with Foreign Suppliers of imported coal/coke.

b) For banning of business dealings with Foreign Suppliers of imported goods, CENTRAL BANK OF INDIA Executive Directors' Committee (EDC) shall be the "Competent Authority". The Appeal against the Order passed by EDC, shall lie with Chairman & Managing Director, as First Appellate Authority.

c) In case the foreign supplier is not satisfied by the decision of the First Appellate Authority, it may approach CENTRAL BANK OF INDIA Board as Second Appellate Authority.

d) For Zonal Offices Only

Any officer not below the rank of Deputy General Manager appointed or nominated by the Head of Zonal Office shall be the "Competent Authority" for the purpose of these guidelines. The Head of the concerned Zonal Office shall be the "Appellate Authority" in all such cases.

e) For Corporate Office only

For procurement of items / award of contracts, to meet the requirement of Corporate Office only, Head of GAD shall be the "Competent Authority" and concerned Executive Director (GAD) shall be the "Appellate Authority".

e) Chairman & Managing Director, CENTRAL BANK OF INDIA shall have overall power to take suo-moto action on any information available or received by him and pass such order(s) as he may think appropriate, including modifying the order(s) passed by any authority under these guidelines.

iv) 'Investigating Department' shall mean any Department or Unit investigating into the conduct of the Agency and shall include the Vigilance Department, Central Bureau of Investigation, the State Police or any other department set up by the Central or State Government having powers to investigate.

v) 'List of approved Agencies - Parties / Contractors / Suppliers / Purchasers / Customers / Bidders / Tenderers shall mean and include list of approved / registered Agencies - Parties/ Contractors / Suppliers / Purchasers / Customers / Bidders / Tenderers, etc.

4. Initiation of Banning / Suspension

Action for banning / suspension business dealings with any Agency should be initiated by the department having business dealings with them after noticing the irregularities or misconduct on their part. Besides the concerned department, Vigilance Department of each Unit /Corporate Vigilance may also be competent to advise such action.

5. Suspension of Business Dealings

5.1 If the conduct of any Agency dealing with CENTRAL BANK OF INDIA is under investigation by any department (except Foreign Suppliers of imported goods), the Competent Authority may consider whether the allegations under investigation are of a serious nature and whether pending investigation, it would be advisable to continue business dealing with the Agency. If the Competent Authority, after consideration of the matter including the recommendation of the Investigating Department, if any, decides that it would not be in the interest to continue business dealings pending investigation, it may suspend business dealings with the Agency. The order to this effect may indicate a brief of the charges under investigation. If it is decided that inter-connected Agencies would also come within the ambit of the order of suspension, the same should be specifically stated in the order. The order

of suspension would operate for a period not more than six months and may be communicated to the Agency as also to the Investigating Department. The Investigating Department may ensure that their investigation is completed and whole process of final order is over within such period.

5.2 The order of suspension shall be communicated to all Departmental Heads within the Plants / Units. During the period of suspension, no business dealing may be held with the Agency.

5.3 As far as possible, the existing contract(s) with the Agency may continue unless the Competent Authority, having regard to the circumstances of the case, decides otherwise.

5.4 If the gravity of the misconduct under investigation is very serious and it would not be in the interest of CENTRAL BANK OF INDIA, as a whole, to deal with such an Agency pending investigation, the Competent Authority may send his recommendation to ED (GAD), CENTRAL BANK OF INDIA Corporate Office along with the material available. If Corporate Office considers that depending upon the gravity of the misconduct, it would not be desirable for all the Units and Subsidiaries of CENTRAL BANK OF INDIA to have any dealings with the Agency concerned, an order suspending business dealings may be issued to all the Units by the Competent Authority of the Corporate Office, copy of which may be endorsed to the Agency concerned. Such an order would operate for a period of six months from the date of issue.

5.5 For suspension of business dealings with Foreign Suppliers of imported goods, following shall be the procedure:-

i) Suspension of the foreign suppliers shall apply throughout the Bank including Subsidiaries.
 ii) Based on the complaint forwarded by ED (GAD) or received directly by Corporate Vigilance, if gravity of the misconduct under investigation is found serious and it is felt that it would not be in the interest of CENTRAL BANK OF INDIA to continue to deal with such agency, pending investigation, Corporate Vigilance may send such recommendation on the matter to Executive Director, GAD to place it before Executive Directors Committee (EDC) with ED (GAD) as Convener of the Committee. The committee shall expeditiously examine the report, give its comments/recommendations within twenty one days of receipt of the reference by ED, GAD.

iii) If EDC opines that it is a fit case for suspension, EDC may pass necessary orders which shall be communicated to the foreign supplier by ED, GAD.

5.6 If the Agency concerned asks for detailed reasons of suspension, the Agency may be informed that its conduct is under investigation. It is not necessary to enter into correspondence or argument with the Agency at this stage.

5.7 It is not necessary to give any show-cause notice or personal hearing to the Agency before issuing the order of suspension. However, if investigations are not complete in six months' time, the Competent Authority may extend the period of suspension by another three months, during which period the investigations must be completed.

6. Ground on which Banning of Business Dealings can be initiated

6.1 If the security consideration, including questions of loyalty of the Agency to the State, so warrant;

6.2 If the Director / Owner of the Agency, proprietor or partner of the firm, is convicted by a Court of Law for offences involving moral turpitude in relation to its business dealings with the Government or any other public sector enterprises or CENTRAL BANK OF INDIA, during the last five years;

6.3 If there is strong justification for believing that the Directors, Proprietors, Partners, owner of the Agency have been guilty of malpractices such as bribery, corruption, fraud, substitution of tenders, interpolations, etc.;

6.4 If the Agency continuously refuses to return / refund the dues of CENTRAL BANK OF INDIA without showing adequate reason and this is not due to any reasonable dispute which would attract proceedings in arbitration or Court of Law;

6.5 If the Agency employs a public servant dismissed / removed or employs a person convicted for an offence involving corruption or abetment of such offence;

6.6 If business dealings with the Agency have been banned by the Govt. or any other public sector enterprise;

6.7 If the Agency has resorted to Corrupt, fraudulent practices including misrepresentation of facts and / or fudging /forging /tampering of documents;

6.8 If the Agency uses intimidation / threatening or brings undue outside pressure on the Bank (CENTRAL BANK OF INDIA) or its official in acceptance / performances of the job under the contract;

6.9 If the Agency indulges in repeated and / or deliberate use of delay tactics in complying with contractual stipulations;

6.10 Wilful indulgence by the Agency in supplying sub-standard material irrespective of whether pre-dispatch inspection was carried out by Bank (CENTRAL BANK OF INDIA) or not;

6.11 Based on the findings of the investigation report of CBI / Police against the Agency for malafide / unlawful acts or improper conduct on his part in matters relating to the Bank (CENTRAL BANK OF INDIA) or even otherwise;

6.12 Established litigant nature of the Agency to derive undue benefit;

6.13 Continued poor performance of the Agency in several contracts;

6.14 If the Agency misuses the premises or facilities of the Bank (CENTRAL BANK OF INDIA), forcefully occupies, tampers or damages the Bank's properties including land, water resources, forests / trees, etc.

(Note: The examples given above are only illustrative and not exhaustive. The Competent Authority may decide to ban business dealing for any good and sufficient reason).

7 Banning of Business Dealings

7.1 A decision to ban business dealings with any Agency should apply throughout the Bank Including Subsidiaries.

7.2 There will be a Standing Committee in each Zone to be appointed by Head of Zonal Office for processing the cases of “Banning of Business Dealings” except for banning of business dealings with foreign suppliers of goods. However, for procurement of items / award of contracts, to meet the requirement of Corporate Office only, the committee shall be consisting of General Manager / Dy. General Manager each from Operations, Law & GAD. Member from GAD shall be the convener of the committee. The functions of the committee shall, inter-alia include:

- i) To study the report of the Investigating Agency and decide if a prima-facie case for Bank-wide / Local unit wise banning exists, if not, send back the case to the Competent Authority.
- ii) To recommend for issue of show-cause notice to the Agency by the concerned department.
- iii) To examine the reply to show-cause notice and call the Agency for personal hearing, if required.
- iv) To submit final recommendation to the Competent Authority for banning or otherwise.

7.3 If Bank wide banning is contemplated by the banning Committee of any Zone, the proposal should be sent by the committee to ED (GAD) through the Head of the Zonal Office setting out the facts of the case and the justification of the action proposed along with all the relevant papers and documents. GAD shall get feedback about that agency from all other Zones and based on this feedback, a prima-facie decision for banning / or otherwise shall be taken by the Competent Authority. At this stage if it is felt by the Competent Authority that there is no sufficient ground for Bank wide banning, then the case shall be sent back to the Head of Zonal Office for further action at the Zone level. If the prima-facie decision for Bank-wide banning has been taken, ED (GAD) shall issue a show-cause notice to the agency conveying why it should not be banned throughout CENTRAL BANK OF INDIA.

After considering the reply of the Agency and other circumstances and facts of the case, ED (GAD) will submit the case to the Competent Authority to take a final decision for Bank-wide banning or otherwise.

7.4 If the Competent Authority is prima-facie of view that action for banning business dealings with the Agency is called for, a show-cause notice may be issued to the Agency as per paragraph 9.1 and an enquiry held accordingly.

7.5 Procedure for Banning of Business Dealings with Foreign Suppliers of imported goods.

- Banning of the agencies shall apply throughout the Bank including Subsidiaries.
- Based on the complaint forwarded by ED (GAD) or received directly by Corporate Vigilance, if gravity of the misconduct under investigation is found serious and it is felt that it would not be in the interest of CENTRAL BANK OF INDIA to continue to deal with such agency, pending investigation, Corporate Vigilance may send such recommendation on the matter to Executive Director, GAD to place it before Executive Directors’ Committee (EDC) with ED (GAD) as Convener of the Committee.
- The committee shall expeditiously examine the report, give its comments/recommendations within twenty one days of receipt of the reference by ED, GAD.
- If EDC opines that it is a fit case for initiating banning action, it will direct ED (GAD) to issue show-cause notice to the agency for replying within a reasonable period.

- On receipt of the reply or on expiry of the stipulated period, the case shall be submitted by ED (GAD) to EDC for consideration & decision.
- The decision of the EDC shall be communicated to the agency by ED (GAD).

8 Removal from List of Approved Agencies - Suppliers / Contractors, etc.

8.1 If the Competent Authority decides that the charge against the Agency is of a minor nature, it may issue a show-cause notice as to why the name of the Agency should not be removed from the list of approved Agencies - Suppliers / Contractors, etc.

8.2 The effect of such an order would be that the Agency would not be disqualified from Competing in Open Tender Enquiries but Limited Tender Enquiry (LTE) may not be given to the Agency concerned.

8.3 Past performance of the Agency may be taken into account while processing for approval of the Competent Authority for awarding the contract.

9 Show Cause Notice

9.1 In case where the Competent Authority decides that action against an Agency is called for, a show-cause notice has to be issued to the Agency. Statement containing the imputation of misconduct or misbehaviour may be appended to the show-cause notice and the Agency should be asked to submit within 15 days a written statement in its defense.

9.2 If the Agency requests for inspection of any relevant document in possession of CENTRAL BANK OF INDIA, necessary facility for inspection of documents may be provided.

9.3 The Competent Authority may consider and pass an appropriate speaking order:

- a) For exonerating the Agency if the charges are not established;
- b) For removing the Agency from the list of approved Suppliers / Contractors, etc.
- c) For banning the business dealing with the Agency.

9.4 If it decides to ban business dealings, the period for which the ban would be operative may be mentioned. The order may also mention that the ban would extend to the interconnected Agencies of the Agency.

10 Appeal against the Decision of the Competent Authority

10.1 The Agency may file an appeal against the order of the Competent Authority banning business dealing, etc. The appeal shall lie to Appellate Authority. Such an appeal shall be preferred within one month from the date of receipt of the order banning business dealing, etc.

10.2 Appellate Authority would consider the appeal and pass appropriate order which shall be communicated to the Agency as well as the Competent Authority.

11 Review of the Decision by the Competent Authority

Any petition / application filed by the Agency concerning the review of the banning order passed originally by Competent Authority under the existing guidelines either before or after filing of appeal before the Appellate Authority or after disposal of appeal by the Appellate Authority, the review petition can be decided by the Competent Authority upon disclosure of new facts / circumstances or subsequent development necessitating such review. The Competent Authority may refer the same petition to the Standing Committee/EDC as the case may be for examination and recommendation.

12 Circulation of the names of Agencies with whom Business Dealings have been banned

12.1 Depending upon the gravity of misconduct established, the Competent Authority of the

Corporate Office may circulate the names of Agency with whom business dealings have been banned, to the Government Departments, other Public Sector Enterprises, etc. for such action as they deem appropriate.

12.2 If Government Departments or a Public Sector Enterprise request for more information about the Agency with whom business dealings have been banned, a copy of the report of Inquiring Authority together with a copy of the order of the Competent Authority / Appellate Authority may be supplied.

12.3 If business dealings with any Agency has been banned by the Central or State Government or any other Public Sector Enterprise, CENTRAL BANK OF INDIA may, without any further enquiry or investigation, issue an order banning business dealing with the Agency and its inter-connected Agencies.

12.4 Based on the above, Zonal Offices may formulate their own procedure for implementation of the Guidelines and same be made a part of the tender documents

.....

93 Annexure 23: Compliance Certificate with respect to RBI's "Master Direction on Outsourcing of Information Technology Services"

(This letter should be on the letterhead of the bidder)

Date: _____

To,
General Manager-IT
DIT, Central Bank of India, Central Office,
Sector 11, CBD Belapur,
Mumbai – 400614

Subject: Tender No-GEM/2025/B/6419373 (Supply, Installation, Implementation, Integration, Commissioning and Maintenance of Hardware Infrastructure & associated Software for Unified Payment Interface (UPI)) - Compliance Certificate with respect to Chapter II para 4c of RBI's "Master Direction on Outsourcing of Information Technology Services"

Sir,

With reference to above, we <<<<Name of the Company>>>> hereby furnish and confirm the details as given below: -

1. Date of Agreement-
2. Expiry Date of Agreement
3. Type of Entity: Group Company/Not a group Company
4. Name of Directors of Company
5. Is any of the Director(s), Key Managerial Personnel and their relatives are stated above related to Central Bank of India: YES/NO

Note: - The terms 'control', 'director', 'key managerial personnel', and 'relative' have the same meaning as assigned under the Companies Act, 2013 and the Rules framed thereunder from time to time.

Authorized Signatory Name:

Designation:

Email and Phone

94 Annexure 24- Template for Third Party Due Diligence Questionnaire

Third Party Name					
Third Party Location					
Service Description					
S. N.	Domain	Sub-domain	Control question	Response	Comments (If any)
				(To be filled by Third Party)	
1	Governance	Strategy & Operating Model	Do you have a dedicated information / cyber security team, responsible for information security governance across the organization?		
2	Governance	Policies, Standards & Architecture	Do you have information / cyber security policy?		
3	Governance	Policies, Standards & Architecture	Are all your policies and procedures reviewed periodically?		
4	Governance	Cyber Risk Culture & Behaviour	Do you perform periodic risk assessments? If Yes, please define the frequency		
5	Governance	Cyber Risk Management, Metrics & Reporting	Is your environment ISO 27001: 2013 certified for the scope of the service being offered to Central Bank of India? If Yes, please provide the latest copy of the certification and specify the scope of implementation.		
6	Governance	Cyber Risk Management, Metrics & Reporting	Is your environment SOC 2 Type II attested or certified for the scope of the service being offered to Central Bank of India?		
7	Governance	Cyber Risk Management,	Is your environment PCI - DSS certified for the scope of the service being offered to Central Bank of India?		

		Metrics & Reporting			
8	Governance	Cyber Risk Management, Metrics & Reporting	Are appropriate procedures & controls implemented to ensure compliance with the usage of proprietary software products?		
9	Resilient	Incident & Crisis Readiness	Do you have a formal document for incident management?		
10	Resilient	Incident & Crisis Readiness	Is awareness training given to your employees to identify information security events?		
11	Resilient	Incident & Crisis Readiness	Do you have a formal cyber crisis management plan?		
12	Resilient	Incident Response	a. Have you ever experienced a cybersecurity incident or data breach in last 3 years? This includes network, systems, software, etc. b. Will you notify Central Bank of India about any security, privacy incident, and event of disaster affecting Central bank of India services within 2 hrs. of incident being identified? c. Are the root cause analysis is performed for the security incidents.		
13	Resilient	Incident Response	Please provide details if you have ever been subject to any enforcement actions, investigations or litigation related to privacy or information security?		
14	Resilient	BCP / DR	Do you have a Business Continuity / Disaster Recovery Plan in place at an organization level?		
15	Resilient	BCP / DR	Have you identified the events that could cause interruptions to business process?		
16	Resilient	BCP / DR			
17	Resilient	BCP / DR	Do you have a failover site? Please describe if that is Hot, Warm or Cold site.		

18	Resilient	BCP / DR	Is there sufficient redundant capacity to ensure services are not impacted in multi-tenant environments during peak usage?		
19	Resilient	BCP / DR	If You store Central Bank of India data - is backed up data tested on a regular basis? - is data backup encrypted?		
20	Information Security	Penetration Testing & Vulnerability Scanning	Do you periodically perform External IS Audit/ VAPA		
21	Information Security	Security Event Monitoring	1. Do you have mechanism to preserve Audit trail logs?		
22	Information Security	Network Security	Have you implemented Advance cyber security controls/ tools (eg. WAF, DDoS, Firewall , SIEM etc)		
23	Information Security	Customer Data Protection	Do you have the technical capabilities to identify & segregate Central Bank of India's data [including Bank's customer data] from other entities data and maintain confidentiality & integrity? Please describe and share the evidence.		
24	Ethics, Regulatory & Compliance	Ethics, Regulatory & Compliance	Has the third-party or has any of the third-party's owners directors/ shareholders/employees been the subject of any allegations, investigation, conviction and/or other relevant criminal practices relating to bribery or corruption in the last three years?		
25	Ethics, Regulatory & Compliance	Ethics, Regulatory & Compliance	Has the third-party complied with all applicable provisions of HR-related Acts, including, but not limited to Contract Labour (Regulation & Abolition) Act, Minimum Wages Act, Payment of Wages Act, Maternity Benefits Act, Payment of Gratuity Act, Equal Remuneration Act, Employee's Compensation Act, etc.?		
26	Ethics, Regulatory & Compliance	Ethics, Regulatory & Compliance	In the last three years has the third-party received any local/governmental citations or fines relating to labour issues?		

27	Data Privacy	Monitoring & Enforcement	Do you have Adequate data privacy and security controls in place to protect data integrity and confidentiality.		
28	Data Privacy	Monitoring & Enforcement	Do you have and regular data privacy training and awareness module for your employees?		
29	Operational	HR/Personnel Security	Do you perform a background screening or check prior to allowing constituent access to systems and data ?		
30	Operational	Operation Management	Does the third-party have a defined process for tracking and ensuring compliance to SLAs / KPIs agreed with Central Bank of India?		
31	Operational	Operation Management	Are there adequate controls in place to monitor the activities undertaken through sub-contracting, including tracking of errors, etc.?		
32	Operational	Supply Chain Risk Management	Do you have documented & approved Organization level outsourcing risk management policy/framework to govern your third parties you are dependent upon?		
33	Operational	Supply Chain Risk Management	i. Have you obtained the prior consent from Central Bank of India for subcontracting complete or partial activities to third party[ies]		
34	Operational	Supply Chain Risk Management	Does your Agreement /Contract with your third parties who will be involved in provisioning/rendering services to Central Bank of India include a. Information/Data security/Regulatory requirements and applicable data security standards, privacy laws & data localization requirements b. Confidentiality c. Business Continuity d. Right to audit & seek information from the service provider.		
35	Strategic and Geographical	Country risk assessment	Do the third party provides service from India.		

36	Strategic and Geographical	Adverse Media	Has there been any adverse media published against the third party in past 2 years (relating to Financial Reporting, AML, Human Rights, Environmental Laws, Others etc.)). If Yes, please describe		
37	Financial Risk	Revenue Trend	Does the third party have a positive Net Worth/ Revenue Trend for last 3 financial years?		
38	Regulatory and Supervisory requirements		whether the service provider is located in India or abroad, the Service provide shall ensure that the outsourcing should neither impede nor interfere with the ability of the Bank to effectively oversee and manage the outsourcing activities. Further, the Service provide shall ensure that the outsourcing does not impede the RBI/ Auditor in carrying out its supervisory functions and objectives.		
39	Physical security	Physical & Environmental Security	a. Does vendor have physical and environmental security measures in place like CCTV, Fire extinguisher, fire alarm, Smoke detector, biometric, UPS, AC, etc. b. Is there regular fire drills performed?		

I/We hereby certified that the above information/data provided is correct and true. Bank can call for Evidence/ Documentary proof/ data in support of the above information for Audit / internal purpose anytime and the same will be provided and submitted to Bank as and when required

Authorised Signatory

Name & Designation of Authorised Signatory

95 Annexure 25: Escalation Matrix

Ref: Tender No - GEM/2025/B/6419373

Date: -

To
The General Manager-IT
Department of Information Technology
Central Bank Of India
Plot No -26, Sector-11, CBD Belapur-400614, Navi Mumbai

Sir,

Reg: Tender No- GEM/2025/B/6419373 - **Supply, Installation, Implementation, Integration, Commissioning and Maintenance of Hardware Infrastructure & associated Software for Unified Payment Interface (UPI)**

Escalation Matrix.

Name of the Company

Delivery Related Issues:

Sr .	Level	Name & Designation	Full Office Address	Phone No.	Mobile	Email address
A	Level 1 (Initial Support)					
B	Level 2 (Technical Support)					
C	Level 3 (Senior Management)					
D	Level 4 (Executive Escalation)					

Service Related Issues:

Sr .	Level	Name & Designation	Full Office Address	Phone No.	Mobile	Email address
A	Level 1 (Initial Support)					
B	Level 2 (Technical Support)					
C	Level 3 (Senior Management)					
D	Level 4 (Executive Escalation)					

Any change in designation, substitution will be informed by us immediately.

(Signature of the Bidder with Seal)
Full name and Designation of authorized signatory
Date:
Phone No.: E-mail:

96 Annexure 26: Undertaking of Information Security from Bidder

Ref: Tender No - GEM/2025/B/6419373

Date: -

To,
The General Manager-IT
Department of Information Technology
Central Bank of India
Plot No -26, Sector-11, CBD Belapur, Navi Mumbai-400614,

Sir,

Reg: - RFP for Supply, Installation, Implementation, Integration, Commissioning and Maintenance of Hardware Infrastructure & associated Software for Unified Payment Interface (UPI)

We hereby undertake that the proposed product 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 software being delivered as well as any subsequent versions/modifications done) which may lead to any data leakage/compromise of the server/solution or any cyber security incident in future.

We also undertake that: -

- 1) The product offered, as part of the contract, does not contain Embedded Malicious Code that would activate procedures to:
 - i) Inhibit the desires and designed function of the equipment.
 - ii) Cause physical damage to the user or equipment during the exploitation.
 - iii) Tap information resident or transient in the equipment/network
- 2) The firm will be considered to be in breach of the procurement contract, in case physical damage, loss of information or infringements related to copyright and Intellectual Property Right (IPRs) are caused due to activation of any such malicious code in embedded software and any loss occurring due to the above may be recovered from the existing contracts.
- 3) To ensure that the setup / link provided for updation / downloading / authorisation of licenses either on Banks network or through Internet should be free of any malware / viruses etc. Any damages / losses caused to Bank due to aforesaid shall be passed on to the bidder account.

Yours faithfully,

(Signature of the Bidder with Seal)
Full name and Designation of authorized signatory
Date:
Phone No.: E-mail:

97 Annexure 27: GOI Guidelines with Model wise classification (Make in India)

Government has issued Public Procurement (Preference to Make in India) [PPP-MII] Order 2017 vide the Department for Promotion of Industry and Internal Trade (DPIIT) Order No.P45021/2/2017-B.E.-II dated 15.06.2017 and subsequent revisions vide Order No. 45021/2/2017-PP(BE-II) dated 16-9-2020 to encourage 'Make in India' and to promote manufacturing and production of goods, services and works in India with a view to enhancing income and employment.

It is clarified that for all intents and purposes, the latest revised order i.e. the order dated 16-9-2020 shall be applicable being revised Order of the original order i.e. Public Procurement (Preference to Make in India) [PPP-MII] Order 2017 dated 15-6-2017.

The salient features of the aforesaid Order are as under:

- 1) Class-I Local supplier - a supplier or service provider, whose goods, services or works offered for procurement, has local content equal to or more than 50%.
- 2) Class-II Local supplier - a supplier or service provider, whose goods, services or works offered for procurement, has local content equal to or more than 20% but less than 50%.
- 3) Non-Local supplier - a supplier or service provider, whose goods, services or works offered for procurement, has local content less than or equal to 20%.
- 4) The margin of purchase preference shall be 20 %., Margin of purchase preference means the maximum extent to which the price quoted by a local supplier may be above the L1 for the purpose of purchase preference.
- 5) "Minimum Local content" for the purpose of this RFP, the 'local content' requirement to categorize a supplier as 'Class-I local supplier' is minimum 50%. For 'Class-II local supplier', the 'local content' requirement is minimum 20%. If Nodal Ministry/Department has prescribed different percentage of minimum 'local content' requirement to categorize a supplier as 'Class-I local supplier'/'Class-II local supplier', same shall be applicable.

Verification of Local contents:

The local supplier at the time of submission of bid shall be required to provide a certificate from the statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content as per Annexure 5A. Local content certificate shall be issued based upon the procedure for calculating the local content /domestic value addition on the basis of notification bearing no. F. No.33(1) /2017-IPHW dated 14-9-2017 issued by Ministry of Electronics and Information Technology read with Public Procurement (Preference to Make in India) Order 2017 Revised vide the Department for Promotion of Industry and Internal Trade (DPIIT) Order No.P-45021/2/2017-B.E.-II dated 16-09-2020.

False declaration will be in breach of the Code of Integrity under Rule 175(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two

years as per rule 151 of the General Financial Rules along with such other actions may be permissible under law.

A supplier who has been debarred by any procuring entity for violation of this order shall not be eligible for preference under this order for procurement by any other procuring entity for the duration of the debarments. The debarment for such other procuring entities shall take effect prospectively from the date on which it comes to the notice of other procurement entities in the manner prescribed under order No P-45021/2/2017-PP(BE- II) dated 16-09-2020, para 9(h).

Note:

- a) Bidder has to submit the Make in India Class-I / Class-II local supplier certificate as per attached format.
- b) Bidder has to submit proposal for all line Items.
- c) Any change in classification of Class-I and Class-II, Bidder may submit any change in class level for consideration in subsequent phases.

Purchase Preference:

- 1) Subject to the provisions of this Order and to any specific instructions issued by the Nodal Ministry or in pursuance of this Order, purchase preference shall be given to 'Class-I local supplier' in procurements undertaken by procuring entities in the manner specified here under,
- 2) In the procurements of goods or works, which are divisible in nature, the 'Class-I local supplier' shall get purchase preference over 'Class-II local supplier' as well as 'Non-local supplier', as per following procedure:
 - Among all qualified bids, the lowest bid will be termed as L1. If L1 is 'Class-I local supplier', the contract for full quantity will be awarded to L1.
 - If L1 bid is not a 'Class-I local supplier', 50% of the order quantity shall be awarded to L1. Thereafter, the lowest bidder among the 'Class-I local supplier' will be invited to match the L1 price for the remaining 50% quantity subject to the Class-I local supplier's quoted price falling within the margin of purchase preference, and contract for that quantity shall be awarded to such 'Class-I local supplier' subject to matching the L1 price. In case such lowest eligible 'Class-I local supplier' fails to match the L1 price or accepts less than the offered quantity, the next higher 'Class-I local supplier' within the margin of purchase preference shall be invited to match the L1 price for remaining quantity and so on, and contract shall be awarded accordingly. In case some quantity is still left uncovered on Class-I local suppliers, then such balance quantity may also be ordered on the L1 bidder.
- 3) In the procurements of goods or works, which are not divisible in nature, and in procurement of services where the bid is evaluated on price alone, the 'Class-I local supplier' shall get purchase preference over 'Class-II local supplier' as well as 'Non-local supplier', as per following procedure:
 - Among all qualified bids, the lowest bid will be termed as L1. If L1 is 'Class-I local supplier', the contract will be awarded to L1.

- If L1 is not 'Class-I local supplier', the lowest bidder among the 'Class-I local supplier', will be invited to match the L1 price subject to Class-I local supplier's quoted price falling within the margin of purchase preference, and the contract shall be awarded to such 'Class-I local supplier' subject to matching the L1 price.
 - In case such lowest eligible 'Class-I local supplier' fails to match the L1 price, the 'Class-I local supplier' with the next higher bid within the margin of purchase preference shall be invited to match the L1 price and so on and contract shall be awarded accordingly. In case none of the 'Class-I local supplier' within the margin of purchase preference matches the L1 price, the contract may be awarded to the L1 bidder.
- 4) "Class-2 local supplier" will not get purchase preference in any procurement, undertaken by procuring entities.

All others terms and condition are as per order no. No. P-45021/2/2017-PP (BE-II) dated: 16th September 2020.

98 Annexure 27A: Certificate of Local Content

(Certificate from the statutory auditor or cost auditor of the company (in case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content, on their letter head with Registration Number with seal)

To,

General Manager (IT),
Central Bank of India,
DIT, Sector 11,
CBD Belapur,
Navi Mumbai – 400614

Sir,

Sub: Tender No. GEM/2025/B/6419373 for **Supply, Installation, Implementation, Integration, Commissioning and Maintenance of Hardware Infrastructure & associated Software for Unified Payment Interface (UPI)**

This is to certify that proposed (product make_____ and model_____) is having the local content of % as defined in the above-mentioned RFP.

This certificate is submitted in reference to the Public Procurement (Preference to Make in India), Order 2017 vide the Department for Promotion of Industry and Internal Trade (DPIIT) Order No. P-45021/2/2017-B.E.-II dated 15.06.2017, as amended by Orders dated 28.05.2018, 29.05.2019, 04.06.2020 and 16.09.2020 and any further amendments thereon.

Signature of Statutory Auditor/Cost Auditor

Registration Number:

Seal

Countersigned by the bidder: Bidder – (Authorized Signatory)

99 Annexure 28: Undertaking for Labour Law Compliance

Date: - _____

To
The General Manager-IT
Department of Information Technology
Central Bank of India
Plot No -26, Sector-11, CBD Belapur-400614, Navi Mumbai

Subject: Undertaking for Compliance with Indian Labour Laws for Facilities Management Services (FMS) under RFP No. GEM/2025/B/6419373 for Unified Payment Interface (UPI) Infrastructure

Dear Sir/Madam,

We, [Service Provider's Name], a company incorporated under the [Insert Relevant Act, e.g., Companies Act, 2013] with its registered office at [Insert Registered Office Address], hereinafter referred to as the "Service Provider" (SP), are submitting this undertaking in connection with our bid for the **Supply, Installation, Implementation, Integration, Commissioning and Maintenance of Hardware Infrastructure & associated Software for Unified Payment Interface (UPI)**, as per the Request for Proposal (RFP) No. GEM/2025/B/6419373.

In our capacity as the SP, we hereby undertake and solemnly affirm our full compliance with all applicable Indian labour laws and regulations governing the employment of personnel engaged in providing FMS at the Bank's Data Center (DC) in Navi Mumbai, Near Data Center (NDC) in Navi Mumbai, Disaster Recovery Center (DRC) in Hyderabad, User Acceptance Testing (UAT)/Pre-Production environments, and any future centralized operation sites designated by the Bank. This undertaking is submitted to assure the Central Bank of India (hereinafter referred to as "Bank") of our commitment to fair labour practices, statutory obligations, and regulatory compliance for the entire contract duration of seven (7) years.

We undertake to:

- be complied with all the provisions of all Labour and Industrial Laws as applicable to the workers engaged by us for the above work and we have also paid them wages not less than the minimum wages under the relevant laws.
- Conduct thorough background verification and police clearance for all FMS personnel prior to deployment, ensuring no criminal records or adverse findings. Submit verification reports to the Bank on personnel deployment.
- Obtain the Bank's prior written consent for subcontracting any FMS activities, ensuring subcontractors comply with all labour laws and submit equivalent undertakings. Subcontractors shall be subject to the same compliance and audit requirements as the SP.
- Maintain a non-discriminatory workplace, ensuring equal opportunities and treatment for all FMS personnel regardless of gender, caste, religion, or other protected characteristics.

- indemnify and hold harmless the Bank, its officers, and employees against any claims, losses, penalties, or liabilities arising from the SP's non-compliance with labour laws, including but not limited to wage disputes, statutory contribution defaults, labour citations, or employee grievances.
- The SP acknowledges that FMS activities are subject to RBI's *Master Direction on Outsourcing of IT Services (RBI/2023-24/102, June 2023)*, and undertakes to include labour compliance clauses in all FMS agreements, ensuring:
 - Confidentiality of Bank's data and operations, per *DPDP Act, 2023*.
 - Right-to-audit by the Bank, RBI, or CERT-In for labour and operational compliance.
 - Business continuity measures to prevent service disruptions due to labour issues.
- The SP shall complete Annexure 24 (Third Party Due Diligence Questionnaire), confirming no adverse labour-related media reports, penalties, or disputes in the last three (3) years, with supporting evidence submitted to the Bank.

We, [Service Provider's Name], solemnly affirm that:

- All statements in this undertaking are true and correct to the best of our knowledge and belief.
- We shall comply with all labour laws and regulations throughout the contract duration, ensuring fair treatment, statutory benefits, and safe working conditions for all FMS personnel.
- We understand that any misrepresentation or non-compliance with this undertaking may result in disqualification of our bid, termination of the contract, forfeiture of the Performance Bank Guarantee (PBG), and other legal consequences as per RFP terms.

For and on behalf of [Service Provider's Name]:

Authorized Signatory

Name:

Designation:

Contact:

Date:

Place:

COMMERCIAL BILL OF MATERIAL

Instructions

SN	Guidelines
I	Summary of Total Cost
1	The bidder is expected to quote the costs for all items required for fully complying with the requirements of the RFP and the corrigendums in the respective sections of the price bid. The prices for the respective sections would be deemed to include all components required to successfully utilise the solution.
2	CBI is not responsible for any arithmetic errors in the commercial bid details sheet committed by the bidders. All formulas & arithmetical calculations will be Vendor's responsibility.
3	In case the bidder includes/combines any line item as part of any other line item in the commercial bid, then this has to be clearly mentioned in the description indicating the line item which contains the combination
4	The bidder has to quote for each line item. If any line item is part of the solution proposed in the RFP response, it has to be referenced. If it is not applicable, then the Bidder has to mention Not Applicable (NA).
5	The Bidder may insert additional line items as applicable based on the solution offered in the respective tabs
6	The Bidders should quote as per the format of Bill of Material ONLY and a masked replica of the Bill of Material should be enclosed in the technical bid.
7	Bidder is required to cover component by component licensing details for each of the software components proposed to CBI
8	The <u>masked</u> Bill of Materials which would be submitted as part of the Technical Bill of Material should contain "XX" for ALL the corresponding commercial values that will be present in the unmasked Bill of Material that will be part of the Commercial submission.
9	All amounts in the Bill of Material should be in INR
10	The Bidder should to the extent possible stick to the same structure of the Bill of Material. Hence, the bidder is not expected to delete necessary rows.
11	All the prices quoted by the bidder shall be inclusive of all taxes except GST. GST to be mentioned in specified column of Bill of Material
12	Any additional number of items (software, hardware) and services to be procured by CBI in future shall be on pro-rata basis on the rates provided in the Bill of Material.
13	If the bidder has not quoted for any line item mentioned in the Bill of Material, it will deemed considered that bidder has factored the cost for the item in the Bill of Material and No Additional charges will be paid other than the one mentioned in the Bill of Material .
14	The Total cost of Ownership of this tender will be the Grand Total - TCO quoted by the Bidder of the Summary Sheet of Annexure-2 Commercial Bill of Material.
II / III	Hardware and Software
1	The bidder has to quote for each line item. If any line item is part of the solution proposed in the RFP response, it has to be referenced. If it is not applicable, then the Bidder has to mention Not Applicable (NA).
2	The Bidder can insert additional line items as applicable based on the solution offered in the various tabs
3	The hardware and software type , model and detailed configuration has to be clearly described in the Description column
4	The Bidder shall provide the maintenance (Warranty & AMC/ATS) for entire contract period.
5	The bidder is required to supply implement and provide warranty & AMC/ATS of the hardware & associated software required for the solution for the tenure of the contract
6	All procured components should be able to integrate with monitoring solution
7	All procured components should be able to trigger alerts through SMS and emails.
8	The bidder shall ensure to provide 24x7 OEM support with requisite enterprise licenses.
IV	Installation, Implementation & Migration
1	Bidder shall comply to the Installation & commissioning, implementation and Migration scope provided in the RFP

2	All the Installation & Implementation should be done ONSITE by OEM.
3	Bidder should quote for end to end Installation & commissioning, implementation and Migration scope as mentioned in the rfp
4	Activities and functions to be undertaken for installation and implementation of the licensed software should be as per the RFP.
V	AMC & ATS
1	Bidder is expected to provide a detailed break up of all products and services that are under the scope as part of the technical bid, in the technical bill of materials i.e. the above format is expected to be replicated for each item to be covered under the scope of facilities management.
3	The AMC, ATS costs for Production DC, NDC & DR have to be quoted separately
4	If required, the Bidder has to create additional line items in this section.
VI	Other Terms & Conditions:
1	For each of the items provided in the BOM the vendor is required to provide the cost for every line item where the vendor has considered the cost in Bill of Material (BOM), Bank reserves the right to implement or drop any of the above listed items without assigning any reason.
2	It is the responsibility of vendor to ensure for Third Party Tools / software licenses / Subscriptions for the project duration.
4	If the cost for any line item is indicated as zero then it will be assumed by the Bank that the said item is provided to the Bank without any cost
5	The price quoted for the project should be an all-inclusive price, expenses and levies and is a fixed price.
6	Bank will deduct applicable TDS, if any, as per the law of the land.
7	The quoted fixed cost against each item shall remain unchanged till the completion of the Project(s).
8	The TCO in words is amount on which the commercial evaluation will be conducted.
9	The Bank reserves the right to renew the contract post completion contract period and the commercials for the same will be mutually agreed on the scope of work.
10	Bidder should factor all your expenses like travelling, boarding, lodging etc. Apart from amount specified in Commercials, no other expenses will be paid by the Bank.
11	Bidder& OEM shall depute resources on-site of the project implementation location(s) for carrying out all tasks.
12	The cost quoted is in fixed price and no increase in rate will be admissible by the Bank for whatsoever reasons during the contract period.
13	The cost quoted also includes the cost of deliverables for all the phases of the Project.
14	Further, we confirm that we will abide by all the terms and conditions mentioned in the Request for Proposal document.
15	Fee is payable only on actual availing of services and no minimum or fixed fees are payable. Bidder is expected to provide detail bill of material along with the commercial proposal for the proposed Application Softwares and other Softwares.
16	Resource quantity may be increased or decreased by the Bank any time during the contract period based on quoted rates.
17	During contract period, the increase or decrease in GST for the services subscribed by the Bank under this tender will be to the Bank's account.
18	All invoices to be raised as per government law.
19	The SI will raise invoices post confirmation from Bank official not below the rank of Chief Manager.

Seal & Signature of the Bidder

Date

Place

Summary Sheet- Commercial Bill of Material

SN	Item Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Total Amount for 7 years (in INR)	GST	Grand Total
		Cost in in INR									
1	Hardware Cost	xx							xx	xx	xx
2	Hardware Installation Cost	xx							xx	xx	xx
3	Hardware AMC Cost		xx	xx	xx	xx	xx	xx	xx	xx	xx
4	Software Subscription/AMC/ATS Cost	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx
5	Software Implementation Cost	xx							xx	xx	xx
6	FMS Cost	xx*	xx	xx	xx	xx	xx	xx	xx	xx	xx
	Grand Total - TCO								xx	xx	xx
<u>Total Cost of Ownership (TCO) in Words:</u>											
-	-	-	-	-	-	-	-	-	-	-	-
*- Resources need to be deployed post installation of Hardware											
All cost should flow from the respective tabs of this sheet											
Refer to individual sheet for timelines / Year-Wise Cost											
Hardware & Software will have One Year Warranty & Six Years AMC/ATS.											
Respective Hardware & Software OEMs need to provide Hardware Installation, Implementation											

Hardware Cost with Warranty							
S.No	Item Description	Details of the proposed hardware (The Details as required in the corresponding description column is to be provided for the proposed System software and hardware)	Quantity (X)	Rate (INR) (Y)	Total Amount (INR) (X x Y)	GST	Grand Total
Data Centre (DC)							
Server Hardware							
1	Hardware Server Type-1	Intel Xeon Gen 5 Platinum minimum 1.9 GHz & Max Turbo Frequency 3.9 GHz, 128 Core in 2 Sockets; Latest Chipset Supporting x86 Architecture.;16 DDR 5 Memory slots per CPU with speed upto 5600 MT/s on 2 DPC;24 x 64 GB DDR5 Memory expandable upto 2 TB without disturbing existing configuration; Chassis with Min. 8 NVMe/ SSD Hot swappable Drives Support.;2 x 960GB NVMe drives ;Embedded / PCIe based RAID controller with minimum 4GB Flash backed write cache supporting RAID 0, 1, 5, 6, 10, 50, 60;Supports up to 8 PCIe 4 / PCIe 5 I/O Slots.; Minimum 8 Ports of 10/25Gig with 25Gig Transceivers, Minimum 1 x Dual / Quad port 1Gig Network Adapter;2 x Dual Port 32Gig FC HBA Card with 32Gig transceivers; Supported OS: Windows Server/Red Hat Enterprise Linux (RHEL)/SUSE Linux Enterprise Server (SLES)/VMware ESXi/Canonical Ubuntu/Oracle Linux and Oracle VM;2 x Hot plug redundant Power Supply with minimum 1600W ;Rack Mountable.	11	XX	XX	XX	XX
2	Hardware Server Type-2	Intel Xeon Gen 5 Platinum minimum 2.5 GHz & Max Turbo Frequency 4.1 GHz, 64 Core in 2 Sockets ; Latest Chipset Supporting x86 Architecure;16 DDR 5 Memory slots per CPU with speed upto 5600 MT/s on 2 DPC ; 24 x 64 GB DDR5 Memory expandable upto 2 TB without disturbing existing configuration; Chassis with Min. 8 NVMe/ SSD Hot swappable Drives Support.;2 x 960GB NVMe drives ;Embedded / PCIe based RAID controller with minimum 4GB Flash backed write cache supporting RAID 0, 1, 5, 6, 10, 50, 60;Supports up to 8 PCIe 4 / PCIe 5 I/O Slots.; Minimum 8 Ports of 10/25Gig with 25Gig Transceivers, Minimum 1 x Dual / Quad port 1Gig Network Adapter;2 x Dual Port 32Gig FC HBA Card with 32Gig transceivers; Supported OS: Windows Server/Red Hat Enterprise Linux (RHEL)/SUSE Linux Enterprise Server (SLES)/VMware ESXi/Canonical Ubuntu/Oracle Linux and Oracle VM;2 x Hot plug redundant Power Supply with minimum 1600W ;Rack Mountable	2	XX	XX	XX	XX

3	Hardware Server Type-3	Intel Xeon Gen 5 Platinum minimum 2.3 GHz & Max Turbo Frequency 4 GHz, , 96 Core in 2 Sockets; Latest Chipset Supporting x86 Architecture.;16 DDR 5 Memory slots per CPU with speed upto 5600 MT/s on 2 DPC;24 x 64 GB DDR5 Memory expandable upto 2 TB without disturbing existing configuration; Chassis with Min. 8 NVMe/ SSD Hot swappable Drives Support.;2 x 960GB NVMe drives ;Embedded / PCIe based RAID controller with minimum 4GB Flash backed write cache supporting RAID 0, 1, 5, 6, 10, 50, 60;Supports up to 8 PCIe 4 / PCIe 5 I/O Slots.; Minimum 8 Ports of 10/25Gig with 25Gig Transceivers, Minimum 1 x Dual / Quad port 1Gig Network Adapter;2 x Dual Port 32Gig FC HBA Card with 32Gig transceivers; Supported OS: Windows Server/Red Hat Enterprise Linux (RHEL)/SUSE Linux Enterprise Server (SLES)/VMware ESXi/Canonical Ubuntu/Oracle Linux and Oracle VM;2 x Hot plug redundant Power Supply with minimum 1600W ;Rack Mountable	3	XX	XX	XX	XX
4	Storage	SAN Storage specifications as given in Annexure-12 Minimum Technical Specification for 300 TB Usable space with 7 Year Tech Care Critical Service	1	XX	XX	XX	XX
5	SAN Switch	SAN Switch Specifications are given in Annexure-12 Minimum Technical Specification for 96 FC ports @ 32G full line rate with 7 Year Support	2	XX	XX	XX	XX
6	Hardware Load Balancer	Server Load Balancer for Web Layer with 7 year Support Detailed specifications are given in Annexure-12 Minimum Technical Specification	2	XX	XX	XX	XX
7	HSM (for PROD)	Thales payShield 10k - 2500CPS with UPI Wrapper with 7 Year Support	2	XX	XX	XX	XX
8	HSM (for UAT/Pre-Prod)	Thales payShield 10k - 250CPS with UPI Wrapper with 7 Year Support	1	XX	XX	XX	XX
9	Rack	42U x 600mm x 1200mm, Front/rear Hex Mesh Perforated Split Door with Locks x 2nos., Equipment Tray Heavy duty x 1nos., Castor Wheels x 4nos., PDU Vertical 22way (C-13:18 sockets + C-19:4 sockets + 32Amp MCB + Ammeter) with 32Amp Industrial Plug Top attached to 3 Mtr Long Cable. PDU Load rating 32Amp (7.2KW) Single Phase x 2nos.	3	XX	XX	XX	XX
10	Cables	Required cables like LAN, SAN etc. for implementation of all the Hardware	XX	XX	XX	XX	XX
11	Any Other Item (Please Specify)	Any other item required for successful implementation of Solution	XX	XX	XX	XX	XX
	Total - A			XX	XX	XX	XX
Near Site to DC (NDC)							
Server Hardware							

1	Hardware Server Type-2	Intel Xeon Gen 5 Platinum Base Frequency minimum 2.5 GHz & Max Turbo Frequency 4.1 GHz, 64 Core in 2 Sockets ; Latest Chipset Supporting x86 Architecture;16 DDR 5 Memory slots per CPU with speed upto 5600 MT/s on 2 DPC ; 24 x 64 GB DDR5 Memory expandable upto 2 TB without disturbing existing configuration; Chassis with Min. 8 NVMe/ SSD Hot swappable Drives Support.;2 x 960GB NVMe drives ;Embedded / PCIe based RAID controller with minimum 4GB Flash backed write cache supporting RAID 0, 1, 5, 6, 10, 50, 60;Supports up to 8 PCIe 4 / PCIe 5 I/O Slots.;Minimum 8 Ports of 10/25Gig with 25Gig Transceivers, Minimum 1 x Dual / Quad port 1Gig Network Adapter;2 x Dual Port 32Gig FC HBA Card with 32Gig transceivers;Supported OS: Windows Server/Red Hat Enterprise Linux (RHEL)/SUSE Linux Enterprise Server (SLES)/VMware ESXi/Canonical Ubuntu/Oracle Linux and Oracle VM;2 x Hot plug redundant Power Supply with minimum 1600W ;Rack Mountable	2	XX	XX	XX	XX
2	Storage	SAN Storage specifications as given in Annexure-12 Minimum Technical Specification for 300 TB Usable storage with 7 Year Support	1	XX	XX	XX	XX
3	SAN Switch	SAN Switch Specifications are given in Annexure-12 Minimum Technical Specification for 24 FC ports @ 32G full line rate with 7 Year Support	2	XX	XX	XX	XX
4	Rack	42U x 600mm x 1200mm, Front/rear Hex Mesh Perforated Split Door with Locks x 2nos., Equipment Tray Heavy duty x 1nos., Castor Wheels x 4nos., PDU Vertical 22way (C-13:18 sockets + C-19:4 sockets + 32Amp MCB + Ammeter) with 32Amp Industrial Plug Top attached to 3 Mtr Long Cable. PDU Load rating 32Amp (7.2KW) Single Phase x 2nos.	1	XX	XX	XX	XX
5	Cables	Required cables like LAN, SAN etc. for implementation of all the Hardware	XX	XX	XX	XX	XX
6	Any Other Item (Please Specify)	Any other item required for successful implementation of Solution	XX	XX	XX	XX	XX
	Total - B			XX	XX	XX	XX
Disaster Recovery Centre (DRC)							
Server Hardware							

1	Hardware Server Type-1	Intel Xeon Gen 5 Platinum minimum 1.9 GHz & Max Turbo Frequency 3.9 GHz, 128 Core in 2 Sockets; Latest Chipset Supporting x86 Architecture.; 16 DDR 5 Memory slots per CPU with speed upto 5600 MT/s on 2 DPC; 24 x 64 GB DDR5 Memory expandable upto 2 TB without disturbing existing conguration; Chassis with Min. 8 NVMe/ SSD Hot swappable Drives Support.; 2 x 960GB NVMe drives ; Embedded / PCIe based RAID controller with minimum 4GB Flash backed write cache supporting RAID 0, 1, 5, 6, 10, 50, 60; Supports up to 8 PCIe 4 / PCIe 5 I/O Slots.; Minimum 8 Ports of 10/25Gig with 25Gig Transceivers, Minimum 1 x Dual / Quad port 1Gig Network Adapter; 2 x Dual Port 32Gig FC HBA Card with 32Gig transceivers; Supported OS: Windows Server/Red Hat Enterprise Linux (RHEL)/SUSE Linux Enterprise Server (SLES)/VMware ESXi/Canonical Ubuntu/Oracle Linux and Oracle VM; 2 x Hot plug redundant Power Supply with minimum 1600W ; Rack Mountable	11	XX	XX	XX	XX
2	Hardware Server Type-2	Intel Xeon Gen 5 Platinum Base Frequency minimum 2.5 GHz & Max Turbo Frequency 4.1 GHz, 64 Core in 2 Sockets ; Latest Chipset Supporting x86 Architecure; 16 DDR 5 Memory slots per CPU with speed upto 5600 MT/s on 2 DPC ; 24 x 64 GB DDR5 Memory expandable upto 2 TB without disturbing existing conguration; Chassis with Min. 8 NVMe/ SSD Hot swappable Drives Support.; 2 x 960GB NVMe drives ; Embedded / PCIe based RAID controller with minimum 4GB Flash backed write cache supporting RAID 0, 1, 5, 6, 10, 50, 60; Supports up to 8 PCIe 4 / PCIe 5 I/O Slots.; Minimum 8 Ports of 10/25Gig with 25Gig Transceivers, Minimum 1 x Dual / Quad port 1Gig Network Adapter; 2 x Dual Port 32Gig FC HBA Card with 32Gig transceivers; Supported OS: Windows Server/Red Hat Enterprise Linux (RHEL)/SUSE Linux Enterprise Server (SLES)/VMware ESXi/Canonical Ubuntu/Oracle Linux and Oracle VM; 2 x Hot plug redundant Power Supply with minimum 1600W ; Rack Mountable	2	XX	XX	XX	XX
3	Storage	SAN Storage specifications as given in Annexure-12 Minimum Technical Specification for 300 TB Usable storage with 7 Year Support	1	XX	XX	XX	XX
4	SAN Switch	SAN Switch Specifications are given in Annexure-12 Minimum Technical Specification for 96 FC ports @ 32G full line rate with 7 Year Support	2	XX	XX	XX	XX
5	Hardware Load Balancer	Server Load Balancer for Web Layer Detailed specifications are given in Annexure-12 Minimum Technical Specification	2	XX	XX	XX	XX
6	HSM	Thales payShield 10k - 2500CPS with UPI Wrapper and Critical Support for 7 Years	2	XX	XX	XX	XX
7	Rack	42U x 600mm x 1200mm, Front/rear Hex Mesh Perforated Split Door with Locks x 2nos., Equipment Tray Heavy duty x 1nos., Castor Wheels x 4nos., PDU Vertical 22way (C-13:18 sockets + C-19:4 sockets + 32Amp MCB + Ammeter) with 32Amp Industrial Plug Top attached to 3 Mtr Long Cable. PDU Load rating 32Amp (7.2KW) Single Phase x 2nos.	2	1	XX	XX	XX



8	Cables	Required cables like LAN, SAN etc. for implemenation of all the Hardware	XX	XX	XX	XX	XX
9	Any Other Item (Please Specify)	Any other item required for the Solution	XX	XX	XX	XX	XX
	Total - C			XX	XX	XX	XX
	Total - A + B + C			XX	XX	XX	XX

Note- All Hardware & Software will have 1 Year Warranty & AMC/ATS for next 6 Years.

HARDWARE INSTALLATION COST			YEAR 1				
S.No	Make /Model	Details of the proposed hardware Installation Cost (The Details as required in the corresponding description column is to be provided for the proposed System software and hardware)	Quantity (X)	Rate (INR) (Y)	Total Amount (INR) (X x Y)	GST	Grand Total
Data Centre (DC)							
1	Hardware Server Type-1		XX	XX	XX	XX	XX
2	Hardware Server Type-2		XX	XX	XX	XX	XX
3	Hardware Server Type-3		XX	XX	XX	XX	XX
4	Storage		XX	XX	XX	XX	XX
5	SAN Switch		XX	XX	XX	XX	XX
6	Hardware Load Balancer		XX	XX	XX	XX	XX
7	HSM		XX	XX	XX	XX	XX
8	Any other item (Please Specify)		XX	XX	XX	XX	XX
	Total - A		XX	XX	XX	XX	XX
Near Site to DC (NDC)							
1	Hardware Server Type-2		XX	XX	XX	XX	XX
2	Storage		XX	XX	XX	XX	XX
3	SAN Switch		XX	XX	XX	XX	XX

HARDWARE INSTALLATION COST			YEAR 1				
S.No	Make /Model	Details of the proposed hardware Installation Cost (The Details as required in the corresponding description column is to be provided for the proposed System software and hardware)	Quantity (X)	Rate (INR) (Y)	Total Amount (INR) (X x Y)	GST	Grand Total
4	Any other item (Please Specify)		XX	XX	XX	XX	XX
	Total - B		XX	XX	XX	XX	XX
Disaster Recovery Centre (DR)							
1	Hardware Server Type-1		XX	XX	XX	XX	XX
2	Hardware Server Type-2						
3	Storage						
4	SAN Switch		XX	XX	XX	XX	XX
5	Hardware Load Balancer						
6	HSM		XX	XX	XX	XX	XX
7	Any other item (Please Specify)		XX	XX	XX	XX	XX
	Total - C		XX	XX	XX	XX	XX
	Grand Total =A+B+C				XX	XX	XX



Hardware AMC Cost			YEAR 2 AMC			YEAR 3 AMC			YEAR 4 AMC			YEAR 5 AMC			YEAR 6 AMC			YEAR 7 AMC			Total AMC Cost (INR)	GST	Grand Total
S.No	Make /Model	Details of the Hardware with Start Date	Qty	Rate (INR)	Total Amount (INR)	Qty	Rate (INR)	Total Amount (INR)	Qty	Rate (INR)	Total Amount (INR)	Qty	Rate (INR)	Total Amount (INR)	Qty	Rate (INR)	Total Amount (INR)	Qty	Rate (INR)	Total Amount (INR)			
Data Centre (DC)																							
Hardware at DC																							
1	Hardware Server Type-1		xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx
2	Hardware Server Type-2		xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx
3	Hardware Server Type-3		xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx
4	Storage		xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx
5	SAN Switch		xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx
6	Hardware Load Balancer		xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx
7	HSM		xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx
8	Any other item (Please Specify)		xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx
	Total - A		xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx
Near Site to DC (NDC)																							
Hardware at NDC																							
1	Hardware Server Type-2		xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx
2	Storage		xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx
3	SAN Switch		xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx
4	Any other item (Please Specify)		xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx
	Total - B																						



Tender No. GEM/2025/B/6419373

[illegible]

	Software AMC/ATS/Subs cription Cost		YEAR 1			YEAR 2			YEAR 3			YEAR 4			YEAR 5			YEAR 6			YEAR 7			Total Amo unt for 7 yrs (INR)	GS T	Gra nd Tot al	
S N	Make /Model	Total Quan tity	Quan tity (X)	Rat e (IN R) (Y)	Total Amo unt (INR) (X x Y)	Quan tity (X)	Rat e (IN R) (Y)	Total Amo unt (INR) (X x Y)	Additi onal Quanti ty (X)	Rat e (IN R) (Y)	Total Amo unt (INR) (X x Y)	Quan tity (X)	Rat e (IN R) (Y)	Total Amo unt (INR) (X x Y)	Additi onal Quanti ty (X)	Rat e (IN R) (Y)	Total Amo unt (INR) (X x Y)	Additi onal Quanti ty (X)	Rat e (IN R) (Y)	Total Amo unt (INR) (X x Y)	Quan tity (X)	Rat e (IN R) (Y)	Total Amo unt (INR) (X x Y)				
List of Software																											
1	Red Hat OpenShift Container Platform (Bare Metal Node), Premium (1-2 Sockets up to 128 Cores)	8	5	xx	xx	xx	xx	xx	1	xx	xx	xx	xx	xx	xx	1	xx	xx	1	xx	xx	xx	xx	xx	xx	xx	
2	Red Hat OpenShift Container Platform Standard (2 Cores or 4 vCPUs)	24	24	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx		
3	Red Hat Enterprise Linux (RHEL) Server, Premium (Physical or Virtual Nodes)	14	14	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx		
4	Red Hat Enterprise Linux (RHEL) Server, Standard (Physical or Virtual Nodes)	12	12	xx	xx		xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx		
5	Red Hat Application	8	8	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx		

	Software AMC/ATS/Subs cription Cost		YEAR 1			YEAR 2			YEAR 3			YEAR 4			YEAR 5			YEAR 6			YEAR 7			Total Amo unt for 7 yrs (INR)	GS T	Gra nd Tot al
S N	Make /Model	Total Quan tity	Quan tity (X)	Rat e (IN R) (Y)	Total Amo unt (INR) (X x Y)	Quan tity (X)	Rat e (IN R) (Y)	Total Amo unt (INR) (X x Y)	Additi onal Quanti ty (X)	Rat e (IN R) (Y)	Total Amo unt (INR) (X x Y)	Quan tity (X)	Rat e (IN R) (Y)	Total Amo unt (INR) (X x Y)	Additi onal Quanti ty (X)	Rat e (IN R) (Y)	Total Amo unt (INR) (X x Y)	Additi onal Quanti ty (X)	Rat e (IN R) (Y)	Total Amo unt (INR) (X x Y)	Quan tity (X)	Rat e (IN R) (Y)	Total Amo unt (INR) (X x Y)			
	Foundations, Premium , (2 Cores or 4 vCPUs)																									
6	Red Hat Application Foundations, Standard (2 Cores or 4 vCPUs)	2	2	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx
7	Archiving Software Bidder to quote Archiving Software based on the proposed Storage & specifications mentioned in Annexure-12 Minimum Technical Specifications	1	1	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx
8	Any Other item (Please Specify)	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx	xx
	Total - A				XX			XX			XX			XX			XX			XX			XX	XX	X X	XX

Software Implementation Cost				
S.No	Make /Model	Total Amount (INR)	GST	Grand Total
1	Red Hat OpenShift Container Platform (Bare Metal Node), Premium (1-2 Sockets up to 128 Cores)	xx	xx	xx
2	Red Hat OpenShift Container Platform Standard (2 Cores or 4 vCPUs)	xx	xx	xx
3	Red Hat Enterprise Linux (RHEL) Server, Premium (Physical or Virtual Nodes)	xx	xx	xx
4	Red Hat Enterprise Linux (RHEL) Server, Standard (Physical or Virtual Nodes)	xx	xx	xx
5	Red Hat Application Foundations, Premium , (2 Cores or 4 vCPUs)	xx	xx	xx
6	Red Hat Application Foundations, Standard (2 Cores or 4 vCPUs)	xx	xx	xx
7	Archiving Software Bidder to quote Archiving Software based on the proposed Storage & specifications mentioned in Annexure-12 Minimum Technical Specifications	xx	xx	xx
8	Any Other item (Please Specify)	xx	xx	xx
	Total	XX	XX	XX

FACILITY MANAGEMENT SERVICES

	FMS	Year -1			Year -2			Year -3			Year -4			Year -5			Year -6			Year -7			Total Cost for 7 years	GST	Grand Total
SN	Resources	No. of Resources (a)	Unit Rate (b)	Cost = (a x b)	No. of Resources (a)	Unit Rate (b)	Cost = (a x b)	No. of Resources (a)	Unit Rate (b)	Cost = (a x b)	No. of Resources (a)	Unit Rate (b)	Cost = (a x b)	No. of Resources (a)	Unit Rate (b)	Cost = (a x b)	No. of Resources (a)	Unit Rate (b)	Cost = (a x b)	No. of Resources (a)	Unit Rate (b)	Cost = (a x b)			
1	Project Manager (L3) from System Integrator	1	XX	XX	1	XX	XX	1	XX	XX	1	XX	XX	1	XX	XX	1	XX	XX	1	XX	XX	XX	XX	XX
2	OpenShift (RE) from OEM	1	XX	XX	1	XX	XX	1	XX	XX	1	XX	XX	1	XX	XX	1	XX	XX	1	XX	XX	XX	XX	XX
3	OpenShift Technical Account Manager (TAM) from OEM	1	XX	XX	1	XX	XX	1	XX	XX	1	XX	XX	1	XX	XX	1	XX	XX	1	XX	XX	XX	XX	XX
4	L2 Resource for Storage from System Integrator	1	XX	XX	1	XX	XX	1	XX	XX	1	XX	XX	1	XX	XX	1	XX	XX	1	XX	XX	XX	XX	XX
5	L2 resources for OpenShift administration & DevSecOps from System Integrator	4	XX	XX	4	XX	XX	4	XX	XX	4	XX	XX	4	XX	XX	4	XX	XX	4	XX	XX	XX	XX	XX
6	L1 resources Hardware Monitoring & Support Resource from System Integrator	5	XX	XX	5	XX	XX	5	XX	XX	5	XX	XX	5	XX	XX	5	XX	XX	5	XX	XX	XX	XX	XX
		13		XX	13		XX	13		XX	13		XX	13		XX	13		XX	13			XX	XX	XX

Note
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1. FMS will start from the Date of Commissioning and acceptance of the Solution by Bank.

2. Resource quantity may be increased or decreased by the Bank any time during the contract period based on above quoted rates.



RATE CARD for Other FMS Resources								
	FMS	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7
Sl.No	Resources	Unit Rate (excl GST)	Unit Rate (excl GST)	Unit Rate (excl GST)	Unit Rate (excl GST)	Unit Rate (excl GST)	Unit Rate (excl GST)	Unit Rate (excl GST)
2	L3 resource OpenShift & GitLab	XX	XX	XX	XX	XX	XX	XX
3	L3 (DC) Hardware Monitoring & Support	XX	XX	XX	XX	XX	XX	XX
4	L2 (DC) Hardware Monitoring & Support	XX	XX	XX	XX	XX	XX	XX