

Addendum to following Annexure:

1. Annexure 02 – Bid Evaluation Terms (Eligibility Criteria)
2. Annexure 12 – Project Details Scope of Work
3. Annexure 13 – Service Levels

All other Terms & Conditions are the same as per our RFP for Supply, Installation and Maintenance of Load Balancers at DC / DR for a period of 5 years (Bid Number: GEM/2024/B/4986987 dated 28th May 2024).

Addendum to the following eligibility Criteria:

S No	Existing Clause	Clarifications / Changes Made
1	<p>Annexure 02 – Bid Evaluation Terms: A. Eligibility and Technical Bid Evaluation: D. Experience & Support Infrastructure</p> <p>1. The bidder must be in Business of IT Network Services & Solution and should be involved in end-to-end operational support & maintenance of the Network Infrastructure for a period of at least last 4 Years (as on RFP date).</p>	<p>Annexure 02 – Bid Evaluation Terms: A. Eligibility and Technical Bid Evaluation: D. Experience & Support Infrastructure</p> <p>Clause stands deleted</p>
2	<p>Annexure 02 – Bid Evaluation Terms: A. Eligibility and Technical Bid Evaluation: D. Experience & Support Infrastructure</p> <p>2. The bidder must have experience in Supply, Implement/ Commission, Management & Support for proposed Load Balancer of -2- Nos Data Centre or Disaster Recovery Centre for a period of last -5- Years (as on RFP date) in Public Sector Banks/Commercial Banks/Financial Institutions/ Government Organizations/Public Sector Undertakings (PSUs)/Telecom sector in India out of which one should be a Public Sector Bank/Commercial Bank/Financial Institution having network of minimum 800 domestic branches</p>	<p>Annexure 02 – Bid Evaluation Terms: A. Eligibility and Technical Bid Evaluation: D. Experience & Support Infrastructure:</p> <p>The bidder must have experience in Supply, Implementation / Commissioning, Support for Load Balancer of -2- Nos Data Centre or Disaster Recovery Centre for a period of last -5- Years (as on RFP date) in Public Sector Banks/Commercial Banks/Financial Institutions/ Government Organizations/Public Sector Undertakings (PSUs)/Telecom sector/ Regional Rural Bank/ Large organization ((Large organization i.e. having turnover >= Rs. 10,000 Crore per annum)) in India out of which one should be a Public Sector Bank/Commercial Bank/Financial Institution having network of minimum 500 domestic branches.</p>

		(Supporting document require: Documentary Proof to be attached along with order / contract copy)
3	<p>Annexure 02 – Bid Evaluation Terms: A. Eligibility and Technical Bid Evaluation: D. Experience & Support Infrastructure 4. Bidder should have direct support offices in Mumbai and Hyderabad</p>	<p>Annexure 02 – Bid Evaluation Terms: A. Eligibility and Technical Bid Evaluation: D. Experience & Support Infrastructure 4. Bidder should have direct support offices in Mumbai and Hyderabad. In case direct support office of the bidder is not present in either Hyderabad or Mumbai then an undertaking to be provided by the Bidder stating that direct support would be provided by the bidder at both these locations whenever desired by the Bank.</p>

Annexure 12 – Project Details Scope of Work

1. Detailed Scope of Work:

The brief scope of Work of Bidder is to Supply, Installation, Commission, Configuration and Maintenance of Load Balancer.

The services covered as part of Bidder should include following but not limited in any manner. If any services, functions or responsibilities not specifically described in this scope but are an inherent, necessary or customary part of the services and are required for proper performance or provision of the services in accordance with the scope, Bidder shall be deemed to include such services, functions or responsibilities not specifically described at no additional cost to the Bank.

1. The Bidder should supply, deliver, install and maintain the Load Balancers as per technical specifications mentioned below.
2. The Proposed Load Balancer should be scalable to support large scale deployment and reduce the time and effort to deploy the entire set up.
3. The Bidder should submit a list of all features provided by the proposed Load Balancer, in addition to the technical specifications requirement mentioned which will be available to the bank without any additional charges and will be under support.
4. Bidder should ensure that all existing applications on load balancer are consolidated, optimized and migrated to the proposed Load Balancers as per design by the Bank.
5. The Proposed Load Balancer should have multiprocessing capabilities and functionalities.
6. The Proposed Load Balancer should be designed to ensure High Availability for redundancy and should support both Active - Active and Active - Standby topology.
7. In the Proposed Load Balancer, the administration should be able to drill down these reports for troubleshooting. For e.g. application accessed by specific users along with bandwidth consumed during defined amount of time.
8. The Proposed Load Balancer solution should be able to detect and alert on network congestion incidents with drill down of it up to client, server, and application or user level to identify the root cause of the problem. It should be further able to measure traffic by user or application, identify bandwidth hogs.
9. The Proposed Load Balancer solution should provide analysis of traffic patterns over months, days, or minutes by drilling down.
10. The Proposed Load Balancer should support configuration sync to and from active and backup unit.
11. Bidder should provide all the updates and upgrades including version upgrades (including their reinstallation) for the period of the contract. The proposed load balancer should be fully compatible and configurable with the existing network infrastructure of the Bank. Onsite support is required during any upgrade/patching activity.
12. Bidder shall configure / set up the rules as desired by the Bank.

13. In the Proposed Load Balancer, software packages offered should be legally valid, licensed and with latest version along with the complete set of manuals along with the media.

2. Technical Specifications Requirement:

The proposed product/appliance should comply with the technical specifications requirement as mentioned under:

S/N	Requirement Minimum Specifications	Bidder's compliance (Yes / No)	If yes, detail description how the solution / component would be compliant
A	Platform		
1	Must be an appliance with hardened OS		
2	Platform should be a full proxy architecture and must perform reverse proxy		
3	The proposed hardware should support virtualization to host multiple ADC instances or multitenancy feature in OS which can maintain different configuration objects for different ADC instance requirements. Virtual instances/multitenancy created should be upgraded/maintained independently without impacting other virtual instances and complete solution		
4	Should have a dedicated out-of-band Ethernet management port		
5	The proposed solution should support IPv4 and IPv6 for both Inside and outside (Phase – II certified)		
6	Should support VLAN, LACP & Trunking		
7	Should be a high performance purpose built hardware based solution with a minimal of intel 12 core processor or better		
8	Should have a memory of 192 GB from Day-1		
9	Proposed Hardware must have 8 x 10 Gbps SFP+, 8X25Gbps SFP+ and 2 x 40G/100G QSFP+ optical ports Fully populated from day one with 8 x 10G, 8 x 25G and 2 x 40G multi-Mode modules. Additional 2X100 QSFP+ to be also supplied.		
10	The solution should not have any single point of failure like power supplies and fans etc. should have 1:1		

S/N	Requirement Minimum Specifications	Bidder's compliance (Yes / No)	If yes, detail description how the solution / component would be compliant
11	"Device should be Common criteria certified at least EAL 2 or above or similar certifications as on date of RFP or EAL 2 Applied". If it is in applied phase, the same to be submitted before go-live.		
B	Performance		
1	The proposed appliance should provide minimum L7 throughput of 120 Gbps (on single device) for the devices proposed Data should be publically available		
2	The Proposed Appliance should support minimum 3 Million Layer 7 RPS (Request Per second)		
3	The Proposed Appliance should support minimum 2.4 Million Layer 4 CPS (Connection Per second)		
4	The proposed appliance must support minimum SSL TPS/CPS of - 45K ECDSA P-256-bit keys. - 100K of RSA 2048-bit keys. These SSL Performance should be scalable in future if needed. Data should be publicly available		
5	The proposed appliance should provide minimum 40 Gbps of SSL based Hardware Data should be publicly available		
6	Should have Compression throughput of minimum 10 Gbps		
7	Should support configurable TCP Optimization features for client- side and server-side connection		
C	Security features		
1	Proposed Solution should support client NAT & server NAT		
2	Proposed solution should support HTTP Header manipulation on client requests and server responses to hide server identities		
3	A framework for customizing application delivery should be provided using user-written scripts, that provides the flexibility to control application flows and fully meet business requirements in a fast and agile manner.		
D	Server Load Balancing		

S/N	Requirement Minimum Specifications	Bidder's compliance (Yes / No)	If yes, detail description how the solution / component would be compliant
1	Should have application delivery features such as layer 7 load balancing, layer 7 content switch, caching, hardware/software/firmware based SSL offload and hardware based server side compression		
2	Dual TCP Stack for client side as well as server side for optimizing TCP traffic towards both sides		
3	Appliance should support Local Application Switching, load Balancing, HTTP, TCP Multiplexing, Compression, Caching, TCP Optimization, Filter-based Load Balancing, Content-based Load Balancing, Persistency, HTTP Content Modifications		
4	The proposed solution 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.		
5	The service should support all containerization solutions including Kubernetes or Openshift, either CLI/API.		
6	Should have capability to support ECC, RSA and ECC+RSA (Hybrid) Certificates for SSL offload		
7	Load balancer should support config automation using ansible/terraform modules		
8	Solution should support mirroring of connection and persistence information to peer device to avoid service impact during failover		
9	The proposed appliance should support at least the below metrics: — Hash, — Least Connections, — Least Connections Per Service, — Round-Robin, — Response Time, etc.		
10	The solution must have application-level load balancing including the ability to act as HTTP 2.0 and HTTP 3.0 for Gateway and Full Proxy for HTTP 2.0 and 3.0		
11	The proposed solution should also support QUIC protocol		

S/N	Requirement Minimum Specifications	Bidder's compliance (Yes / No)	If yes, detail description how the solution / component would be compliant
12	Following Load Balancing Topologies should be supported: <ul style="list-style-type: none"> • Client Network Address Translation (Proxy IP) • Mapping Ports • Direct Server Return • One Arm Topology Application • Direct Access Mode • Assigning Multiple IP Addresses • Immediate and Delayed Binding 		
13	Should have 2048 and 4098 bit key for SSL certificate support		
14	The device should support following health check types: <ul style="list-style-type: none"> • Link Health Checks • TCP Health Checks • UDP Health Checks • ICMP Health Checks • HTTP/S Health Checks • TCP and UDP-based DNS Health Checks • TFTP Health Check • SNMP Health Check • FTP Server Health Checks • POP3 Server Health Checks • SMTP Server Health Checks • IMAP Server Health Checks • NNTP Server Health Checks • RADIUS Server Health Checks • SSL HELLO Health Checks • WAP Gateway Health Checks • LDAP/LDAPS Health Checks • Windows Terminal Server Health Checks • ARP Health Checks • DHCP Health Checks • RTSP Health Checks • SIP Health Checks • Virtual Wire Health Checks • DSSP Health Checks • Script-Based Health Checks • Cluster-based Health Checks 		

S/N	Requirement Minimum Specifications	Bidder's compliance (Yes / No)	If yes, detail description how the solution / component would be compliant
E	Global Server Load Balancing		
1	The Proposed Solution must have Global Server Load Balancing supported on the same appliance		
2	The Proposed Solution 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.		
3	The Proposed Solution must have global response time optimization in real-time through advanced load and proximity measurements		
4	The Proposed Solution must have providing failover capability between data centres in active-active or active-backup modes		
5	The Proposed Solution must have global redirection based on DNS		
6	The Proposed Solution should support DNSSEC functionality		
7	The Proposed Solution should support 1K DNS QPS (Query Per Second)		
F	Device Administration		
1	Should provide HTTPS interface management for administering the device		
2	For device management and administration appliance should have internal user database as well as must support external user database of RADIUS/ TACACS+/ Microsoft AD/ LDAP and Client Certificate LDAP		
3	Should provide SSH interface management for administering the device		
4	Should provide troubleshooting and traffic analysis tool like tcpdump		
5	Should support role-based admin access with roles like no access, Guest, Operator, Application editor, Resource Administrator and Administrator		

S/N	Requirement Minimum Specifications	Bidder's compliance (Yes / No)	If yes, detail description how the solution / component would be compliant
6	Should have a live dashboard with graphical reporting a. CPU Usage b. Memory Usage c. Connections Statistics d. Throughput Statistics e. Virtual Server Status f. Pool Status g. Node Status		
7	Should provide historical graphical reporting for the last 30 days on appliance itself or using external reporting solution seamlessly.		
8	Should have a built-in tool to take a snapshot of the unit for troubleshooting and analysis purpose		
9	Vendor should provide a service to upload this snapshot and get feedback on the health of the unit or provide capability to take log/config outputs which can be shared with tac in case of any troubleshooting requirement.		
10	Appliance should support multiple configuration backup on appliance itself, also as when configuration restore happens it should backup last running config automatically and administrator should be able to go back to previous configuration committed		
11	The Proposed Appliance should support Network Isolation as well as Management isolation		
I	Centralised Management and Reporting		
1	Proposed Solution must have Unified (Centralized) Consolidated Management (Hardware or Software based) at both DC & DR. In case of Software, required hardware will be provided by Bank, OS /software to be provided by vendor.		
2	Configuration Management		
3	SSL Certificate Management		
4	The Device should support Application Performance Monitoring for advanced end to end reporting for every application transaction for all Virtual Service without any limitation		

S/N	Requirement Minimum Specifications	Bidder's compliance (Yes / No)	If yes, detail description how the solution / component would be compliant
5	The solution should provide per application analytics, SLA breakdown (network, per server), SSL statistics (handshake & cypher breakdown, rejected handshake), L.		
6	Analytics Dashboard should provide L4 events and L7 dashboard including, Per transaction type events (delay, user agent, response, headers), SSL Events (type of handshake, cypher and TLS version).		
7	Analytics tool should provide troubleshooting details with more detailed reports including detailed service performance issue (down to the transaction level)		
8	The Analytic dashboard should provide historical data and analysis.		
9	Proposed solution should be manageable from a single management platform from the same OEM and should have provisioning to centrally manage up to 6 devices.		
10	Should provide HTTPS interface management for administering the device.		
11	Should provide SSH interface management for administering the device.		
12	Should provide troubleshooting and should provide traffic analysis tool like packet capture, session tables, tcp dump etc.		
13	Should have a dashboard that should provide the following information along with historical view of Throughput, Connection, CPU Usage & Memory Usage		
14	Graphs and details of the above data for the last 180 days should be available.		
15	Should have the capability to store and preserve logs as per Banks requirement.		
16	Should provide to store multiple image and config version option on the appliance.		
17	Should provide system, traffic logs as well as analysis on web GUI.		
18	Should support role based admin access with roles like no access, Guest, Operator, Application Editor, Resource Administrator and Administrator.		

S/N	Requirement Minimum Specifications	Bidder's compliance (Yes / No)	If yes, detail description how the solution / component would be compliant
19	Should have option to change the SSL certificate used for management of the appliance.		
20	Solution must have alerting and reporting mechanism by E-mail (SMTP) as well as SMS.		
21	Should support Syslog server over UDP		
22	Should support integration with industry standard SIEM like RSA enVision, ArcSight and Splunk etc.		
23	Should have a filter for logs to filter out specific fields for logging.		
24	Should support report scheduling.		
25	Should have a Reporting Engine built-in		
26	Support for customized logging through scripts to log any parameter from L3 to L7, like Geolocation, IP addresses, client browser, client OS, etc.		
27	Should support High Speed Logging to a syslog server		
28	Bidder should propose Centralized Management & Reporting Solution from Day 1.		
J	High Availability		
1	Should have active-active and active-backup high availability with TCP/IP connection mirroring.		
2	Should have transparent failover between 2 devices, the failover should be transparent to other networking devices with all session's persistence without any manual intervention		
3	Should support network-based failover for session mirroring, connection mirroring and heartbeat check		
4	The proposed solution should support IPv4 and IPv6 for both Inside and outside (Phase – II certified).		
5	Should support the feature to force the active device to standby and back to active state; or force a device to offline mode		
6	The proposed device should support standard VRRP (RFC - 2338) for High Availability purpose, No Proprietary Protocol		
K	Service, Support & Training		
1	6 Hrs CTR support.		

S/N	Requirement Minimum Specifications	Bidder's compliance (Yes / No)	If yes, detail description how the solution / component would be compliant
2	Vendor operates 24/7/365 global Technical Assistance Center (TAC) in India		
3	The proposed appliance should be a dedicated appliance, it should not be part of any Firewall or UTM.		
4	Should have an OEM Online TAC 24x7x365 telephonic support and L3 resource support with maximum 1 hour response time / 6-hour Call-to-Resolution		
5	"Device should be Common criteria certified at least EAL 2 or above or similar certifications as on date of RFP or EAL 2 Applied". If it is in applied phase, the same to be submitted before go-live.		
6	All required licenses and peripherals should be included from day 1.		

3. Documentation

1. Bidder should submit the solution architecture with the entire components, and this should include detailed description about the solution including the architecture diagram.
2. Bidder should plan, design, integrate, implement, rollout, manage and test the solution to cater to Bank requirements.
3. Bidder should submit a general description of the techniques, approaches and methods to be used in completing the project.
4. Bidder should provide a user guide on specific customization carried out on Bank environment.
5. Bidder should prepare and supply the standard configuration/ backup/compliance/reporting/alerting etc. templates as per Bank's requirement.
6. Bidder should provide below mentioned documents in coordination with OEM.
 - a) Detailed Project Plan
 - b) Bank Network requirement document.
 - c) High level & low-level design document.
 - d) Network device configuration documents.
 - e) Detailed network logical and physical topology diagram with IP Addressing, routing and switching strategy.
 - f) Standard Operation Procedure documents (SOP).
 - g) Hand over document
 - h) Best Practices Document and User Manual
 - i) User Training Manual
7. Bidder should submit the project plan in MS project only.

4. Prerequisite

1. Bidder should clearly mention any pre-requirements that need to be fulfilled by the Bank.
2. Bidder should specify various infrastructure requirements and sizing which need to be provided by Bank in its Virtual Environment for commissioning and smooth functioning of the proposed hardware/software through this RFP. However, if any hardware needs to be factored, the same should be provided with the solutions and as per BOQ.

5. Compliance and Audit

Bidder required to participate and comply with various audits, regulatory requirements and certifications conducted (yearly) by Bank, RBI, other agencies and various legal entities

6. License

1. Bidder shall provide all technical specifications, all necessary entitlements, papers of license, etc. for both hardware and software of all equipment covered in this RFP to the Bank.
2. Bidder shall supply BANK with required licenses in the name of BANK to access and use the Software supplied through this RFP. Such licenses to access and use the software shall be non-exclusive, fully paid up, irrecoverable, and valid throughout BANK offices.
3. Bidder must mention all feasible additional features can be activated on proposed appliance by purchasing additional license and must propose as optional
4. All license in the solution should be perpetual (should not be subscription model)

7. End-of-Life and End-of-Sale conditions

1. Bidder shall supply the models approved as per technical aspects. In case a product or part of the product (component) which has been quoted, is rendered out of life during the five (5) years of the contract plus 2 years (Product/device should not be EOSL for 7 years), a substitute of equivalent or higher capacity should be provided at free of cost to the Bank in place of the original product given in the bidding document submitted by the successful vendor without disruption in performance of services/applications.
2. Bidder should keep the Bank explicitly informed about the end of support/life dates on related products/ hardware and should ensure support during warranty & AMC period.

8. Project Management and Implementation

1. As per Bank's requirement, the bidder will arrange for team of experts for the proposed solutions to carry out trouble shooting if required, at the time of proof of concept and at the time of installation or in case of any issues with the installed devices in coordination with the Bank.

2. Bidder should engage OEM's Professional Service for Designing/Deploying/Configuring/Implementing/Integration of the Solution at DC & DR.
3. Bidder should ensure that engaged OEM's Professional Service resources should be deployed onsite at Bank's identified locations DC Mumbai and DC Hyderabad.
4. Bidder has to engage their own resources along with Project Manager during the Project Implementation in phased manner and should provide onsite team of required no. of skilled resources for implementation of solution during the contract period.
5. Bidder must confirm that key project personnel to be deployed in this project have been sufficiently involved in similar past installations and have adequate experience thereof.
6. Bidder should ensure Onsite Resources for Management and co-ordination.
7. Bidder should coordinate with Bank MSP while implementing the project and during any point of time when ever issue is raised by the Bank.
8. Bidder should clearly mention the Role and Responsibilities for the resources and Project Manager during the Project Management.
9. Bidder should clearly mention the Responsibilities of the Parties for project Management and agreed by the Bank.
10. Bidder should keep Bank informed, if any changes take place in the proposed solution
11. Bidder should submit the escalation matrix for delivery, installation and support during the contract period, keep Bank informed, if any changes take place.

9. Scope of Work for Onsite support during implementation

The resident engineers have to perform the below mentioned (but not limited to) duties pertaining to the solution:

1. The OEM's technical/implementation team should be an active part of the implementation team and should support throughout the solution implementation/project sign off, which should be provided without any additional cost.
2. Overall management of the complete solution such as refinement of policies, creation of policies, configuration optimization or any changes/modifications to be done for enforcing Bank's policies, etc.
3. Informing the Bank about the latest patches, OS/application versions, updates, signatures, etc. as and when released by the OEM and evaluating and applying the same as per their applicability in the Bank's environment as per Bank's policies/requirements.
4. Proactive monitoring of health of the solution, including the H/W, S/W, application, solution on various parameters such as CPU, memory, interface utilizations, etc. Reporting abnormalities to the Bank as and when observed/occurred.
5. Preparing and submitting regular reports as and when required by the Bank.

6. Troubleshooting day to day issues, faced by end users, pertaining to solution in coordination with Bank's Network integrator, security integrator, or other relevant teams/Bidders.
7. Call logging and follow-up with the OEM or the successful bidder's support mechanism and escalation for resolution of all types of hardware, software, solution or application related issue for the solution. 24*7 TAC availability should be there.
8. Promptly alert Bank's team in case of any discrepancy observed or any security threat and initiate necessary action in coordination with security Bidders of the Bank.
9. Periodic (yearly) Assessment of the solution for ensuring compliance and security hardening as per Bank's policies/requirements and submitting recommendations for further improvements to mitigate any possible threats, effective compliance check, better visibility and controls, etc. during the contract period to be done by OEM.
10. Keep back up of log, configuration, data etc.

10. Handover Services

The handover services are the services provided by the bidder to Bank during the handover period of 15 days which will start after completion of operationalization of hardware to facilitate an orderly transfer of the Services to Bank and/ or Managed Service Provider of the Bank.

Active Components handover services, to be provided by Bidder to the Bank and/ or Bank designated MSP and shall include the following services but not limited to any manner:

1. Bidder shall suitably and adequately train the Bank's and its MSP team for fully and effectively manning, operating and maintaining the deliverables under this contract.
2. Bidder shall provide such necessary information, documentation to the Bank or its designee, for the effective management and maintenance of the deliverables under this RFP. Bidder shall provide all updated documentation (in English) in electronic form where available or otherwise a single hardcopy of all existing procedures, policies and programs required for the deliverables services. Such documentation shall include but not limited to:
 - a) Standard Operating Procedures of all the equipment's/ hardware/ software supplied and installed
 - b) Listing of all process being monitored with their monitoring frequency and
 - c) Documents as mentioned part "B. Documentation" of Scope of Work
3. Bidder shall provide inventory details for Load Balancer assets including licenses.
4. All training that the Bank feels are necessary (pertaining to features of device, management, reporting as part of handover not limited to no of sessions) to be imparted to the Bank or its designated Personnel/Bank designated MSP/vendor and at Bank designated locations. If Bidder feels that the training required to

include OEMs trainer, the same should be arranged by Bidder without any additional cost to Bank. OEM to also include certification for 5 resources from Bank/MSP.

5. Bidder agrees that the Transfer of Services to Bank and/ or Bank designated MSP/Vendor shall be completed within 15 days post the completion of Installation of Active Components, during which Bidder shall adequately supervise the hand-over of the various components of the Bidder's functions under this contract.
6. All the warranties held by or in the name of the Bidder shall be assigned or transferred "As Is" in the name of the Bank. Bidder shall execute any and all such documents as may be necessary in this regard with OEMs.
7. Bidder shall return all confidential information and will sign-off /acknowledge the return of such confidential information.
8. Bidder shall provide all other Services which form part of or inherited with this contract.
9. Bidder recognizes that considering the enormity of the Assignment, the Handover Services listed herein are only indicative in nature and Bidder agrees to provide all assistance and services required for fully and effectively handing over the Services provided by the Bidder under this Contract and subsequent Agreement.
10. Post-handover of services, the Bidder shall continue to provide necessary support and services during warranty and AMC period for all the components supplied and installed as per this contract including SLA.
11. Handover Process of hardware directly done by Bidder. During the contract period, if there is an upgrade (hardware/software/functionality/feature etc.) done by Bidder and require a knowledge transfer on the process into addition to existing process in place, The Bidder should provide such training on best practices to Bank's MSP/Vendor and be followed to support the hardware/software function smoothly.
12. Bidder, deploys the following process to be jointly, followed by Bank and MSP for a smooth hand over of the hardware to Bank designated MSP team.
 - Early engagement with Bank designated MSP team
 - For a proper planning, Bank designated MSP proposes that critical information like proposed upgrade schedule, details about the proposed changes etc. to be shared with Bank designated MSP team in advance by Bidder.
 - An early review of any the change by Bank designated MSP technical team including changes in hardware, software and services so that MSP team can perform impact analysis of the proposed change. MSP will also propose any changes to be required for optimal performance of the change. Documentation required for such an analysis by Bank designated MSP team to be provided by Bidder.
 - Jointly define an acceptance criteria for the upgrade/change depending upon the nature of the upgrade/change
 - Knowledge transfer phase activities
 - Bank designated MSP and Bank will agree on the requirements for minor

and major changes/releases.

- Mutually agree on the knowledge transfer schedule.
- Joint sanity checking by Bank designated MSP team and Bank/OEM/3P team to ensure the acceptability of the hardware changes/upgrade.
- In the event of performance issues or other critical issues are observed during sanity checking, the same has to be resolved by Bidder before Bank's Bank designated MSP can take up the support of the changed/upgraded application meeting the service level requirements.
- For complex upgrades/changes done to the existing hardware, a cool off period to be applied before SLA can be applied. This is over and above the 15 days knowledge transfer mandated in this contract. The need of the cool off period can be mutually discussed and agreed based on the complexity of the upgrade.

13. The scope of Bank designated MSP (Manage Service Provider) is to only coordinate and front end the data centre operations for the components supplied by Bidder.

During this handover Bidder would transfer all knowledge, know-how and other things necessary for the Bank and / or its MSP to take over and continue to manage all Active Components delivered under this contract. Bidder agrees that in the event of cancellation or exit or expiry of the contract, Bidder would extend all necessary support to the Bank or designated vendor as would be required.

Considering the enormity of the assignment, any service which forms a part of the Project Scope that is not explicitly mentioned in scope of work as excluded would form part of this assignment, and the Bidder is expected to provide the same at no additional cost to the Bank. The Bidder needs to consider and envisage all services that would be required in the Scope and ensure the same is delivered to the Bank. The Bank will not accept any plea of the Bidder at a later date for omission of services on the pretext that the same was not explicitly mentioned in the Project Scope.

11. Certifications

Bidder should submit the certifications from respective OEM post implementation of the proposed solution in the Bank's Environment is in accordance of Best practices and recommendations of respective OEM. The certifications should be arranged by Bidder without any additional cost to Bank.

12. Monitoring and Audit

Compliance with best security practices may be monitored periodically by computer security audits / Information Security Audits 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 Vendor must provide the Bank access to various monitoring and performance measurement systems. The Vendor has to remedy all discrepancies observed by the auditors at no additional cost to the Bank.

13. General Conditions

- a) For installation work, it shall be the responsibility of the successful vendor to arrange and provide requisite tools, testing & measurement equipment and all other things required for carrying out the installation job as per the industry practice and safety norms.
- b) The Bidder shall ensure that no other equipment / structure / setup gets damaged due to their activities. Any damages caused to Bank property due to Bidder's negligence shall be passed on the Bidder's account
- c) Bidder shall complete the entire work and make all the systems operational (Supply, Installation, Acceptance and handing over to Bank within stipulated timeline as mentioned in this RFP.
- d) The OEM support shall be on 24*7*365 basis
- e) There will be an acceptance test by the Bank after installation of the hardware/software. In case of discrepancy, the Bank reserves the right to cancel the entire purchase contract and the bidder should take back their equipment at their costs and risks. The test will be arranged by the bidder at the sites in the presence of the officials of the Bank and / or its consultants

14. Technical Proposal Attention Items

- a) This RFP is not a contract offer. Receipt of a proposal neither commits Bank to award a contract to any bidder, nor limits Bank's rights to negotiate with any bidders, suppliers or contractors in Bank's best interest. Bank reserves the right to contract with any bidder, supplier or contractor at its own discretion.
- b) Bank reserves the right to request additional information necessary and pertinent to the project so as to assure the bidder's ability and qualification to perform the contract.
- c) Failure to answer any questions within stipulated timeline at any stage of this RFP may be considered non-responsive and the proposal may be disqualified.
- d) For any ambiguity, omissions or unclear content in the RFP the bidders should request Bank to clarify along with pre-bid queries within the time line mentioned in the "[A] Important Dates.
- e) For all technical details and relevant standards and specifications of this RFP that may not be stated in detail; bidders should ensure and provide quality and industrial standard products to Bank.
- f) In case of any difference in the standards between this RFP and the bidders' proposal, the higher standards shall prevail and be applicable.
- g) Expenses incurred in the preparation of proposals in response to this RFP are the sole responsibility of the bidders.
- h) Bank reserves the right to accept or reject any and all proposals, or any part of any proposal, without penalty. Any allowance for oversight, omission, error, or mistake by the bidder made after receipt of the proposal will be at the sole discretion of Bank.
- i) Entire work specified in this RFP shall be carried out on Turnkey basis.
- j) As the contract is on Turnkey solution basis, any other miscellaneous requirements related to the scope described in the RFP or extra work required to be perform due

to existing structure limitation shall be provided by the successful bidder even if those items are not mentioned explicitly in this RFP.

- k) All standards to be followed will adhere to Bureau of Indian Standards (BIS) specifications or other acceptable standards.

15. Delivery

The successful vendor shall deliver and complete installation as per project scope within a period of 10 weeks in totality from the date of placing of purchase order by the Bank. The delivery and installation as per the required scope needs to be completed as per the timelines mentioned.

Vendor will have to pay late delivery charges to Bank @ 0.5% of the purchase order value inclusive of all taxes, duties, levies etc., per week or part thereof, for late delivery beyond due date of delivery, to a maximum of 5% of the total purchase order value inclusive of all taxes, duties, levies etc. If delay exceeds the maximum percentage of 5%, Bank reserves the right to cancel the entire order.

Vendor shall be responsible for ensuring proper packing, delivery and receipt of all deliverables. All sealed packs boxes to be opened in the presence of Bank of Baroda officials only.

Vendor shall deliver all the hardware together with associated underlying software, licenses, allied components etc. Any component has not been delivered or if delivered is not operational on account of which the equipment is not functioning, will be deemed / treated as non-delivery of the equipment thereby excluding the Bank from all payment obligations under the terms of this contract. Partial delivery of products is not acceptable, and payment would be released as per terms only after full delivery.

16. Installation & Implementation

Installation at our Mumbai & Hyderabad locations, including unpacking of cartons/ boxes, will be the responsibility of the Vendor. Vendor will have to install the network hardware and hand it over to Bank for acceptance testing within 2 weeks from the date of receipt of the network hardware at our office and Bank's notification for installation of the same.

Vendor will have to pay late installation / implementation charges to the Bank @ 0.5% of the total Purchase Order Value per day or part thereof subject to maximum of 5% of the total purchase order value, for delay in installation, if the delay is caused owing to reasons attributable to the Vendor.

17. TRANSPORTATION AND INSURANCE

The commercial proposal submitted by bidder should be inclusive of cost for insurance and freight (c.i.f) etc. However, the vendor has the option to use transportation and insurance cover from any eligible source. Insurance cover should be provided by the vendor till the acceptance of the product/solutions by Bank. The vendor should also assure that the product would be replaced with no cost to Bank in case insurance cover is not provided.

18. Warranty

The system and licenses should be covered under comprehensive on-site warranty for a period of five years with back-to-back support with the OEM. The support during warranty period shall be for all the hardware with associated underlying software, licenses, allied components etc. supplied.

Bidder will have to provide a post-installation warranty support as per the terms mentioned below:

- Comprehensive Warranty for 60 Months from the installation signoff date or 61 months from the date of the delivery whichever is earlier.

Bidder will have to upgrade the OS / Firmware (in case of requirement) during warranty period at no cost to Bank. Patch updation, security patch updates etc. to be done (as and when required) preferably quarterly / half yearly in coordination with the Bank / MSP team.

In event of any equipment / part is replaced or any defect in respect of any equipment / part is corrected for more than one instance of any quarter during the base warranty period of 5 years, where the period of warranty remained is less than twelve month of the comprehensive warranty, the warranty in respect of the entire hardware equipment for which the equipment / part is replaced / defect is corrected, will be extended for an additional period of twelve months from the date of such replacement/ correction of defects.

In case of significant failures of specific component entire hardware/ equipment has to be replaced with new ones in proactive manner. The proactive action has to be taken immediately without affecting the banks day to day functioning and in a mutually convenient time. The proactive action plan is required to be submitted well in advance. Bidder is required to ensure that this kind of situation never arises.

The Bidders should ensure that the Goods supplied under the Contract are new, unused, of the most recent or current model and that they incorporate all recent improvements in design and materials unless provided otherwise in the Contract.

The Bidder further warrants that all hardware with associated underlying software, licenses, allied components and services supplied as part of this Contract shall have no defect, arising from design, materials, or workmanship (except when the design and /or material is required by the Bank's specifications) or from any act or omission of the Bidder, that may develop under normal use of the supplied Goods or Works in the conditions prevailing in the country.

Warranty should not become void if the Bank buys any other supplemental hardware from third party and installs it with/in these machines. However, the warranty will not apply to such hardware items installed.

Warranty should cover the following:

- a) The vendor shall always maintain the uptime requirement as mentioned under technical specification and provide replacement till completion of complete resolution. The replaced equipment should be installed by the bidder at no extra cost to the Bank, so that normal job of the Bank may not get hampered.

- b) Warranty would cover updates/maintenance patches/bug fixes (available from the original equipment manufacturer) for system software & firmware patches/bug fixes, if any, for hardware.
- c) Providing of all deliverables including warranty services etc. under this contract shall be the sole responsibility of the bidder. Bank will not be responsible for any delays/violation from third party OEMs.

19. Acceptance Test (AT)

AT shall comprise of completion of following activities:

- i. For each installed equipment and IR template should be prepared along with the technical specifications and its value as per quoted product.
- ii. Bank personnel will check the working system value against the product value before signing the acceptance of the installation of equipment
- iii. In case Bank is not satisfied with installation / configuration, party must reinstall and / or reconfigure the entire / partial solution.
- iv. Running of AT Schedule as per agreed AT Plan for systems

All the License document along with Manual of the equipment's installed should be duly submitted

20. Right to Alter Quantities

The Bank reserves the right to alter the requirements specified in the Tender. The Bank also reserves the right to delete one or more items from the list of items specified in the Tender. The Bank will inform all Bidders about changes, if any. The Bidder agrees that the Bank has no limit on the additions or deletions on the items for the period of the contract. Further the Bidder agrees that the prices quoted by the Bidder would be proportionately adjusted with such additions or deletions in quantities/items.

Annexure 13 – Service Levels

Bidder should guarantee a minimum uptime requirement of 99.999%, calculated on a monthly basis. Application availability along with the requisite hardware /appliance will be 99.999% on 24x7x365. However faulty device in HA pair to be replaced as per 6 hours CTR.

The penalty will be calculated as per the details given below.

Uptime percentage: 100% less Downtime Percentage

Downtime percentage: Unavailable Time divided by Total Available Time, calculated on a monthly basis.

Total Available Time: 24 hrs per day for seven days a week minus planned downtime

Unavailable Time: Time involved while the services is inoperative or operates inconsistently or erratically.

Uptime Percentage	Penalty Details
A >= 99.999%	No Penalty
99.998% =< A < 99.999%	1% of the individual product cost
99.997% =< A < 99.998%	2% of the individual product cost
99.996% =< A < 99.997%	5% of the individual product cost
99.995% =< A < 99.996%	10% of the individual product cost
A < 99.995%	Penalty at an incremental rate of 2% (in addition to a base of 10%) of the individual product cost for every 0.001% lower than the stipulated uptime.

The uptime percentage would be calculated on monthly basis and the calculated amount would be adjusted from every subsequent payment. The SLA charges will be subject to an overall cap of 10% of the product cost during warranty period, thereafter, Bank has the discretion to cancel the contract. In case if there is no pending invoices to be paid by the Bank to Bidder, the Bidder has to submit a Pay Order / Bankers Cheque / Demand Draft payable at Mumbai in favor of Bank of Baroda for the same within 15 days from the notice date from the Bank. Solution downtime occurring due to factors attributable to the Bank and acknowledged by Bank will not impact the SLA.

Availability Service Level Default:

- ❖ Availability Service Level will be measured on a monthly basis.
- ❖ A Service Level Default will occur when Bidder fails to meet Minimum uptime (99.999%), as measured on a monthly basis.

Note:

- A. Uptime Percentage is considered with High Availability factor. However the failure of High availability equipment should be replaced/rectified within -6- hours of logging the call by the Bank/Bank's MSP.

- B. After -6- hour's penalty would be levied 0.5% of the cost of such High availability equipment with multiplication factor of each additional hour during warranty.
- C. High availability equipment is not rectified/replaced within 24 hours is considered as default and escalation with the successful bidder management for termination.
- D. Any worn or defective parts withdrawn from the Equipment and replaced by Vendor shall become the property of Vendor and the parts replacing the withdrawn parts shall become the property of Bank. Notwithstanding anything contained contrary, if any hard disk or storage device or Flash is required to be replaced, the same shall not be handed over to vendor and same will continue to remain in possession of the Bank.
- E. In case of a call remain unresolved for more than 7-days or Bank's original IT equipment is not repaired (wherever standby IT equipment is provided) within 15 business days from the date standby was provided, bank reserves the right to get it repaired /hired/ replaced at its own and adjust the cost incurred towards the same in the payment due to bidder over and above penalty. However, Warranty will continue for such equipment.