



Request for Quotation (RFQ) for Selection of Bidder for Renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution, Supply of additional licenses and Managed Services.

Bank of Baroda
Baroda Sun Tower, 5th floor
Information Security Department
C-34, G-Block
Bandra Kurla Complex
Bandra (East), Mumbai - 400 051

06 November 2024
GeM Bid No. GEM/2024/B/5574641

[A] Important Details:

Sr.	Particulars	Timeline
1	RFQ Issuance Date	06 November, 2024
2	RFQ Coordinator Name, Contact details (Bank)	1. Mr. Dora Babu, Sr. Manager (Information Security Department) Contact No. - 022-67592637/ 67592652 3. Email: dora.vipparthi@bankofbaroda.com , punit.kumar@bankofbaroda.com 4. Postal Address: The Sr Manager (ISD), Bank of Baroda, Baroda Sun Tower, 5 th floor, Bandra Kurla Complex, Bandra (E), Mumbai - 400051
3	Pre-bid Meeting details	<ul style="list-style-type: none"> Bidder to submit a maximum of -2- participant's names, contact numbers, designations and e-mail IDs on dora.vipparthi@bankofbaroda.com; punit.kumar@bankofbaroda.com by 12 November, 2024 along with pre-bid queries as per prescribed format. Pre bid meeting will be held online through Bank's Online Meeting Platform (i.e. Microsoft Teams) on 14 November, 2024 at 03:00 PM. Meeting invite Link will be sent by the Bank to bidder's provided email IDs to join the Online Meeting as per the schedule mentioned above. Bidder representatives will have to click the Bank provided link (provided in the e-mail) to join the On- Line Pre-bid meeting.
4	Last Date & Time of Submission of bids	03:00 PM on 27 November 2024
5	Date & Time of opening of Bid	03:30 PM on 27 November 2024 <ul style="list-style-type: none"> The meeting will be held online through Bank's Online Meeting Platform (i.e. Microsoft Teams) Bidder to submit a maximum of -2- participant's names, contact numbers, designations and e-mail IDs on dora.vipparthi@bankofbaroda.com; punit.kumar@bankofbaroda.com by – 26 November 2024 for participation in bid opening. Meeting invite Link will be sent by the Bank to bidder's provided email IDs to join the Online Meeting as per the schedule mentioned above.
6	Commercial Bid	The commercial bids of only those Bidders who qualify in eligibility evaluation will be eligible for commercial evaluation.

Request for Quotation (RFQ) for Selection of Bidder for Renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution, Supply of additional licenses and Managed Services.



7	Application Money	“Not Applicable”
8	Bid Security (Earnest Money Deposit)	Rs. 10,00,000/- (Rupees Ten Lacs Only)
9	Mode of bid submission	Online on Government e Marketplace (GeM) portal
10	Support details of OnlinePortal facilitator	helpdesk-gem@gov.in Ph : 1800-419-3436; 1800-102-3436
11	Performance Bank Guarantee	The successful Bidder shall provide a Performance Guarantee within 30 days from the date of receipt of the order or signing of the contract whichever is earlier in the format as provided in Annexure - 06 to the extent of 05% of the Contract value for the entire period of the contract plus 3 months and such other extended period as the Bank may decide for due performance of the project obligations.

[B] Important Clarifications:

Following terms are used in the document interchangeably to mean:

1. Bank, BOB means 'Bank of Baroda'
2. Recipient, Respondent, Bidder, service provider, Bidder, System Integrator (SI) means the respondent to the RFQ document
3. RFQ means the Request for Quotation document
4. Proposal, Bid means "Response to the RFQ Document"
5. Tender means RFQ responses prepared by the bidder and submitted to Bank of Baroda.
6. DC means Data Centre site at Mumbai
7. DR, DRS means Data Recovery Site at Hyderabad
8. NDC means Near Data Centre at Airoli, Navi Mumbai
9. OSD means "Original Solution Developer"
10. OEM means "Original Equipment Manufacturer"
11. AMC means Annual Maintenance Contract
12. ATS means Annual Technical Support
13. OTC means One Time Cost
14. SLA means Service level Agreement
15. C-SOC / CSOC means Cyber Security Operations Center

Please note:

- 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 the Competent Authority as prescribed in the order no. 6/18/2019-PPD dated 23rd July 2020 issued by Ministry of Finance, Government of India.

Request for Quotation (RFQ) for Selection of Bidder for Renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution, Supply of additional licenses and Managed Services.



- 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 person, participating in a procurement process.
- III. "Bidder from a country which shares a land border with India" for the purpose of this Order means: -
- An entity incorporated, established or registered in such a country; or
 - A subsidiary of an entity incorporated, established or registered in such a country; or
 - An entity substantially controlled through entities incorporated, established or registered in such a country; or
 - An entity whose *beneficial owner* is situated in such a country; or
 - An Indian (or other) agent of such an entity; or
 - A natural person who is a citizen of such a country; or
 - A consortium or joint venture where any member of the consortium or joint venture falls under any of the above
- IV. The *beneficial owner* for the purpose of (iii) above will be as under:
- In case of a company or Limited Liability Partnership, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has a controlling ownership interest or who exercises control through other means.

Explanation—

- "Controlling ownership interest" means ownership of or entitlement to more than twenty-five per cent, of shares or capital or profits of the company;
 - "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 shareholders agreements or voting agreements;
- In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership;
 - In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals;



4. Where no natural person is identified under (1) or (2) or (3) above, the beneficial owner is the relevant natural person who holds the position of senior managing official;
5. In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.
- V. An Agent is a person employed to do any act for another, or to represent another in dealings with third person.
- VI. The successful bidder shall not be allowed to sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority.
- VII. For Bidders having Transfer of Technology (ToT) arrangement with entities having beneficial ownership in land border sharing countries; following seven technologies are considered as sensitive technologies:
 1. Additive Manufacturing (e.g. 3D Printing)
 2. Any equipment having electronic programmable components or autonomous systems (e.g. SCADA systems)
 3. Any technology used for uploading and streaming of data including broadcasting, satellite communication etc.
 4. Chemical Technologies
 5. Biotechnologies including Genetic Engineering and Biological Technologies
 6. Information and Communication Technologies
 7. Software

Debarment from bidding means (Refer 151 of GFR 2017):

- i. A bidder shall be debarred if he has been convicted of an offence—
 - a) Under the Prevention of Corruption Act, 1988; or
 - b) The Indian Penal Code or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract.
- ii. A bidder debarred under sub-section (i) or any successor of the bidder shall not be eligible to participate in a procurement process of any procuring entity for a period not exceeding three years commencing from the date of debarment. Department of Commerce (DGS&D) will maintain such list which will also be displayed on the website of DGS&D as well as Central Public Procurement Portal.
- iii. A procuring entity may debar a bidder or any of its successors, from participating in any procurement process undertaken by it, for a period not exceeding two years, if it determines that the bidder has breached the code of integrity. The Ministry/Department will maintain such list which will also be displayed on their website.
- iv. The bidder shall not be debarred unless such bidder has been given a reasonable opportunity to represent against such debarment.

Request for Quotation (RFQ) for Selection of Bidder for Renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution, Supply of additional licenses and Managed Services.



Confidentiality:

This document is meant for the specific use by the Company / person/s interested to participate in the current tendering process. This document in its entirety is subject to Copyright Laws. Bank of Baroda expects the Bidders or any person acting on behalf of the Bidders strictly adhere to the instructions given in the document and maintain confidentiality of information. The Bidders will be held responsible for any misuse of information contained in the document, and liable to be prosecuted by the Bank In the event that such a circumstance is brought to the notice of the Bank. By downloading the document, the interested party is subject to confidentiality clauses.

Contents

1. Introduction	9
2. Project overview and scope of work	9
3. Contract period	9
4. Pre-Qualification for Submission of Bid	9
5. Bid Security (Earnest Money Deposit)	10
6. Preference to Make in India initiative	11
7. Performance Guarantee	11
8. Payment Terms	12
9. Sub - Contracting	12
10. Service Level Agreement and Non-Disclosure Agreement.....	12
11. Compliance with Laws	13
12. Termination	13
13. Audit and visitorial rights	14
14. Grievance Redressal and Dispute Resolution	14
15. Governing Laws.....	15
16. Prevention of Corrupt and Fraudulent Practices.....	15
17. Information/Cyber-Security Measures/Controls for selected SP	16
18. Authorized Signatory	16
19. The bid submission by related parties	16
20. Right to Reject Bids	17
21. General Terms and conditions	17
22. Information Confidentiality	23
23. Disclaimer	24
Annexure 01 – Guidelines for Bid Submission and E-tendering	25
Annexure 02 - Evaluation Terms	28
Annexure 03 - Declaration/ undertaking from bidder.....	36
Annexure 04 – Bid Security Letter (Earnest Money Deposit).....	38
Annexure 05 – Bid Security Declaration Form (For MSE / Startups).....	40
Annexure 06- Bid Security Form	42
Annexure 07 – Undertaking from the Bidder	46
Annexure 08 - Pre-Bid Queries Form	48
Annexure 10 - Letter of Undertaking from OEM / OSD	50

Request for Quotation (RFQ) for Selection of Bidder for Renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution, Supply of additional licenses and Managed Services.



Annexure 11– Letter Undertaking from bidder and OEM / OSD/Bidder on Information Security	51
Annexure 12 –Scope of Work	52
Annexure 13 - Service Levels	61
Annexure 14 - Masked Commercial Bid	64
Annexure 15 - Commercial Bid	67
Annexure 16 - Performance Guarantee.....	70
Annexure 17 - Service Level and Non-Disclosure Agreement Format	74
Annexure 18 – Integrity Pact.....	90
Annexure 19 – Letter of Undertaking on Compliance to Regulatory and Government Guidelines	95
Annexure 20 – Binding Criteria for Technical Presentation.....	96
Annexure 21 – Declaration/ undertaking from bidder to comply with the Information and cyber security controls	98
Annexure 22 – Information/Cyber-Security Measures/Controls for selected Service Provider.....	99
Annexure 23 – Letter of Undertaking for Bidder Incorporation	108
Annexure 24 – Letter of Undertaking for Providing similar services	109
Annexure 25 – Letter of Undertaking for non-blacklisted bidder	110
Annexure 26 – Letter of Undertaking for No-Common Directors / Group.....	111
Annexure 27 – Letter of Undertaking for company not controlled by Bank employee / director	112
Annexure 28 – Letter of Authorization from OEM / OSD	113
Annexure 29 – Letter of Confirmation from OEM / OSD, if bidding directly ...	114
Annexure 30 – Letter of Confirmation from bidder - Single OEM / OSD	115
Annexure 31 – Letter of Confirmation from bidder – Support Offices	116
Annexure 32 – Letter of Confirmation from OEM – Non-End of Support in next 3 years	117
Annexure 33 – Letter of Confirmation from Bidder – Acceptance of Commercial Evaluation.....	118



1. Introduction

- Bank of Baroda is one of the largest Public Sector Bank (PSU) in India with a branch network of over 8,100+ branches in India and 95+ branches/offices overseas including branches of our subsidiaries, distributed in 15+ countries.
- Bank of Baroda, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act 1970, having its Corporate Office at C-26, G-Block, Bandra Kurla Complex, Bandra East, Mumbai - 400051 (hereinafter referred to as the “Bank”, which expression unless repugnant to the context or meaning thereof shall mean and include its successors and assigns), intends to issue this RFQ document, hereinafter called RFQ, to eligible bidders, hereafter called as ‘Bidders’, to participate in the competitive bidding for Request for Quotation (RFQ) for Selection of Bidder for Renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution, Supply of additional licenses and Managed Services.

2. Project overview and scope of work

- This Request for Quotation (RFQ) document has been prepared solely for the purpose of enabling Bank of Baroda (“the Bank”) to select a bidder for renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution, Supply of additional licenses and Managed Services.
- Bank invites proposal from Bidders who are interested in participating in this RFQ who fulfill the eligibility criteria mentioned under Annexure-02 and also in a position to comply with the technical requirement as mentioned in Project Scope. Apart from the above the Bidder must also agree to all the terms & conditions mentioned under this RFQ.
- The detailed scope of work is mentioned in the Annexure - 12. However, Bank reserve the right to modify/ change the scope of work at any phase of this contract.

3. Contract period

The Bank shall enter into an agreement with the selected bidder for a period of **3 (three) years**.

4. Pre-Qualification for Submission of Bid

Bidders satisfying the eligibility conditions (mentioned in Annexure - 02) and General terms and conditions specified in this document and ready to provide the said “Services” in conformity with Scope of Work stipulated in Annexure - 12, may submit their bid through Government E-Marketplace (GeM) portal on or before the last date of bid submission.

Bids submitted by any other means other than bid submission on GeM portal will not be accepted by the Bank. The guidelines for submission details and E-tendering are mentioned in Annexure - 01.

Request for Quotation (RFQ) for Selection of Bidder for Renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution, Supply of additional licenses and Managed Services.



5. Bid Security (Earnest Money Deposit)

Bidders are required to give an earnest money deposit of an amount as mentioned in “[A] Important Details” at the time of submission of the technical bid. The proof of same is to be submitted while opening of bid, failing of which the bid of the concerned bidder may be rejected. Bid Security (Earnest Money Deposit)” shall be paid through electronic mode or a Bank Guarantee (Annexure 06 – Bid Security Form) of an equal amount issued by a Commercial Bank (other than Bank of Baroda) located in India. This bid-security should be valid for 8 months and to be submitted through the electronic mode to the below mention account. The details of the account are as under.

- ✓ **Account Number-29040400000417**
- ✓ **Account Name – Bank of Baroda**
- ✓ **Branch- BKC, Mumbai**
- ✓ **IFSC- BARB0BANEAS.**

Non-submission of Earnest Money Deposit in the format prescribed in RFQ will lead to outright rejection of the Offer. The EMD of unsuccessful bidders will be returned to them on completion of the procurement process. The EMD (Earnest Money Deposit) of successful bidder(s) will be returned on submission of Performance Bank Guarantee / security deposit.

The amount of Earnest money deposit would be forfeited in the following scenarios:

- a) In case the bidder withdraws the bid prior to validity period of the bid for any reason whatsoever.
- b) In case of the successful bidder, if the bidder fails or refuses to accept and sign the contract as specified in this document within 1 month of issue of contract order/letter of intent for any reason whatsoever; or
 - ▶ Fail To provide the performance guarantee within 30 days from the purchase order date, for any reason whatsoever.
 - ▶ To comply with any other condition precedent to signing the contract specified in the RFQ documents.

Unsuccessful Bidder's - Bid security money deposit or bank guarantee will be returned by the Bank within two weeks from closure of the RFQ. No interest shall be paid on Bid security money deposit to unsuccessful Bidders.

Exemption for EMD amount - Exemption from submission of EMD shall be given to bidders, who are Micro & Small Enterprises (MSEs) / Startups. The bidders who are MSEs have to submit necessary document issued by NSIC and the bidders who are startups have to be recognized by Department of Industrial Policy & Promotion (DIPP) to avail the exemption. To qualify for EMD and tender cost exemption, firms should necessarily enclose a valid copy of registration certificate issued by NSIC/DIPP which are valid on last date of submission of the tender documents along with "Bid Security Declaration" (Annexure 05A) accepting that if they withdraw or modify their bids during period of validity etc., they will be suspended for a period of 6 months. MSEs/Startup firms which are in the process of obtaining NSIC certificate/ DIPP will not be considered for EMD and Tender cost exemption.

Request for Quotation (RFQ) for Selection of Bidder for Renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution, Supply of additional licenses and Managed Services.



Since RFQ is being floated on GeM Portal, Bid Security related exemptions as specified in clause 4, Section xiii, Sub-section 'm' of GeM GTC are applicable as the case may be.

6. Preference to Make in India initiative

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.P-45021/2/2017-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.

Preference will be given with the criteria laid down by Bank and as per procedures laid down in Public Procurement (Preference to Make in India) order 2017, revision vide order P-45021/2/2017-PP (BE – II) dated 16-9-2020 issued by GOI.

In case the bidder wishes to avail preference to Make in India order in public procurement as applicable, bidder shall:

- Provide auditor certificate along with self-certification of 'Local content' where 'Local content' means the amount of value added in India as a percentage of total value in percentage.
- Comply with Make in India (MII) condition towards "Local Supplier" for Cyber Security Products as defined in the Annexure I & II of the notification vide ref. no. File no.1(10)/2017-CLES by MeitY/ GOI dated 06-12-2019 and submit relevant documents.

The guidelines under PPP-MII order and subsequent revisions as mentioned above shall be applicable subject to bidder submitting with Class-I/Class-II local content certificate for the quoted product.

7. Performance Guarantee

The successful Bidder shall provide a Performance Guarantee within 30 days from the date of receipt of the order or signing of the contract whichever is earlier in the format as provided in Annexure - 06 to the extent of **05% of the Contract value for the entire period of the contract plus 3 months and such other extended period as the Bank may decide** for due performance of the project obligations. The guarantee should be of that of a nationalized Bank or schedule commercial bank only, other than Bank of Baroda.

In the event of non-performance of obligation or failure to meet terms of this Tender or subsequent agreement the Bank shall be entitled to invoke the performance guarantee without notice or right of demur to the Bidder.

The Bank reserves the right to recover any dues payable by the selected Bidder from any amount outstanding to the credit of the selected Bidder, including the pending bills and/or invoking Performance Guarantee, if any, under this contract.



If the Performance guarantee is not submitted within the stipulated time, the Bank reserves the right to cancel the order / contract and the earnest money deposit taken from the Bidder, will be forfeited.

8. Payment Terms

The payment will be released as follows:

- All Software ATS /AMC / License renewal cost shall be paid on yearly advance basis.
- All Managed Services cost shall be paid on quarterly basis in arrears.
- All cost related to supply of additional licenses and shall be made after deployment of licenses to the satisfaction of the Bank and signoff.

The payment will be released by Information Security Department of the Bank as per the payment terms on submission of related / supportive documents.

The Bank will pay invoices within a period of 30 days from the date of receipt of undisputed invoices. Any dispute regarding the invoice will be communicated to the selected Bidder within 15 days from the date of receipt of the invoice. After the dispute is resolved, Bank shall make payment within 30 days from the date the dispute stands resolved. There shall be no escalation in the prices once the prices are fixed and agreed to by the Bank and the Bidders. But, any benefit arising out of any subsequent reduction in the prices due to reduction in duty & taxes after the prices are fixed and before the delivery should be passed on to the Bank.

The Bidder must accept the payment terms proposed by the Bank. The commercial bid submitted by the Bidders must be in conformity with the payment terms proposed by the Bank. 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. If any of the items / activities as mentioned in the price bid is not taken up by the bank during the course of the assignment, the bank will not pay the professional fees quoted by the Bidder in the price bid against such activity / item.

9. Sub - Contracting

The selected service provider/ Bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required under this project. In case any particular specialized service in the prescribed in the scope of work requires subcontracting, it need to be specified in the proposal/ response document with all the details of the work/ services. Please note that no work/services shall be subcontracted without the prior permission from the Bank in writing.

10. Service Level Agreement and Non-Disclosure Agreement

The successful bidder shall execute a) Service Level Agreement (SLA) and Non-Disclosure Agreement (NDA) (As per Annexure - 17), which contained all the services

Request for Quotation (RFQ) for Selection of Bidder for Renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution, Supply of additional licenses and Managed Services.



and terms and conditions of the services to be extended as detailed herein. The successful bidder shall execute the SLA and NDA and provide the same along with acceptance of Purchase Order.

All the expenses related to execution of the document such as the applicable stamp duty and registration charges if any shall be borne by the successful bidder as per article 63 Works Contract of Maharashtra Stamp Act or in accordance with any applicable law at the time of registration of the document.

11. Compliance with Laws

Compliance in obtaining approvals/permissions/licenses: The Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project. Also, the bidder shall comply with the provisions of code of wages, and other labor welfare legislations. In the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate the Bank and its employees/ officers/ staff/ personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from. The Bank will give notice of any such claim or demand of liability within reasonable time to the Bidder.

The Bidder is not absolved from its responsibility of complying with the statutory obligations as specified above.

12. Termination

Bank will assess its requirements as per Scope of work on periodic basis and shall have the right to terminate any line item in the scope of work as per its requirement.

Bank reserves the right to terminate this RFQ at any stage without any notice or assigning any reason.

At any time during the course of the RFQ process or before the award of contract or after execution of the contract that one or more terms and conditions laid down in this Request for Proposal has not been met by the bidder or the bidder has made material misrepresentation or has given any materially incorrect or false information. Bank may terminate the contract and may invoke performance bank guarantee or forfeit the security deposit as the case may be. Further bank may impose such restriction/s on the defaulting bidder as it deemed fit.

After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one month notice for the same. In such an event, the bidder is bound to make good the additional expenditure which the Bank may have to incur for the execution of the balance of the contract.



Notwithstanding above, Bank reserves the right to terminate this assignment or any subsequent agreement and / or any particular order, in whole or in part, without assigning any reason, by giving Service Provider at least 90 days prior notice in writing.

13. Audit and visitorial rights

All Service Provider records with respect to any matters covered by this Agreement shall be made available to auditors and or inspecting officials of the Bank and/or Reserve Bank of India and/or any regulatory authority, at any time during normal business hours, as often as the Bank deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data. Said records are subject to examination. Bank's auditors would execute confidentiality agreement with the Service Provider provided that the auditors would be permitted to submit their findings to the Bank, which would be used by the Bank. The cost of the audit will be borne by the Bank. The scope of such audit would be limited to Service Levels being covered under the contract, and financial information would be excluded from such inspection, which will be subject to the requirements of statutory and regulatory authorities.

The Bank and its authorized representatives, including Reserve Bank of India (RBI) or any other regulator / government agency shall have 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.

14. Grievance Redressal and Dispute Resolution

Any bidder who claims to have a grievance against a decision or action with regards to the provisions of this RFQ may file a request to The Group Chief Information Security Officer at ciso@bankofbaroda.com. It may please be noted that the grievance can be filed by only that bidder who has participated in Procurement proceedings in accordance with the provisions of this RFQ. All letters must be addressed to the following:

The Group Chief Information Security Officer, Bank of Baroda, Baroda Sun Tower, 5th Floor, C-34, G-Block, BKC, Mumbai- 400051

Dispute Resolution:

The Bank and the Bidder shall make every effort to resolve amicably, by direct informal negotiation between the respective project managers of the Bank and the Bidder, any disagreement or dispute arising between them under or in connection with this RFQ.

If the Bank project manager and Bidder project manager/ director are unable to resolve the dispute within thirty days from the commencement of such informal negotiations, they shall immediately escalate the dispute to the senior authorized personnel designated by the Bidder and Bank respectively.



If within thirty days from the commencement of such negotiations between the senior authorized personnel designated by the Bidder and Bank, the Bank and the Bidder are unable to resolve contractual dispute amicably, either party may require that the dispute be referred for resolution through formal arbitration.

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 shall appoint a third arbitrator shall act as the chairman of the proceedings.

The seat and place of arbitration shall be Mumbai only. The Arbitration and Conciliation Act 1996 or any statutory modification thereof shall apply to the arbitration proceedings.

The arbitral award shall be in writing, state the reasons for the award, and be final and binding on the parties. The award may include an award of costs, including reasonable attorneys' fees and disbursements. Judgment upon the award may be entered by any court having jurisdiction thereof or having jurisdiction over the relevant Party.

15. Governing Laws

This RFQ and the subsequent contract shall be governed and construed and enforced in accordance with the laws of India. both the Parties shall agree that in respect of any dispute arising upon, over or in respect of any of the terms of this RFQ, only the courts in Mumbai shall have exclusive jurisdiction to try and adjudicate such disputes to the exclusion of all other courts.

16. Prevention of Corrupt and Fraudulent Practices

As per Central Vigilance Commission (CVC) directives, it is required that every participating bidder is required to signed an integrity pact as per the Annexure - 18 of this RFQ.

Every Bidders / Suppliers / Contractors are expected to observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of the policy:

- "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of an official in the procurement process or in contract execution AND
- "Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the Bank and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.

Request for Quotation (RFQ) for Selection of Bidder for Renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution, Supply of additional licenses and Managed Services.



The Bank reserves the right to reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

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 at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

17. Information/Cyber-Security Measures/Controls for selected SP

The Bidder/ third-party Service Provider need to provide an undertaking on their letter head as per Annexure-22 to comply with the Information and cyber security controls, on an ongoing basis and regulatory / legal guidelines and directives related to SP / outsourcing issued by regulators / legal entities from time to time. The SP shall provide access to the regulators, legal authorities, Bank and Bank appointed auditors for on-site/off-site supervision.

Service providers have to ensure that outsourced critical IT services are subjected to the annual IT audit / Technology risk assessment process by an independent professional agency as approved by the local government or regulator at no extra cost to the Bank.

The selected SP has to abide with all clauses of Bank's Cyber Security Controls which will be part of the NDA/SLA signed with the Bank at the time of award of contract.

18. Authorized Signatory

The selected Bidder shall indicate the authorized signatories who can discuss and correspond with the Bank, with regard to the obligations under the contract. The selected Bidder shall submit at the time of signing the contract, a certified copy of the resolution of their Board, authenticated by Company Secretary/Director, authorizing an official or officials of the company or a Power of Attorney copy to discuss, sign agreements/contracts with the Bank. The Bidder shall furnish proof of signature identification for above purposes as required by the Bank.

19. The bid submission by related parties

If related parties (as defined below) submit more than one bid then both /all bids submitted by related parties are liable to be rejected at any stage at Bank's discretion:

- a) Bids submitted by holding company and its subsidiary company;
- b) Bids submitted by two or more companies having common director/s
- c) Bids submitted by partnership firms / LLPs having common partners
- d) Bids submitted by companies in the same group of promoters/management

In the case of software or hardware, either the Indian agent on behalf of the principal/ OEM or Principal/ OEM itself can bid but both cannot bid simultaneously for the same solution in this tender. If an agent submits bid on behalf of the Principal/ OEM, the same agent cannot submit a bid on behalf of another Principal/ OEM in this tender for the proposed solution.



20. Right to Reject Bids

Bank reserves the absolute and unconditional right to reject the response to this RFQ if it is not in accordance with its requirements and no correspondence will be entertained by the Bank in the matter. The bid is liable to be rejected if:

- It is not in conformity with the instructions mentioned in the RFQ document.
- It is not accompanied by the requisite Earnest Money Deposit (EMD).
- It is not properly or duly signed.
- It is received through Telex / telegram / fax.
- It is received after expiry of the due date and time.
- It is incomplete including non- furnishing the required documents.
- It is evasive or contains incorrect information.
- There is canvassing of any kind.
- Submitted by related parties
- It is submitted anywhere other than the place mentioned in the RFQ.
- The documents submitted by the bidders are not as per the format / annexures provided in the RFQ.

Further Bank reserves the rights to:

- Reject any or all responses received in response to the RFQ
- Extend the time for submission of all proposals
- Cancel the RFQ at any stage, without assigning any reason whatsoever.
- Visit the place of work of the bidder
- Conduct an audit of the services provided by the bidder.
- Ascertain information from the Banks and other institutions to which the bidders have rendered their services for execution of similar projects.
- Revise any part of the tender document, by providing a written addendum at any stage till the award of the contract. The Bank reserves the right to issue revisions to this tender document at any time before the award date. The addendums, if any, shall be published on Bank's website only.

21. General Terms and conditions

21.1. The RFQ document is not recommendation; offer to enter into a contract, agreement or any other arrangement, in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between the Bank and any successful Bidder as identified by the Bank, after completion of the selection process as detailed in this document.

21.2. **Information Provided:** The RFQ document contains statements derived from information that is believed to be true and reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with the Bank in relation to the provision of services. Neither the Bank nor any of its directors, officers, employees, agents, representative, contractors, or advisers gives any representation or warranty

Request for Quotation (RFQ) for Selection of Bidder for Renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution, Supply of additional licenses and Managed Services.



(whether oral or written), express or implied as to the accuracy, updating or completeness of any writings, information or statement given or made in this RFQ document.

- 21.3. **For Respondent Only:** The RFQ document is intended solely for the information of the party to whom it is issued (“the Recipient” or “the Respondent”) and no other person or organization.
- 21.4. **Costs Borne by Respondents:** All costs and expenses (whether in terms of time or money) incurred by the Recipient / Respondent in any way associated with the development, preparation and submission of responses, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by the Bank, will be borne entirely and exclusively by the Recipient / Respondent.
- 21.5. **No Legal Relationship:** No binding legal relationship will exist between any of the Recipients / Respondents and the Bank until execution of a contractual agreement to the full satisfaction of the Bank.
- 21.6. **Recipient Obligation to Inform Itself:** The Recipient must apply its own care and conduct its own investigation and analysis regarding any information contained in the RFQ document and the meaning and impact of that information.
- 21.7. **Evaluation of Offers:** Each Recipient acknowledges and accepts that the Bank may, in its sole and absolute discretion, apply whatever criteria it deems appropriate in the selection of Bidder, not limited to those selection criteria set out in this RFQ document.
- 21.8. The issuance of RFQ document is merely an invitation to offer and must not be construed as any agreement or contract or arrangement. The bidders unconditionally acknowledge by submitting its response to this RFQ document that it has not relied on any idea, information, statement, representation, or warranty given in this RFQ document.
- 21.9. **Acceptance of Terms:** the bidders will, by responding to the Bank’s RFQ document, be deemed to have accepted the terms as stated in this RFQ document.
- 21.10. Only one submission of response to RFQ by each respondent will be permitted.
- 21.11. The Bank expects the Bidder to adhere to the terms of this tender document and would not accept any deviations to the same.
- 21.12. The Bank expects that the Bidder appointed under the tender document shall have the single point responsibility for fulfilling all obligations and providing all deliverables and services required by Bank.
- 21.13. Unless agreed to specifically by the Bank in writing for any changes to the issued tender document, the Bidder responses would not be incorporated automatically in the tender document.



- 21.14. The Bank will notify the Respondents in writing as soon as practicable after the RFQ Evaluation Complete date, about the outcome of the RFQ evaluation process, including whether the Respondent's RFQ response has been accepted or rejected. The Bank is not obliged to provide any reasons for any such acceptance or rejection.
- 21.15. All responses received after the due date/time would be considered late and would be liable to be rejected. GeM portal will not allow to lodgement of RFQ 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 RFQ. The Bank has no liability to any Respondent who lodges a late RFQ response for any reason whatsoever, including RFQ responses taken to be late only because of another condition of responding.
- 21.16. The Bank has established RFQ coordinators to provide a venue for managing bidder relationship and other requirements through the Bank's decision-making body for contract clarification. All the queries and communication must be addressed to the RFQ coordinators / contact persons from the Bank. Recipients are required to direct all communications for any clarification related to this RFQ to the RFQ Coordinator.
- 21.17. All questions relating to the RFQ, technical or otherwise, must be in writing and addressed to the RFQ Coordinator. Interpersonal communications will not be entered into and a Respondent will be disqualified if attempting to enter into such communications. The Bank will try to reply, without any obligation in respect thereof, every reasonable question raised by the Respondents in the manner specified. However, the Bank may in its absolute discretion seek, but under no obligation to seek, additional information or material from any Respondents after the RFQ closes and all such information and material provided must be taken to form part of that Respondent's response.
- 21.18. Respondents should invariably provide details of their email address (as) as responses to queries will only be provided to the Respondent via email. If Bank in its sole and absolute discretion deems that the originator of the query will gain an advantage by a response to a question, then Bank reserves the right to communicate such response to all Respondents.
- 21.19. The Bank may in its absolute discretion engage in discussion or negotiation with any Respondent (or simultaneously with more than one Respondent) after the RFQ closes to improve or clarify any response.
- 21.20. Bidder should submit their bid through online GeM portal.
- 21.21. All submissions, including any accompanying documents, will become the property of the Bank. The bidder shall be deemed to have licensed, and granted all rights to, the Bank to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other bidders who have registered a submission and to disclose and/or use the contents of the submission as the basis for any resulting RFQ process, notwithstanding any



copyright or other intellectual property right of the Recipient that may subsist in the submission or accompanying documents.

- 21.22. All responses should be in English language. All responses by the bidder to this tender document shall be binding on such bidder for a period of 180 days after opening of the bids.
- 21.23. The bidder may modify or withdraw its offer after submission but prior to the closing date and time as prescribed by Bank. No offer can be modified or withdrawn by the bidder subsequent to the closing date and time for submission of the offers.
- 21.24. The bidders are required to quote for all the components/services mentioned in the "Project scope" and all other requirements of this RFQ. In case the bidder does not quote for any of the components/services, the response would be deemed to include the quote for such unquoted components/service. It is mandatory to submit the details in the formats provided along with this document duly filled in, along with the offer. The Bank reserves the right not to allow / permit changes in the technical specifications and not to evaluate the offer in case of non-submission of the technical details in the required format or partial submission of technical details.
- 21.25. Based on the Bank's requirements as listed in this document, the bidder should identify the best-suited product / solution that would meet the Bank's requirements and quote for the same. In case the bidder quotes more than one model and they have not specified which particular model quoted by them needs to be considered, then the response would be considered as improper and the whole tender submitted by the Bidder is liable to be rejected. The Bidder is expected to provide the best option and quote for the same.
- 21.26. In the event the bidder has not quoted for any mandatory items as required by the Bank and forming a part of the tender document circulated to the Bidder's and responded to by the bidder, the same will be deemed to be provided by the bidder at no extra cost to the Bank.
- 21.27. The Bank is not responsible for any assumptions or judgments made by the bidder for proposing the deliverables. The Bank's interpretation will be final.
- 21.28. The Bank ascertains and concludes that everything as mentioned in the tender documents circulated to the Bidder and responded by the Bidders have been quoted for by the Bidder, and there will be no extra cost associated with the same in case the Bidder has not quoted for the same.
- 21.29. All out of pocket expenses, traveling, boarding and lodging expenses for the entire life of the contract should be a part of the financial bid submitted by the Bidder to the Bank. No extra costs on account of any items or services or by way of any out-of-pocket expenses, including travel, boarding and lodging etc. will be payable by the Bank. The Bidder cannot take the plea of omitting any charges or costs and later lodge a claim on the Bank for the same.
- 21.30. Responses to this RFQ should not be construed as an obligation on the part of the Bank to award a contract / purchase contract for any services or combination of

Request for Quotation (RFQ) for Selection of Bidder for Renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution, Supply of additional licenses and Managed Services.



services. Failure of the Bank to select a bidder shall not result in any claim whatsoever against the Bank. The Bank reserves the right to reject any or all bids in part or in full, without assigning any reason whatsoever.

- 21.31. By submitting a proposal, the bidder agrees to contract with the Bank within the time period prescribed by the bank. Failure on the part of the successful bidder to execute an agreement with the Bank will relieve the Bank of any obligation to the bidder, and a different bidder may be selected based on the selection process.
- 21.32. The terms and conditions as specified in the RFQ and addendums (if any) thereafter are final and binding on the bidders. In the event the bidders not willing to accept the terms and conditions of the Bank, the bidder may be disqualified. Any additional or different terms and conditions proposed by the bidder would be rejected unless expressly assented to in writing by the Bank and accepted by the Bank in writing.
- 21.33. The bidder shall represent and acknowledge to the Bank that it possesses necessary experience, expertise and ability to undertake and fulfill its obligations, involved in the performance of the provisions of this RFQ. The bidder represents that the proposal to be submitted in response to this RFQ shall meet the proposed RFQ requirement. If any services, functions or responsibilities not specifically described in this RFQ are an inherent, necessary or customary part of the deliverables or services and are required for proper performance or provision of the deliverables or services in accordance with this RFQ, they shall be deemed to be included within the scope of the deliverables or services, as if such services, functions or responsibilities were specifically required and described in this RFQ and shall be provided by the bidder at no additional cost to the Bank. The bidder also acknowledges that the Bank relies on this statement of fact, therefore neither accepting responsibility for, nor relieving the bidder of responsibility for the performance of all provisions and terms and conditions of this RFQ, the Bank expects the bidder to fulfill all the terms and conditions of this RFQ.
- 21.34. The bidder covenants and represents to the Bank the following:
- It is duly incorporated, validly existing and in good standing under as per the laws of the state in which the entity is incorporated.
 - It has the corporate power and authority to enter into Agreements and perform its obligations there under.

The execution, delivery and performance under an Agreement by bidder:

- Will not violate or contravene any provision of its documents of incorporation;
- Will not violate or contravene any law, statute, rule, regulation, licensing requirement, order, writ, injunction or decree of any court, governmental instrumentality or other regulatory, governmental or public body, agency or authority by which it is bound or by which any of its properties or assets are bound;
- Except to the extent that the same have been duly and properly completed or obtained, will not require any filing with, or permit, consent or approval of or license from, or the giving of any notice to, any court, governmental

Request for Quotation (RFQ) for Selection of Bidder for Renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution, Supply of additional licenses and Managed Services.



instrumentality or other regulatory, governmental or public body, agency or authority, joint venture party, or any other entity or person whatsoever;

- 21.35. The bidder shall undertake to provide appropriate human as well as other resources required, to execute the various tasks assigned as part of the project, from time to time.
- 21.36. The Bank would not assume any expenses incurred by the bidder in preparation of the response to this RFQ and also would not return the bid documents to the Bidders. The Bank will not bear any costs incurred by the bidder for any discussion, presentation, demonstrations etc. on proposals or proposed contract or for any work performed in connection therewith.
- 21.37. The Bank reserves the right to extend the dates for submission of responses to this document.
- 21.38. **Preliminary Scrutiny** – The Bank will scrutinize the offers to determine whether they are complete, whether any errors have been made in the offer, whether required documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule. The Bank may, at its discretion, waive any minor non-conformity or any minor deficiency in an offer. This shall be binding on all bidders and the Bank reserves the right for such waivers and the Bank's decision in the matter will be final.
- 21.39. **Clarification of Offers** – To assist in the scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, ask some or all bidders for clarification of their offer. The Bank has the right to disqualify the bidder whose clarification is found not suitable to the proposed project.
- 21.40. **No Commitment to Accept Lowest bid or Any Tender** – The Bank shall be under no obligation to accept the lowest price bid or any other offer received in response to this Tender notice and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever. The Bank reserves the right to make any changes in the terms and conditions of procurements. The Bank will not be obliged to meet and have discussions with any Bidder, and / or to listen to any representations unless there is change in the terms and conditions of purchase.
- 21.41. **Erasures or Alterations** – The offers containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled up. Correct information of the services being offered must be filled in. Filling up of the information using terms such as "OK", "accepted", "noted", "as given in brochure / manual" is not acceptable. The Bank may treat the offers not adhering to these guidelines as unacceptable.
- 21.42. **Price Discussion** – It is absolutely essential for the Bidders to quote the lowest price at the time of making the offer in their own interest. The Bank reserves the



right to do price discovery and engage the successful bidder in discussions on the prices quoted.

- 21.43. If the Bank is not satisfied with the specifications as specified in the tender document and observes major deviations, the bids of such bidders will not be shortlisted for further evaluation. No further discussions shall be entertained with such bidders in respect of the subject bid.
- 21.44. The Bidder shall perform its obligations under this Tender as an independent contractor, and shall not engage subcontractors to perform any of the Deliverables or Services without the prior permission from Bank. Neither this Tender nor the Bidder's performance of obligations under this Tender shall create an association, partnership, joint venture, or relationship of principal and agent, master and servant, or employer and employee, between the Bank and the Bidder or its employees, subcontractor; and neither Party shall have the right, power or authority (whether expressed or implied) to enter into or assume any duty or obligation on behalf of the other Party.
- 21.45. The Bidder shall solely be responsible for all payments (including any statutory payments) to its employees and / or sub-contractors and shall ensure that at no time shall its employees, personnel or agents hold themselves out as employees or agents of the Bank, nor seek to be treated as employees of the Bank for any purpose, including claims of entitlement to fringe benefits provided by the Bank, or for any kind of income or benefits. The Bidder alone shall file all applicable tax returns for all of its personnel assigned hereunder in a manner consistent with its status as an independent contractor of services; and the Bidder will make all required payments and deposits of taxes in a timely manner.
- 21.46. Successful Bidder / service provider / supplier / contractor / consultant, who will be selected according to the service/work/project for which the proposal or quotation is invited shall comply with the Bank's Code of Ethics which is available on the Bank's website>Shareholder's Corner> Policies/Codes> Our Code of Ethics and a clause to this effect shall be included in the agreement/contract.

22. Information Confidentiality

This document is meant for the specific use by the Company / person(s) interested to participate in the current tendering process. This document in its entirety is subject to copyright laws. Bank of Baroda expects the bidders or any person acting on behalf of the bidders to strictly adhere to the instructions given in the document and maintain confidentiality of information. The Bidders will be held responsible for any misuse of the information contained in the document and liable to be prosecuted by the Bank, in the event of such circumstances being brought to the notice of the Bank. By downloading the document, the interested party is subject to confidentiality clauses.



23. Disclaimer

Subject to any law to the contrary, and to the maximum extent permitted by law, the Bank and its directors, officers, employees, contractors, representatives, agents, and advisors disclaim all liability from any loss, claim, expense (including, without limitation, any legal fees, costs, charges, demands, actions, liabilities, expenses or disbursements incurred therein or incidental thereto) or damage, (whether foreseeable or not) ("Losses") suffered by any person acting on or refraining from acting because of any presumptions or information (whether oral or written and whether express or implied), including forecasts, statements, estimates, or projections contained in this RFQ document or conduct ancillary to it whether or not the Losses arises in connection with any ignorance, negligence, inattention, casualness, disregard, omission, default, lack of care, immature information, falsification or misrepresentation on the part of the Bank or any of its directors, officers, employees, contractors, representatives, agents, or advisers.

Annexure 01 – Guidelines for Bid Submission and E-tendering

Bid to contain the following (All the Documents should be signed / digitally signed by authorized representative of bidder)

Section #	Section Heading	Proforma Given
1	Eligibility criteria compliance with bidder comments and supporting documents	Annexure 02
2	Undertaking from the bidder (regarding applicability of restrictions on procurement from a bidder of a country which shares a land border with India)	Annexure 03
3	Bid Security (Earnest Money Deposit) Letter	Annexure 04
4	Bid Security Declaration for Micro and Small Enterprises (MSE) / Start-ups	Annexure 05
5	Bid Security Form (Proforma for Bank Guarantee in lieu of EMD)	Annexure 06
6	Letter of Undertaking from Bidder	Annexure 07
7	Pre-Bid queries form	Annexure 08
8	Conformity Letter	Annexure 09
9	Letter of Undertaking from OEM / OSD	Annexure 10
10	Undertaking of Information Security (Bidder & OEM / OSD)	Annexure 11
11	Executive Technical Summary	Bidder to provide
12	Copy of the tender document along with annexures and addendum duly sealed and signed on all the pages of the document / digitally signed tender document.	Bidder to provide (Signed /Digitally Signed documents from authorized representative of bidder)
13	Masked price bid (Please note that the masked price bid should be exact reflection of the commercial bid except that the masked price bid <u>should not contain any financial information</u>)	Annexure 14
14	Letter of authorization from the company authorizing the person to sign the tender response and related documents.	Bidder to provide
15	A certified copy of the resolution of Board, authenticated by Company Secretary/Director, authorizing an official/s of the company or a Power of Attorney copy to discuss, sign agreements/contracts with the Bank.	Bidder need to provide (To submit Board Resolution copy of authorizing official to submit the Bid)
16	Service Level and Non - Disclosure Agreement Format duly signed and sealed (without stamp duty) from the bidder.	Annexure 17

Request for Quotation (RFQ) for Selection of Bidder for Renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution, Supply of additional licenses and Managed Services.



बैंक ऑफ़ बड़ौदा **Bank of Baroda**



Section #	Section Heading	Proforma Given
17	Integrity Pact (Duly signed and stamped by authorized signatory on stamp paper of Rs 600/-)	Annexure 18
18	Letter of Undertaking from Bidder on Compliance to Regulatory and Government Guidelines	Annexure 19
19	Binding Criteria for Technical Presentation	Annexure 20
20	Declaration/ undertaking from bidder to comply with the Information and cyber security controls.	Annexure 21
21	Relevant supporting documents for evaluation of technical bids as mentioned in Annexure 02.	Bidder to provide
22	Letter of Undertaking for bidder incorporation	Annexure 23
23	Letter of Undertaking for providing similar services	Annexure 24
24	Letter of Undertaking for non-blacklisted bidder	Annexure 25
25	Letter of Undertaking for No-Common Directors / Group	Annexure 26
26	Letter of Undertaking for company not controlled by Bank employee / director	Annexure 27
27	Letter of Authorization from OEM / OSD	Annexure 28
28	Letter of Confirmation from OEM / OSD, if bidding directly	Annexure 29
29	Letter of Confirmation from bidder - Single OEM / OSD	Annexure 30
30	Letter of Confirmation from bidder – Support Offices	Annexure 31
31	Letter of Confirmation from OEM – Non-End of Support in next 3 years	Annexure 32
32	Letter of Confirmation from Bidder – Acceptance of Commercial Evaluation	Annexure 33

Commercial Bid to contain the following (All the Documents should be signed / digitally signed by authorized representative of bidder)

Commercial Bid should be strictly as per Commercial bid format (Annexure - 15). Any commercial bid submitted not in conformity with Annexure – 15 and/or provided along with the bid, then whole bid will be rejected outright.

General Instructions:

A. Support Details of GeM portal

Support details of Online Portal facilitator	helpdesk-gem@gov.in 1800-419-3436; 1800-102-3436
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Request for Quotation (RFQ) for Selection of Bidder for Renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution, Supply of additional licenses and Managed Services.



B. Downloading of Tender Document

The tender document is uploaded / released on Govt GeM portal as mentioned above. Tender document and supporting documents may be downloaded from same link. Subsequently, bid has to be prepared and submitted ONLINE ONLY as per the schedule given in Notice Details. The Tender document will be available online only. Tender document will not be sold / issued manually.

Only those tender offers shall be accepted for evaluation for which Earnest Money Deposit (EMD) is deposited as per the terms mentioned in this RFQ.

C. Preparation & Submission of Bids

The shall have to be prepared and subsequently submitted online on GeM portal only. Bids not submitted "ONLINE" or by any other mean shall be summarily rejected. No other form of submission shall be permitted.

D. Do's and Don'ts for Bidder

- ▶ Registration process for new Bidders should be completed within first week of release of tender.
- ▶ Govt GeM portal is opened for upload of documents from the start of the bid submission date. Hence bidders are advised to start the process of upload of bid documents well in advance.
- ▶ Bidders have to prepare for submission of their bid documents online well in advance as
 - The encrypt/upload process of soft copy of the bid documents large in number to GeM portal may take longer time depending upon bidder's infrastructure and connectivity.
 - To avoid last minute rush & technical difficulties faced by bidders in uploading/submission of bids, bidders are required to start the uploading of all the required documents -01- week in advance for timely online submission of bid.
- ▶ Bidders to initiate uploading of few primary documents during the start of the tender submission and any request for help/support required for uploading the documents / understanding the system should be taken up with GeM portal service provider well in advance.
- ▶ Bidders should not raise request for extension of time on the last day of submission due to non-submission of their bids on time as Bank will not be in a position to provide any support at the last minute as the portal is managed by Govt GeM portal service provider.
- ▶ Bidder should not raise request for offline submission or late submission since ONLINE submission is accepted only.
- ▶ Partly or incomplete submission of bids by the bidders will not be processed and will be summarily rejected.



Annexure 02 - Evaluation Terms

1. Evaluation process

A single packet bid process is adopted for selection of the Bidder:

During evaluation of the Tenders, the Bank, at its discretion, may ask the Bidder for clarification in respect of their bid. The request for clarification and the response shall be in writing, and no change in the substance of the tender shall be sought, offered, or permitted. The Bank reserves the right to accept or reject any tender in whole or in parts without assigning any reason thereof. The decision of the Bank shall be final and binding on all the Bidders to this document and bank will not entertain any correspondence in this regard. Bidder has to fulfill all the Eligibility criteria in order to qualify for Commercial evaluation.

A. Eligibility Bid:

Eligibility criterion for the bidder to qualify this stage is clearly mentioned in below. The Bidder would need to provide supporting documents as part of the eligibility proof. All dates if not specified to be applicable from the date of publication of the RFQ.

Sr.	Eligibility Criteria	Complied (Yes/No)	Supporting Documents Required
A	General		
1	The bidder must be a Government Organization / PSU / PSE / partnership firm / LLP or limited company.		Letter of confirmation from the bidder (as per format provided in the RFQ) duly signed by authorized official of the bidder. AND Documentary Proof to be attached (Certificate of Incorporation)
2	The bidder must not be blacklisted / debarred by any Statutory, Regulatory or Government Authorities or Public Sector Undertakings (PSUs / PSBs) within last 2 years from RFQ date.		Letter of confirmation from the bidder (as per format provided in the RFQ) duly signed by authorized official of the bidder.
3	The bidder to provide information that any of its subsidiary or associate or holding company or companies having common director/s or companies in the same group of promoters/management or partnership firms/LLPs having		Letter of confirmation from the bidder (as per format provided in the RFQ) duly signed by authorized official of the bidder.

Request for Quotation (RFQ) for Selection of Bidder for Renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution, Supply of additional licenses and Managed Services.

Sr.	Eligibility Criteria	Complied (Yes/No)	Supporting Documents Required
	common partners has not participated in the bid process.		
4	The bidder company/firm should not be owned or controlled by any Director or Employee (or Relatives) of the Bank.		Letter of confirmation from the bidder (as per format provided in the RFQ) duly signed by authorized official of the bidder.
5	The bidder to provide an undertaking on their letter head that all the requirements highlighted as part of RFQ document are covered in totality in the proposal submitted by the bidder.		Letter of confirmation from the bidder (as per format provided in the RFQ) duly signed by authorized official of the bidder.
6	The bidder and OSD/OEM is not from such a country which shares a land border with India, in terms of the said amendments to GFR, 2017. or The bidder and OSD/OEM is from such a country and have been registered with the Competent Authority i.e. the Registration Committee constituted by the Department for Promotion of Industry and Internal Trade, as stated under Annexure I to the said Office Memorandum / Order and we submit the proof of registration herewith.		Undertaking as per Annexure and Copy of certificate of valid registration with the Competent Authority (If applicable) (signed / Digitally signed documents from authorized representative of bidder & OSD/OEM
B	Financial		
1	The bidder must have registered average annual turnover of Rs. 8.0 Crores or above (from Indian Operations only) during the last three financial years 2021-22, 2022-23 and 2023-24 (Not inclusive of the turnover of associate companies). OR <i>Below clause is applicable for bidders who fall under the category of Micro & Small Enterprise (MSEs) or Start-ups (Necessary valid documentary proof certifying the bidder as an MSE or a</i>		Audited Financial statements for the financial 2021-22, 2022-23 and 2023-24 OR Certified letter from the Chartered Accountant. The CA certificate in this regard should be without any riders or qualification

Sr.	Eligibility Criteria	Complied (Yes/No)	Supporting Documents Required
	<p><i>Start-up needs to be submitted by the bidder)</i></p> <p>The bidder must have registered average annual turnover of Rs. 2.0 Crores or above (from Indian Operations only) during the last three financial years - 2021-22, 2022-23 and 2023-24 (Not inclusive of the turnover of associate companies)</p>		
2	<p>The bidder must be net profit (after tax) making entity (from Indian operations only) continuously for the last three financial years 2021-22, 2022-23 and 2023-24.</p> <p style="text-align: center;">OR</p> <p>The net worth of the bidder should be positive as on FY 2023-24 closing date.</p>		<p>Audited Financial statements for the financial years 2021-22, 2022-23 and 2023-24</p> <p style="text-align: center;">OR</p> <p>Certified letter from the Chartered Accountant clearly mentioning Turnover, Net Profit and Net worth. The CA certificate in this regard should be without any riders or qualification</p>
C	Technical		
1	The bidder must be an Original Equipment Manufacturer (OEM) / Original Software Developer (OSD) or an authorized partner of OEM / OSD for supply of additional licenses, renewal of existing licenses.		Letter of authorization from the OEM / OSD (as per format provided in the RFQ) duly signed by authorized official of the OEM / OSD.
2	If OEM / OSD is bidding directly, they cannot submit another bid with any bidder.		Letter of confirmation from the OEM / OSD in case OEM / OSD is bidding directly (as per format provided in the RFQ) duly signed by authorized official of the OEM / OSD.
3	If bidder (partner of OEM / OSD) is not able to fulfill its obligation to support the solution during the contract period, OEM / OSD will have to ensure support as per contract. An undertaking from		Letter of confirmation from the OEM / OSD (as per format provided in the RFQ) duly signed by authorized official of the OEM / OSD.

Sr.	Eligibility Criteria	Complied (Yes/No)	Supporting Documents Required
	the OEM / OSD to this effect must be submitted.		
4	Selected Bidder must have been providing at least -1-resource either from its own setup or client setup in last 2 years involving Vulnerability Assessment/Management tool to at least -1- BFSI client.		Copy of Purchase order or Client reference letter.
5	The bidder should have direct onsite support offices in Mumbai/ Hyderabad. In case direct support office of the bidder is not present in Mumbai/Hyderabad, then an undertaking to be provided by the bidder stating that direct onsite support would be provided by the bidder at Mumbai & Hyderabad whenever desired by the Bank without any additional cost.		Letter of confirmation from the bidder (as per format provided in the RFQ) duly signed by authorized official of the bidder.

Documentary evidence must be furnished against each of the above criteria along with an index. All documents must be signed by the authorized signatory of the Bidder.

Relevant portions, in the documents submitted in pursuance of eligibility criteria, should be highlighted.

After qualifying the eligibility criteria, the evaluation will be a single-stage process as under:

- Commercial Bid Evaluation

C. Commercial Bid Evaluation

The commercial bids of only those bidders who qualify in eligibility evaluation will be assessed for commercial evaluation. Bidders will be evaluated based on discounted total cost of ownership including GST.

The discount rate will be used @ 10%. The key considerations of the TCO would be the total payouts for entire project through the contract period, discounted at 10% to arrive at the present value of the future cash outflows. Accordingly, the L1 (Lowest Bidder) would be arrived at. The calculation performed by the Bank in this regard is as follows:

- The discounted rate will be calculated on yearly basis based on the formula $A/(1+i/100)^n$ where A= Total Value in each Year; i=10% and n =Year.

Request for Quotation (RFQ) for Selection of Bidder for Renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution, Supply of additional licenses and Managed Services.



- The Present Value will be calculated for all components where the payment is recurring year on year. The Present Value for the component will start from the year of purchase of that component / start of the services (AMC) and shall be calculated till the end year of the contract. Further n - number of period will be '0' in the year of purchase of that component / start of the services and subsequently increased by 1 for subsequent years.

Any component / service for which the payment is a One Time Cost the Net Present Value (NPV) cost of the equipment / service for that year will be considered and the relevant year's NPV cost will be added as part of Present Value calculation for that year. Further the payment of the OTC component / services is not recurring in nature hence the present value for that component / services will be considered in the year of purchase only and not in subsequent years.

The decision of the Bank shall be final and binding on all the bidders to this document. The Bank reserves the right to accept or reject an offer without assigning any reason whatsoever. The bidder is expected not to add any conditions / deviations in the commercial bid. Any such conditions / deviations may make the bid liable for disqualification.

Bidder's GST status should be registered on GeM portal during bid submission. In case the bidder's GST status is found to be un-registered on GeM portal during commercial bid opening, the complete bid will be rejected outright and will not be taken up for further evaluation. No communication will be entertained by the Bank in this regard.

As per GeM, the financial bids / lumpsum cost of services provided by bidders at the time of bid submission is inclusive of GST. Also, Bank has provided commercial bid format (Annexure 15 of RFQ) to be duly filled, authorized and uploaded by bidders as part of financial break-up document on GeM. There should be no variation / difference in the cost (TCO incl. GST) quoted on GeM vis-à-vis financial break-up document uploaded by bidders on GeM. In case any variation / difference is observed, Bank reserves the right to reject the bid outright.

2. Commercial Bids Terms

- a) In the event the Bank has not asked for any quotes for alternative prices, and the bidder furnishes the alternative price in the Bidder's financial bid, the higher of the prices will be taken for calculating and arriving at the Total Cost of Ownership. However, payment by the Bank will be made at the lower price. The Bank in this case may also reject the offer outright.
- b) In the event optional prices are not quoted by the bidder, for items where such prices are a must and required to be quoted for, the highest price quoted by any of the participating Bidder will be taken as the costs, for such alternatives and also for arriving at the Total Cost of Ownership for the purpose of evaluation of the Bidder. The same item has to be supplied by the Bidder free of cost.

Request for Quotation (RFQ) for Selection of Bidder for Renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution, Supply of additional licenses and Managed Services.



- c) The bidder is requested to quote in Indian Rupee (INR). Bids in currencies other than INR would not be considered.
- d) The prices and other terms offered by bidders must be firm for an acceptance period of 180 days from the opening of the commercial bid.
- e) In case of any variation (upward or down ward) in Government levies / taxes / cess / duties etc. which has been included as part of the price will be borne by the bidder. Variation would also include the introduction of any new tax / cess/ duty, etc provided that the benefit or burden of other taxes quoted separately as part of the commercial bid like GST and any taxes introduced instead of GST and levies associated to GST or any new taxes introduced after the submission of bidder's proposal shall be passed on or adjusted to the Bank. If the Bidder makes any conditional or vague offers, without conforming to these guidelines, Bank will treat the prices quoted as in conformity with these guidelines and proceed accordingly. Necessary documentary evidence should be produced for having paid any tax/cess/duty, if applicable, and or other applicable levies.
- f) If any Tax authorities of any state, including, Local authorities like Corporation, Municipality etc. or any Government authority or Statutory or autonomous or such other authority imposes any tax, charge or levy or any cess / charge other than GST and if the Bank has to pay the same for any of the items or supplies made here under by the bidder, for any reason including the delay or failure or inability of the bidder to make payment for the same, the Bank has to be reimbursed such amounts paid, on being intimated to the Bidder along with the documentary evidence. If the Bidder does not reimburse the amount within a fortnight, the Bank shall adjust the amount out of the payments due to the Bidder from the Bank along with the interest calculated at commercial rate.
- g) Terms of payment as indicated in the Purchase Contract that will be issued by the Bank on the selected Bidder will be final and binding on the bidder and no interest will be payable by the Bank on outstanding amounts under any circumstances. If there are any clauses in the Invoice contrary to the terms of the Purchase Contract, the bidder should give a declaration on the face of the Invoice or by a separate letter explicitly stating as follows "Clauses, if any contained in the Invoice which are contrary to the terms contained in the Purchase Contract will not hold good against the Bank and that the Invoice would be governed by the terms contained in the Contract concluded between the Bank and the bidder".
- h) The Bank is not responsible for any assumptions or judgments made by the bidder for arriving at any type of costing. The Bank at all times will benchmark the performance of the bidder to the RFQ and other documents circulated to the bidder and the expected service levels as mentioned in these documents. In the event of any deviations from the requirements of these documents, the bidder must make good the same at no extra costs to the Bank, in order to achieve the desired service levels as well as meeting the requirements of these documents.



The Bank shall not be responsible for any assumptions made by the bidder and the Bank's interpretation will be final.

- i) The Commercial Offer should give all relevant price information and should not contradict the Technical Offer in any manner. There should be no hidden costs for items quoted.
- j) The Bank is not responsible for the arithmetical accuracy of the bid. The bidders will have to ensure all calculations are accurate. The Bank at any point in time for reasons whatsoever is not responsible for any assumptions made by the Bidder. The Bank at a later date will not accept any plea of the bidder or changes in the commercial offer for any such assumptions.
- k) 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 RFQ, 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 RFQ.
- l) In case of any variation / difference in the commercials quoted by bidders on GeM vis-à-vis the financial break-up uploaded by bidders on GeM, Bank reserves the right to reject such bids outright.

3. Price Comparisons

- I. The successful bidder will be determined on the basis evaluation mentioned in Evaluation Criteria in this RFQ document.
- II. Normalization of bids: The Bank will go through a process of evaluation and normalization of the bids to the extent possible and feasible to ensure that bidders are more or less on the same ground of evaluation. After the normalization process, if the Bank feels that any of the bids needs to be normalized and that such normalization has a bearing on the price bids; the Bank may at its discretion ask all the shortlisted bidders to resubmit the commercial bids once again for scrutiny. The Bank can repeat this normalization process at every stage of bid submission or till the Bank is satisfied. The bidders agree that they have no reservation or objection to the normalization process and all the bidders will, by responding to this RFQ, agree to participate in the normalization process and extend their co-operation to the Bank during this process. The bidders, by submitting the response to this RFQ, agree to the process and conditions of the normalization process.
- III. The Price offer shall be on a fixed price basis. Bid submitted with an adjustable price quotation will be treated as non-responsive and will be liable to be rejected. The rate quoted by the bidder should necessarily include the following:
 - Prices quoted by the Bidder should be inclusive of all taxes, duties, levies, etc. excluding GST. GST will be paid at actuals. The Bidder is expected to

Request for Quotation (RFQ) for Selection of Bidder for Renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution, Supply of additional licenses and Managed Services.



provide the GST percentage in both the commercial and masked bids (without amounts being submitted in the Bid response). There will be no price escalation for during the contract period and any extension thereof.

- The Bidders expected to provide details of services which are required to be extended by the Bidder in accordance with the terms and conditions of the contract.
- IV. The Bidder must provide and quote for the required product and services as desired by the Bank as mentioned in this RFQ. Any product or services not proposed to be provided by the Bidder will result in the proposal being incomplete, which may lead to disqualification of the Bidder.
- V. Lowest Bidder as per the Commercial Bids evaluation shall be declared as successful Bidder.



Annexure 03 - Declaration/ undertaking from bidder

RFQ Ref No: _____

RFQ Date: _____

Regarding applicability of restrictions on procurement from a bidder of a country which shares a land border with India as per the order no. 6/18/2019-PPD dated 23rd July 2020 issued by Ministry of finance department of expenditure

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

To
The Group Chief Information Security Officer
Bank of Baroda
Baroda Sun Tower
Bandra Kurla Complex
Bandra (E), Mumbai 400 051

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 your captioned RFQ and in this connection we hereby declare, confirm and agree as under:

We, the Bidder have read and understood the contents of the RFQ 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:

Please strike off whichever is not applicable

1. "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 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 _____ fulfills all requirements in this regard and is eligible to be considered. [Valid registration by the Competent Authority is attached.]"

Request for Quotation (RFQ) for Selection of Bidder for Renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution, Supply of additional licenses and Managed Services.



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 subcontractor fulfills all requirements in this regard and is eligible to be considered. [Valid registration by the Competent Authority is attached herewith.]”

We, hereby confirm that we fulfill all the eligibility criteria as per the office memorandum/ order mentioned above and RFQ 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 right 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 or through our Authorized person, after having read and understood the terms of RFQ and the Office Memorandum and Order.

Dated thisday of....., 2024

Yours faithfully,

Signature of Authorized Signatory:

Authorized Signatory Name:

Designation:

Bidder's / OEM or OSD Corporate Name:

Address:

Email and Phone #

List of documents enclosed:

- Copy of certificate of valid registration with the Competent Authority (strike off if not applicable)



Annexure 04 – Bid Security Letter (Earnest Money Deposit)

To,
The Group Chief Information Security Officer
Bank of Baroda
Baroda Sun Tower
Bandra Kurla Complex
Bandra (E), Mumbai 400 051
Sir,

Sub: RFQ for Selection of Bidder for renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution.

RFQ Ref No: _____

RFQ Date: _____

We Having our registered office at (herein after called the 'BIDDER') are offering Earnest Money Deposit as per details below for consideration of the bid of the above-mentioned Bidder.

Amount: Rs. _____/- (Rupees _____ Only)

Mode: Online Transfer/Bank Guarantee

Payment Type: RTGS (Real Time Gross Settlement) / NEFT (National Electronics Fund Transfer)/ /Bank Guarantee

UTR / Txn ref. No. _____

Txn Date: _____

Remitting Bank: _____

Remitting Bank IFSC Code: _____

Beneficiary Account: Bank of Baroda, Bank Account No. 29040400000417

Beneficiary Bank IFSC Code: BARB0BANEAS

The details of the transaction viz. scanned copy of the receipt of making transaction or Bank Guarantee or Micro & Small Enterprises (MSEs) / Startups Certificate (if EMD not applicable) to be enclosed.

The Bank at its discretion, may reject the bid if the EMD money doesn't reflect in beneficiary account or BG not received as per details furnished above.



Account Details for refund of Bid Security (Earnest Money Deposit) as per terms & conditions mentioned in the Tender document

We Having our registered office at (Herein after called the 'BIDDER') are providing our bank account details as per below to be considered as our account for refund of Bid Security (Earnest Money Deposit), wherever applicable as per terms & conditions mentioned in the Tender document.

A/C Name:

A/C No. (Company account details):

IFSC Code:

Bank Name:

Bank Address:

The details mentioned above is treated as final & bank shall not be held responsible for any wrong/failed transaction due to any discrepancy in above details.

Dated thisday of....., 2024

Yours faithfully,

Signature of Authorized Signatory:

Authorized Signatory Name:

Designation:

Bidder's Corporate Name

Address

Email and Phone #



**Annexure 05 – Bid Security Declaration Form (For MSE / Startups)
(For Micro and Small Enterprises (MSE) / Startups)**

To,

The Group Chief Information Security Officer
Bank of Baroda
Baroda Sun Tower
Bandra Kurla Complex
Bandra (E), Mumbai 400 051
Sir,

Sub: RFQ for Selection of Bidder for renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution.

RFQ Ref No: _____

RFQ Date: _____

1. I/We, the undersigned, declare that M/s..... is a Micro and Small Enterprise and the copy of registration certificate issued by NSIC/DIPP for Micro & Small Enterprises (MSEs) / Startups which are valid on last date of submission of the tender documents are enclosed.
2. I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration as per Rule 170 of General Financial Rules (GFRs) 2017 by Micro & Small Enterprises (MSEs).

OR

2A. As per the tender / RFQ no:floated for at para no: a Bid Declaration Form in lieu of Bid Security is required to be submitted by me/ as per Rule 170 of General Financial Rules (GFRs) 2017 by Micro & Small Enterprises (MSEs).

3. I/We accept that I/We may be disqualified from bidding for any contract with you for a period of 6 months from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We
 - a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
 - b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or reuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.
4. I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Request for Quotation (RFQ) for Selection of Bidder for Renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution, Supply of additional licenses and Managed Services.



5. I/We declare that I am the authorised person ofto make the declaration for and on behalf of Letter of Authority for executing declaration is enclosed

Dated thisday of....., 2024

Signed: (insert signature of person whose name and capacity are shown) **in the capacity of:** (insert legal capacity of person signing the Bid Securing Declaration)

Name: (insert complete name of person signing the Bid Securing Declaration)

Duly authorized to sign the bid for an on behalf of (insert complete name of Bidder)

Dated on _____ **day of** _____ (insert date of signing)

Corporate Seal (where appropriate)

(Note: in case of a Joint Venture, the Bid Securing Declaration must be in the name of all partners to the Joint Venture that submits the Bid)



Annexure 06- Bid Security Form

(Pro forma for Bank Guarantee in lieu of EMD - Bidder need to provide the Bank Guarantee in following format in lieu of Bid Security Transaction)

Date: DD-MM-YYYY

To,
Bank of Baroda
.....

Dear Sir,

RFQ Ref No: _____

RFQ Date: _____

WHEREAS.....(Company Name) registered under the Indian Companies Act 1956 and having its Registered Office at India (hereinafter referred to as “the BIDDER”) proposes to offer its response to RFQ No.. #: (RFQ details) (hereinafter called the “RFQ”)

AND WHEREAS, in terms of the conditions as stipulated in the RFQ, the BIDDER is required to furnish a Bank Guarantee in lieu of the Earnest Money Deposit (EMD), issued by a Scheduled Commercial Bank in India in your favour to secure the order of the RFQ in accordance with the RFQ Document (which guarantee is hereinafter called as “BANK GUARANTEE”)

AND WHEREAS the BIDDER has approached us, for providing the BANK GUARANTEE.

AND WHEREAS at the request of the BIDDER and in consideration of the proposed RFQ response to you, WE,having..... ... Office at....., India has agreed to issue the BANK GUARANTEE.

THEREFORE, WE,, through our local office at India furnish you the Bank GUARANTEE in manner hereinafter contained and agree with you as follows:

- 1. We....., undertake to pay the amounts due and payable under this Guarantee without any demur, merely on demand from you and undertake to indemnify you and keep you indemnified from time to time to the extent of

Request for Quotation (RFQ) for Selection of Bidder for Renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution, Supply of additional licenses and Managed Services.



Rs.....(Rupeesonly) an amount equivalent to the EMD against any loss or damage caused to or suffered by or that may be caused to or suffered by you on account of any breach or breaches on the part of the vender . any of the terms and conditions contained in the RFQ and in the event of the BIDDER commits default or defaults in carrying out any of the work or discharging any obligation in relation thereto under the RFQ or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding the sum of Rs.....(Rupees..... only) as may be claimed by you on account of breach on the part of the BIDDER of their obligations in terms of the RFQ.

2. Notwithstanding anything to the contrary contained herein or elsewhere, we agree that your decision as to whether the BIDDER has committed any such default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish your claim or claims under Bank Guarantee but will pay the same forthwith on your demand without any protest or demur.
3. This Bank Guarantee shall continue and hold good until it is released by you on the application by the BIDDER after expiry of the relative guarantee period of the RFQ and after the BIDDER had discharged all his obligations under the RFQ and produced a certificate of due completion of work under the said RFQ and submitted a "No Demand Certificate "provided always that the guarantee shall in no event remain in force after the day of without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing before the expiry of the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.
4. Should it be necessary to extend Bank Guarantee on account of any reason whatsoever, we undertake to extend the period of Bank Guarantee on your request under intimation to the BIDDER till such time as may be required by you. Your decision in this respect shall be final and binding on us.
5. You will have the fullest liberty without affecting Bank Guarantee from time to time to vary any of the terms and conditions of the RFQ or extend the time of performance of the RFQ or to postpone any time or from time to time any of your rights or powers against the BIDDER and either to enforce or forbear to enforce any of the terms and conditions of the said RFQ and we shall not be released from our liability under Bank Guarantee by exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the BIDDER or any other forbearance, act or omission on your part of or any indulgence by you to the BIDDER or by any variation or modification of the RFQ or any other act, matter or things whatsoever which under law relating to sureties, would but for the provisions

Request for Quotation (RFQ) for Selection of Bidder for Renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution, Supply of additional licenses and Managed Services.



hereof have the effect of so releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of Rs.....(Rupees.....only) as aforesaid or extend the period of the guarantee beyond the said day of unless expressly agreed to by us in writing.

6. The Bank Guarantee shall not in any way be affected by your taking or giving up any securities from the BIDDER or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency or death as the case may be of the BIDDER.
7. In order to give full effect to the guarantee herein contained, you shall be entitled to act as if we were your principal debtors in respect of all your claims against the BIDDER 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 any of the provisions of Bank Guarantee.
8. Subject to the maximum limit of our liability as aforesaid, Bank Guarantee will cover all your claim or claims against the BIDDER from time to time arising out of or in relation to the said RFQ and in respect of which your claim in writing is lodged on us before expiry of Bank Guarantee.
9. Any notice by way of demand or otherwise hereunder may be sent by courier, telex, fax, e-mail or registered post to our local address as aforesaid and if sent accordingly it shall be deemed to have been given when the same has been posted.
10. The Bank Guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees here before given to you by us (whether jointly with others or alone) and now existing un-cancelled and that Bank Guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.
11. The Bank Guarantee shall not be affected by any change in the constitution of the BIDDER or us nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will ensure to the benefit of and be available to and be enforceable by the absorbing or amalgamated company or concern.
12. The Bank Guarantee shall come into force from the date of its execution and shall not be revoked by us any time during its currency without your previous consent in writing.



13. We further agree and undertake to pay you the amount demanded by you in writing irrespective of any dispute or controversy between you and the BIDDER.

14. Notwithstanding anything contained herein above;

- i) our liability under this Guarantee shall not exceed Rs (Rupees only) ;
- ii) this Bank Guarantee shall be valid up to and including the date 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 the expiry of this guarantee.

15. We have the power to issue this Bank Guarantee in your favour under the Memorandum and Articles of Association of our Bank and the undersigned has full power to execute this Bank Guarantee under the Power of Attorney issued by the Bank.

For and on behalf of

Branch Manager

Seal & Address

NOTE:

1. BIDDER SHOULD ENSURE THAT THE SEAL & CODE NO. OF THE SIGNATORY IS PUT BY THE BANKERS, BEFORE SUBMISSION OF BG

2. STAMP PAPER IS REQUIRED FOR THE BG ISSUED BY THE BANKS LOCATED IN MUMBAI.

3. BANK GUARANTEE IF SUBMITTED, SHOULD BE ACCOMPANIED WITH COPY OF THE SFMS TRANSMITTED AT THE TIME OF ISSUE OF BANK GUARANTEE. AS PER IBA NOTIFICATION NO. PS&BT/GOVT/2305 DATED 16MAR-2016 ALONG WITH MINISTRY OF FINANCE, GOVERNMENT OF INDIA CIRCULAR F.NO.7/112/2011-BOA DATED 08-MAR-2016 WITH RESPECT TO SENDING BANK GUARANTEE ADVICES THROUGH STRUCTURED FINANCIAL MESSAGING SYSTEM (SFMS), IT IS NECESSARY TO CONFIRM THE AUTHENTICITY OF THE BANK GUARANTEES (BG) BY SFMS MESSAGE. THE SFMS SHOULD BE SENT TO FOLLOWING BRANCH:

BRANCH NAME & ADDRESS: BANK OF BARODA, BKC BRANCH, C-26,
G-BLOCK,
BARODA CORPORATE CENTER, BANDRA EAST, MUMBAI-400051

IFSC CODE: BARB0BANEAS (FIFTH LETTER IS "ZERO")

4. BIDDER SHOULD ENSURE THAT THE BANK GUARANTEE SHOULD CONTAIN ALL TERMS & CONDITIONS AS PER THIS FORMAT. BANK GUARANTEE SUBMITTED WITH ANY RIDER OR DEVIATION TO THE STIPULATED TERMS & CONDITIONS WILL NOT BE ACCEPTED.



Annexure 07 – Undertaking from the Bidder

To
 The Group Chief Information Security Officer
 Bank of Baroda
 Baroda Sun Tower
 Bandra Kurla Complex
 Bandra (E), Mumbai 400 051

Sir,

Sub: RFQ for Selection of Bidder for renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution.

RFQ Ref No: _____

RFQ Date: _____

Having examined the Tender Documents including all Annexures and Appendices, the receipt of which is hereby duly acknowledged, we, the undersigned offer to supply, deliver, implement, commission 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 Tender Documents in accordance with the schedule of Prices indicated in the Price Bid and made part of this Tender.

1. If our Bid is accepted, we undertake to comply with the delivery schedule and the project scope as mentioned in the Tender Document.
2. We agree to abide by this Tender Offer for 180 days from date of bid opening and our Offer shall remain binding on us and may be accepted by the Bank any time before expiry of the offer.
3. This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.
4. a) 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".
 b) Commission or gratuities, if any paid or to be paid by us to agents relating to this Bid and to Contract execution, if we are awarded the Contract are listed below.
 - i. Name and Address of the Agent - (please specify NA if not applicable)
 - ii. Amount and Currency in which Commission paid / payable - (please specify NA if not applicable)

Request for Quotation (RFQ) for Selection of Bidder for Renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution, Supply of additional licenses and Managed Services.



बैंक ऑफ़ बड़ौदा Bank of Baroda



iii. Purpose of payment of Commission (If commission is not paid / not payable indicate the same here) - (please specify NA if not applicable)

5. We agree that the Bank is not bound to accept the lowest or any Bid the Bank may receive.
6. We certify that we have provided all the information requested by the bank in the format requested 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.

Dated thisday of....., 2024

Yours faithfully,

Signature of Authorized Signatory:

Authorized Signatory Name:

Designation:

Bidder's Corporate Name

Address

Email and Phone #



Annexure 08 - Pre-Bid Queries Form

(Please note that all pre-bid queried need to be send by email in excel format only)
 [Please provide your comments in this section. You are requested to categorize your comments under appropriate headings such as those pertaining to the Scope of work, Approach, Work plan, Personnel schedule, Curriculum Vitae, Experience in related projects etc. You are also requested to provide a reference of the page number, state the clarification point and the comment/ suggestion that you want to propose as shown below.]

Name of the Bidder:

Contact Person Name:

Tel No :

E-mail ID:

RFQ Ref No: _____

RFQ Date: _____

S. No.	Page #	Point / Section #	Category (Eligibility / Scope / Commercial / Legal / General)	Clarification point as stated in the tender document	Comment/ Suggestion
1					
2					
3					
4					
5					
6					
7					
8					
9					

Signature of Authorized Signatory:

Authorized Signatory Name:

Designation:

Bidder's Corporate Name

Address

Email and Phone #

Date:

Request for Quotation (RFQ) for Selection of Bidder for Renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution, Supply of additional licenses and Managed Services.



Annexure 09 - Conformity Letter

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

To
The Group Chief Information Security Officer
Bank of Baroda
Baroda Sun Tower
Bandra Kurla Complex
Bandra (E), Mumbai 400 051

Sir,
Sub: RFQ for Selection of Bidder for renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution.

RFQ Ref No: _____

RFQ Date: _____

Further to our proposal dated, in response to the Request for Proposal.....(Bank's tender No. hereinafter referred to as "RFQ") issued by Bank of Baroda ("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 RFQ and the related addendums and other documents including the changes made to the original tender documents issued by the Bank shall form a valid and binding part of the aforesaid RFQ document. The Bank is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and the Bank's decision not to accept any such extraneous conditions and deviations will be final and binding on us.

We _____ (Bidder Name) hereby confirm that all the requirements mentioned in the RFQ are covered in totality in the proposal submitted by us.

Dated thisday of....., 2024

Yours faithfully,

Signature of Authorized Signatory:

Authorized Signatory Name:

Designation:

Bidder's Corporate Name

Address

Email and Phone #

Request for Quotation (RFQ) for Selection of Bidder for Renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution, Supply of additional licenses and Managed Services.



Annexure 10 - Letter of Undertaking from OEM / OSD

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

To
The Group Chief Information Security Officer
Bank of Baroda
Baroda Sun Tower
Bandra Kurla Complex
Bandra (E), Mumbai 400 051

Sir,

Sub: RFQ for Selection of Bidder for renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution.

RFQ Ref No: _____

RFQ Date: _____

We (Name of the OSD / OEM) who are established and reputable manufacturers / developers of having development centers at 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 which are manufactured / developed 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 undertake to perform the obligations as set out in the RFQ in respect of such services and hereby extend our support and services through M/s..... (Bidder Name) during the contract period as per terms and conditions of the RFQ.

We assure you that in the event of M/s (Bidder Name) not being able to fulfill its obligation as bidder in respect of the terms defined in the RFQ, we, (OEM / OSD Name), would continue to meet these either directly or through alternate arrangements without any additional cost to the Bank.

Dated thisday of....., 2024

Yours faithfully,

Signature of Authorized Signatory:

Authorized Signatory Name:

Designation:

OEM/OSD Corporate Name

Address

Email and Phone #



Annexure 11– Letter Undertaking from bidder and OEM / OSD/Bidder on Information Security

(This letter should be on the letterhead of the Bidder as well as the OEM/ Manufacturer duly signed by an authorized signatory on Information security as per regulatory requirement

To
The Group Chief Information Security Officer
Bank of Baroda
Baroda Sun Tower
Bandra Kurla Complex
Bandra (E), Mumbai 400 051

Sir,
Sub: RFQ for Selection of Bidder for renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution.

RFQ Ref No: _____

RFQ Date: _____

We hereby undertake that:

- The proposed software/patch updates to be supplied will be free of malware, free of any obvious bugs and free of any covert channels in the code (of the version of the application being delivered as well as any subsequent versions/modifications done).
- The Software/patches and Services which will be delivered or provided under this Agreement do not infringe any IPR such as patent, utility model, industrial design, copyright, trade secret, mask work or trade mark.
- The proposed software/patches is compliant with all the Information Security and Cyber Security related guidelines issued by respective agencies / departments of Govt. of India and Reserve Bank of India from time to time.

Dated thisday of....., 2024

Yours faithfully,

Signature of Authorized Signatory:
Authorized Signatory Name:
Designation:
Bidder's / OEM or OSD Corporate Name
Address

Request for Quotation (RFQ) for Selection of Bidder for Renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution, Supply of additional licenses and Managed Services.



Email and Phone

Annexure 12 –Scope of Work

1. Scope

Bank intends to select a service provider for renewing ATS/AMC of Tenable.Sc Vulnerability Management tool, maintenance support and any other activities related to licenses and ATS/AMC of VM solution.

Description of the envisaged scope is enumerated as part of this Annexure however the Bank reserves its right to change the scope of work considering the size and variety of the requirements and the changing business conditions.

The bidder needs to quote as per the Commercial Sheet mentioned in Annexure 15

2. Detailed Scope of Work

The Scope of Work includes (but not limited to) the following activities.

- 2.1 Renewal of ATS/AMC of existing Tenable licenses.
- 2.2 Supply, implementation and support of additional licenses.
- 2.3 Managed Services/operations of Tenable.Sc Vulnerability Management Tool.

Renewal, supply and ATS/AMC of Tenable licenses

- 2.1.1 OEMs or their authorized channel partners would be responsible in providing support to the onsite Bank team/ MSP Team for updates, patches, bug fixes, version upgrades for the Hardware/Software etc. under the scope of the bidder at no additional cost to the Bank during the contract period.
- 2.1.2 The selected Bidder would be the single point of contact. The selected Bidder should have necessary back-to-back agreement with the OEM for all the required onsite/offsite support for entire contract period. It will be the selected Bidder's responsibility to liaison with the OEM to provide full technical support to the satisfaction of the Bank for the complete tenure of agreement.
- 2.1.3 For all software/VM based solutions, All ATS support shall be premium support from OEM.
- 2.1.4 Selected Bidder has to provide all Technical Support till the end of contract period from the effective date of award of the contract by the Bank. Technical support shall be provided online/offsite on 24x7x365 basis. However, if the problem is not resolved through online/offsite, onsite support should be provided.
- 2.1.5 The successful Bidder shall ensure that services of professionally qualified persons will be available for comprehensive on-site maintenance of the equipment during warranty/AMC / ATS period.
- 2.1.6 During the contract period, Bank may increase/decrease Tenable.Sc components such as scanners to cater to its changing business requirement. Selected Bidder has to support in all such cases, without any additional cost to the Bank.
- 2.1.7 Selected Bidder shall be required to supply the additional licenses as per requirement of the Bank. Additional licenses shall be procured in blocks of -500-licenses during the contract period.

Request for Quotation (RFQ) for Selection of Bidder for Renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution, Supply of additional licenses and Managed Services.



- 2.1.8 Hardware Sizing : In case of any product upgrade, patch update, increase in licenses etc, selected Bidder needs to size, design and manage the hardware/VM and related software of the VM Solution which is deployed on Virtual platform provided by the Bank. All the cost should be borne by the bidder towards solution for such sizing assessment.
- 2.1.9 The selected Bidder should provide/maintain the licenses and ATS/AMC support for the security solutions within the scope of the bidder as per the agreed contract rates for the duration of the contract.
- 2.1.10 The bidder shall deliver all product updates, upgrades & bug fixes free of cost during contract period and also would be responsible in providing support to the onsite Bank team/ MSSP Team for updates, patches, bug fixes, version upgrades for the security solutions at no additional cost to the Bank.
- 2.1.11 The bidder would be responsible for replacing the out-of-support, out-of-service, end-of-life, undersized, infrastructure elements at no additional cost to the Bank for the duration of the contract. However, Bank will provide the required hardware (compute/storage), required for the replacement or upgradation as per sizing required and architecture of the solution.
- 2.1.12 As part of ATS Contract for software solutions, health checkup/Value Assessment/Gap Assessment by OEM or their authorized channel partner shall be carried out and draft report/ recommendations has to be submitted to the Bank. Health checkup has to be carried out after major version upgrade or at least on yearly basis whichever is earlier. OEM or their authorized channel partner shall discuss the draft report along with recommendations/mitigation steps, with the Bank and on acceptance by the Bank, final report shall be submitted to the Bank.
- 2.1.13 Selected Bidder shall be required to provide one classroom OEM training to the Bank's identified resources at no additional cost to Bank.

Managed Services Operations

- Selected Bidder shall provide -2- L2 level resources, which shall be required to work in shifts.
- The bidder shall provide onsite resources primarily at Hyderabad for continuous operation and maintenance of the Vulnerability Management Solution. However, Bank reserves the right to deploy the resources between Hyderabad / Mumbai location during the period of the contract. In all such cases of relocation, Bank shall be giving -2- month notice to the selected Bidder to fulfil the requirement of the Bank.
- Onsite resource deployment for operations shall be in addition to the implementation / maintenance support team to be deployed by the bidder for any technical support/upgradation, which may be required during the contract period.

Shift: L2 level resources are required for performing shift duties i.e. resource should be available in each shift for 8 Hours a day, timings will be:

- 03:00 PM to 11:00 PM



- 11:00PM to 07:00AM
- In case of exigency, resource may be called in morning shift or general shift.

Total no of shift days in a month for a resource shall be as per the Bank's working days in month.

Monthly shift roster shall be prepared in advance by the onsite resource which will consider following salient points.

1. At least 2nd shift shall be assigned to either of the resource for all days of the month;
2. For the balance days, night shift shall be assigned on remaining working days of the month.
3. In general, total no of shifts for a resource shall not exceed total working days of the month.

Monthly shift roster shall be approved by the Bank.

Being a critical solution, the bidder has to ensure that resource is available, without fail, for operation, management and monitoring of the VM solution.

Onsite resources should be competent to perform the duties assigned to the resources. If Bank is not satisfied with the performance of the resources, Bank may request for replacement of such resources. Bank will give -30 days notice to replace such resources. Failure to replace resources shall be violation of the SLA terms and attract penalty.

In case onsite resource is not able to attend office for shift duties for more than -2-days in month, selected Bidder should provide equally competent alternative resource for continuity of operations.

Bank will review onsite resource requirement from time to time / every year and reserves the right to discontinue onsite support services after completion of the year, in that case, Bidder has to properly handover all operational activities along with relevant documentation to the Bank Staff.

Before onboarding of the resources selected bidder has to provide the documented proof on the experience, CV/resume and OEM trained certificate to the Bank. Bank may also interview the resource before onboarding to work.

Skill Set and Experience Requirements

Successful Bidder is required to provide resources with following skill set and experiences for deployment in CSOC:

Level 2 (L2)	1. Educational qualifications: Graduation in CS / IT / EC or Information Security / Cyber Security / MCA / MTech OR
--------------	--



Experience of above 2 years	<p>Post Graduate Diploma in Computer science with At least one Mandatory certification from: CEH / CISA / CISM / CSXP / CISSP / OSCP / OSCE</p> <p>2. Experience of 2 years and above in management/operation of Vulnerability Assessment using Tenable Vulnerability Assessment tool.</p> <p>3. Deployed resource should preferably have OEM Certification in Tenable Vulnerability Management tool.</p>
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Note: For deployment of resources in Bank, Bank reserves right to assess knowledge capabilities of resource provided by the selected Bidder.

General Scope of Work

1. Support and Maintenance

Support –Terms and Conditions: System Maintenance & Support services will include the following activities.

The vendor is required to provide support services to the Bank covering all terms and conditions of this tender.

System Maintenance & Support services will include the following activities:

- 24 x 7 online support
- Issue resolution / telephonic support
- Issue resolution / Onsite Visits

All support by SI/OEM has to be provided onsite. Remote access will not be allowed though any remote desktop sharing applications.

Onsite Solution / System Maintenance and Support services also includes:

- Onsite resource to carry out day to day VM solution operations/administration/monitoring/management.
- Onsite resource will be responsible for resolving technical issues in coordination with online team / OEM, perform health checks, install updates and upgrades of solution.
- Onsite resource should be able to frame VM policies, configurations as per best practices as recommended by OEM and should fine-tune them as and when required.
- Onsite resource should be able to do Reporting, Backup & Archival.
- Onsite resource should be able to perform Device level troubleshooting.
- Onsite resource will be responsible for Opening / Logging case with OEM, follow-up & Closure.
- Onsite resource will be responsible user level troubleshooting & ensuring SLA.
- Onsite resource will be responsible for upgrade / update / patch management.

Request for Quotation (RFQ) for Selection of Bidder for Renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution, Supply of additional licenses and Managed Services.



- i) Onsite resource will be responsible for Optimization / Performance Tuning / Configuration policy & rule optimization.
- j) Onsite resource should be well qualified with relevant technological certification and experience not less than 5 years in handling above mentioned activities in the proposed VM solution.
- k) The maintenance support should be (24x7X365days) including product (major or minor) upgrades and updates. The support should be for unlimited requests. It may be provided on Email / Telephone / Onsite.
- l) Direct OEM Service and support should be covered under with dedicated TAM (Technical Account Manager) and onsite support, as and when required.

2. VM Solution Services and Frequency of Delivery

Device Management	
Activity Detail	Frequency of Delivery
System Hardening	As and when required
Update/Upgrade/Patching	As and when required
Backup/Restore	As per the policy defined by Bank
Configuration Management	As and when required
Configuration Review & Performance Tuning	Quarterly or As and when required
Change Management	As and when required
Access Management	Continuous
VM Manual /SOP Preparation and Review	During Implementation of VM Solution (Baseline Manual), Half Yearly Review.
VM Solution – Device/Agent Problem Management	As and when required
Inventory Management & Asset Discovery	Continuous
License & AMC Management	Continuous
OEM/SI Liaoning for technical support	As and when required
Custom policies	As and when required
Integration with IT / IS infrastructure (Existing/Future)	As and when required
Monitoring policies	Continuous
Custom Reports	As and when required

3. Resource Allocation

If bidder requires to put additional resources beyond the resources mentioned in proposal to meet SLA it will be at cost of Bidder.



4. MSSP Transition

Selected Bidder, after award of the contract and acceptance of the purchase order, before start of the contract period shall be deploying a competent manpower for taking over VA operations from existing MSSP, prepare a Signoff document which shall be signed by existing MSSP, Selected Bidder and Bank without any additional cost to the Bank. After Signoff, existing Service Provider shall cease to carry out VA operations and the same shall be taken over by the Selected Bidder. Transition period shall be - 7 days, which will start -7- days before expiry of existing contract.

Bank reserves its right to change the scope of work considering the size and variety of the requirements and the changing business conditions. Any such change shall be acceptable to the successful Bidder, if such change does not entail any additional cost to the Bidder.

5. General Conditions

- a) For installation & commissioning work, it shall be the responsibility of the Bidder to arrange and provide requisite tools, testing & measurement equipment and all other things required for carrying out the installation job industry practice and safety norms.
- b) The Bidder shall ensure that no other equipment / structure / setup get 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, Implementation, On-site support & Maintenance of Vulnerability Management Solution and handing over to Bank within stipulated timeline mentioned in the delivery & installation section of this RFQ.
- d) The support shall be on 24*7*365 basis
- e) In the case of additional requirements desired by the Bank during the contract period over and above the quantity mentioned the maximum order which the Bank can place would be an addition of 25% of the quantity for which contract is placed.

6. Monitoring and Audit

- a) Compliance with security best practices may be monitored by periodic 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.

7. RFQ response Attention Items

- a) This RFQ 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

Request for Quotation (RFQ) for Selection of Bidder for Renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution, Supply of additional licenses and Managed Services.



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 RFQ may be considered non-responsive and the proposal may be disqualified.
- d) For any ambiguity, omissions or unclear content in the RFQ 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 RFQ 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 RFQ and the bidders' proposal, the higher standards shall prevail and be applicable.
- g) Expenses incurred in the preparation of proposals in response to this RFQ 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 RFQ 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 RFQ 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 RFQ.

8. Service Levels and Uptime Guarantee

All support by SI/OEM has to be provided onsite. Remote access will not be allowed though any remote desktop sharing applications.

Onsite Solution / System Maintenance and Support services also includes:

- a) Onsite resource to carry out day to day VM solution operations/administration/monitoring/management.
- b) Onsite resource will be responsible for resolving technical issues in coordination with online team / OEM, perform health checks, install updates and upgrades of solution.
- c) Onsite resource should be able to frame VM policies, configurations as per best practices as recommended by OEM and should fine-tune them as and when required.
- d) Onsite resource should be able to perform Incidence tracking, response and closure along with root cause analysis. (Incident Management)
- e) Onsite resource should be able to do Reporting, Backup & Archival.
- f) Onsite resource should be able to perform Device level troubleshooting.



- g) Onsite resource will be responsible for Opening / Logging case with OEM, follow-up & Closure.
- h) Onsite resource will be responsible user level troubleshooting & ensuring SLA.
- i) Onsite resource will be responsible for upgrade / update / patch management.
- j) Onsite resource will be responsible for Optimization / Performance Tuning / Configuration policy & rule optimization.
- k) Onsite resource should be well qualified with relevant technological certification and experience not less than 5 years in handling above mentioned activities in the proposed VM solution.
- l) The maintenance support should be (24x7X365days) including product (major or minor) upgrades and updates. The support should be for unlimited requests. It may be provided on Email / Telephone / Onsite.
- m) Direct OEM Service and support should be covered under with dedicated TAM (Technical Account Manager) and onsite support, as and when required.
- n) The bidder will ensure that stipulated support and maintenance facilities on software/ solution will be available for a minimum period of 3 years.
- o) The proposed product (software, etc.) should not be under "End of Sale" for the next three years and the proposed product should not be under "End of Shelf Life" (EOSL) in the next three years.
- p) If product goes EOSL within contract period of three years, support and upgrade to new version of hardware / software shall be provided by the bidder to the Bank without any additional cost.
- q) If Bank selects the proposed product and even after the contract period is over, the bidder should provide support for period as decided by the Bank at mutually agreed rates.
- r) Selected Bidder to ensure OEM trained expert resources are available for implementation and operations of VM solution.
- s) Bidder to ensure to deploy OEM certified expert resources for onsite support and operations of the solution.
- t) The bidder should have back to back arrangement with the OEM so that the Bank will be able to log a call with the OEM directly.
- u) Technical support shall be for the period of 3 years as per contract with the successful bidder. Bidder should provide support in future if Bank decides to establish DC / DR and NDR office at any other location.
- v) Onsite resource shall be required to provide various kinds of reports as per requirement of the Bank. Dashboard should provide various grouping and drilldown criteria for viewing and managing vulnerabilities. Dash board should have filtering capability to view vulnerabilities based on various criteria like location, Device type, attack type etc.

Request for Quotation (RFQ) for Selection of Bidder for Renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution, Supply of additional licenses and Managed Services.



- w) Dashboard should have Role based as well as Discretionary access control facility to restrict access to vulnerability scans based on user security clearance level.
- x) Various compliance reports based on user configurable parameters and standard compliance reports like PCI-DSS, ISO27001, SOX, IT Act and regulatory reports has to be provided.
- y) Support and operations SLA's shall be ensured by the selected bidder as per SLA mentioned in Annexure 13



Annexure 13 - Service Levels

Selected Bidders should maintain service levels as per the following, failing which penalty clauses would be applicable which shall be deducted from the AMC/ATS support costs payable by the Bank.

The purpose of these service levels is to ensure that the proper elements and commitments are in place to provide consistent IT service support and delivery to the Bank.

The goal of this Agreement is to obtain agreement for IT service provisioned between the selected Bidder and BOB with the objectives of:

- Providing clear reference to service ownership, accountability, roles and/or responsibilities.
- Presenting a clear, concise and measurable description of the service provisioned to the Bank.
- Matching perceptions of expected service provision with actual service support & delivery.

This SLA shall remain valid until revised or terminated. Further, use of this service implies agreement to all terms and conditions:

Sr. No.	Service Area	Accepted Service Level	Penalty
1	UP Time of VM solution or any component there of (Software & licenses etc. supplied by selected Bidder). Impact on Production, demanding immediate attention. Leading to the complete disruption of the objective performed by the said solution.	99.995% and above	NA
		99.99% to 97.92%	1%
		97.91% to 95.83%	5%
		Less than 95.82%	10%
2	Degradation of VM solution - Slowing down the operations of any component or VM solution thereof resulting in delayed alerts, responses, report generations, etc.	Response and resolution time of 24 hours after reporting to SI/OEM support.	1% every four hours after the passage of Resolution time of 24 hours. The cap will be 10% .

3	VM solution management – Version / Release/Upgrades / Patches	Bidder to inform Bank team and ensure that all components of VM – firmware, software, middleware, etc. are updated with latest firmware, patches, Upgrades, release, version, etc. as per the Bank policy (N-1).	Penalty of 2% for every fortnight for not informing of the Bank of latest versions / release/upgrades/ patch for VM solution upon its release. <ul style="list-style-type: none"> • Penalty of 2% for every week for not informing of critical security patches of VM solution. • Penalty of 2% for every week of delayed updating/patching beyond mutually agreed upon time schedule for any component of VM once notified by the Bank. • Cap of 10%
4	Absence of onsite resource for MSSP operations and failure to provide suitable competent substitute manpower.	<p>Applicable for 1-2 Days absence in a month:</p> <p>Applicable for 3-5 Days absence in a month:</p> <p>Applicable for 6-7 Days absence in a month:</p> <p>Applicable for more than 7 Days absence in a month:</p>	<p>SLA deduction = No of absence days x Charges per man year/ (12X Number of working days in a month).</p> <p>SLA deduction = 1.25 x No of absence days x Charges per man year/ (12X Number of working days in a month).</p> <p>SLA deduction = 1.5 x No of absence days x Charges per man year/ (12X Number of working days in a month).</p> <p>SLA deduction = 2.0 x No of absence days x Charges per man year/ (12X Number of working days in a month).</p>
5	Failure to replace incompetent / non performing Onsite resource within -30- days of notice		Penalty deduction @40% of the resource cost on monthly basis.



Important Note:

- All penalties for points 1 to 3, will be calculated based upon the Software Licenses Cost and/or ATS/AMC cost, as applicable.
- Overall Cap for the penalty for points 1 to 3, for all SLA violations is 10% of the total cost of VM ATS/AMC licenses fees in a year.
- Overall Cap for the penalty for all SLA violations for manpower resource (point 4 to 5) in a month shall be 100% of manpower resource fee in a month.



Annexure 14 - Masked Commercial Bid

(Please note that the masked price bid should be exact reflection of the commercial bid except that the masked price bid should not contain any financial information)

Any commercial bid submitted not in conformity with the commercial bid format, then whole bid will be rejected outright. Commercial Bid must be submitted without any deviations and alterations.

(All Amount in INR Rupees)

	No of Units	Year 1 Cost	Year 1 GST	Year 1 Total Cost	Year 2 Cost	Year 2 GST	Year 2 Total Cost	Year 3 Cost	Year 3 GST	Year 3 Total Cost
		A	B	C=A+B	D	E	F=D+E	G	H	I=G+H
ATS/AMC Cost of existing Licenses	6000									
Supply of Additional licenses in blocks of 500 licenses	2000				xxx	xxx	xxx	xxx	xxx	xxx
ATS/AMC of Additional licenses	2000	xxx	xxx	xxx						
Implementation cost of additional licenses	2000				xxx	xxx	xxx	xxx	xxx	xxx
Manpower cost of L2 Resources	2 Nos.									
Total Amount in figures										
Grand 3 Years Total in Figures										
Grand 3 Years Total in Words										

Request for Quotation (RFQ) for Selection of Bidder for Renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution, Supply of additional licenses and Managed Services.



ATS/AMC cost should include all the applicable cost including but not limited to license cost, technical support cost and product upgrades or updates cost.

The Bidder shall quote the Prices in the format mentioned above. Prices to be filled in yellow colour boxes (of commercials document) and nothing to be inserted in boxes where X is mentioned.

We abide by following terms and conditions:

- a. For each of the above items provided the Bidder is required to provide the cost for every line item where the Bidder has considered the cost in BOM.
- b. The Bidder needs to clearly indicate if there are any recurring costs included in the above bid and quantify the same. In the absence of this, the Bidder would need to provide the same without any charge. Bidder should make no changes to the quantity.
- c. 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.
- d. All Deliverables to be supplied as per RFQ requirements provided in the tender.
- e. The Service Charges need to include all services and other requirement as mentioned in the RFQ
- f. The Bidder has to make sure all the arithmetical calculations are accurate and Bank should not be held responsible for any incorrect calculations. However, for the purpose of calculation, Bank will take the corrected figures / cost.
- g. There will be no price escalation for during the contract period and any extension thereof. Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.
- h. One Time Implementation cost must be provided by Bidder. These prices would be considered for the calculation of TCO (Total Cost of Ownership). The Bank has discretion to avail any of the optional components / items as per Bank's requirement.
- i. All Quoted Commercial Values should comprise of values only upto 2 decimal places. Bank for evaluation purpose will consider values only upto 2 decimal places for all calculations & ignore all figures beyond 2 decimal places.
- j. Commercial bid evaluation will be done as per details mentioned in Annexure 02 of the RFQ and discounted TCO will be considered for evaluation.
- k. Bank reserves the right to disqualify the Bidder in case of any deviation or discrepancy is observed in the commercial Bid.

Request for Quotation (RFQ) for Selection of Bidder for Renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution, Supply of additional licenses and Managed Services.



Further, we confirm that we will abide by all the terms and conditions mentioned above & in the tender document.

Dated thisday of....., 2024

Signature of Authorized Signatory:

Authorized Signatory Name:

Designation:

Bidder's Corporate Name:



Annexure 15 - Commercial Bid

Any commercial bid submitted not in conformity with the commercial bid format, then whole bid will be rejected outright. Commercial Bid must be submitted without any deviations and alterations.

(All Amount in INR Rupees)

	No of Units	Year 1 Cost	Year 1 GST	Year 1 Total Cost	Year 2 Cost	Year 2 GST	Year 2 Total Cost	Year 3 Cost	Year 3 GST	Year 3 Total Cost
		A	B	C=A+B	D	E	F=D+E	G	H	I=G+H
ATS/AMC Cost of existing Licenses	6000									
Supply of Additional licenses in blocks of 500 licenses	2000				xxx	xxx	xxx	xxx	xxx	xxx
ATS/AMC of Additional licenses	2000	xxx	xxx	xxx						
Implementation cost of additional licenses	2000				xxx	xxx	xxx	xxx	xxx	xxx
Manpower cost of L2 Resources	2 Nos.									
Total Amount in figures										
Grand 3 Years Total in Figures										
Grand 3 Years Total in Words										

Request for Quotation (RFQ) for Selection of Bidder for Renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution, Supply of additional licenses and Managed Services.



ATS/AMC cost should include all the applicable cost including but not limited to license cost, technical support cost and product upgrades or updates cost.

The Bidder shall quote the Prices in the format mentioned above. Prices to be filled in yellow colour boxes (of commercials document) and nothing to be inserted in boxes where X is mentioned.

We abide by following terms and conditions:

- l. For each of the above items provided the Bidder is required to provide the cost for every line item where the Bidder has considered the cost in BOM.
- m. The Bidder needs to clearly indicate if there are any recurring costs included in the above bid and quantify the same. In the absence of this, the Bidder would need to provide the same without any charge. Bidder should make no changes to the quantity.
- n. 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.
- o. All Deliverables to be supplied as per RFQ requirements provided in the tender.
- p. The Service Charges need to include all services and other requirement as mentioned in the RFQ
- q. The Bidder has to make sure all the arithmetical calculations are accurate and Bank should not be held responsible for any incorrect calculations. However, for the purpose of calculation, Bank will take the corrected figures / cost.
- r. There will be no price escalation for during the contract period and any extension thereof. Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.
- s. One Time Implementation cost must be provided by Bidder. These prices would be considered for the calculation of TCO (Total Cost of Ownership). The Bank has discretion to avail any of the optional components / items as per Bank's requirement.
- t. All Quoted Commercial Values should comprise of values only upto 2 decimal places. Bank for evaluation purpose will consider values only upto 2 decimal places for all calculations & ignore all figures beyond 2 decimal places.
- u. Commercial bid evaluation will be done as per details mentioned in Annexure 02 of the RFQ and discounted TCO will be considered for evaluation.
- v. Bank reserves the right to disqualify the Bidder in case of any deviation or discrepancy is observed in the commercial Bid.



Further, we confirm that we will abide by all the terms and conditions mentioned above & in the tender document.

Dated thisday of....., 2024

Signature of Authorized Signatory:

Authorized Signatory Name:

Designation:

Bidder's Corporate Name:



Annexure 16 - Performance Guarantee

BANK GUARANTEE (FORMAT OF PERFORMANCE BANK GUARANTEE)

To

The Group Chief Information Security Officer
Bank of Baroda
Baroda Sun Tower
Bandra Kurla Complex
Bandra (E), Mumbai 400 051

RFQ Ref No: _____

RFQ Date: _____

WHEREAS M/S (Name of Bidder) a Company registered under the Indian Companies Act, 1956 and having its Registered Office at, (Please provide complete address) (hereinafter referred to as "Bidder") was awarded a contract by Bank of Baroda (the Bank) vide their Purchase Order no. dated (hereinafter referred to as "PO") for

AND WHEREAS, in terms of the conditions as stipulated in the PO and the Request for Proposal document No. Dated for (hereinafter referred to as "RFQ"), the Bidder is required to furnish a Performance Bank Guarantee issued by a Public Sector Bank/ schedule commercial bank in India other than the Bank of Baroda in your favour for Rs...../- towards due performance of the contract in accordance with the specifications, terms and conditions of the purchase order and RFQ document (which guarantee is hereinafter called as "BANK GUARANTEE").

AND WHEREAS the Bidder has approached us for providing the BANK GUARANTEE.

AND WHEREAS at the request of the Bidder, WE,, a body corporate in terms of the Banking Companies Acquisition and Transfer of Undertakings Act, 1970/1980 having its Office at and a branch inter alia at India have agreed to issue the BANK GUARANTEE.

THEREFORE, WE, (name of Bank and its address) through our local office at



..... India furnish you the BANK GUARANTEE in manner hereinafter contained and agree with you as follows:

1. We do hereby expressly, irrevocably and unconditionally undertake to pay the amounts due and payable under this Guarantee without any demur, merely on demand from you and undertake to indemnify you and keep you indemnified from time to time and at all times to the extent of Rs./- (Rupees only) against any loss or damage caused to or suffered by or that may be caused to or suffered by you on account of any breach or breaches on the part of the Bidder of any of the terms and conditions contained in the PO and RFQ / SLA and in the event of the Bidder committing default or defaults in carrying out any of the work or discharging any obligation under the PO or RFQ document or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding the sum of Rs...../-.(Rupees only) as may be claimed by you on account of breach on the part of the Bidder of their obligations or default in terms of the PO and RFQ.
2. Notwithstanding anything to the contrary contained herein or elsewhere, we agree that your decision as to whether the Bidder has committed any such breach/ default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish your claim or claims under Bank Guarantee, but will pay the same forthwith on your demand without any protest or demur. Any such demand made by Bank of Baroda shall be conclusive as regards the amount due and payable by us to you.
3. This Bank Guarantee shall continue and hold good until it is released by you on the application by the Bidder after expiry of the relative guarantee period provided always that the guarantee shall in no event remain in force after (date) without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing before the expiry of the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.
4. You will have the fullest liberty without our consent and without affecting our liabilities under this Bank Guarantee from time to time to vary any of the terms and conditions of the PO and RFQ or extend the time of performance of the contract or to postpone for any time or from time to time any of your rights or powers against the Bidder and either to enforce or forbear to enforce any of the terms and conditions of the said PO and RFQ and we shall not be released from our liability under Bank Guarantee by exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the Bidder or any other forbearance, act or omission on your part or



any indulgence by you to the Bidder or any other act, matter or things whatsoever which under law relating to sureties, would but for the provisions hereof have the effect of so releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of Rs./-(Rupees..... only) as aforesaid or extend the period of the guarantee beyond the said (date) unless expressly agreed to by us in writing.

5. The Bank Guarantee shall not in any way be affected by your taking or giving up any securities from the Bidder or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency or death as the case may be of the Bidder.
6. In order to give full effect to the guarantee herein contained, you shall be entitled to act as if we were your principal debtors in respect of all your claims against the Bidder 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 any of the provisions of Bank Guarantee.
7. Subject to the maximum limit of our liability as aforesaid, Bank Guarantee will cover all your claim or claims against the Bidder from time to time arising out of or in relation to the PO and RFQ and in respect of which your claim in writing is lodged on us before expiry of Bank Guarantee.
8. Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax or registered post to our local address as aforesaid and if sent accordingly it shall be deemed to have been given when the same has been posted.
9. The Bank Guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees hereto before given to you by us (whether jointly with others or alone) and now existing enforce and this Bank Guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.
10. The Bank Guarantee shall not be affected by any change in the constitution of the Bidder or us nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will ensure to the benefit of and be available to and be enforceable by the absorbing or amalgamated company or concern.
11. The Bank Guarantee shall come into force from the date of its execution and shall not be revoked by us any time during its currency without your previous consent in writing.
12. We further agree and undertake to pay you the amount demanded by you in writing irrespective of any dispute or controversy between you and the Bidder in any suit or proceeding pending before any court or Tribunal relating thereto, our liability under this present being absolute and unequivocal. The payments so made by us shall be a valid discharge of our liability for payment here under and the Bidder shall have no claim against us for making such payment.
13. Notwithstanding anything contained herein above;
 - a. our liability under this Guarantee shall not exceed Rs./- (Rupees



-only)
- b. this Bank Guarantee shall be valid and remain in force upto and including the date and
- c. 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 the expiry of this guarantee.
14. We have the power to issue this Bank Guarantee in your favour under the Memorandum and Articles of Association of our Bank and the undersigned has full power to execute this Bank Guarantee under the Power of Attorney issued by the Bank.

Dated thisday of....., 2024

For and on behalf of
Branch Manager
Seal and Address

NOTE:

1. BIDDER SHOULD ENSURE THAT THE SEAL & CODE NO. OF THE SIGNATORY IS PUT BY THE BANKERS, BEFORE SUBMISSION OF BG
2. STAMP PAPER IS REQUIRED FOR THE BG ISSUED BY THE BANKS LOCATED IN MUMBAI.
3. BANK GUARANTEE IF SUBMITTED, SHOULD BE ACCOMPANIED WITH COPY OF THE SFMS TRANSMITTED AT THE TIME OF ISSUE OF BANK GUARANTEE. AS PER IBA NOTIFICATION NO. PS&BT/GOVT/2305 DATED 16MAR-2016 ALONG WITH MINISTRY OF FINANCE, GOVERNMENT OF INDIA CIRCULAR F.NO.7/112/2011-BOA DATED 08-MAR-2016 WITH RESPECT TO SENDING BANK GUARANTEE ADVICES THROUGH STRUCTURED FINANCIAL MESSAGING SYSTEM (SFMS), IT IS NECESSARY TO CONFIRM THE AUTHENTICITY OF THE BANK GUARANTEES (BG) BY SFMS MESSAGE. THE SFMS SHOULD BE SENT TO FOLLOWING BRANCH: BRANCH NAME & ADDRESS: BANK OF BARODA, BKC BRANCH, C-26, G-BLOCK, BARODA CORPORATE CENTER, BANDRA EAST, MUMBAI-400051 IFSC CODE: BARB0BANEAS (FIFTH LETTER IS "ZERO")
4. BIDDER SHOULD ENSURE THAT THE BANK GUARANTEE SHOULD CONTAIN ALL TERMS & CONDITIONS AS PER THIS FORMAT. BANK GUARANTEE SUBMITTED WITH ANY RIDER OR DEVIATION TO THE STIPULATED TERMS & CONDITIONS WILL NOT BE ACCEPTED.



Annexure 17 - Service Level and Non-Disclosure Agreement Format

This Agreement is made in Mumbai this..... Day of 20... by and between BANK OF BARODA, body corporate constituted under the Banking Companies [Acquisition & Transfer of Undertakings] Act 1970 having its Head Office at Mandvi, Baroda and Corporate Office at Baroda Corporate Centre, C-26, G-Block, Bandra Kurla Complex, Bandra (East), Mumbai- 400051, hereinafter for brevity sake referred to as "Bank" (which expression shall, unless repugnant to the context or meaning, include its successors and assigns) of the one Part;

AND

_____, a company incorporated under the Companies Act 1956/ 2013, India, having its registered office at _____, hereinafter referred to as "the Service Provider" (which expression shall, unless repugnant to the context and meaning thereof include its subsidiaries, affiliates, successors and permitted assigns) of the other Part,
(Bank and the Service Provider hereinafter are individually referred to as "Party" and collectively as "Parties")

WHEREAS

Bank of Baroda is one of the largest public sector banks (PSU) in India with a branch network of over 8,100+ branches in India and 95+ branches/ offices overseas including branches of our subsidiaries, distributed in 15+ countries. Bank desires to select a Service Provider for ----- and had invited offers.

In response to RFQ no ----- dated ----- issued by Bank, the Service Provider also submitted its offer and has represented that it is engaged in the business of ----- . It further represented to Bank that it has the requisite skill, knowledge, experiences, experts, staff and capability to provide required service to Bank. Relying on representations of Service Provider and other applicable criteria, Service Provider was declared as a successful bidder in the RFQ evaluation process. Accordingly, Bank has issued a ----- .

It was a condition in the RFQ that the Parties would enter into a Service Level and Non-Disclosure Agreement which shall include all the services and terms and conditions of the services to be extended as detailed here in.

NOW, THEREFORE, THIS AGREEMENT WITNESSETH AS FOLLOWS

1. DEFINITIONS

- Bank, BOB means 'Bank of Baroda'



- Recipient, Respondent, Bidder, service provider, Bidder, System Integrator (SI) means the respondent to the RFQ document
- RFQ means the Request for Proposal document
- Proposal, Bid means "Response to the RFQ Document"
- Tender means RFQ responses prepared by the bidder and submitted to Bank of Baroda.
- Support means Support & Services to be provided as part of the Scope of Work
- AMC means Annual Maintenance Contract
- ATS means Annual Technical Support
- OTC means One Time Cost
- SLA means Service level Agreement
- TCO means Total Cost of Ownership

2. TERM

This Agreement shall come into force on _____ and shall be in force and effect for a period -----, unless Bank terminates the Agreement by giving a prior written notice of 30 days as per the terms of this Agreement.

3. SCOPE OF SERVICE

The Service Provider agrees to perform the services as part of the scope of this engagement including but not limited to as mentioned in Schedule I of this Agreement. BOB reserves its right to change the scope of the services considering the size and variety of the requirements and the changing business & security conditions /environment with mutual consent.

4. STANDARDS

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

5. CODE OF ETHICS

M/s _____, (Bidder/Service Provider/Supplier/ Consultant/Contractor) agrees to comply with the Bank's Code of Ethics, available on the Bank's website>Shareholder's Corner> Policies/Codes> Our Code of Ethics, during the validity period of this agreement/contract.

6. DELIVERY /SCOPE OF WORK

(Terms mentioned in the RFQ)



7. DOCUMENTATION

The Service Provider shall supply all necessary documentation for the training, use and operation of the system. This will include at least one set of original copies per installation of the user manuals, reference manuals, operations manuals, and system management manuals in English/Hindi.

8. SINGLE POINT OF CONTACT & DIRECT SUPPORT

(Please incorporate following details – Name, designation, address, email address, telephone /mobile No.

Escalation matrix for support should also be provided with full details.

9. PAYMENT TERMS

(Terms mentioned in the RFQ)

10. SET-OFF

Without prejudice to other rights and remedies available to the Bank, Bank shall be entitled to set-off or adjust any amounts due to Bank under this clause from the Service Provider against payments due and payable by Bank to the Service Provider for the services rendered.

The provisions of this Clause shall survive the termination of this Agreement.

11. COVENANTS OF THE SERVICE PROVIDER

The Service Provider shall deploy and engage suitably experienced and competent personnel as may reasonably be required for the performance of the services. During the currency of this Agreement, the Service Provider shall not substitute the key staff identified for the services mentioned in this Agreement.

The Service Provider shall forthwith withdraw or bar any of its employee/s from the provision of the services if, in the opinion of BANK:

- (i) The quality of services rendered by the said employee is not in accordance with the quality specifications stipulated by BANK; or
- (ii) The engagement or provision of the services by any particular employee is prejudicial to the interests of BANK.

All employees engaged by the Service Provider shall be in sole employment of the Service Provider and the Service Provider shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall BANK be liable for any payment or claim or compensation (including but not limited to compensation on account of injury/death/termination) of any nature to the employees and personnel of the Service Provider.



The Service Provider:

- i. shall be responsible for all negotiations with personnel relating to salaries and benefits, and shall be responsible for assessments and monitoring of performance and for all disciplinary matters.
- ii. shall not knowingly engage any person with a criminal record/conviction and shall bar any such person from participating directly or indirectly in the provision of services under this Agreement.
- iii. shall at all times use all reasonable efforts to maintain discipline and good order amongst its personnel.
- iv. shall not exercise any lien on any of the assets, documents, instruments or material belonging to BANK and in the custody of the Service Provider for any amount due or claimed to be due by the Service Provider from BANK.
- v. shall regularly provide updates to BANK with respect to the provision of the services and shall meet with the personnel designated by BANK to discuss and review its performance at such intervals as may be agreed between the Parties.
- vi. shall be responsible for compliance of all laws, rules, regulations and ordinances applicable in respect of its employees, sub-contractors and agents (including but not limited to code of Wages Act, Provident Fund laws, Workmen's Compensation Act) and shall establish and maintain all proper records including, but not limited to, accounting records required by any law, code, practice or corporate policy applicable to it from time to time, including records and returns as applicable under labour legislations.
- vii. shall not violate any proprietary and intellectual property rights of BANK or any third party, including without limitation, confidential relationships, patent, trade secrets, copyright and any other proprietary rights in course of providing services hereunder.
- viii. shall ensure that the quality and standards of materials and services to be delivered or rendered hereunder, will be of the kind, quality and timeliness as designated by the BANK and communicated to the Service Provider from time to time.
- ix. shall not work in a manner which, in the reasonable opinion of BANK, may be detrimental to the interests of BANK and which may adversely affect the role, duties, functions and obligations of the Service Provider as contemplated by this Agreement.
- x. shall be liable to the BANK for any and all losses of any nature whatsoever arisen directly or indirectly by negligence, dishonest, criminal or fraudulent act of any of the representatives and employees of the Service Provider while providing the services to the BANK.



- x. shall itself perform the obligations under this Agreement and shall not assign, transfer or sub-contract any of its rights and obligations under this Agreement except with prior written permission of BANK.

11. CONFIDENTIALITY

The Service Provider acknowledges that in the course of performing the obligations under this Agreement, it shall be exposed to or acquire information of the bank, which the Service Provider shall treat as confidential.

- a) All BOB's product and process details, documents, data, applications, software, systems, papers, statements and business / customer information which may be communicated to or come to the knowledge of Service Provider or Service Provider's employees during the course of discharging their obligations shall be treated as absolutely confidential and Service Provider irrevocably agrees and undertakes and ensures that Service Provider and its employees shall keep the same secret and confidential and not disclose the same, in whole or in part to any third party without prior written permission of BOB. The Service Provider shall not use or allow to be used any information other than as may be necessary for the due performance by Service Provider of its obligations hereunder.
- b) Service Provider shall not make or retain any copies or record of any Confidential Information submitted by BOB other than as may be required for the performance of Service Provider.
- c) Service Provider shall notify BOB promptly of any unauthorized or improper use or disclosure of the Confidential Information.
- d) Service Provider shall return all the Confidential Information that is in its custody, upon termination / expiry of this Agreement. Also, so far as it is practicable Service Provider shall immediately expunge any Confidential Information relating to the projects from any computer, word processor or other device in possession or in the custody and control by Service Provider or its affiliates.
- e) Service Provider shall extent practicable, immediately furnish a certificate signed by its director or other responsible representative confirming that to the best of his/her knowledge, information and belief, having made all proper enquiries the requirements of this paragraph have been fully complied with.
- f) Service Provider hereby unconditionally agrees and undertakes that it and its employees shall not disclose the terms and conditions of the engagement Agreement/ Work Order or any other oral or written information which may contain, hold or bear confidential information or disclose the information submitted by BOB under any other Agreement to any third party unless such disclosure is mandatorily required by law or if it is required necessarily to be disclosed to any other agency/subcontractor or the like for the purpose of performing any of its obligations under the contract.



However, the Confidential Information will not be limited to the information mentioned above but not include the following as Confidential Information:

- i. Without breach of these presents, has already become or becomes and/or hereinafter will become part of the public domain;
- ii. Prior to the disclosure by BOB was known to or in the possession of the Service Provider at the time of disclosure;
- iii. Was disclosed or parted with the prior consent of BOB;
- iv. Was acquired by Service Provider from any third party under the conditions such that it does not know or have reason to know that such third party acquired directly or indirectly from BOB.

The Service Provider agrees to take all necessary action to protect the Confidential Information against misuse, loss, destruction, deletion and/or alteration. It shall neither misuse or permit misuse directly or indirectly, nor commercially exploit the Confidential Information for economic or other benefit.

In any dispute over whether information or matter is Proprietary Information or not mentioned herein, it shall be the burden of Service Provider to show that such contested information or matter is not Proprietary Information within the meaning of this Agreement, and that it does not constitute violation under any laws for the time being enforced in India.

Notwithstanding above, BOB shall take all the reasonable care to protect all the confidential information of service provider delivered to BOB while performing of the services.

The confidentiality obligations shall survive the expiry or termination of the Agreement between the Service Provider and the Bank.

12. INDEMNITY

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

- Bank's authorized / bona fide use of the Deliverables and /or the Services provided by Service Provider under this Agreement; and/or
- an act or omission of the Service Provider and/or its employees, agents, subcontractors in performance of the obligations under this Agreement; and/or
- claims made by employees or subcontractors or subcontractors' employees, who are deployed by the Service Provider, against the Bank; and/or
- claims arising out of employment, non-payment of remuneration and non-provision of statutory benefits by the Service Provider to its employees, its agents, contractors and sub-contractors



- breach of any of the term of this Agreement or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the Service Provider under this Agreement; and/or
- any or all Deliverables or Services infringing any patent, trademarks, copyrights or such other Intellectual Property Rights; and/or
- breach of confidentiality obligations of the Service Provider contained in this Agreement; and/or
- Negligence or gross misconduct attributable to the Service Provider or its employees or sub-contractors.

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

- notifies the Service Provider in writing as soon as practicable when the Bank becomes aware of the claim; and
- cooperates with the Service Provider in the defense and settlement of the claims.

However, (i) the Service Provider has sole control of the defense and all related settlement negotiations (ii) the Bank provides the Service Provider with the assistance, information and authority reasonably necessary to perform the above and (iii) the Bank does not make any statements or comments or representations about the claim without the prior written consent of the Service Provider, except where the Bank is required by any authority/regulator to make a comment/statement/representation.

If use of deliverables is prevented by injunction or court order because of any such claim or deliverables is likely to become subject of any such claim then the Service Provider, after due inspection and testing and at no additional cost to the Bank, shall forthwith either 1) replace or modify the software / equipment with software / equipment which is functionally equivalent and without affecting the functionality in any manner so as to avoid the infringement; or 2) obtain a license for the Bank to continue the use of the software / equipment, as required by the Bank as per the terms and conditions of this Agreement and to meet the service levels; or 3) refund to the Bank the amount paid for the infringing software / equipment and bear the incremental costs of procuring a functionally equivalent software / equipment from a third party, provided the option under the sub clause (3) shall be exercised by the Bank in the event of the failure of the Service Provider to provide effective remedy under options (1) to (2) within a reasonable period which would not affect the normal functioning of the Bank.

The Service Provider shall not be liable for defects or non-conformance resulting from:

- Software, hardware, interfacing, or supplies for the solution not approved by Service Provider; or



- any change, not made by or on behalf of the Service Provider, to some or all of the deliverables supplied by the Service Provider or modification thereof, provided the infringement is solely on account of that change;

Indemnity shall exclude indirect, consequential and incidental damages. However, indemnity would cover damages, loss or liabilities suffered by the Bank arising out of claims made by customer and / or regulatory authorities for reasons attributable to breach of obligations under this agreement by the Service Provider.

In the event of Service Provider not fulfilling its obligations under this clause within the period specified in the notice issued by the Bank, the Bank has the right to recover the amounts due to it under this provision from any amount payable to the Service Provider under this project.

The indemnities under this clause are in addition to and without prejudice to the indemnities given elsewhere in this Agreement.

13. PROPERTY RIGHTS

Each Party owns and retains all rights, title and interests in and to its respective Pre-Existing Intellectual Property and Independent Intellectual Property. Independent Intellectual Property means any Intellectual Property developed by a Party independently of the applicable statement of work. "Pre-Existing Intellectual Property" means any Intellectual Property owned by a Party, or licensed to such Party (other than by the other Party), as at the commencement date of the applicable statement of work.

Whereas title to all inventions and discoveries made jointly by the parties resulting from the Work performed as per this agreement shall reside jointly between the parties. Both the parties shall mutually decide the future course of action to protect/ commercial use of such joint IPR. The Intellectual Property Rights shall be determined in accordance with Indian Laws.

Without prejudice to above paras all the interim/ final deliverables shall be property of bank. Subject to requisite payments the service provider deemed to grand exclusive, perpetual rights to use of the deliverables in favour of bank.

14. PERFORMANCE GUARANTEE

Service Provider, shall provide unconditional and irrevocable Performance Bank Guarantee for Rs -----/- (Rupees _____ Only) in favour of BOB from any Public Sector Bank other than Bank of Baroda as acceptable to BOB towards due performance of the contract in accordance of this Agreement. The Performance Guarantee shall be valid for a period of ___months with additional claim period of three months after expiry of validity period.



15. TERMINATION

In following events Bank shall terminate this assignment or cancel any particular order if service provider:

- breaches any of its obligations set forth in this agreement and Such breach is not cured within 15 Working Days after Bank gives written notice; or
- Failure by Service Provider to provide Bank, within 15 Working Days, with a reasonable plan to cure such breach, which is acceptable to the Bank. Or
- The progress regarding execution of the contract/ services rendered by the Service Provider is not as per the prescribed time line, and found to be unsatisfactory.
- Supply of substandard materials/ services
- Delay in delivery / installation / commissioning of services.
- Discrepancy in the quality of service / security expected during the implementation, rollout and subsequent maintenance process.
- If deductions of penalty exceed more than 10% of the total contract price.

Further Bank may terminate this agreement on happening of following events:

- A liquidator or a receiver is appointed over all or a substantial part of the undertaking, assets or revenues of the Service Provider and such appointment continues for a period of twenty-one (21) days;
- The Service Provider is subject of an effective resolution for its winding up other than a voluntary winding up for the purpose of reconstruction or amalgamation.
- The Service Provider becomes insolvent or goes into liquidation voluntarily or otherwise
- An attachment is levied or continues to be levied for a period of 7 days upon effects of the Agreement.
- The Service Provider becomes the subject of a court order for its winding up.

Notwithstanding above, in case of change of policy or any unavoidable circumstances or without any reason Bank reserve the right to terminate this assignment or any subsequent agreement and / or any particular order, in whole or in part by giving Service Provider at least 60 days prior notice in writing.

Effect of termination

If bank terminates or cancels the assignment on the default mentioned in the termination clause, in such case bob reserves the right to get the balance contract executed by another party of its choice. In this event, the Service Provider shall be bound to make good the additional expenditure, which the Bank may have to incur to carry out bidding process for the selection of a new service provider and for execution of the balance of the contract.



Immediately upon the date of expiration or termination of the Agreement, Bank shall have no further obligation to pay any fees for any periods commencing on or after such date.

Without prejudice to the rights of the Parties, upon termination or expiry of this Agreement, Bank shall pay to Service Provider, within thirty (30) days of such termination or expiry, All the undisputed fees outstanding till the date of termination; Upon the termination or expiry of this Agreement:

- The rights granted to Service Provider shall immediately terminate.
- Upon Bank's request, with respect to (i) any agreements for maintenance, disaster recovery services or other third-party services, and any Deliverables not owned by the Service Provider, being used by Service Provider to provide the Services and (ii) the assignable agreements, Service Provider shall, use its reasonable commercial endeavors to transfer or assign such agreements and Service Provider Equipment to Bank and its designee(s) on commercially reasonable terms mutually acceptable to both Parties.
- Upon Bank's request in writing, Service Provider shall be under an obligation to transfer to Bank or its designee(s) the Deliverables being used by Service Provider to perform the Services free and clear of all liens, security interests, or other encumbrances at a value calculated as stated.

16. CORPORATE AUTHORITY

The Parties represent that they have taken all necessary corporate action and sanction to authorize the execution and consummation of this Agreement and will furnish satisfactory evidence of same upon request.

17. LAW, JURISDICTION AND DISPUTE RESOLUTION

This Agreement shall be governed and construed and enforced in accordance with the laws of India. both Parties shall agree that in respect of any dispute arising upon, over or in respect of any of the terms of this Agreement, only the courts in Mumbai shall have exclusive jurisdiction to try and adjudicate such disputes to the exclusion of all other courts.

ARBITRATION

- a) The Bank and the Service Provider shall make every effort to resolve amicably, by direct informal negotiation between the respective project managers/ directors of the Bank and the Service Provider, any disagreement or dispute arising between them under or in connection with the contract.
- b) If the Bank project manager/director and Service Provider project manager/director 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 the Service Provider and Bank respectively.



- c) If after thirty days from the commencement of such negotiations between the senior authorized personnel designated by the Service Provider and Bank, the Bank and the Service Provider have been unable to resolve contractual dispute amicably, either party may require that the dispute be referred for resolution through formal arbitration.
- d) 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 shall appoint a third arbitrator shall act as the chairman of the proceedings.
- e) The place of arbitration shall be such place where Bank's office that placed the order is situated. The Arbitration and Conciliation Act 1996 or any statutory modification thereof shall apply to the arbitration proceedings.
- f) The arbitral award shall be in writing, state the reasons for the award, and be final and binding on the parties. The award may include an award of costs, including reasonable attorneys' fees and disbursements. Judgment upon the award may be entered by any court having jurisdiction thereof or having jurisdiction over the relevant Party or its assets.

18. AUDIT

All Service Provider records with respect to any matters covered by this Agreement shall be made available to auditors and or inspecting officials of the Bank and/or Reserve Bank of India and/or any regulatory authority, at any time during normal business hours, as often as the Bank deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data. Said records are subject to examination. Bank's auditors would execute confidentiality agreement with the Service Provider provided that the auditors would be permitted to submit their findings to the Bank, which would be used by the Bank. The cost of the audit will be borne by the Bank. The scope of such audit would be limited to Service Levels being covered under the contract, and financial information would be excluded from such inspection, which will be subject to the requirements of statutory and regulatory authorities.

The Bank and its authorized representatives, including Reserve Bank of India (RBI) or any other regulator shall have 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.



19. LIMITATION OF LIABILITY

Except the grounds mentioned under the para two of this clause, Service Provider's aggregate liability in connection with obligations undertaken as a part of the Agreement regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the Total Contract Value.

However, Service Provider's liability in case of claims against the Bank resulting from Willful Misconduct or Gross Negligence of Service Provider, its employees and Subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.

Bank shall not be held liable for and is absolved of any responsibility or claim / litigation arising out of the use of any third-party software or modules supplied by Service Provider as part of procurement under the Agreement.

Under no circumstances BOB shall be liable to the Service Provider for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this Agreement, even if BOB has been advised of the possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business.

Subject to any law to the contrary, and to the maximum extent permitted by law neither parties shall be liable to other for any consequential/ incidental, or indirect damages arising out of this agreement.

All employees engaged by the party shall be in sole employment of the party and the respective parties shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall other party be liable for any payment or claim or compensation (including but not limited to compensation on account of injury/death/termination) of any nature to the employees and personnel of the other party.

20. PUBLICITY

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

21. INDEPENDENT ARRANGEMENT

This Agreement is on a principal-to-principal basis between the Parties hereto. Nothing contained in this Agreement shall be construed or deemed to create any association, partnership or joint venture or employer-employee relationship or principal-agent relationship in any manner whatsoever between the parties. The Service Provider acknowledges that its rendering of services is solely within its own control, subject to the terms and conditions agreed upon and agrees not to hold it out to be an employee, agent or servant of Bank or Affiliate thereof.



22. SUBCONTRACTING

The Service Provider shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required by it under the contract without the prior written consent of the Bank.

23. ASSIGNMENT

The Service Provider agrees that the Service Provider shall not be entitled to assign any or all of its rights and or obligations under this Agreement to any entity including Service Provider's affiliate without the prior written consent of the Bank.

If the Bank undergoes a merger, amalgamation, takeover, consolidation, reconstruction, change of ownership, etc., this Agreement along with the subsequent Addendums published shall be considered to be assigned to the new entity and such an act shall not affect the obligations of the Service Provider under this Agreement.

24. NON – SOLICITATION

The Service Provider, during the term of the contract shall not without the express written consent of the Bank, directly or indirectly: a) recruit, hire, appoint or engage or attempt to recruit, hire, appoint or engage or discuss employment with or otherwise utilize the services of any person who has been an employee or associate or engaged in any capacity, by the Bank in rendering services in relation to the contract; or b) induce any person who shall have been an employee or associate of the Bank at any time to terminate his/ her relationship with the Bank.

The above clause shall not applicable in case the recruitment done through public advertisement.

25. VICARIOUS LIABILITY

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



nature that may arise or caused to the Bank through the action of Service Provider 's employees, agents, contractors, subcontractors, etc.

26. FORCE MAJEURE

The Service Provider shall not be liable for forfeiture of its performance security, liquidated damages, penalties or termination for default, if any to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.

For purposes of this Clause, "Force Majeure" means an event explicitly beyond the reasonable control of the Service Provider and not involving the Service Provider's fault or negligence and not foreseeable. Such events are Acts of God or of public enemy, acts of Government of India in their sovereign capacity, strikes, political disruptions, bandhs, riots, civil commotions and acts of war.

If a Force Majeure situation arises, the Service Provider shall promptly notify the Bank in writing of such conditions and the cause thereof within fifteen calendar days. Unless otherwise directed by the Bank in writing, the Service Provider shall continue to perform Service Provider's obligations under this Agreement as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

In such a case the time for performance shall be extended by a period(s) not less than duration of such delay. If the duration of delay continues beyond a period of three months, the Bank and Service Provider shall hold consultations in an endeavor to find a solution to the problem.

SURVIVAL:

The expiry or the termination of this Agreement does not relieve either party of its obligations which by their nature ought or intend to survive the termination of this Agreement including without limitation to the clauses of confidentiality, indemnity, limitation of liability, and covenants of the parties.

27. MISCELLANEOUS

Any provision of this Agreement may be amended or waived if, and only if such amendment or waiver is in writing and signed, in the case of an amendment by each Party, or in the case of a waiver, by the Party against whom the waiver is to be effective.

No failure or delay by any Party in exercising any right, power or privilege hereunder shall operate as a waiver thereof nor shall any single or partial exercise of any other right, power or privilege. The rights and remedies herein provided shall be cumulative and not exclusive of any rights or remedies provided by law.

Unless otherwise provided herein, all notices or other communications under or in connection with this Agreement shall be given in writing and may be sent by personal delivery or post or courier or facsimile to the person at the address given below. Any such notice or other communication will be deemed to be effective if sent by personal



delivery, when delivered, if sent by post, two days after being deposited in the post and if sent by courier, one day after being deposited with the courier, and if sent by facsimile, when sent (on receipt of a confirmation to the correct facsimile number). The addresses referred to hereinabove are:

If to the Bank of Baroda:

The Group Chief Information Security Officer
Baroda Corporate Centre, C-26, G-Block, Bandra Kurla Complex, Bandra
(East), Mumbai- 400051
ATTN: Assistant General Manager (Information Security)

If to the

Address _____

ATTN: _____

This Agreement constitutes the entire agreement between the Parties with respect to the subject matter hereof and supersedes all prior written agreements, understandings and negotiations, both written and oral, between the Parties with respect to the subject matter of this Agreement. No representation, inducement, promise, understanding, condition or warranty not set forth herein has been made or relied upon by any Party hereto. In case of any contradiction in the terms of RFQ _____, offer document and Purchase Order etc, and this Agreement the terms hereof shall prevail.

Neither this Agreement nor any provision hereof is intended to confer upon any Person other than the Parties to this Agreement any rights or remedies hereunder.

In connection with this Agreement, as well as all transactions contemplated by this Agreement, each Party agrees to execute and deliver such additional documents and to perform such additional actions as may be necessary, appropriate or reasonably requested to carry out or evidence the transactions contemplated hereby.

The invalidity or unenforceability of any provisions of this Agreement in any jurisdiction shall not affect the validity, legality or enforceability of the remainder of this Agreement in such jurisdiction or the validity, legality or enforceability of this Agreement, including any such provision, in any other jurisdiction, it being intended that all rights and obligations of the Parties hereunder shall be enforceable to the fullest extent permitted by law.

The captions herein are included for convenience of reference only and shall be ignored in the construction or interpretation hereof.

This Agreement may be signed in duplicate, each of which shall be deemed to be an original.

IN WITNESS WHEREOF, this Agreement has been executed by the Parties hereto on the day and year first above written.

Signed and Delivered by the within named



For Bank of Baroda

For

Name:

Name:

Designation:

Designation:

Witness 1 :

Witness 1 :

Witness 2 :

Witness 2 :



Annexure 18 – Integrity Pact

PRE-CONTRACT INTEGRITY PACT

(TO BE STAMPED AS AN AGREEMENT ON STAMP PAPER OF RS 600/-)

RFQ Ref No: _____

RFQ Date: _____

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

BANK OF BARODA, a body corporate constituted under the provisions of Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970 and having its Corporate Office at Baroda Corporate Centre, C-26, G-Block, Bandra-Kurla Complex, Bandra East, Mumbai 400051 (hereinafter referred to as “**BOB**”; which expression shall, unless it be repugnant to the meaning or context thereof, be deemed to mean and include its successors and assigns);

and.....hereinafter referred to as "The Bidder /Bidder"

Preamble

BOB is a one of the nationalized PSU Banks having its presence through its _____ number of branches and _____ administrative offices throughout India and _____ overseas territories. BOB is committed to fair and transparent procedure in appointing of its outsource service providers.

The BOB intends to appoint/ select, under laid down organizational procedures, contract/ s for..... The BOB 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 Bidder(s).

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

Section 1 - Commitments of BOB

1. The BOB commits itself to take all measures necessary to prevent corruption and to observe the following principles: -
 - a. No employee of the BOB, personally or through family members, will in connection with the tender for, or the execution of a contract, demand; take a promise for or accept, for self or third person, any monetary or nonmonetary benefit which the person is not legally entitled to.
 - b. The BOB will, during the tender process treat all Bidder(s) with equity and reason. The BOB 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 BOB will make endeavor to exclude from the selection process all known prejudiced persons.

2. If the BOB 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 BOB will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

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

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

- a. The Bidder(s) / Bidder(s) will not, directly or through any other person or firm, offer, promise or give to any of the BOB'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) / Bidder(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 cartelization in the bidding process.
- c. The Bidder(s)/ Bidder(s) will not commit any offence under the relevant IPC/ PC Act; further the Bidder(s) / Bidder(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the BOB as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
- d. The Bidder(s) / Bidders(s) of foreign origin shall disclose the name and address of the Agents/ representatives in India, if any, similarly the Bidder(s) /Bidders(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) / Bidder(s).
- e. The Bidder(s) / Bidder(s) will, when presenting their bid, disclose any and all payments made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.
- f. Bidder(s) / Bidder(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.



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

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

If the Bidder, before contract award has committed a transgression through a violation of Section 2 or in any other form such as to put his reliability or credibility as Bidder into question, BOB is entitled to disqualify the Bidder from the tender process or to terminate the contract, if already signed, for such reason or take action as per law in force.

Section 4 - Compensation for Damages

- (1) If the BOB has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the BOB is entitled to demand and recover the damages equivalent to Earnest Money Deposit/ Bid Security.
- (2) If the BOB has terminated the contract according to Section 3, or if the BOB is entitled to terminate the contract according to Section the BOB shall be entitled to demand and recover from the Bidder 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 Company 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 Bidder(s) / Subcontractor(s)

- (1) In case of Sub-contracting, the Principal Contractor (Bidder) shall take the responsibility of the adoption of Integrity Pact by the Sub-Bidder.
- (2) The BOB will enter into agreements with identical conditions as this one with all Bidders and Bidders.
- (3) The BOB 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) / Subcontractor(s)

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



Section 8 - Independent External Monitor

- (1) The BOB has appointed Independent External Monitors (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission. Name: Shri. Shri Umesh Kumar (Email ID: umeshkumar84@rediffmail.com) and Dr. Sandeep Tripathi (Email ID: sandeeptrip.ifs@gmail.com) appointed competent and credible Independent External Monitor for this Pact after approval by Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
- (2) The Monitor is not subject to instructions by the representatives of the parties and performs his/ her functions neutrally and independently. The Monitor would have access to all Contract documents, whenever required. It will be obligatory for him / her to treat the information and documents of the Bidders/Bidders as confidential.
- (3) The Bidder(s) / Bidder(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BOB including that provided by the Bidder. The Bidder will also grant the Monitor, upon his/ her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-Contractor(s).
- (4) The Monitor is under contractual obligation to treat the information and documents of the Bidder(s) / Sub-Contractor(s) with confidentiality. The Monitor has also signed 'Non-Disclosure of Confidential Information'. In case of any conflict of interest arising during the selection period or at a later date, the IEM shall inform BOB and recuse himself / herself from that case.
- (5) The BOB 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 BOB and the Bidder. The parties offer to the Monitor the option to participate in such meetings.
- (6) As soon as the Monitor notices, or believes to notice, a violation of this agreement, he/ she will so inform the Management of the BOB and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
- (7) The Monitor will submit a written report to the BOB officials within 15 days from the date of reference or intimation to him by the BOB and, should the occasion arise, submit proposals for correcting problematic situations.
- (8) If the Monitor has reported to the BOB, a substantiated suspicion of an offence under relevant IPC/ PC Act, and the BOB has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
- (9) The word 'Monitor' would include both singular and plural.



Section 9 Facilitation of Investigation

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

Section 10 – Pact Duration

This Pact begins when both parties have legally signed it. It expires for the selected Bidder till the contract period, and for all other Bidders 6 months after the contract has been awarded. Any violation of the same would entail qualification of the bidders and exclusion from future business dealings.

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

Section 11 - Other provisions

- (1) This agreement is subject to Indian Law. Place of performance and jurisdiction is the Corporate Office of the BOB, i.e. Mumbai.
- (2) Changes and supplements as well as termination notices need to be made in writing.
- (3) If the Bidder is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
- (4) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to the original intentions.
- (5) Issues like scope of work, Warranty/ Guarantee etc. shall be outside the purview of IEMs.
- (6) In the event of any contradiction between the Integrity Pact and RFQ/ RFQ/ tender documents and its Annexure, the Clause in the Integrity Pact will prevail.

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

(For & On behalf of Bidder)
(Office Seal)

Place-----

Date-----

Witness 1:

(Name & Address) _____

Witness 2:

(Name & Address) _____



Annexure 19 – Letter of Undertaking on Compliance to Regulatory and Government Guidelines

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

To,
The Group Chief Information Security Officer
Bank of Baroda
Baroda Sun Tower
Bandra Kurla Complex
Bandra (E), Mumbai 400 051
Sir,

Sub: RFQ for Selection of Bidder for renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution.

RFQ Ref No: _____

RFQ Date: _____

Further to our proposal dated, in response to the Request for Proposal..... (Bank's tender No. hereinafter referred to as "RFQ/RFQ") issued by Bank of Baroda ("Bank") we hereby covenant, warrant and confirm as follows:

- The proposed solution is compliant with all the extant rules and regulations issued by the regulatory and government agencies in India, which includes guidelines issued by RBI and CERT-In.
- We hereby agree to comply with all the rules and regulations issued during the contract period by the regulatory and government agencies.

Dated thisday of....., 2024

Yours faithfully,

Signature of Authorized Signatory:

Authorized Signatory Name:

Designation:

Bidder's / OEM or OSD Corporate Name

Address

Email and Phone #



Annexure 20 – Binding Criteria for Technical Presentation

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

To,

The Group Chief Information Security Officer
Bank of Baroda
Baroda Sun Tower
Bandra Kurla Complex
Bandra (E), Mumbai 400 051

Sir,

Sub: RFQ for Selection of Bidder for renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution.

RFQ Ref No: _____

RFQ Date: _____

The following criteria must be adhered by all bidders, in connection with the technical presentations during the bid selection process:

- At least one senior representative from bidder's organization should be present in the technical presentations.
- Complete soft copies of the presentation materials should be shared with the Bank before the presentation.
- The Bank will expect and demand that the key personnel showcased by the Bidder in the technical presentation should be the same ones that actively drive the project execution.
- Bidders must strictly adhere to the time slots provided to them for the technical presentation, allowing ample time and scope for question-answers.
- Focus of the presentation should be on the specifics of the approach / methodology being proposed for the Bank.
- Both technical and administrative aspects of the project should be given suitable coverage.
- All aspects of requirements (technical scope) in the RFQ should be covered in the presentation. All RFQ requirements that are not covered by the proposed plan, or not adhered to, should be clearly brought out in the technical presentation, along with reasons / justification on why they will not be covered.
- Any assumption, if taken in the response to RFQ document should be clearly brought out in the technical presentation, along with the justification.
- Focus should be on bringing out clearly what is specific / different / novel about your approach, not on providing with commonly known information in the presentation.

Bank's evaluation and scoring on all aspects including technical presentation are final and non-negotiable.



Dated thisday of....., 2024

Signature of Authorized Signatory:

Authorized Signatory Name:

Designation:

Bidder's Corporate Name:



Annexure 21 – Declaration/ undertaking from bidder to comply with the Information and cyber security controls

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

To,

The Group Chief Information Security Officer
Bank of Baroda
Baroda Sun Tower
Bandra Kurla Complex
Bandra (E), Mumbai 400 051

Sir,

Sub: RFQ for Selection of Bidder for renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution.

Further to our proposal dated, in response to the Request for Proposal..... (Bank’s tender No. hereinafter referred to as “RFQ/RFQ”) issued by Bank of Baroda (“Bank”) we hereby covenant, warrant and confirm as follows:

We hereby agree to comply with the Information and cyber security controls given in the Annexure-22 Information/Cyber-Security Measures/Controls for selected Service Provider (SP), on an ongoing basis and regulatory / legal guidelines and directives related to SP / outsourcing issued by regulators / legal entities from time to time. The SP shall provide access to the regulators, legal authorities, Bank and Bank appointed auditors for on-site/off-site supervision.

We ensure that outsourced critical IT service are subjected to the annual IT audit / Technology risk assessment process by an independent professional agency as approved by the local government or regulator at no extra cost to the Bank.

We abide with all clauses mentioned in the Annexure -22 Cyber Security Controls which will be part of the NDA/SLA signed with the Bank at the time of award of contract.

Dated thisday of....., 2024

Signature of Authorized Signatory:

Authorized Signatory Name:

Designation:

Bidder’s Corporate Name

Address

Email and Phone #



Annexure 22 – Information/Cyber-Security Measures/Controls for selected Service Provider

1. Preventing access of unauthorised software

- 1.1. Put in place a mechanism to control installation of software/applications on endpoints. Also, put in place a mechanism to block/prevent and identify installation and running of unauthorised software/applications on such devices/systems.
- 1.2. Continuously monitor the release of patches by various Bidders / Original Equipment Manufacturers (OEMs), advisories issued by CERT-In and other similar agencies and expeditiously apply the security patches as per the patch management policy of the SP. If a patch/series of patches is/are released by the OEM/manufacturer/Bidder for protection against well-known/well publicised/reported attacks exploiting the vulnerability patched, the SPs must have a mechanism to apply them expeditiously following an emergency patch management process.
- 1.3. Have a clearly defined framework including requirements justifying the exception(s), duration of exception(s), process of granting exceptions, and authority for approving, authority for review of exceptions granted on a periodic basis by officer(s) preferably at senior levels who are well equipped to understand the business and technical context of the exception(s).

2. Environmental Controls

- 2.1. Put in place appropriate controls for securing the physical location of critical assets, providing protection from natural and man-made threats.
- 2.2. Put in place mechanisms for monitoring of breaches/compromises of environmental controls relating to temperature, water, smoke, access alarms, and service availability alerts (power supply, telecommunication, and servers), access logs, etc.



3. Network Management and Security

- 3.1. Prepare and maintain an up-to-date network architecture diagram at the organisation level including wired/wireless networks.
- 3.2. Maintain an up-to-date/centralised inventory of authorised devices connected to SP's network (within/outside SP's premises) and authorised devices enabling the SP's network. The SP may consider implementing solutions to automate network discovery and management.
- 3.3. Have mechanisms to identify authorised hardware / mobile devices like laptops, mobile phones, tablets, etc. and ensure that they are provided connectivity only when they meet the security requirements prescribed by the SP.
- 3.4. Ensure that all the network devices are configured appropriately and periodically assessed to ensure that such configurations are securely maintained.
- 3.5. The default passwords of all the network devices/systems should be changed after installation.
- 3.6. The infrastructure of SP should be designed with adequate network separation controls.
- 3.7. Have mechanism to automatically identify unauthorised device connections to the SP's network and block such connections.
- 3.8. Boundary defences should be multi-layered with properly configured firewalls, proxies, De-Militarized Zone (DMZ) perimeter networks, and network-based IPS and IDS. Mechanism to filter both inbound and outbound traffic must be put in place.
- 3.9. Establish Standard Operating Procedures (SOP) for all major IT activities including for connecting devices to the network.
- 3.10. Put in place mechanism to detect and remedy any unusual activities in systems, servers, network devices and endpoints.
- 3.11. Firewall rules shall be defined to block unidentified outbound connections, reverse TCP shells and other potential backdoor connections.



4. Secure Configuration

- 4.1. Document and apply baseline security requirements/configurations to all categories of devices (end-points/workstations, mobile devices, operating systems, databases, applications, network devices, security devices, security systems, etc.), throughout the lifecycle (from conception to deployment) and carry out reviews periodically,
- 4.2. Periodically evaluate the configuration of all such devices (such as firewall, network switches, security devices, etc.) and patch levels for all systems in the SP's IT ecosystem.
- 4.3. Disable remote connections from outside machines to the network hosting the ATM Switch infrastructure.
- 4.4. Ensure the software integrity of the related applications.

5. Application Security Life Cycle (ASLC)

- 5.1. Incorporate/Ensure information security across all stages of application life cycle.
- 5.2. Secure coding practices must be implemented for internally /collaboratively developed applications.
- 5.3. The development/test and production environments need to be properly segregated. The data used for development and testing should be appropriately masked.
- 5.4. Software/Application development approach should be based on threat modelling, incorporate secure coding principles, security testing (based on global standards) and secure rollout.
- 5.5. Ensure that adoption of new technologies is adequately evaluated for existing/evolving security threats and that the IT/security team of the SP achieve reasonable level of comfort and maturity with such technologies before introducing in the IT ecosystem.
- 5.6. SPs shall certify any new products, updates, upgrades as having been developed following secure coding practices. The application architecture



shall be tested to safeguard the confidentiality and integrity of data being stored, processed and transmitted. An assurance to this effect shall be shared with the bank/RBI as and when requested.

- 5.7. In respect of critical business applications, SPs shall conduct source code audits by professionally competent personnel/service providers. They shall provide assurance to the bank that the application is free from embedded malicious / fraudulent code.
- 5.8. The SPs shall ensure that their software/application development practices address common vulnerabilities highlighted in baselines such as Open Web Application Security Project (OWASP) proactively and adopt the principle of defence-in-depth to provide layered security mechanism.

6. Patch/Vulnerability and Change Management

- 6.1. Follow a documented risk-based strategy for inventorying IT components that need to be patched, identification of patches and applying patches so as to minimize the number of vulnerable systems and the time window of vulnerability/exposure.
- 6.2. Changes to business applications, supporting technology, service components and facilities should be managed using robust configuration management processes that ensure integrity of any changes thereto.
- 6.3. Periodically conduct Application security testing of web/mobile applications throughout their lifecycle (pre-implementation, post implementation, after changes) in an environment closely resembling or a replica of the production environment.
- 6.4. As a threat mitigation strategy, identify the root cause of incident and apply necessary patches to plug the vulnerabilities.
- 6.5. Periodically evaluate the access device configurations and patch levels to ensure that all access points, nodes between (i) different VLANs in the Data Centre (ii) LAN/WAN interfaces (iii) SP's network to external network and interconnections with partner, Bidder and service provider networks are securely configured.



6.6. SPs should have a robust change management process in place to record/ monitor all the changes that are moved/ pushed into the production environment. Such a change management process must clearly mention the test cases, chain of approving authority for the particular change, deployment plan and rollback plan.

7. User Access Control / Management

- 7.1. Provide secure access to the SP's assets/services from within/outside the SP's network by protecting data/information at rest (e.g. using encryption, if supported by the device) and in-transit (e.g. using technologies such as VPN or other standard secure protocols, etc.)
- 7.2. Carefully protect access credentials such as logon user-id, authentication information and tokens, access profiles, etc. against leakage/attacks.
- 7.3. Implement controls to monitor and minimize invalid logon counts and deactivate dormant accounts.
- 7.4. Implement a centralised authentication and authorisation system through an Identity and Access Management solution for accessing and administering applications, operating systems, databases, network and security devices/systems, point of connectivity (local/remote, etc.) including enforcement of strong password policy, two-factor/multi-factor authentication depending on risk assessment, securing privileged accesses following the principle of least privileges and separation of duties.
- 7.5. Access to critical servers, network and security devices/systems shall be provided through Privileged User Management Systems /Identity and Access Management systems.
- 7.6. Monitor any abnormal change in pattern of logon.
- 7.7. Mechanism to monitor the database security events, backend access to the databases shall be put in place to ensure access to the database is restricted and the activities carried out through the backend are logged and reviewed.
- 7.8. Trivial and/or default passwords shall not be used.



8. Data Leak prevention strategy

- 8.1. Develop a comprehensive data loss/leakage prevention strategy to safeguard sensitive (including confidential) business and customer data/information.
- 8.2. This shall include protecting data processed in end point devices, data in transmission, as well as data stored in servers and other digital stores, whether online or offline.

9. Audit Logs

- 9.1. Enough care is to be taken to capture audit logs pertaining to user actions in a system. Such arrangements should facilitate forensic auditing, if need be.
- 9.2. Implement and periodically validate settings for capturing of appropriate logs/audit trails of each device, system software and application software, ensuring that logs include sufficient information to uniquely identify the log for example by including a date, timestamp, source addresses, destination addresses, and various other useful elements of each packet and/or event and/or transaction.
- 9.3. Logs generation from various devices/applications/database and capturing should always be automatic and by default.
- 9.4. An alert mechanism should be set to monitor any change in the log settings.
- 9.5. Manage and analyse audit logs in a systematic manner so as to detect, respond, understand or recover from an attack.

10. Incident Response and Management

- 10.1. SPs must have a mechanism/ resource to take appropriate action in case of any cyber security incident. They must have written incident response procedures including the roles of staff / outsourced staff handling such incidents; Response strategies shall consider readiness to meet various incident scenarios based on situational awareness and potential/post impact, consistent communication and coordination with stakeholders, including specifically the bank, during response.
- 10.2. SP's BCP/DR capabilities shall adequately and effectively support the SP's cyber resilience objectives and should be so designed to enable the SP to



recover rapidly from cyber-attacks/other incidents and safely resume critical operations aligned with recovery time objectives while ensuring security of processes and data is protected.

- 10.3. SPs are responsible for meeting the requirements prescribed for incident management and BCP/DR even if their IT infrastructure, systems, applications, etc., are managed by third party Bidders/service providers. SPs shall have necessary arrangements, including a documented procedure for such purpose. This shall include, among other things, to inform the bank about any cyber security incident occurring in respect of the bank on timely basis to early mitigate the risk as well as to meet extant regulatory requirements.

11. Advanced Real-time Threat Defence and Management

- 11.1. Build a robust defence against the installation, spread, and execution of malicious code at multiple points in the enterprise.
- 11.2. Implement Anti-malware, Antivirus protection including behavioural detection systems for all categories of devices – endpoints, servers (operating systems, databases, applications, etc.), Web/Internet gateways, email-gateways, Wireless networks, etc. including tools and processes for centralised management and monitoring.

12. Vulnerability assessment and Penetration Test

- 12.1. Periodically conduct Vulnerability Assessment/ Penetration Testing (VA/PT) of applications, servers and network components.
- 12.2. The vulnerabilities detected are to be remedied promptly in terms of the SP's risk management/treatment framework so as to avoid exploitation of such vulnerabilities.
- 12.3. The VAPT report(s) and compliance to its findings shall be shared with the bank/ Reserve Bank of India as and when requested.



13. Forensics

13.1. The SP shall have support/ arrangement for network forensics/forensic investigation/DDOS mitigation services on stand-by.

14. Arrangement for continuous surveillance - Setting up of Cyber Security Operation Center (C-SOC)

14.1. Constant and continuous monitoring of the environment using appropriate and cost effective technology tools, clearly defined policies and procedures based on best practices and monitored by technically competent and capable manpower is essential. SPs are mandated that a C-SOC (Cyber Security Operations Center) be set up at the earliest, if not yet set-up. It is also essential that this Centre, among other things, ensures seamless collection of the logs relevant to the IT ecosystem, storing, processing and correlation of the logs through appropriate Security Information and Event Management (SIEM) solution for continuous surveillance and keeps itself regularly updated on the latest nature of emerging cyber threats.

15. Compliance with various standards

15.1. The SP shall comply with the relevant standards including ISO27001, PCI-DSS and PA-DSS, as applicable to the IT ecosystem.

15.2 The Bidders should conform to the security practices and procedures laid down in the Information Technology Act 2000 as amended by the Information Technology (Amendment) Act 2008 (IT Act and IT Amendment Act) and the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules 2011 (Privacy Rules).

16. IT Risk Management

- ✓ The SP shall carry out Information security / cyber security risk assessment and apply risk treatment measures on regular intervals.
- ✓ The SP shall put in appropriate cyber security measures in place and comply with the legal and regulatory guidelines and directives.
- ✓ The SP shall be subjected to the annual IT audit / Technology risk assessment process by an independent professional agency as approved by the local government or regulator.



17. Measures for Cloud Computing

17.1 Bank should develop its private cloud and should not connect its private cloud having sensitive data with public cloud. However Bank may connect to community cloud and port some of the non-critical applications provided joining such community cloud is beneficial from synergy point of view within Banking and finance industry.

17.2 Administration of Cloud Computing environment and Application should not be with the same person to maintain segregation of duties.

17.3 Resource utilization should be monitored and additional resource provisioning should be done in a timely manner to avoid any performance and availability issues.

17.4 Network level segregation should be ensured among different server instances belonging to different applications and access to them should be granted on “need to know” and “need to do” basis through an auditable process.

17.5 Control on movement of Data should be in place to restrict movement of certain data to a location in different jurisdiction to adhere to the regulatory guidelines, if any.



Annexure 23 – Letter of Undertaking for Bidder Incorporation

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

To
The Group Chief Information Security Officer
Bank of Baroda
Baroda Sun Tower
Bandra Kurla Complex
Bandra (E), Mumbai 400 051

Sir,

Sub: RFQ for Selection of Bidder for renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution.

RFQ Ref No: _____

RFQ Date: _____

We, _____ (Bidder Name), hereby confirm that we are a Government Organization / PSU / PSE / partnership firm / LLP or limited company.
<strike off whichever is not applicable>

Dated thisday of....., 2024

Yours faithfully,

Signature of Authorized Signatory:

Authorized Signatory Name:

Designation:

Bidder's Corporate Name

Address

Email and Phone #

Enclosed: Documentary Proof (Certificate of Incorporation)



Annexure 24 – Letter of Undertaking for Providing similar services

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

To
The Group Chief Information Security Officer
Bank of Baroda
Baroda Sun Tower
Bandra Kurla Complex
Bandra (E), Mumbai 400 051

Sir,
Sub: RFQ for Selection of Bidder for renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution.

RFQ Ref No: _____

RFQ Date: _____

We, _____ (Bidder Name), hereby confirm that we are in the business of supply, implementation and maintenance of ATS/AMC of Tenable.Sc Solution or providing Cyber Security Services / Security Operations Centre in India at least for the last 3 years (as on RFQ date).

OR

Below clause is applicable for bidders who fall under the category of Micro & Small Enterprise (MSEs) or Start-ups (Necessary valid documentary proof certifying the bidder as an MSE or a Start-up needs to be submitted by the bidder)

We, _____ (Bidder Name), hereby confirm that we are in the business of supply, implementation and maintenance of ATS/AMC or providing Cyber Security Services / Security Operations Centre in India at least for the last 2 years (as on RFQ date).

<strike off whichever is not applicable>

Dated thisday of....., 2024

Yours faithfully,

Signature of Authorized Signatory:

Authorized Signatory Name:

Designation:

Bidder's Corporate Name

Address

Email and Phone #

Enclosed: Documentary Proof (Proof of Successful implementation/ reference letters from Clients).



Annexure 25 – Letter of Undertaking for non-blacklisted bidder

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

To
The Group Chief Information Security Officer
Bank of Baroda
Baroda Sun Tower
Bandra Kurla Complex
Bandra (E), Mumbai 400 051

Sir,

Sub: RFQ for Selection of Bidder for renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution.

RFQ Ref No: _____

RFQ Date: _____

We, _____ (Bidder Name), hereby confirm that we are not blacklisted / debarred by any Statutory, Regulatory or Government Authorities or Public Sector Undertakings (PSUs / PSBs) within last 2 years from the RFQ date.

Dated thisday of....., 2024

Yours faithfully,

Signature of Authorized Signatory:

Authorized Signatory Name:

Designation:

Bidder's Corporate Name

Address

Email and Phone #



Annexure 26 – Letter of Undertaking for No-Common Directors / Group

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

To
The Group Chief Information Security Officer
Bank of Baroda
Baroda Sun Tower
Bandra Kurla Complex
Bandra (E), Mumbai 400 051

Sir,

Sub: RFQ for Selection of Bidder for renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution.

RFQ Ref No: _____

RFQ Date: _____

We, _____ (Bidder Name), hereby confirm that any of our subsidiary or associate or holding company or companies having common director/s or companies in the same group of promoters/management or partnership firms/LLPs having common partners has not participated in the bid process.

Dated thisday of....., 2024

Yours faithfully,

Signature of Authorized Signatory:

Authorized Signatory Name:

Designation:

Bidder's Corporate Name

Address

Email and Phone #



Annexure 27 – Letter of Undertaking for company not controlled by Bank employee / director

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

To
The Group Chief Information Security Officer
Bank of Baroda
Baroda Sun Tower
Bandra Kurla Complex
Bandra (E), Mumbai 400 051

Sir,

Sub: RFQ for Selection of Bidder for renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution.

RFQ Ref No: _____

RFQ Date: _____

We, _____ (Bidder Name), hereby confirm that our company / firm is not owned or controlled by any Director or Employee (or Relatives) of the Bank.

Dated thisday of....., 2024

Yours faithfully,

Signature of Authorized Signatory:

Authorized Signatory Name:

Designation:

Bidder's Corporate Name

Address

Email and Phone #



Annexure 28 – Letter of Authorization from OEM / OSD

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

To
The Group Chief Information Security Officer
Bank of Baroda
Baroda Sun Tower
Bandra Kurla Complex
Bandra (E), Mumbai 400 051

Sir,

Sub: RFQ for Selection of Bidder for renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution.

RFQ Ref No: _____

RFQ Date: _____

We, _____ (OEM / OSD Name), hereby confirm that _____ (Bidder Name) is our authorized partner for supply, implementation and maintenance of the proposed solution.

We hereby authorize _____ (Bidder Name) to participate in the RFQ issued by the Bank and propose the solution developed / manufactured by us, being the OEM / OSD of the proposed solution.

We, _____ (OEM / OSD Name), hereby undertake that if _____ (Bidder Name) is not able to fulfill its obligation to support the proposed solution during the contract period, _____ (OEM / OSD Name) will ensure support as per the contract to the Bank.

Dated thisday of....., 2024

Yours faithfully,

Signature of Authorized Signatory:

Authorized Signatory Name:

Designation:

OEM / OSD Corporate Name

Address

Email and Phone #



Annexure 29 – Letter of Confirmation from OEM / OSD, if bidding directly

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

To
The Group Chief Information Security Officer
Bank of Baroda
Baroda Sun Tower
Bandra Kurla Complex
Bandra (E), Mumbai 400 051

Sir,

Sub: RFQ for Selection of Bidder for renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution.

RFQ Ref No: _____

RFQ Date: _____

We, _____ (OEM / OSD Name), hereby confirm that we, being the OEM / OSD of the proposed solution are bidding directly in response to the RFQ. We confirm that we are not submitting another bid with any other bidder.

Dated thisday of....., 2024

Yours faithfully,

Signature of Authorized Signatory:

Authorized Signatory Name:

Designation:

OEM / OSD Corporate Name:

Address:

Email and Phone #



Annexure 30 – Letter of Confirmation from bidder - Single OEM / OSD

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

To
The Group Chief Information Security Officer
Bank of Baroda
Baroda Sun Tower
Bandra Kurla Complex
Bandra (E), Mumbai 400 051

Sir,

Sub: RFQ for Selection of Bidder for renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution.

RFQ Ref No: _____

RFQ Date: _____

We, _____ (Bidder Name), hereby confirm that we are submitting bid in response to the RFQ only with one OEM / OSD i.e. _____ (OEM / OSD Name) of the proposed ATS/AMC of Tenable.Sc solution.

Dated thisday of....., 2024

Yours faithfully,

Signature of Authorized Signatory:

Authorized Signatory Name:

Designation:

Bidder's Corporate Name

Address

Email and Phone #



Annexure 31 – Letter of Confirmation from bidder – Support Offices

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

To
The Group Chief Information Security Officer
Bank of Baroda
Baroda Sun Tower
Bandra Kurla Complex
Bandra (E), Mumbai 400 051

Sir,

Sub: RFQ for Selection of Bidder for renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution.

RFQ Ref No: _____

RFQ Date: _____

We, _____ (Bidder Name), hereby confirm that we have direct onsite support offices in Mumbai & Hyderabad. Address details are provided below:

Location	Onsite Support Office Address
Mumbai	
Hyderabad	

OR

We, _____ (Bidder Name), hereby confirm that we do not have onsite support offices in Mumbai & Hyderabad. We undertake to provide direct onsite support at Mumbai & Hyderabad whenever desired by the Bank without any additional cost.

<strike off whichever is not applicable>

Dated thisday of....., 2024

Yours faithfully,

Signature of Authorized Signatory:

Authorized Signatory Name:

Designation:

Bidder's Corporate Name:

Address:



Email and Phone #

Annexure 32 – Letter of Confirmation from OEM – Non-End of Support in next 3 years

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

To
The Group Chief Information Security Officer
Bank of Baroda
Baroda Sun Tower
Bandra Kurla Complex
Bandra (E), Mumbai 400 051

Sir,

Sub: RFQ for Selection of Bidder for renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution.

RFQ Ref No: _____

RFQ Date: _____

We, _____ (Bidder Name), hereby confirm that the proposed solution to be supplied to the Bank will not be End of Support in the next 3 years (from RFP date).

Dated thisday of....., 2024

Yours faithfully,

Signature of Authorized Signatory:

Authorized Signatory Name:

Designation:

Bidder's Corporate Name:

Address:

Email and Phone #



Annexure 33 – Letter of Confirmation from Bidder – Acceptance of Commercial Evaluation

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

To
The Group Chief Information Security Officer
Bank of Baroda
Baroda Sun Tower
Bandra Kurla Complex
Bandra (E), Mumbai 400 051

Sir,

Sub: RFQ for Selection of Bidder for renewal of ATS/AMC of Tenable.Sc Vulnerability Management Solution.

RFQ Ref No: _____

RFQ Date: _____

We, _____ (Bidder Name), hereby accept the following bid evaluation terms and conditions:

- ✓ We shall submit commercial bid financial break-up document on GeM as per format provided by the Bank in Annexure 15 of the RFQ.
- ✓ Commercial bid evaluation will be done by the Bank on the basis of discounted Total Cost of Ownership excluding GST and as per methodology mentioned in Annexure 02 of the RFQ.
- ✓ Evaluation and results of evaluation of Bid by the Bank will be final and binding upon us.

We confirm that we shall abide by all terms and conditions mentioned in the RFQ.

Dated thisday of....., 2024

Yours faithfully,

Signature of Authorized Signatory:

Authorized Signatory Name:

Designation:

Bidder's Corporate Name:

Address: