# REQUEST FOR PROPOSAL

## for

## Supply, Installation, Implementation, Testing, Commissioning & Monitoring & Management

## of

# IT Service Management (ITSM) Solutions and IT Asset Management (ITAM) Solutions

**Ref BOI:HO:IT:RFP:ITSM:200 Dated 15.06.2020**

**BANK OF INDIA, HEAD OFFICE**
**INFORMATION TECHNOLOGY DEPARTMENT**

**Bank of India**, a body corporate, established under the Banking Companies (Acquisition and Transfer of Undertakings) Act 1970, having its Head Office at Bank of India, Star House, 'G' Block, Bandra Kurla Complex, Bandra (East), Mumbai – 400 051, India, intends to procure the solutions along with **commissioning, installation, implementation, maintenance, monitoring & management of IT service management (ITSM) and IT asset management Solution (ITAM) for branches/ offices**. Bank of India invites bids from the interested bidders, to participate in the process with complete installation, commissioning, integration and maintenance scope for above-mentioned solutions at specified for all our branches/offices as per the specifications, terms, conditions and scope given in detail in this RFP document, for a period of 7 years.

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

1) The Bank intends to procure services/ solutions for **Installation, Commissioning, Maintenance, Monitoring and Facility Management for IT Service Management (ITSM) and IT asset management Solution (ITAM) for our all Branches/Offices** for a period of 7 years. The detailed scope with technical details is illustrated in related clauses of RFP.

2) The interested bidders / vendors may collect this Request for Proposal (RFP) from the Information Technology Department, Head Office located at the address as mentioned below after depositing a **non-refundable Demand Draft / Pay Order** for Rs. 50,000/- (Rupees Fifty Thousand only) favoring **Bank of India**. The RFP/bidding document /corrigendum/clarifications can also be downloaded from Bank's website http://www.bankofindia.co.in under the Tenders section. However, the bidder shall have to submit a Demand Draft/Pay Order as above along with the bid. The MSME bidders are exempted from depositing the bid amount of Rs. 50,000/- subject to the submission of valid and authorized copy of registration certificate and exemption certificate (if applicable) from relevant authorities they are registered with. The MSME registration certificate submitted must be valid as on bid submission date.

3) **Earnest Money Deposit (EMD)** for the bid is of Rs.50,00,000/- (Rs. Fifty Lakhs only), by way of Bank Guarantee (as per Format 6.4) or account payee Demand Draft /Pay Orders from any of the Scheduled Commercial / Nationalized banks in India (other than "Bank of India") in an acceptable form favoring **"Bank of India" – EMD for RFP for IT Service Management (ITSM) Solutions and IT Asset Management (ITAM) Solutions RFP Ref: BOI:HO:IT:RFP:ITSM:200 dated 15.06.2020"**, payable at Mumbai. No interest shall be allowed on the Earnest Money Deposit. Bids without Earnest Money are liable for rejection. The MSME bidders alone are exempted from submitting the Earnest Money Deposit subject to the submission of valid and authorized copy of registration certificate and exemption certificate (if applicable) from relevant authorities they are registered with. The MSME registration certificate submitted must be valid as on bid submission date.

4) The EMD in form Bank Guarantee and/or account payee Demand Draft /Pay Orders and cost of bid in form of account payee Demand Draft or Pay orders only to be submitted in a separate envelope.

5) In this regard, a two-envelope bidding procedure (Technical Bid and Price Bid) in separate envelopes will be adopted. The technically complete and commercially competitive bids shall be submitted in two parts viz. **Qualifying and Technical Bid – Part A and Price Bid – Part B in separate sealed covers.**

6) The Bids should be delivered to the address mentioned below with acknowledgement due so as to reach before **15:00 hours** on or before **16.07.2020**. If the last day of submission of bid is a declared holiday under **Negotiable Instruments Act** by the Government subsequent to the issuance of RFP, the next working day will be deemed to be the last date of submission of the Bid. The bids, which are received after the above-mentioned date and time, are liable to be rejected at the discretion of the Bank.

7) The Bank shall not be liable for non-delivery of documents due to Postal/Courier delay or loss of documents in transit, etc., if any, in submitting the Bid. The Qualifying & Technical Bid shall be opened in the presence of the bidders on **16.07.2020 at 16:00 hours** at the below mentioned premises. The bidder's representative may be present during the Technical Bid opening at our Office well in time along with the authorization letter from the bidder's company.

8) The important dates / schedules for the above RFP shall be as following:

| | |
|---|---|
| Date and Time of commencement of inspection / Sale of Bid Document | 15.06.2020 |
| Last date for any clarification | 20.06.2020 16:00 hours |
| Pre bid meeting<br><br>**Note- As per scenario, Pre-bid Meeting may be scheduled by way of online conference.** | 22.06.2020 15:00 hours<br>Venue: Bank of India Star House-2,<br>'G' Block, Head Office, I.T. Department;<br>8th floor, Bandra Kurla Complex,<br>Bandra (East),Mumbai – 400 051 |
| Last Date and Time for Receipt of Bids at Bank of India (Address as given below) | 16.07.2020 15:00 hours |
| Date and Time of opening of Technical Bids | 16.07.2020 16:00 hours |
| Address for Communication and submission of bid | The General Manager, |

| | |
|---|---|
| | Bank of India Star House-2,<br>'G' Block, Head Office, I.T. Department; 8th floor, Bandra Kurla Complex, Bandra (East), Mumbai – 400 051<br>Telephone: 022 66684444 |
| Bid document Availability | Bidding Document to be downloaded from the Tender section of our Bank's web-site www.bankofindia.co.in |

9) For any technical clarification, the contact person are Shri Deepak Prakash, Senior Manager, IT (022 6128 9470) email-id deepak.prakash@bankofindia.co.in or Shri Mayank Tandon (022 61319866/61319840), Senior Manager IT email-id Mayank.tandon@bankofindia.co.in.

**For Bank of India**

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## PART 1: DISCLAIMER

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

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

Subject to any law to the contrary, and to the maximum extent permitted by law, Bank and its directors, officers, employees, contractors, representatives, agents, and advisers 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 RFP document or conduct ancillary to it whether or not the Losses arises in connection with any ignorance, negligence, casualness, disregard, omission, default, lack of care, immature information, falsification or misrepresentation on the part of Bank or any of its directors, officers, employees, contractors, representatives, agents, or advisers.

## PART 2: INVITATION TO BID (ITB)

### Introduction

The Bank intends to procure total solution consisting Software and Annual Maintenance/ Technical Support (ATS/FMS) for implementation of IT Service Management (ITSM) and IT Asset Management (ITAM) Solution and for this purpose invites quotes as per the specifications as indicated in Part 5- Technical Specifications and Scope mentioned in the RFP document. These prices shall remain valid for all orders placed with the selected vendor for the entire contract period and duly accepted by the vendor. The interested bidders are requested to send your Technical and Price proposal as per the enclosed formats. The methodology for submission of the proposals is enumerated in Part 3 Instruction to the bidders. Terms and Conditions of Contract (TCC) are given in Part 4.

The Bidding Document may be obtained from the Bank as under or downloaded from Bank's Website http://www.bankofindia.co.in/tenders and the bid should be submitted to the office of Bank Of India , Information Technology Department, Head office, Star House-2, C-5, G-Block, 8th Floor, West Wing, Bandra Kurla Complex, Bandra (East) Mumbai – 400 051 (Telephone No. 022-61319840).

- For queries and clarification regarding the RFP, please feel free to contact us at the above-mentioned address or telephone number or e-mail id.
- Please note that all the information desired needs to be provided by the bidder along with the RFP document. Incomplete bids may lead to non-selection.
- Bid Security as specified in the Bid document must accompany the technical Bid.
- A non-refundable bid amount of Rs.50,000/- to be paid by means of a demand draft / pay order favouring "Bank of India" payable at Mumbai. If the bid is downloaded from the website, the cost of the bid may be paid along with the technical bid in a separate envelope.
- Bank reserves the right to change the dates mentioned below or in the RFP, which will be communicated.

## PART 3: INSTRUCTIONS FOR THE BIDDERS (IFB)

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| 3.10 | Format and Signing of the Bid | 3.28 | Contacting the Bank |
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| 3.12 | Bid Submission | 3.29 | Post qualification |
| 3.13 | Bid Prices | 3.30 | Bank's Right to Accept Any Bid and to Reject Any or All Bids |
| 3.14 | Bid Currencies | 3.31 | Award Criteria |
| 3.15 | Documents Establishing the Bidder's Eligibility and Qualifications | 3.32 | Notification of Award |
| 3.16 | Documents Establishing Eligibility of Products & Conformity to Bid Documents | 3.33 | Signing of Contract |
| 3.17 | Bid Security | 3.34 | Contract Start date and Duration |

## 3.1 Introduction

Bank of India **(**hereinafter referred as **"Bank"),** having registered office in Mumbai, is one of the largest public banks in India with a Branch network of more than 5000 branches in India and 49 branches/offices in 21 countries overseas.

## 3.2 Scope of Work

### 3.2.1 Broad Scope

1. Bank intends to procure the **IT Service Management (ITSM) and IT Asset Management (ITAM)** solutions along with **commissioning, installation, implementation, maintenance, monitoring & management etc.**, which include modules like Service Manager, Ticketing, Change Management, Capacity Management, Configuration Manager, Patch Manager, Inventory Manager (Asset Manager), Network Monitoring, Network Automation, Server/DB/Storage Monitoring, Orchestration and SFTP solution to enforce policies on machines accessing the Bank network to improve visibility, accountability and compliance. Scope involves the provisioning and management of mentioned ITSM & ITAM Solution, based on the Bank's requirement as stated in the RFP.

   The solutions are mentioned below -

   **Solution 1- IT Service Management Solution**
   **Solution 2- Workflow Management**
   **Solution 3- Capacity Management**
   **Solution 4- Server management**
   **Solution 5- Database Monitoring**
   **Solution 6- Storage Monitoring**
   **Solution 7- Configuration management**
   **Solution 8- Patch Management Solution**
   **Solution 9- Inventory Management Solution**
   **Solution 10- Network Monitoring and Automation Solution**
   **Solution 11- SFTP Solution**

2. All the Solutions should be deployed in the Bank's DC/DR Setup. The public Cloud based solutions should not be proposed under this RFP and if proposed, will not be considered.

3. At a minimum, the new solutions should effectively and efficiently manage operations and security posture of the Bank by preparing for and responding to cyber risks/threats, facilitate business continuity and recovery from cyber-attacks / incidents.

4. In line to Scope, the implementation shall be done by OEM, the bidder shall do back to back tie-ups with OEM for the same. The bidder shall Implementation Plan with OEM Implementation methodology duly signed by OEM and Bidder.

5. Bank has existing EMS tools for managing Bank Domestic CBS operations. Interested bidder can also propose to upgrade the existing tools to meet the requirements/functionality laid out in this RFP as per the scope (mentioned in Part 3) by way of fresh deployment and commissioning of the solutions as per technical Specifications (mentioned in Part 5).

6. The detail of existing ITSM Stack is tabulated below-

| Module | Tool with version | OEM |
|---|---|---|
| Service Management<br>1. Ticketing<br>2. Service Desk<br>3. Change & Request Management<br>4. Incident & Problem Management<br>5. Knowledge Management<br>6. SLA Management<br>7. Configuration Management<br>8. Request Management Module, Service Catalog | HP Service Manager 9.35 | Micro Focus |
| Configuration Management | HP UCMDB 10.33 (in combination with Service Manager) | |
| | HP Operation Manager 9.0, Operation Agent 11.16 | |
| | HP BSM 9.25 | |

| | | |
|---|---|---|
| Event & Correlation Management, Server Monitoring & Availability Management | HP Service Health Reporter 9.41 | |
| | HP Site Scope 11.33 | |
| | Performance Manager 9.21 | |
| Orchestration | Operations Orchestration 10.2 | |
| Inventory Management | HP Asset Manager 9.6 | |
| | HP UCMDB 10.33 | |
| | Radia CAE | Accelerite |
| Patch Management | Radia CAE (9.1) | Accelerite |
| | Server Automation 10.6 | Micro Focus |
| Capacity Management | Service Health Reporter 9.41/Operation Bridge | Micro Focus |
| Network Monitoring & Automation(Including Inventory) | Network Automation 10 | Micro Focus |
| | Network Node Manager 10 | Micro Focus |

7. The proposed solutions shall be tightly integrated with all existing setup and new infrastructure /Assets of the Bank. The selected bidder shall supply, implement and maintain these IT Tools/ Solutions for Bank's IT Infrastructure for a period of 7 years.

### 3.2.2 General Scope of Work

1. Bank is not liable or bound to procure all the solutions mentioned at once. Bank may undertake phase wise procurement, supply, installation, and implementations of the solution(s) and its licenses.

2. Bank may procure products with required quantity (not limited to specific number) and may remove any solution at any stage, at its sole discretion, from proposed solutions list that are part of this RFP.

3. Considering the nature of the tools, it may happen that the bidder may propose a solution suite consisting of multiple features, functionalities suiting to the RFP requirements and in compliance of RBI cyber security circular no RBI/2015-16/418 dated 2nd June 2016 and its amendments (in present and in future). The bidder shall provide the solutions with all such features (over and above to technical specifications) without any extra cost to the Bank. All the available functionalities should be available to the Bank. The bidders shall include all necessary expenses in complete cost of the respective line items of the solution in price schedule. The all costs shall be included in the line items only.

4. The cost of each of the line items (for each of the solution) as mentioned in the RFP has to be mentioned at appropriate place in the respective price schedule formats. The separate addendum can be submitted for clarifications of line items (if required) as per BOM and which be a part of a solution suite by the bidder and forms an integral part of the solution. Bank shall not make any payment other than line items mentioned in the price bid format.

5. The bidder shall provide complete services for the solutions under the scope including installation, implementation, integration, management, maintenance, support, audit compliance and knowledge transfer.

6. The scope of the services and maintenance is to be provided for a period of Seven (7) years from the date of acceptance by the Bank (i.e. 1-year warranty and 6 years AMC/ATS post warranty).

7. The solution shall include all components and subcomponents like software licenses, accessories and the bidder at no extra cost to the Bank should supply other components (required for commissioning of the solution as a part of RFP).

8. The bidder shall ensure that during various phases of implementation, the performance, security, network availability, etc. of the existing network setup must not be compromised.

9. The bidder should ensure compliance with various standards such as ISO 27001:2013, PCI DSS, ISO 22301, COBIT5 or higher standards etc.

10. The bidder shall replace and upgrade the out-of-support, out-of-service, end-of-life (EOL), end of support (EOS) undersized infrastructure elements as soon as the respective OEM announced the same at no additional cost to the bank throughout the 7 years of contract period. The bidder shall carry out such Replacement & up gradation of components (Appliance & Software) before due date. Failure to replace within three months of intimation by Bank will be treated as violation of SLA, Bank will procure the new solution as same, and cost will be deducted from payables/ payments as penalty or by invoking performance guarantee.

11. During the period of the contract, all upgrades/updates or requirements in hardware, software, licensing, implementation of upgrades/patches/version changes etc., due to whatsoever reason including but not limited to EOL or EOS, shall be done by the bidder within stipulated time but not later than one month without any additional cost to the bank. EOS/EOL solution will not be accepted and if any solution is declared EOS/EOL during the period of contract, the bidder shall do the necessary upgrade as stated above.

12. The bidder shall inform to the bank if any new version/update/service pack/upgrade of the proposed solution is released by OEM, within seven (7) days of such release and provide the upgraded solution within one month of such release without any cost to the bank covering all parts, labour and accessories at the respective locations (DC and DR) of the Bank during the period of the contract.

13. The bidder shall follow all respective technical/statutory guidelines, validations, SCD should be implemented, checked & verified, and related reports including SOP, SCD, Software Integrity Certificate and VAPT Clearance must be submitted, duly certified by OEM to the Bank for sign off the successful installation.

14. Post implementation of the solution, the scope of bidder contains support for the following activities, but not limited to, from time to time, in relation to maintenance and upgrades/updates/patches :

    (a) Firmware/ IOS Upgrades / up to date patching,
    (b) Faulty Parts replacement,
    (c) Hardware System monitoring,
    (d) Troubleshooting & Performance Tuning,
    (e) Operating System Upgrades,
    (f) Upgrades of supplied software,
    (g) Advisories on software upgrades & vulnerabilities,

(h) Support during DR Drills,
(i) OS Administration & patching as per OEM guidelines
(j) VA / PT Compliance/Audit /Review as per Bank's requirement /Statuary guidelines
(k) Any support required to make system & solution up and running as per SLA.

The list mentioned above is the indicative list; however, the successful bidder should provide end-to-end support and repair for any activities and resolution of any issues related to new deployment without any extra cost to the Bank.

15. The patches (critical / non-critical) as and when released by OEM, for the proposed solution/ servers/OS , to be tested first in test environment, and thereafter deployed, installed and configured by bidder's team at bank's site, as per Bank's requirement during the contract period without any additional cost to Bank.

16. The bidder has to provide a certificate on the OEM's letterhead for upgrade and uninterrupted maintenance support for a period of Seven (7) years.

17. Post installation of Solution with its components including OS, VA & PT (Vulnerability Assessment & Penetration Testing) shall be conducted and Bank Info Sec Team will provide a report to the vendor. All findings/issues pointed out in the report to be complied/fixed before production of the software (All components i.e. Database, application). The InfoSec Team and Other statutory authorities conduct review/ audit of the solutions time to time. All such Audit reports including VAPT Reports to be compiled/attended by bidder/OEM within the timelines, during the entire period of contract also conduct periodic review audit of the database and application.

18. The bidder shall adhere to the Service Level Agreements (SLA) and regular monitoring and reporting it to the bank.
19. The solutions should be scalable, designed and deployed throughout the IT infrastructure of the Bank and its subsidiaries.
20. The solution deployment should be compliant with Bank's CISP, IT and Cyber policies, internal guidelines, regulatory standards and countrywide regulations and laws from time to time.

21. The proposed solution should be able to integrate with SIEM, Active Directory/ LDAP/ PIM for user authentication or with any other solution/ tool as stated by the Bank in order to have control and visibility.

22. The proposed solutions should comply with RBI cyber security circular no. RBI/2015-16/418 dated 2 June 2016 and its annexure 1- Baseline controls.

23. The bidder shall install the solution On-site at BOI DC (Mumbai) and BOI DR (Bangalore) and implement the same at all branches/offices of the Bank.

24. The solution should standardize ITIL (Information Technology infrastructure library) processes for Bank requirements related to change, incident, problem, configuration management, SLA and capacity management etc.

25. The Proposed solution should be able to work with and without an agent in the Bank's environment.

26. The bidder should engage OEM for onsite implementation of the respective solutions.

27. The bidder should follow a standard process to ensure that proposed solution meets functional, security performance and regulatory requirements of the bank.

28. The bidder shall be responsible for appliance based on-prim installation and commissioning of the proposed solution along with database, storage and any other components required for solution for fulfillment of scope.

29. The selected bidder must generate and provide a complete holistic signoff report before handover to ensure 100% serviceability of delivered solution.

30. The bidder must provide detailed architecture of the provided solution/ every module along with installation and administration guide, which must include high-level design (HLD), and Low Level Design (LLD) along with Technical bid.

31. The selected bidder shall be responsible for health monitoring of the central and distribution servers on a continuous basis.

32. All installed OS software/firmware must be of stable version and all recommended patches should be installed by the bidder and same to be submitted to the bank on monthly basis and also be cleared through Bank’s Information Security Team.

33. The bidder shall conduct preventive maintenance as may be necessary from time to time (minimum two times in a year) to ensure that equipment is in efficient running condition to ensure trouble free functioning.

34. The bidder shall do the quarterly cutover of the solution to check its full-fledged running with alternate site.

35. The URLs of the management server/software of proposed solution should be accessible on HTTPS/TLS 1.2 or latest Protocol with valid certificate.

36. The Proposed solution should be free from any kind of vulnerabilities and as and when vulnerabilities are notified by the bank, regulators, Govt. of India or any other Govt agencies, it should be patched within prescribed time.

37. The bidder should keep the bank explicitly informed about the end of support dates of the related products/hardware and should ensure support during the warranty and AMC period.

38. The bidder shall do regular backup of the solutions as per the defined Bank's backup policy.

39. OEM support should include advising and helping the bank in implementing controls for the risk advised by regulators/Govt. of India.

40. The bidder shall arrange for OEM Certification/ training within three months of sign off/ deployment for every solution thereafter once in every year to the Bank team and resources involved.

41. The configuration as per the technical and other specifications offered of all equipment and other items must be operational / functional and installed from day one.

42. The Bidder shall be responsible for delivering the solution and its support post implementation. The proposed solutions should be integrated with Banks existing and new Security Solutions. The integration with Bank's existing Network Access Control Solution (at present Aruba NAC), Mobile Device Management and other related solutions will be in the scope of bidder with no extra cost to the Bank. In case, if any OEM can't integrate with a third party monitoring tool for an OEM product, then the bidder needs to bundle OEM tools in his response to the bid. (Performance, Availability, Patching, Monitoring, Dashboard with Graphical representation)

43. Deployment of solution requires coordination with different service provider has/ project application vendors. The bidder shall coordinate with the all solution providers/ vendors while installing and ensure installation and commissioning for running the application.

44. The bidder shall confirm the integrity of the software supplied i.e. the software is free from bugs, malware, covert channels in code etc. and Integrity certificate should be submitted to the bank as per the related format.

45. The proposed solution shall have the ability to freely change forms, fields, workflows, escalations and authorization structures and reports according to bank requirements/processes without affecting the future tool updates and integration with other /third party Solutions.

46. The successful bidder shall ensure Infra and Service management of operating system and other software/utility/application. This will include patching, mitigation of VA/PT points and any other risk, updates, etc.

47. The expert team of the Original Equipment Manufacturers (OEM) shall be deputed on-site until complete installation, execution and signing of the project. The bidder/OEM shall ensure necessary engagement and deputation of skilled professionals for the smooth implementation up to sign off of the Project.

48. A solution shall not be a "point of failure" in the flow of network traffic; failure of one or more of the solution components should not affect the functionality of the organizational network.

49. All the industry standard protocols for functioning, detection of risks, mitigation should be supported and complied by the respective solution.

50. Solution shall have centralized architecture with web or Graphical User Interface (GUI) based dashboard console to monitor, reporting, notification, maintaining and policy push for the registered users centrally. This should be a single console for service management, infra management and configuration management.

51. Remote access capabilities on its management interface should be supported by the software via HTTPS or SSH access.

52. Role based administration like Administrator, Database Reader and Read-only access users shall be mandatorily supported in the solution.

53. Solutions should be capable of adding exceptions.

54. Solution should have built in reports and can generate custom reports such as Executive Report, Detection Life Cycle Report, and End Point Compliance Report, Top 10 reports for different categories and Health Reports etc.

55. Solution should provide reports in HTML / CSV / Excel and other required formats. All reports should be configured to generate auto or scheduled responses and send via SMTP on daily/monthly/yearly as per the bank requirement.

56. The solution should provide scheduling and customization of the reports along with flexibility.

57. If applicable, the licenses should be considered based on registered asset to console at any given point of time.

58. The bidder shall provide perpetual licenses and the bank is free to procure AMC/ATS for all or part of the licenses provided in this contract.

59. The bidder must have an arrangement with the OEM such that the bidder/ Bank' SI/ Bank should be able to log a call with the OEM directly.

60. The bidder should have a 24x7x365 days support contact center in order to log the calls. The contact center numbers should be provided to the Bank along with the escalation matrix mentioning the contact person's name, number and designation in the company.

61. The overall Technical support with comprehensive maintenance shall be of 7 years. (From the starting of the project till end of 7th year). Bank may extend the contract for up to 1 years on same or lesser rates.

62. In case if the proposed solution is declared end of life/end of support during the contract period, the bidder shall do up gradation or replacement and implementation of the solution without any cost to the bank.

63. The selected bidder shall install and configure the hardware and software provided as per the timelines and uptime/ SLA levels prescribed in the RFP.

64. The solution should be capable of being bypassed in the event of any failure of the solution.

65. During the period of the contract, all upgrades or requirements software, licensing, implementation of upgrades/patches/version changes, etc., due to whatsoever reason including but not limited to EOL or EOS, would be done by the bidder without any additional cost to the bank.

66. If during the contract period, the solution is not performing as per specifications in this RFP, the bidder shall upgrade/ enhance the solution or put additional services and reconfigure the system without any extra cost to the bank till the required performance is achieved.

67. The services/ solutions offered should be modular, scalable both horizontally & vertically, and should be able to address Bank's requirements during the period of contract and even beyond future license figures given.

68. The bidder shall provide all the software/hardware/accessories/related appliances supplied that shall be compatible with IPv6 and comply with all latest security protocols/industry standards. The proposed solution shall be TLS 1.3 or higher ready.

69. The Bank has a complex infrastructure with multiple resources maintained and managed through multiple vendors. The bidder shall coordinate with all other vendors for seamless integration, implementation and operations.

70. The proposed solutions must be integrated with existing bank infrastructure and Network.

71. The bidder shall prepare the SOPs (Standard Operating Procedures) with periodical review as per industry practices and regulatory guidelines. The drafted SOPs shall be submitted to the Bank for its review and Approval.

72. The bidders shall also provide the following documents as part of the deliverables of the project.
    a. Original manuals of all proposed hardware/software/applications
    b. Standard Operating Procedures
    c. Installation & Technical Configuration Documents
    d. Network & Security Design Documents (Will be approved by the Bank)
    e. Troubleshooting Manual
    f. Executive summary report for the project to the management
    g. Functional and operational requirements
    h. Project design/plan
    i. Product description
    j. Guidance for best practices, implementation guidelines
    k. User acceptance test plan, if any
    l. Training materials
    m. Once a year health check-up report by OEM.

73. The bidder shall configure the SLA Levels for all applications (including hardware & software) in IT Service Management tool with the functionality of auto-escalation of incident/ticket to appropriate bank authorities in case of breach of defined timelines for resolution of incident/ticket.

74. The bidder shall implement all the functionalities proposed in the technical specifications & demonstrate the same to the Bank team for complete sign off the solution.

75. The bidder shall integrate all Bank assets (Servers, Storage, Network devices) in the monitoring tools and provide the unified Dashboard for monitoring & Management of devices.

76. The bidder shall be responsible for patching of Bank managed servers, all desktops connected in Bank network as per frequency of patches released by product OEM.

77. The proposed solution should have capability to download the patches from OEM Site to patch the existing assets as per standard practice on a proactive basis. The bidder shall alert the respective asset owner regarding availability of new patches and update the required patches on assets with due concurrence of the asset owner.

78. The bidder shall ensure patching & hardening for all Bank managed servers, and get the same cleared from the Information Security Cell /SOC of the Bank. The FMS team has to prepare a patching calendar as per the frequency of the patch released by the OEM team and share the same with the bank team. The patches have to be applied in the same month in which OEM has released the patches as per prescribed as defined in SLA. There are 1000+ Bank Managed servers running with Windows Operating System, Red Hat Enterprise Linux (RHEL), Unix, Ubuntu, CentOS, Oracle Solaris and other Operating Systems.

79. The bidder shall be responsible for integration of all the proposed solutions under this RFP and set up complete **Enterprise management Systems (EMS) and** provide all kinds of feeds/alerts/ information **to Enterprise Control and Command Centre (ECCC)** of the Bank.

80. Bank is looking out for a solution that ensures reliable, secure and manageable file transfer across the enterprise and outside (Corporates) in future.

81. The solution should be fully standards compliant, scalable, and ideal for businesses of all sizes.

82. With most businesses being carried out electronically, the amount of data and information that is moved around in files between the bank and the third party entities can become unmanageable and insecure due to lack of standard processes as well as uneven security infrastructure across the enterprise.

83. The Bank is considering procuring a solution, which will eliminate the problems of managing file transfers and enabling secure and robust file transfers.

84. The bidder shall supply all modules, Software Applications with required licenses and do the installation, integration configuration & deployment the solution at the Bank's DC and DR Site.

85. System shall be scalable enough to support clustered deployment for high availability.

86. The bidder shall make DR to be made identical to DC and able to run with full load at any point in time. The bidder shall do quarterly DC and DR cutover for the solution running from DR and DC respectively and submit a report to the Bank.

87. The bidder should provide the complete documentation including technical, operations, user manual, design documents, process documents, technical manuals, functional specification, system configuration documents, system/database administrative documents, debugging/ diagnostics documents, test procedures etc.

88. If there are any upgrades to the source systems, then it will be Vendor's responsibility to ensure that appropriate integration is provided without affecting the normal course of business.

89. The vendor must provide an alert service for any problems with the service being unavailable. This can be in the form of SMS / E-Mails and should be sent to all concerned in the escalation matrix. The bidder should integrate with the Bank's SMS System / Email Service for sharing the alerts /email with the respective Team as per escalation matrix on a proactive basis.

90. The bidder shall formulate/ supply/share all kinds of procedures/ documents upon any level or version changes, clarification, corrections and modifications in the above-mentioned documents in a timely manner.

91. To install and configure Comprehensive Monitoring of End To End IT Services (Network, Server, Storage, Appliance, Database and Applications across locations

92. All modules of EMS should have a maker and checker or ability to provide segregation of duties, whereby the person who is reviewing the change is not the same person approving the change.

93. The proposed solutions should be scalable tools and architecture to suffice future growth.

94. The proposed solution should do Capacity Management in terms of all IT infrastructure.

95. Service Desk Management (Change Management, Incident Management, Problem Management, Request Fulfil management and knowledge management) and Ticketing with CMDB.

96. The proposed solution should do complete end-to-end Asset Management of all hardware and software assets.

97. Event Correlation and fault-finding - from user to network layer to server layer to application code.

98. Single console view for Troubleshooting, Remediation and Root Cause Analysis (RCA) for service impacts.

99. Availability of different dashboards for different business services.

100. On Demand Dashboard for daily & historic network health, reports with web and mobile supported.

101. Solution installation should support Docker Containers & Virtual cloud for easy, deployment and building on premises.

102. To install and configure Enterprise Management system (EMS) at Bank Data Center and DR center as per the proposed Bill of material.

103. The Bank is already having Active directory services configured on OS platform Windows Server 2012 R2 in core network domestic Segment. The Bank is also having separate FCBS Segment for overseas branches and RRB segment for Different subsidiary rural banks. The FMS team has to create different child domain Setup for RRB and FCBS under existing forest created for domestic Segment.

104. The Bidder shall migrate both Active directory application and Antivirus application from existing hardware to new infrastructure/ hardware (provided by Bank) post End of support/ End of life of existing hardware. The Operating System, software and license components required for AD migration shall be provided by the Bank.

105. The bidder shall implement Active Directory Certificate Services (AD CS) to create Public key infrastructure in the bank environment to underpin identity and other security functionality on windows domain so that it can create, validate and revoke public key certificates for internal uses of the organization.

106. The bidder shall do end to end management of Active Directory System of the Bank for all three segments (Domestic, Foreign and RRBs).

107. The bidder shall ensure end to end completion of all activities initiated as part of the project. The bidder shall coordinate with other stakeholders also for completion of activity.

### 3.2.3 Sizing for ITSM, ITAM and Secure File Transfer Solution:

1. The services/ solutions offered should not require any major Network Architecture change in existing Network Architecture or existing device replacement on the part of the Bank Except Following-

   a. There are some solutions, which will be in line, and need architecture and data flow to reroute changes without which the solutions cannot be deployed.
   b. Port mirroring for solutions that work on Mirror traffic.

2. Bidder shall quote necessary infrastructure/ appliances to match the solution as per bank's RFP requirements. The Solution should be able to keep one-year data online while backup of older data more than one year till seven years shall be backed up using Banks proposed backup solution with solution's application, and restorable whenever required by solution's application.

3. The solution cost offered shall be inclusive of all predicted/ unpredicted expenses to meet the scope as mentioned in the RFP.

4. The Proposed Solution should support all heterogeneous OS, Database, Hypervisor, **Container** Platforms etc.

5. The Proposed solution should be deployed in Container form bundled into a single package consisting of all libraries, binaries, configuration and all its dependencies. It should be able to run independently irrespective of Operating System (OS) Distribution and underlying physical infrastructure. The bidder shall ensure that container deployment architecture should not limit the application performance, which would be otherwise available in non-container (traditional) deployment.

6. High Availability in DC and DR in the Bank environment wherever proposed by the bank.

7. The proposed solution must have redundancy at all levels e.g. RAID redundancy (for hard drives), network redundancy (for management network interfaces) and power-supply redundancy at hardware/ software level. Required to achieve the defined SLA/uptime. It is applicable if the bidder is supplying the hardware also.

8. The proposed solution must support onboard retention of logs for a period of minimum 6 months.

9. The critical data / database should be stored in encrypted form as per Info Sec Guidelines.

10. Proposed solutions should have very high-scale architecture on a platform that scales efficiently. The solution should also support 64-bit architecture environments for high scalability. Solution should support installation on Windows and various flavors of the Linux environment. Solutions should have extensible architecture for easy integration and automation. Solution installation should support Dockers Containers & Virtual cloud for easy, deployment and building on premises. Should support multiple-deployment options - centralized, distributed and hybrid deployments with option for a centralized operations console view. The architecture should support High Availability inbuilt into the product.

11. The bidder shall migrate all the data from existing ITSM and IT Asset Management tools to new Solutions procured through this RFP.

12. The bidder shall migrate existing Active Directory setup to

13. The solution-wise sizing is illustrated in clause 5.2.

### 3.2.4 Scope under AMC (Annual Maintenance/Technical Contract):

The bidder shall ensure all kinds of maintenance, deployment, re-deployment of Solution under RFP scope, at central or remote sites and at endpoints of branches/offices as part of maintenance only. No additional charges shall be payable for redesigning / re-deployment or maintenance of solution at any or all endpoints including DC and DR sites of the Bank ordered from time to time. The bidder shall ensure all activities pertaining to continuity of the smooth running of the solution as part of AMC/ATS without any extra cost to the Bank.

The AMC /ATS Support services include (but not limited to) the following:

1. Onsite Comprehensive maintenance of all applicable products, services, modules and accessories on yearly basis and sensitization of the end user for avoiding upcoming hazards on a regular basis. The vendor shall share the preventive maintenance reports in digital form/soft copy and hard copies shall, on demand by the bank. If any part / items / accessories of the delivered products are found non-working / defective (due to whatsoever reason) during preventive maintenance, the Vendor at no extra cost to the Bank will replace it. The PM reports of the delivered products shall be duly recorded in two copies and produced as and when required.

2. The ATS/AMC support for the respective Solution should include the following:

   a. All minor and major version upgrades during the period of contract at no extra cost.

   b. Program updates patches, fixes and critical security alerts as required.

   c. Documentation updates.

   d. Call basis Support for Solution related malfunctions, configuration as defined in SLAs and ability to log requests online. If required, engineer may have to visit the site for resolution of the issue.

3. Providing software upgrades in time for the devices supplied by the Vendor from the Original Equipment Manufacturer (OEM).

4. The Annual Maintenance / Annual Technical Support cost should be minimum 8 % of the cost of respective line item as per Format 6.3 Part I (All 6 Years AMC/ATS to be same i.e. same percentage)

   **For example-**
   If the solution cost for a particular item is Rs.100 as quoted in Format 6.3 Part-I for specific solution. In that case, AMC cost of Solution shall be of minimum 8 % of total cost of solution cost of format 6.3 part-I for that item i.e. Rs. 8 per year. And AMC/ATS cost for Six years should be minimum = 8*6=48 % of total solution cost as quoted in Format 6.3 Part I for respective line items.

5. Arranging for the replacement of defective equipment / faulty parts (due to whatsoever reason) of equipment's on time basis as per SLA and the necessary coordination with OEM for the same during the whole contract period.

6. During AMC, it will be mandatory on the part of the supplier to attend and resolve breakdown calls if any, as per the parameters/ time-frame defined in the "Service Level Agreement". The Vendor shall be responsible for non-compliance of SLA, due to delayed replacement of defective equipment /faulty parts/ software upgrades.

7. The Vendor will attend to all breakdowns (due to whatsoever reason) in the Equipment/Systems, rectify problems thereof, and replace the faulty components of the systems with serviceable components. Such replacements will be free of cost on exchange basis. In the event the maintenance/ repair of any unit is to be carried out at any of the workshops, the Vendor shall make all arrangements for removal and transportation of equipment to the respective workshop and back to site at their risk and cost and will hand over the equipment in 100% working condition after repair/maintenance/rectification.

8. The Bank may procure & install new component(s) as a part of up gradation of existing system. In such cases, the original equipment (less new components) will continue to be governed by the AMC agreement and the new equipment(s) procured shall be covered under AMC on expiry of warranty period.

9. The Vendor will have to handover the system in 100% working condition on termination or at the end of the contract. Any breakdown call that has been reported before termination of the contract shall have to be corrected by the Vendor before handing over to Bank.

10. For on-site comprehensive maintenance of equipment, the tools, test equipment and fixtures etc. required (if any) for maintenance shall be provided by the Vendor only.

11. The Bank can terminate the AMC contract to the supplier of the equipment and discontinue the same due to performance issues by giving 90 days' notice.

12. AMC contract can be extended at the discretion of the bank at the same rates after the expiry of the contract period.

13. Payment of support will be done as per calculation of the uptime, which is mentioned in the related clause.

14. The Bank, at its sole discretion, will enter into AMC.

15. Include all applicable Software Modules / Components items as applicable, indicated in the Price Schedule.
16. Bank at its discretion can terminate the AMC contract in whole or as part thereof with the Vendor and discontinue the same without citing any reason by giving 90 days' notice and applicable amount, on a pro-rata basis, for the service rendered shall be payable.

17. Quantity may vary with leverage of 10% on either side in all or any of the items.

18. The maximum response time for a maintenance complaint from the site of installation (i.e. time required for Supplier's maintenance engineers to report to the installations after a request call / fax /e-mail is made or letter is written) shall not exceed 2 (two) hours.

19. The Supplier shall ensure that faults and failures intimated by the Bank as above are set right within 4 hours of being informed of the same.

20. The bidder shall ensure re-deployment of Solution at central or remote sites or at endpoints as part of maintenance only. No additional charges shall be payable for re-designing / re-deployment of solution at any or all endpoints including DC and DR sites of the Bank. The bidder as part of AMC without any extra cost shall ensure all activities pertaining to continuity of the solution to the Bank.

## 3.3 Scope of Facility Management Services

The bidder has to provide Facility Management services at Bank of India DC & DR locations or any other location where centralized operation is proposed in future by deploying the professionals to support 24x7x365 days basis with shift duty hours for managing and maintaining the solution mentioned in this RFP.

### 3.3.1 Common Scope for all Facility Management Service (FMS) Teams

The Scope of FMS includes (but not limited to) the following:

1. Implementation, roll out and maintenance of IT Service management and IT Asset Management solution completely including all endpoints and servers (wherever required).

2. Overall proactive monitoring through online dashboard and management of equipment, endpoints, servers, database, network devices and related services on all sites under this RFP. The implementation of IT solutions on additional agents after signoff of the solution shall be done by onsite FMS without any extra cost to the Bank.

3. Overall monitoring and management of the project during and after installation for the full period of contract i.e. 7 years.

4. Facility management Support team shall publish reports to the Bank team/management as per defined frequency but minimum twice in a day regarding real time factual status of endpoints and uptime of the solution as per Service Level Agreement.

5. Submission of periodical reports on the performance of the equipment's and its reviews. Preparation and submission of other MIS related work assigned by the Bank.

6. Redesigning of the solution for optimal output of the solution in interest of the Bank.

7. Defining crisis management and emergency response procedures.

8. Installing and testing the OS/ patches and upgrades in the test and productions environment.

9. FMS Team shall obtain the necessary approval from the Bank for downtime, if required, for the patches or upgrades implementation.

10. FMS Team shall plan "Schedule shutdown of production system", if required, and inform users proactively and implement the patch upgrades immediately.

11. FMS Team shall follow up and coordinate with OEM/ other support vendors for patch deployment.

12. Root Cause Analysis (RCA) of the incidents and reporting of Security incidents.

13. Prepare and maintain Standard Operating Procedure (SOP) document pertaining to the services/Operations.

14. The Bidder shall also provide monitoring, onsite support and coordinate / cooperate with the other bank & vendor Teams, complete automation of IT client management processes including discovery and inventory, analytics, patch management.

15. The Bidder shall optimize existing processes and recommend changes for optimal functioning of Solution, in-tune with best practices and audit compliance.

16. The Bidder shall be responsible for providing resource utilization reports of all IT assets (Servers, Storage & Network) on a daily basis. The same should be configured to auto generate and share with asset owners through Email.

17. Coordination for delivery/ deployment/discovery of agents/endpoints and installation of new hardware, software and necessary licenses in stipulated period.

18. Quality service delivery to match the uptime / SLA.

19. Facility management is required for 24*7*365 (366 days in Leap year) monitoring.

20. Onsite team management.

21. SLA Maintenance / Management, monthly Uptime reports, utilization reports & interface utilization / reporting of all the devices.

22. The bidder shall be responsible for providing the timely resolution of the OS related issue raised by the Bank.

23. The bidder has to ensure the support from respective OEM for infrastructure provided to carry out the activity for expansion, upgrade and configuration of proposed solution during the period of contract without any extra cost to bank.

24. The bidder will also provide suitable on-site technical staff to supplement the efforts of the on-site support resources during emergencies / contingencies, which might impact the systems, systems and services, covered under this scope.

25. The bidder shall provide backup resources in case any of the project member avails leave. However, the bidder's service delivery team will be entirely responsible for team deployment, SLA monitoring, task delegation, workload distribution and team size.

26. In case of exigency, support arrangements should be available during off-hours as a part of the crisis / incident management process.

27. Coordinate with all the teams for follow-up for open tickets & activities.

28. Resolving technical issues & lodge tickets with OEM, have follow-up for long pending calls.

29. Identify and implement best practices / configurations on solutions under their purview.

30. The Bank may also reduce the manpower requirements during the project duration if workloads reduce due to any reason.

31. In case of absence of a production support engineer, it is the responsibility of the vendor to provide equivalent skilled resources onsite for the above-mentioned scope of work. Failure may attract penalties.

32. The scope of FMS is not limited to above only. Bank shall assign any other work based on the related requirements to the FMS.

33. The Team Lead/L3 should be the payroll employee of the bidder.

34. Post implementation - Transition plan, takeover process from project team and coordination with all the stakeholders.

35. The bidder shall ensure patching & hardening for all servers, and get the same cleared from the Information Security Cell /SOC of the Bank. The FMS team has to prepare a patching calendar as per the frequency of the patch released by the OEM team and share the same with the bank team. The patch has to be applied in the same month in which OEM has released the patch as per timeline defined in SLA.

36. Do periodic preventive health check / version upgrades for solutions under their purview.

37. Resolving technical issues & lodge tickets with OEM, have follow-up for long pending calls.

38. Identify and implement best practices / configurations on servers, databases, and storage and network devices under their purview.

39. Providing service metrics to help assess how effective your operations are running.

40. The bidder shall be responsible for maintenance of servers on which solution procured under RFP will be deployed. The bidder has to do patching, VA/PT mitigation, hardening and other OS maintenance related activity as per Bank requirement.

41. The bidder shall ensure that different FMS teams work together to achieve the scope and technical requirements defined in this RFP.

42. During the contract, the bidder and its employees shall at all the times comply with & abide by the security policy of the bank, as the same may be applicable to or in respect of the works and the provisions of the contract.

43. Confidentiality of the network setup, configurations and all related details including the addressing scheme etc. shall not be disclosed by the vendor to any third parties or persons (except to vendor's own employees and that too only to those employees or representatives who need to know the same).

44. The bidder will follow and comply with the procedures and policies, applicable to the scope of work mentioned above laid down by the Bank vide IS Security Policy, IT Policy and other Bank policies from time to time and also extend full cooperation to the auditors designated by the Bank.

45. The bidder / deputed personnel at BOI will inform the Bank about any correspondence with external entities pertaining to any point mentioned in the scope of work above.

46. Depending on the sensitivity and criticality of the services or data provided, the Bank will consider commissioning or requesting a review of the vendor's internal control structure for ensuring that any confidential/restricted/internal information of the Bank is maintained securely. The vendor will assist and cooperate with the Bank auditors in a way as they are expected to assist and cooperate with their audit.

47. All the onsite FMS resources deputed at the bank should have a Police verification report. The bidder needs to submit the Police Verification report of FMS resources along with all documents at the time of joining the onsite FMS team.

48. The Facility Management charges shall be paid by the bank in equal quarterly instalments within forty-five (45) days from the date submission of invoice after completion of respective quarter, subject to satisfactory services rendered from the date of installation, commissioning and acceptance of the system at the rates quoted in the price schedule. Quarter for this purpose will be calculated from the date of successful installation & acceptance of network monitoring and support system at Bank/Branches.

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

50. The engineers to be deputed will be interviewed by BOI officials prior to deputation. If not found as per Banks' requirement, Bank will not permit the deployment of such resource(s).

51. The deputed personnel should be prepared to work for extended hours in case of need.

52. The deputed personnel should abide by timings of the Bank.

53. The bidder needs to deploy manpower within 6 weeks from the date of Purchase Order for implementation, and deploy manpower at least 1 week before (planned) go-live for maintenance of the deployed infrastructure (warranty period).

54. The members of the on-site team should be provided with mobile phones by the vendor and the details like Name, Address (Inclusive of Residential Telephone Number (Residential), Mobile Number should be provided to the Bank.

55. Name of emergency contact personnel with relationship and Telephone number should be provided to the Bank.

56. Disability if any or suffering for any disease should be informed to the Bank in advance.

57. The on-site team shall maintain an attendance register and the same should be sent monthly to the Bank.

58. The on-site team shall not be changed without prior approval from the Bank and adequate notice (minimum one month for L1, two months for L2 and three months for DL/L3). Any resigned resource of the on-site team should not be relieved before giving suitable replacement.

59. Absence of any resource must be complemented with an equally skilled resource.

60. The bidder must ensure one month's notice or relevant notice as mentioned by the Bank with proper handover for any change of manpower pertaining to project manager profile.

61. If the engineer is found to be not qualified / suitable / his performance is not satisfactory, the vendor will have to replace the engineer within 45 days of written communication from the Bank regarding the same.

62. One Delivery Lead (above all Team Leads) shall be available in general shift on Bank working days. He/she shall drive the project and report to the Bank team. He/she shall be payroll employee of the bidder. His/her qualifications shall be:

    - Should be BE/B. Tech/MCA with minimum 5 years of in-scope solutions and minimum 7 years of total experience in the field of IT project management / support of related solutions.
    - Should be certified in 4 of the following certifications:
    - MCSA/CISA/CISM/CCNA/CEH/ISO 27001/ITIL Expert/Oracle Enterprise Manager
    - OEM certification for the solution part of this RFP.
    - He shall be Program Management Professional (PgMP)/ Project Management Professional (PMP) certified. 1 (one) project management certification is must for Delivery Lead.

63. No. of L1/L2 resources can be increased or decreased per shift depending on the workload or as per Bank requirement. The bidder needs to make the necessary arrangement on receipt of a request from the Bank. Each shift is 8 hours.

### 3.3.2 Facility Management Services for Desktop Management/Active directory/ Antivirus Management

1. The Bank is having Active directory services configured on Windows Server 2012 R2 OS platform in core network domestic Segment. The Bank is also having separate FCBS Segment for overseas branches and RRB segment for its Regional Rural Banks. The bidder's FMS team shall create different child domain Setup for RRBs and FCBS under existing forest created for domestic Segment within three months of deployment of the FMS Team.

2. The bidder shall do end to end management of Active Directory System of the Bank for all three segments (Domestic, Foreign and RRBs) and maintain the same as per Bank's requirement.

3. The Bidder's Team shall migrate both Active directory application and Antivirus application from existing hardware to new infrastructure/ hardware (provided by Bank) post End of support/ End of life of existing hardware before April 2021. The Operating System, software and license components required for AD migration shall be provided by the Bank.

4. The bidder shall implement Active Directory Certificate Services (AD CS) to create Public key infrastructure in the bank environment to underpin identity and other security functionality on windows domain so that it can create, validate and revoke public key certificates for internal uses of the organization.

5. The bidder shall coordinate and help other stakeholders to integrate with the Active Directory with all other solutions as per need of the Bank. Active Directory shall be single sign on for all the assets.

6. The bidder shall integrate Active Directory system with Bank's CBS Solution. At present, the bank is using Finacle ver. 7 CBS Application and migrating to Finacle ver.10 CBS Application.

7. Handle daily technical support activities related to desktop support for 50000+ desktops/end points connected in Bank network.

8. Install and test desktop software applications running in the Bank environment and configuration of internet browsers for running bank applications.

9. Test computers to ensure proper functioning of computer systems.

10. Train end users on usage of computer hardware and software.

11. Develop and manage effective professional working relationships with contractors, Personnel, co-workers and clients.

12. Adhere to policies as per bank manuals and directives.

13. Extend computer support for systems' software and hardware.

14. Setup computers and install software for various applications and programs.

15. Interact with Bank staff on desktop problems and their resolution.

16. Network and connect computers within organization to better communication.

17. Maintain computer peripheral devices like printers and resolve associated problems.

18. The Desktop Engineer shall be responsible for providing timely resolution of issues related to Desktop Operating System.

19. The Standard Operating procedure for installation/updating and configuration of Operating Systems/applications (Antivirus, Active Directory, Finacle and Radia) shall be shared by Bank with Desktop Engineer.

20. The Desktop Engineer has to coordinate with Desktop users for troubleshooting & resolution of the issues.

21. Resolving technical issues & lodge tickets with OEM, have follow-up for long pending calls. The Desktop Engineer has to coordinate with OEM Microsoft for raising the support ticket and providing the solution if the issue does not get resolved at their level. The Bank team will provide the necessary training for raising the ticket.

22. Configuration / Re-Configuration of the Solutions/ systems.

23. Agent deployment / Client Application Installation.

24. Configuration will include IP Setting, browser settings for various applications, migration of data from old desktops to new desktops, E-mail Client Configuration and configuration of add on devices such as printers, Scanners etc.

25. Any problem related with OS Maintenance, reloading of OS with all device drivers, OS upgrade, device drivers, system configuration and network configuration (if required) shall be attended to and rectified by the Vendor.

26. The Vendor shall also keep a copy of all device drivers; firmware updates etc. d. Re-installation of Operating System, Applications, System Software etc.

27. To make sure that the DNS infrastructure is deployed according to the specifications of the design team and that it is working properly.

28. Managing the Active Directory DNS infrastructure including the DNS services and DNS data.

29. The Bank is already having Active directory services configured on OS platform Windows Server 2012 R2 in core network domestic Segment. The Bank is also having separate FCBS Segment for overseas branches and RRB segment for Different subsidiary rural banks. The FMS team has to create a different child domain Setup under the existing forest created for domestic Segment.

30. The FMS team has to create a separate child domain server for integration of bank assets in the DMZ segment in Active directory.

31. The creation of the design of the OU structure for each domain in the forest. The OU has to be further created at granular level as per the administration hierarchy of the bank of India.

32. The delegation of administrative authority to OU owners.

33. Changes to the schema.

34. Changes to forest-wide configuration settings.

35. The implementation of Group Policies, including Domain user account policies, such as password complexity and account lockout. Policies that apply to domain controllers. Any other Group Policies that are required to be applied at the domain level/OU level as per the requirement of the bank.

36. Regular assessment of the physical network topology and how it affects Active Directory deployment without impacting the network.

37. Determining the sites that need to be created for efficient usage of resources and extending seamless services to end users.

38. Updating server objects for domain controllers when a subnet changes.

39. Creating site links as and when required to provide the best level of redundancy and performance.

40. Managing workstations and member servers that are members of different OUs. Delegating authority to local administrators as per assigned OU.

41. Determining how many forests and domains are required and what the relationships are between the forests and domains.

42. Working with data owners to ensure that the design meets their security and administrative requirements.

43. Working with the current network administrators to ensure that the current network infrastructure supports the design and the design will not adversely affect existing applications deployed on the network.

44. Working with representatives of the security group of the organization to ensure that the design meets established security policies.

45. Designing OU structures that permit appropriate levels of protection and the proper delegation of authority to the data owners.

46. Working with the deployment/Backend team to test the design in a lab environment to ensure that it functions as planned, and modifying the design as needed to address any problems that occur.

47. Creating a site topology design that meets the replication requirements of the forest while preventing overload of available bandwidth.

48. Working with the deployment team to ensure that the design is implemented correctly.

49. Establishing a test environment that sufficiently emulates the network environment.

50. Developing and testing any migration scenarios proposed to implement the environment as per best practices.

51. Making sure that each owner signs off on the testing process to ensure that the correct design features are being tested.

52. Testing the deployment operation in a pilot environment.

53. Ensures that the DNS infrastructure is configured to support Active Directory and that any new namespaces are integrated into the existing namespace of the organization.

54. To unify all Microsoft based systems under a common Active Directory. The bidder will provide an Active Directory design that will scale to meet this need.

55. The design will allow the Bank of India to maintain control of the overall architecture while allowing diverse parts of the organization to work together without sacrificing autonomy and control over local resources.

56. The architecture will provide the ability to incorporate the technology necessary to provide it's users with single sign-on authentication access to applications, services, and shared resources across platforms. The engagement documentation will detail options that provide this capability.

57. Disabling access of USB/CD/DVD and other peripheral devices through AD GPO.

58. Ensuring end-to-end deployment of Group policies and providing endpoint support for troubleshooting in case of any issues.

59. Integration of AD servers with HP monitoring tool to monitor the hardware resources and AD critical services and sharing the report of same to Bank officials.

    i. Back up, import, copy, and restore GPOs.
    ii. Migrate GPOs between domains and forests
    iii. Delegate GPO management.
    iv. Determine policy processing order and precedence.
    v. Configure policy enforcement and blocking.
    vi. Perform Group Policy security filtering
    vii. Configure WMI filtering.
    viii. Enable loopback processing
    ix. Configure slow-link processing.
    x. Group Policy Caching.

60. Integration of AD server with Bank HRMS system for automatic updation of AD Schema attributes.

61. Management of any software, which is presently installed or will be installed to manage the active directory environment.

62. To ensure the deployment of GPO on end points within stipulated time, troubleshooting issues that are related to Desktop also.

63. The Bank has 1 Primary domain controller (PDC) and 7 Additional domain controllers, out of which 4 ADC's are at DC site and 3 ADC's are at DR site. The bidder will be responsible for management and maintenance of all AD servers as well servers which will be added in future for expansion of the environment. The bidder has to carry out patching, hardening and VA/PT mitigation activity of AD servers.

64. User management/ OU Management/Computer management and to ensure all Bank servers and desktops should be in Bank domain or configured with Active directory services.

65. The bank is using antivirus Software Trend Micro Office scan to protect the bank assets against cyber threats. There are 16 Antivirus servers deployed at bank DC and DR sites to manage all endpoints installed in different branches of the bank. The bidder has to carry out patching, hardening and VA/PT mitigation activity of all 16 AV servers as well as servers that will be added in future under Antivirus infrastructure.

66. Clean the network from virus, initial exercise of disconnecting all the computers from the network and cleaning, in the minimum possible time.

67. Updating the antivirus package at a regular interval on all Bank assets, as and when the updates are released.

68. Training users how to use the anti-virus package and how to avoid the virus coming to the system.

69. Scheduled scan on all assets as per frequency defined by the bank.

70. The bidder shall ensure that the entire bank network, Servers, Desktops and Laptops remain malware/ virus/worm free. Any potential virus/worm threat on the managed infrastructure shall be brought to the notice of the bank. The bidder shall take suitable preventive action, in consultation with the antivirus vendor to ensure that the IT infrastructure remains virus free.

71. The bidder shall ensure that action against the potential virus outbreak is started at the earliest so that the bank network remains protected. It is the bidder responsibility that all the system/servers antivirus updates are updated regularly. The bidder is also responsible for bringing the machine up after a virus attack.

72. The bidder shall do regular patching of the latest definition of Antivirus so that all bank assets (servers, desktops) should have antivirus software with the latest antivirus pattern.

73. The bidder shall install the antivirus on new or existing bank assets (servers, desktops, Laptops etc.) wherever it is not installed.

### 3.3.3 Facility Management Services for SFTP Servers Management

1. The bidder has to ensure that every SFTP user should have a different root path.

2. The bidder has to ensure that specific files, directories, and other resources on the server are accessible only to those with the right authorization.

3. The bidder should comply with the Bank CISP policy in key concern areas relevant to the RFP. Some of the key areas include (but not limited to):

    a. Responsibilities for data and user privacy and confidentiality
    b. Responsibilities on system and software access control and administration
    c. Data Encryption/Protection /XBRL requirement of the Bank
    d. Protect information from unauthorized modification or destruction

4. Any planned downtime for FTP Solution maintenance/ upgrade must be communicated to the bank 30 days in advance. No data loss should occur during the maintenance/upgrade.

5. The bidder will be responsible for doing the configuration/installation of SFTP services on client hosts for secure file exchange with Central hosts.

6. The bidder has to provide the report for file transfer along with user details to the Bank team on a daily basis.

7. The Bank is running multiple Servers for File transfer purpose, which acts as interface for application server and third party server. The bidder shall be responsible for migration of existing SFTP services along with data on proposed/ new SFTP solution in coordination with different application teams.

### 3.3.4 FMS for Change Management /Incident Management-

1. Leading the change management activities within a structured process framework.

2. Designing the strategic approach to managing change and support operations that fall within the domain of change management.
3. Evaluating the change impact and organizational readiness to limit potential risk.

4. Supporting training and communication as part of change management. Activities may include designing or delivering specialized training resources to appropriate user base.

5. Evaluating the risk of change and providing actionable guidelines on reducing the impact.

6. Evaluating resistance in adopting the change at the user, process, and technology level.

7. Managing the change portfolio, which allows the organization to prepare for and successfully adopt the change.

8. Authorize minor change requests and coordinate with the Change Advisory Board for changes presenting higher risk.

9. Conduct post-implementation reviews to assess the decisions and performance related to the change request.

10. Responsible for planning and coordinating all the activities required to perform, monitor, and report on the process.

11. Responsible for communicating with the Incident Process Owner

12. Point of contact for all Major Incidents

13. Responsible for the effective implementation of the process "Incident Management" and carries out the respective reporting procedure.

14. Represent the first stage of escalation for Incidents

15. Monitor the incidents to ensure that the Service Level Agreement are respected

16. Identify, initiate, schedule and conduct incident reviews

17. Ensure the closure of all resolved and end-user confirmed Incident records

18. Provide guidance to the Incident Process Coordinators

19. Establish continuous process improvement cycles where the process performance, activities, roles and responsibilities, policies, procedures and supporting technology is reviewed and enhanced where applicable.

**FMS Educational Qualifications, Experience, Eligibility Criteria and Team Composition-**

**3.3.5 ITSM, NNMI, Server, Storage, DB Monitoring FMS Team-**

| FMS Requirement for Service Manager, Capacity Manager, Configuration Manager Inventory Manager, Network/Server/Database Monitoring & Automation | | |
|---|---|---|
| **Location** | **Number of Resources Solution** | **Desired qualification & Experience** |
| **BOI DC & BOI DR** | Required resources:<br><br>(i) Three L1 resources are required in each day shifts and Two L1 resources are required in Night Shift (8 L1 resources / day) at DC.<br><br>(ii) One L2 resource is required in each shift. (3 resources / day) at DC.<br><br>(iii) One L2 resource is required in general shift or as per shift decided by the bank. (1 resource/day ) at DR.<br><br>(iv) One L3 resource required in general shift on Bank working day.<br><br>iv) 24*7*365 services are required.<br><br>v) Backup engineers should be factored for providing day off to onsite engineers | **Level 1(L1):**<br>Should be Science Graduate (IT / Computer), preferably, BE/B. Tech/MCA with minimum 1 year of in-scope solutions and minimum 3 years' total experience in the field of IT implementation / support of related solutions<br>Should be certified in 1 of the following certifications:<br>● ITIL/COBIT 5/ISMS/ISO/IEC 27000<br>● OEM certification for the solutions part of this RFP<br><br>**Level 2(L2):**<br>Should be Science Graduate (IT/ Computer), preferably, BE/B. Tech/MCA with minimum 3 years of in-scope solutions and minimum 5 years' total experience in the field of IT implementation / support of related solutions<br>Should be certified in 2 of the following certifications:<br>● MCSA/CISA/CISM/ISO 27001/COBIT 5/ITIL<br>● OEM certification for the solutions part of this RFP.<br><br>**Level 3(L3) :**<br>Should be BE/B. Tech/MCA with minimum 5 years of in-scope solutions and minimum 7 years of total experience in the field of IT implementation / support of related solutions.<br><br>Should be certified in any 3 of the following certifications:<br>● MCSA/CISA/CISM/CCNA/CEH/ISO 27001/ ITIL Expert<br>● OEM certification for the solution part of this RFP. |

### 3.3.6 Patch Management and SFTP Facility Management Support Team-

| FMS Requirement for Patch management for end points and Servers and SFTP | | |
|---|---|---|
| **Location** | **Number of Resources Solution** | **Desired qualification & Experience** |
| **BOI DC & BOI DR** | Required resources:<br><br>(i) Two L1 resources are required in each shift. (6 resources / day) at DC.<br><br>(ii) One L2 resource is required in each shift. (3 resources / day) at DC.<br><br>(iii) One L2 resource is required in general shift at DR or as per shift decided by Bank (1 resources / day) at DR site.<br><br>(iv) 24*7*365 services are required.<br><br>(iv) Backup engineers should be factored for providing day off to onsite engineers | **Level 1(L1):**<br>Should be Science Graduate (IT / Computer), preferably, BE/B. Tech/MCA with minimum 1 year of in-scope solutions and minimum 3 years' total experience in the field of IT implementation / support of related solution.<br>Should be certified in any 1 of the following certifications:<br>● MCSA/RHCSA/RHCE<br>&<br>● OEM certification for the solutions part of this RFP<br><br>**Level 2(L2):**<br>Should be Science Graduate (IT/ Computer), preferably, BE/B. Tech/MCA with minimum 3 years of in-scope solutions and minimum 7 years' total experience in the field of IT implementation / support of related solutions<br>Should be certified in 2 of the following certifications:<br>● MCSA/ RHCSA/RHCE/CISA<br>&<br>● OEM certification for the solutions part of this RFP. |

### 3.3.7 Desktop/Antivirus/Active Directory/Email/MMS Management Team-

| FMS Requirement for Desktop/Antivirus/Active directory/MS Exchange Management for end points and Servers | | |
|---|---|---|
| **Location** | **Number of Resources Solution** | **Desired qualification & Experience** |
| **BOI DC & BOI DR** | Required resources:<br><br>1. Three L1 resources are required in each day shift and Two L1 resources are required in Night Shift (8 L1 resources / day) at DC.<br><br>2. One L2 resource is required in each shift. (3 resources / day) at DC.<br><br>3. One L3 resource is required in general shifts on Bank working days. (1 resources / day) at DC.<br><br>iv) 24*7*365 services are required.<br><br>v) Backup engineers should be factored for providing day off to onsite engineers | **Level 1(L1):**<br>Should be Graduate (IT / Computer), preferably, BE/B. Tech/MCA with minimum 1 year of in-scope solutions and minimum 3 years' total experience in the field of IT implementation / support of related solutions<br>Should be certified in any 1 following certifications:<br>● Trend Micro or other Antivirus management Certification Professional<br>● MCSA/MCSE/MCSE: Messaging<br>● Microsoft Outlook Associate 2016/2019<br><br>**Level 2(L2):**<br>Should be Graduate (IT/ Computer), preferably, BE/B. Tech/MCA with minimum 3 years of in-scope solutions and minimum 7 years' total experience in the field of IT implementation / support of related solutions<br>Should be certified in following certifications:<br><br>● MCSA/MCSE/MCSE: Messaging<br>● Microsoft Outlook Professional 2016/2019<br><br>**Level 3(L3):**<br>Should be BE/B. Tech/MCA with minimum 7 years of in-scope solutions and minimum 7 years of total experience |

| | | |
|---|---|---|
| | | in the field of IT implementation / support of related solutions.<br>Should be certified in following certifications:<br>● MCSA/MCSE/MCSE: Messaging<br>● Microsoft Outlook Professional 2016/2019 |

### 3.3.8 Change Management and Incident Management

| FMS Requirement for Change management and Incident management | | |
|---|---|---|
| **Location** | **Number of Resources Solution** | **Desired qualification & Experience** |
| **BOI DC and BOI DR** | Required resources:<br><br>a) 1 L3 resources in General Shift as per Bank Working days.<br>b) 1 L1 Resource in Second Shift or as per Bank | **Level 1(L1):**<br>Should be Graduate (IT / Computer), preferably, BE/B. Tech/MCA with minimum 1 year of in-scope solutions and minimum 3 years' total experience in the field of IT implementation / support of related solutions<br>Should be certified in any 1 following certifications:<br>● CCMA(Certified Change Management Associates)<br><br>**Level 3(L3):**<br>Should be BE/B. Tech/MCA with minimum 7 years' experience in change management solutions and minimum 7 years of total experience in the field of IT implementation / support of related solutions.<br>Should be certified in any 1 following certifications:<br>● ITIL (Information technology Infrastructure library)<br>● CCMP (Certified Change Management Professional) |

## 3.4 Eligibility Criteria

3.4.1 The bidders who fulfill the following criteria are eligible to respond to the RFP. The bidder has to submit the supporting documents pertaining to the eligibility criteria along with the Technical Bid. The bids who do not fulfill any of the following eligibility criteria are liable to be rejected.

**i.** The bidder should be a registered company in India as per Companies Act 1956 / 2013 and must be in existence for the last 5 years on the date of RFP. The Certificate of Incorporation issued by the Registrar of Companies along with the copies of Memorandum and Articles of Association have to be submitted along with the technical bid.

**Note** – In case of MSMEs only, the count of years may be relaxed subject to meeting the quality and technical specifications.

**ii.** The bidder must have minimum annual turnover of Rs.200.00 Crores for each of the last three (3) financial years, i.e. FY 2016-17, FY 2017-18 and FY 2018-19. The bidder should also be in net profit or Positive Net worth after tax during these three financial years (Certified / Audited Balance Sheets and P&L statements for the last 3 financial years should be submitted in support of the turnover and profitability).

**Note** – In case of MSMEs only, the turnover may be relaxed subject to meeting the quality and technical specifications.

**iii.** The bidder should be the highest / premium level partner of OEMs with an authority to sell, upgrade supply, service and maintain the proposed solutions (hardware and/or software) during the entire period of contract with the Bank as on the date of RFP. Relevant Certification to be attached with the bid document.

The Bidder needs to submit Manufacturer Authorization Form (MAF), having reference to this RFP, from respective OEMs stating that bidder is authorized partner/ System Integrator of OEM and is authorized to participate in this RFP.

The bidder must submit a letter from the OEM confirming the "Back-to-Back" agreement / arrangement for next 7 years to Bank of India, if the contract is awarded to the bidder.

**iv.** The bidder should have implemented the similar solution in any Public / Private Sector Bank / BFSI Sector in India in the last five years. The bidder should submit proof of implementation along with Purchase Orders and a letter from user organization mentioning successful implementation / migration along with staff strength. POCs done will not be treated as experience of the bidder.

**v.** The bidder should not have been blacklisted by Public Sector/Private Sector Bank in India in the past or present. A self-declaration letter by the bidder, on the Company's letterhead should be submitted along with technical bid.

**vi.** All Proposed OEM Product(s) as solutions should have been implemented in Banks (Public / Private) / Financial in the last 5 years and presently under support. The bidder should submit the supporting document on the same.

**vii.** In the response to the RFP, both bidders i.e. OEM (in individual capacity) and OEM with SI cannot bid simultaneously i.e. **either** OEM (Original Equipment Manufacturer) in individual capacity **or** OEM with SI i.e. Their authorized distributor/partner in India can bid in the RFP.
**In case, both OEM (in individual capacity) and OEM with SI submitted the bids, the bid submitted by OEM (in individual capacity) will be considered.**

**viii.** The bidder has to submit Integrity Pact (IP) duly signed by authorized signatory as per the format "Format 6.18" mentioned in the RFP, on stamped paper at the time of bid submission. The bid shall be liable for rejection in case of non-submission of IP. (Format 6.18)

**ix.** The Bidder should submit a Certificate from their Chartered Accountants regarding their financial capability.

**x.** The Auditor/ Firm/ Company/LLP or its group company / subsidiary company / holding company /affiliate /associate company / partner

should have never been black listed and/ or banned and /or barred and / or disqualified and or prohibited by SEBI and /or RBI and /or NCLT and/ or NCLAT and / or any court of law and / or quasi-judicial authority / and or any other statutory and/ or regulatory authority, in undertaking any work directly or indirectly which is required to perform as stated in this RFP and/ or issuance of any certificate of audit directly or indirectly with respect to the work stated herein the RFP.

**xi.** The bidder must have arrangements/back to back tie-ups with OEM to undertake all software upgrades / modifications necessary to conform to any changes or modifications required by the Bank and in compliance of RBI/ regulatory compliance(in time bound manner), from time to time, during the contract period .

**xii.** The Proposed solutions is in adherence to the statutory guidelines and its subsequent amendments (in present and in future)

**xiii.** The bidder should have branch / service centres / franchises at Mumbai, Bengaluru and other places in India. List of branch / service centre / franchises with full details of Name, Address / Telephone Numbers should be attached.

**xiv.** The proposed solution should have provision of handshake / interface / integration with Bank's existing System/ hardware / software / Finacle.

**xv.** The bidder must undertake to make all software upgrade / modifications necessary to conform to any changes or modifications required by the Bank, from time to time.

**xvi.** A summary of deployment/ implementation establishing the bidder's experience and OEM/product capability must be enclosed with the Technical Bid, giving the following details:

- Name of the Client.
- Number of branches.
- Nature of the Project.
- Scope of the Project.
- Project Deliverables.
- Hardware and Software environments of the Project.

- Architecture of the solution implemented, including network architecture.
- Date of award of Contract.
- Date of commencement of the Project.
- Date of successful commissioning of the Project (Pilot / Live).
- Whether the Project has been vetted / audited by any independent Agency/ Institutional Consultants of Repute, and if so, outcome thereof.
- Name of the person who can be referred to from Clients' side, with Name, Designation, Postal Address, Contact Phone and Fax numbers, E-Mail IDs, etc. (Enclose copies of purchase orders).

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

(**Above details are MANDATORY and must be included in the technical bid. Without the above details, the Bid is liable to be rejected.**)

### 3.4.2 Make In India Clause

**3.4.2.1** Applicability of Preference to Make in India, Order 2017 (PPP-MII Order)

Bank will follow the guidelines on Public Procurement (Preference to Make in India), Order 2017 (PPP-MII Order) issued vide Central Vigilance Commission Order No. 018/VGL/022-377353 dated April 20, 2018 and basis of allotment will be done in terms of instructions on Public Procurement (Preference to Make In India), Order, 2017 – Revision; regarding issued vide GOI, Ministry of Commerce and Industry, Department of Industrial Policy and Promotion letter No. P-45021/2/2017(BE-II) dated May 29, 2019. Revision issued letter No. P-45021/2/2017(BE-II) dated June 04, 2020.

(a) Among all qualified bids, the lowest bid (as quoted in reverse auction) will be termed as L1. If L1 is from a local supplier, the contract will be awarded to L1.

(b) The local supplier at the time of submission of bid shall be required to provide a certificate as per Annexure from the statutory auditor or cost auditor of the company (in the case of companies).

#### 3.4.2.2 CERTIFICATE OF LOCAL CONTENT

Certificate from the statutory auditor or cost auditor of the company (in case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content, on their letterhead with Registration Number with seal.(format 6.34)

### 3.5 Cost of Bidding

3.5.1 All costs and expenses (whether in terms of time or money) incurred by the Recipient / Respondent in any way associated with the development, preparation and submission of responses, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by the Bank, will be borne entirely and exclusively by the Recipient / Respondent.

3.5.2 The Bank will in no case be responsible or liable for any of such costs, regardless of the conduct or outcome of the Bidding process.

## B. The Bidding Documents

### 3.6 Content of Bidding Documents

3.6.1 The products required, Bidding procedures, and contract terms are prescribed in the Bidding Documents. The Bidding Documents include:

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

3.6.2 The bidder shall ensure to examine all instructions, forms, terms and specifications in the Bidding Document. Failure to furnish all information required by the Bidding Document or to submit a Bid not substantially responsive to the Bidding Document in every respect will be at the bidder's risk and may result in the rejection of the Bid.

### 3.7 Clarification of Bidding Documents

3.7.1 The bidder requiring any clarification of the Bidding Document may notify the Bank in

writing at the address or by e-mail indicated in Invitation to Bid on or before 20.06.2020 up to 16:00 hours as per requisite format for submission of pre-bid queries.

3.7.2 A pre-bid meeting is scheduled on 22.06.2020 at 15:00 hours. Relaxation in any of the terms contained in the Bid, in general, will not be permitted, but if granted, the same will be put up on the Bank's Website.

### 3.8 Amendment of Bidding Documents

3.8.1 At any time prior to the deadline for submission of Bids, the Bank, for any reason, whether, at its own initiative or in response to a clarification requested by a prospective bidder, may modify the Bidding Document, by amendment.

3.8.2 Notification of amendments will be published on the Bank's Website and will be binding on all the bidders.

3.8.3 In order to allow prospective bidders reasonable time in which to consider the amendment in preparing their Bids, the Bank, at its discretion, may extend the deadline for a reasonable period as decided by the Bank for the submission of Bids.

## C. PREPARATION OF BID

### 3.9 Language of Bid

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

### 3.10 Format and Signing of the Bid

3.10.1 Each bid shall be in two parts :-

Part I- Technical Proposal.

Part II- Price Proposal.

The two parts should be in two separate covers, each super-scribed with the name of the Project as well as "**Technical Proposal**" and "**Price Proposal**" as the case may be.

3.10.2 The Bid shall be typed or written in indelible ink and shall be signed by the bidder or a person or persons duly authorized to bind the bidder to the Contract. The person or persons signing the Bids shall initial all pages of the Bids, except for un-amended printed literature.

3.10.3 Any interlineations, erasures or overwriting shall be valid only if they are initiated by the person signing the Bids. The Bank reserves the right to reject bids not confirming the above.

### 3.11 Documents Comprising the Bid

3.11.1 Documents comprising the Technical Bid envelope should contain the following:

a. Organizational Profile as per Format 6.10.

b. Conformity to Eligibility Criteria in accordance with clause 3.4 as per format 6.16.

c. Technical Bid Form as per Format 6.1.1 and duly signed by the bidder.

d. Documentary evidence establishing that the products, systems and ancillary services to be supplied by the bidder are eligible products and services and conform to Part 5 of the Bidding Document.

e. Non-Disclosure Agreement as per Format 6.2.

f. Bid Security Deposit / Earnest Money Deposit (EMD) of Rs. 50, 00,000/- (Rupees fifty lakhs only).

g. Manufacturer's / Producers' authorization form as per Format 6.8 wherever applicable.

h. Service Support Details form as per Format 6.11.

i. The bidders undertaking for support services as per Format 6.14 that adequate specialized expertise are available to ensure the fault free operation of the proposed solution and maintenance during the support period.

j. A Complete Bill of Material with quantity, module name, version etc. as per Format 6.13. Please note that no price should be mentioned in this Format.

k. A full description of the Technical Solution and its compliance, which must provide an acceptable solution as described in PART 5 - Technical Specifications in the form of literature, drawing and data.

l. Details of Projects Handled / Referral Letters as per Format 6.17.

m. Additionally, a masked price bid should be kept with the Technical bid along with Bill of Materials as per Format 6.13, listing the components as listed in the Masked Price Schedule without indicating the price in another separate closed / sealed cover. Please note that no price should be mentioned in this format.

n. While submitting the Bid, forms like those of Bid Security, MAF as mentioned above, etc. should form the main section and should be submitted in one lot, separate from the section containing literature on the proposed solution and annual accounts.

3.11.2 Documents comprising Price Bid Envelope should include:

a) A Full Price Schedule of the Solution indicating all the components of the solution and services (Format 6.3) and Format 6.13 **with the prices**, in one separate closed sealed cover.

b) The Bid as per Format 6.1.2 as furnished in the Bidding Documents duly signed by the bidder and completed.

c) Price bids containing any deviations or similar clauses will be summarily rejected.

### 3.12. Bid Submission

The bidder shall complete both the Envelopes of the Bid Forms furnished in the Bidding Document separately. Bids are liable to be rejected if only one (i.e. Technical Bid or Price Bid) is received.

### 3.13. Bid Prices

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

a) The total price quoted must be **inclusive** of cost of providing software, licenses, services for installation, testing and commissioning of the solution and support, all applicable taxes, duties, levies, charges, etc. plus cost of incidental services such as transportation, insurance, training etc., but exclusive of GST/Sales/Service tax and /or VAT payable in the respective State.

b) The cost of Annual Maintenance/Technical services of the entire solution, for a period of 7 years after completion of warranty period of one year.

c) Prices quoted as above shall be valid for a minimum period of 180 days from last date for submission of the tender. **The Vendor cannot quote for the project in part.**

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

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

### 3.14. Bid Currencies

Bids are to be quoted in **Indian Rupees (INR)** only.

### 3.15 Documents establishing the bidder's Eligibility and Qualifications

3.15.1 The bidder shall furnish, as part of its Bid, documents establishing the bidder's eligibility to Bid and its qualifications to perform the Contract, if its Bid is accepted.

3.15.2 The documentary evidence of the bidder's qualifications to perform the Contract if its Bid is accepted, shall establish to the Bank's satisfaction:

a) that, in the case of a the bidder offering to supply products and/or systems under the Contract which the bidder did not produce, the bidder has been duly authorized as per authorization Format 6.8 given in the Bid, by the products' producer to supply the products and/or systems in India;

b) that the bidder has the technical and production capability necessary to perform the Contract as per Format 6.10 (Organization Profile);

c) that adequate, specialized related software expertise is already available, to ensure that the support services are responsive, and the bidder will assume total responsibility for the fault-free operation of the solution proposed and maintenance till the end of support period of 7 years.

**3.16 Documents Establishing Eligibility of Products and Conformity to Bid Documents**

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

**3.17 Bid Security**

3.17.1 The bidder shall furnish, as part of its Bid, a Bid Security as specified in Clause 3.11.1 (f).

3.17.2 The Bid security is required to protect the Bank against the risk of the bidder's conduct, which would warrant the security's forfeiture.

3.17.3 The Bid security shall be denominated in Indian Rupees and shall be:

a bank guarantee issued by a nationalized public sector/Private bank in India (other than Bank of India), acceptable to the Bank, in the form as per Format 6.4 provided in the Bid, valid for one year with three months claim period.

OR

account payee Demand Draft /Pay Orders from any of the Scheduled Commercial / Nationalized banks in India (other than "Bank of India") in an acceptable form favoring **"Bank of India" payable at Mumbai.**

3.17.4 Any Bid not secured, as above, will be rejected by the Bank, as non-responsive.

3.17.5 Unsuccessful the bidders' Bid security will be discharged or returned as promptly as possible but not later than sixty (60) days after awarding the contract.

3.17.6 The bid security of successful bidder will be discharged upon furnishing the Performance Security as per Format 6.6.

3.17.7 The Bid security may be forfeited:

a) if a the bidder withdraws its Bid during the period of Bid validity specified by the bidder on the Bid Form; or

b) if a the bidder makes any statement or encloses any form which turns out to be false / incorrect at any time prior to signing of Contract; or

c) in the case of a successful the bidder, if the bidder fails;

(i) to sign the Contract;

**OR**

(ii) To furnish Performance Security, as mentioned in Clause 4.4 herein.

### 3.18 Period of Validity of Bids

3.18.1 Bids shall remain valid for a minimum period of one year, from the date of opening of the Bid. A Bid valid for a shorter period shall be rejected by the Bank as non-responsive.

3.18.2 In exceptional circumstances, the Bank may solicit the bidders' consent to an extension of the period of validity. The request and the responses thereto, shall be made in writing. The Bid security provided shall also be suitably extended. The bidder may refuse the request without forfeiting its Bid security.

## D. Submission of Bids

### 3.19. Sealing and Marking of Bids

3.19.1 The bidders shall seal the envelopes containing "**Technical Bid**" and "**Price Bid**" separately and the two envelopes shall be enclosed and sealed in an outer envelope. The bidder should additionally submit soft copies of the Technical Specification in the form of CD.

3.19.2 The inner and outer envelopes shall:

a) be addressed to the Bank at the address given; and

b) Bear the Project Name "**RFP for Implementation, Commissioning, Monitoring and Management of IT SM Solution and IT Asset Management Solution RFP Ref: BOI:HO:IT:RFP:ITSM:200 dated 15.06.2020"** and a statement: **"DO NOT OPEN BEFORE (mention respective bid opening dates)".**

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

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

**3.20. Deadline for Submission of Bids**

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

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

**3.21 Late Bids**

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

**3.22 Modification and Withdrawal of Bids**

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

3.22.2 The bidder's modification or withdrawal notice shall be prepared, sealed, marked and dispatched. A withdrawal notice may also be sent by email, but followed by a signed confirmation copy, postmarked no later than the deadline for submission of Bids.

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

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

**E. Bid Opening and Evaluation**

**3.23 Opening of Bids by the Bank**

3.23.1 The bidders' names, bid modifications or withdrawals and the presence or absence

of requisite Bid Security and such other details as the Bank, at its discretion, may be considered appropriate, will be announced at the Bid opening. No bid shall be rejected at bid opening, except for late bids, which shall be returned unopened to the bidder.

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

### 3.24 Clarification of Bids

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

### 3.25 Preliminary Examination

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

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

3.25.3 The Bank will first examine whether the Bid and the bidder is eligible in terms of Clause 3.4.

3.25.4 Prior to the detailed evaluation, the Bank will determine the substantial responsiveness of each Bid to the Bidding Document. For purposes of these Clauses, a substantially responsive Bid is one, which conforms to all the terms and conditions of the Bidding Document, without material deviations. Deviations from, or objections or reservations to critical provisions, such as those concerning Bid Security, Applicable Law, Performance Security, Qualification Criteria, Insurance, AMC/ATS and Force Majeure will be deemed to be a material deviation. The Bank's determination of a Bid's responsiveness is to be based on the contents of the Bid itself, without recourse to extrinsic evidence.

3.25.5 If a Bid is not substantially responsive, it will be rejected by the Bank and may not subsequently be made responsive by the bidder by correction of the non-conformity. The technical evaluation will take into account the capability of the bidder to

implement the proposed solution.

3.25.6 Only those the bidders whose Technical bids have been found substantially responsive would be intimated by the Bank about their responsiveness and about the revised / updated Technical & Technical Specification (if any) arising out of normalization (if any). In case of normalization and/or revision, they would also be advised to submit fresh "Price Bid" which should either be equal to or less than the Prices quoted in the Original Price Bid. The Original and revised price bids as above would then be opened in the presence of the bidders' representatives on a specified date and time to be intimated to the respective bidders. The lower of the two prices quoted by the bidders shall only be reckoned for the purpose of price evaluation.

### 3.26 Technical Evaluation

3.26.1 Only those the bidders and Bids who have been found to be in the conformity of the eligibility terms and conditions during the preliminary evaluation, would be taken up by the Bank for further detailed evaluation. Those Bids, which do not qualify the eligibility criteria and all terms during preliminary examination, will not be taken up for further evaluation.

3.26.2 The Bank may use the services of external consultants for technical evaluation.

3.26.3 The Bank reserves the right to evaluate the bids on technical and functional parameters, including visit to inspect live site/s of the bidder and witness demos of the system and verify functionalities, response times, etc. in which all the travelling/lodging, etc. expenses will be borne by the bidder.

3.26.4 Bank reserves the right to waive any of the Technical and Functional Specifications during technical evaluation, if in the Bank's opinion it is found to be minor deviation or acceptable deviation.

3.26.5 The Bill of Materials (with Masked Price Schedule) submitted along with the Technical Bid will be first evaluated and if the Bank, during the evaluation, deems it fit, may request the bidder to revise the bill of materials submitted originally in the pricing schedule. If the bidder does not agree to revise the same within 5 days from the date of notification to revise the price bid submitted, it will be considered non-responsive and accordingly rejected.

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

or permitted.

### 3.27 Opening of Price Bids / Reverse Auction

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

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

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

3.27.4 Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected. If the Successful The bidder does not accept the correction of the errors, its Bid will be rejected, and its Bid security may be forfeited. If there is a discrepancy between words and figures, the amount in words will prevail.

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

a) Deviations in payment schedule & Delivery Schedule from that specified;

b) Deviation in prices quoted;

c) Other specific criteria indicated in the Bid and/or in the Technical Specifications & Price schedule.

3.27.6 For factors retained in the Bid, one or more of the following quantification methods will be applied:

**(a) Payment schedule.**

The TCC Clause 4.19 stipulates the payment schedule offered by the Bank.

**(b) Delivery Schedule:**

**1. Delivery Schedule for ITSM Solution:**

The products and/or systems and/or services covered under this bid are to be supplied, installed and commissioned by OEM within the **8 weeks** time which includes delivery and roll out of all related hardware/software solutions and implementation of solution/agent at all endpoints. No credit will be given to early deliveries. For delayed deliveries, liquidated damages will be applicable as mentioned in the related clause of the RFP.

**2. Delivery Schedule for Facility Management Services:**

The bidder shall deploy all the facility management services/resources within **6 weeks** from the date of Purchase Order. The bidder shall ensure complete availability in line to roster/requirement mentioned in the scope of Facility Management Support. As FMS is an integrated part for ensuring smooth support/services for running of Solution, the availability of FMS as per defined skills/educational qualifications shall be mandatory within stipulated timelines. The Roll out team / Implementation team shall be different from regular resources. No credit will be given to early deliveries. For delayed deliveries, liquidated damages will be applicable as mentioned in the related clause of the RFP.

**(c) Quotation of Prices for all Items:**

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

### 3.28 Contacting the Bank

3.28.1 No bidder shall contact the Bank on any matter relating to its Bid, from the time of opening of Bid, to the time the Contract is awarded.

3.28.2 Any effort by a bidder to influence the Bank in its decisions on Bid evaluation, bid comparison or contract award, may result in the rejection of the bidder's Bid.

## F. Award of Contract

### 3.29 Post-qualification

3.29.1 All the bids, after their evaluation on the parameters mentioned above, would be arranged in ascending order and the L1 bidder would be identified as one successful bidder.

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

### 3.30. Bank's Right to Accept Any Bid and to Reject Any or All Bids

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

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

### 3.31 Award Criteria

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

### 3.32 Notification of Award

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

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

3.32.3 Upon the successful bidder's furnishing of Performance Security, the Bank will promptly notify each unsuccessful the bidder and will discharge its Bid security.

### 3.33 Signing of Contract

At the time when the Bank notifies the successful bidder that its Bid has been accepted, the Bank will send the bidder the Contract Form as per Format 6.5, incorporating all agreements between the parties. The Bank reserves the right to incorporate additional clauses as per legal and regulatory requirements of the Bank.

### 3.34 Contract Start Date and Duration

The Contract Term / Project period shall be of 7 years from the starting of the contract i.e. **date of Implementation of central setup at DC and DR (in high availability and redundancy) and installation/availability of solution at minimum 10 % of ordered endpoint or minimum 1000 nodes/ end points of the Bank/Branches whichever is higher for each solution with all enabled features as per RFP.** The setup should have augmentation capacity to cater the future requirements.

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

## PART 4: TERMS AND CONDITIONS OF CONTRACT (TCC)

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## 4.1. Definitions

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

4.1.1. ”Solution” means Information Technology Service Management (ITSM) Solution on the Bank’s network to meet the Technical requirements of the Bank indicated in Part 5 of this document.

4.1.2 “Supplier” is the successful bidder, who has been determined to qualify to perform the Contract satisfactorily, and whose Bid has been determined to be substantially responsive, and is the highest evaluated Bid.

4.1.3 “The Contract” means the agreement entered into between the Bank and the Supplier, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto, and all documents incorporated by reference therein;

4.1.4 “The Contract Price” means the price payable to the Supplier under the Contract for the full and proper performance of its contractual obligations;

4.1.5 “The Product” means software required for the complete implementation of ITSM Solution which the Supplier is required to supply to the Bank under the Contract;

4.1.6 “The Services” means those services ancillary to the supply of the Products, such as, installation, commissioning, customization, provision of technical assistance, training, maintenance and other such obligations of the Supplier covered under the Contract;

4.1.7 “TCC” means the Terms and Conditions of Contract contained in this section;

4.1.8 “The Project Site” means the locations where the ITSM Solution hardware and software are to be installed and commissioned, as per Bank’s requirements.

In case of a difference of opinion on the part of the bidder in comprehending and/or interpreting any clause / provision of the Bid Document after submission of the Bid, the interpretation by the Bank shall be binding and final on the bidder.

## 4.2 Use of Contract Documents and Information

4.2.1 The Supplier shall not, without the Bank’s prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, sample or information furnished by or on behalf of the Bank in connection therewith, to any person other than a person

employed by the Supplier in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.

4.2.2 The Supplier shall not make use of any document or information enumerated in this Bidding Document except for purposes of performing the Contract without the Bank's prior written consent.

4.2.3 Any document, other than the Contract itself, enumerated in this Bidding Document shall remain the property of the Bank and shall be returned (all copies) to the Bank on completion of the Supplier's performance under the Contract, if so required by the Bank.

4.2.4 The bidder shall sign a Non-Disclosure Agreement as per Format 6.2.

### 4.3 Patent Rights/Intellectual Property Rights

4.3.1 In the event of any claim asserted by a third party of infringement of copyright, patent, trademark, industrial design rights, etc. arising from the use of the products or any part thereof in India, the Supplier shall act expeditiously to extinguish such claim. If the Supplier fails to comply and the Bank is required to pay compensation to a third party resulting from such infringement, the Supplier shall be responsible for the compensation to claimant including all expenses, court costs and lawyer fees. The Bank will give notice to the Supplier of such claim, if it is made, without delay. The Supplier shall indemnify the Bank against all third-party claims of infringement of patent, trademark, intellectual property, copyrights or industrial design rights arising from use of the Products or any part thereof.

### 4.4 Performance Security / Performance Bank Guarantee

4.4.1 The Selected bidder shall furnish an unconditional and irrevocable Bank Guarantee of 10% of the total value of contract, in favour of the Bank, from a scheduled Commercial Bank / Nationalized bank of India, other than Bank of India, towards **performance of the contract** in accordance with the specification and conditions of the bid document and agreed upon on final bid evaluation. The bidder shall submit the above guarantee within 21 days from the Purchase Order date. The Contract Performance guarantee shall be kept valid up to the end of the contract period i.e. for Seven (07) years from the start date of the contract, with **continuous period, without any break period**. The guarantee shall contain a claim period of three months from the last date of validity.

4.4.2 The proceeds of the Performance Security shall be payable to the Bank as compensation for any loss resulting from the Service Integrator's failure to complete its obligations under the Contract.

4.4.3 The Performance Security shall be denominated in Indian Rupees and shall be by way of Bank Guarantee issued by a Public Sector Bank in India (Other than Bank of India), acceptable to the Bank in the format 6.6 provided in the Bid. Bank has full right to add further details in the above mentioned performance security format for protecting the bank's interest.

4.4.4 The Performance Security will be discharged by the Bank and returned to the Service Integrator within 90 days after the claim period, following the date of completion of the Service Integrator's performance and other obligations under the Contract.

4.4.5 In the event of any contract amendment, the Service Integrator shall furnish the amendment to the Performance security within 21 days after receipt of such amendment, rendering the same valid for the duration of the Contract. In the event of any correction of defects or replacement of defective systems during the maintenance period, the performance guarantee for a proportionate value shall be extended for affected duration.

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

## 4.5 Inspection and Quality Control Tests

4.5.1 The Bank reserves the right to carry out pre-shipment inspection by a team of Bank Officials, of any of the existing live installations of the Supplier, referred to in the Technical Bid or demand a demonstration of the solution proposed on a representative model in the bidder's office.

4.5.2 The Bank is right to inspect, test and, where necessary, reject the Products after the Products' arrival at the destination, shall in no way be limited or waived by reason of the Products having previously been inspected, tested, and passed by the Bank or its representative, prior to the Products' shipment from the place of origin.

4.5.3 Nothing stated hereinabove shall in any way release the Supplier from any obligations under this Contract.

4.5.4 Manuals

4.5.4.1 Before the products/system is/are taken over by the Bank, the Supplier shall supply technical/systems manuals for all software supplied and for all interfaces etc. Operation and maintenance manuals for all systems and applications systems, covering at least the operations needed to start, run the system during operational day, close, restore, archive, recover from failures, and transfer to fallback system/site including business continuity plan to be provided by the vendor. User manuals for the service branch, Branches, for all modules are to be provided for by the vendor. The manuals shall be in English.

4.5.4.2 Unless and otherwise agreed, the products and equipment shall not be considered to be completed for the purpose of taking over, until such manuals have been supplied to the Bank.

4.5.4.3 The Supplier shall provide one set of Design Manual, System Manual, User Manual and Security Manual for the Application Software. The Supplier shall also provide one Soft copy of each of the Manuals. Soft and Hard copy User manuals shall be provided, commensurate with the number of installations of Products in the Bank.

4.5.4.4 Documentation should be comprehensive & include:

- Product Literature
- Operating manuals
- General Specifications
- Operator Reference manuals for each operator task
- Messages manuals
- Documentation on troubleshooting

## 4.6 System & Other Software

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

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

## 4.7 Acceptance Tests and Certificates

4.7.1 The Acceptance criteria for ITSM/ITAM Solutions for Bank environment is subject to Installation reports and User Acceptance Test (UAT) Certificate signed by the Bank/ Branch officials for installed solution after its successful commissioning and with satisfactory access of all the applications required.

4.7.2 The installation reports/ User Acceptance Test (UAT) Certificate should be in format duly vetted and checked by the bank officials as per requirements. Installation reports and User Acceptance Test (UAT) Certificate shall be duly signed by Bank/ Branch officials and the bidder's engineer for installed endpoints with satisfactory access of all the applications required.

4.7.3 The Acceptance Test Procedures (ATP) to demonstrate the feature, quality, and capabilities of all equipment supplied and installed by the bidder as per bank requirements, such as Hardware, Software (with required licenses) and Network equipment etc. The ATP shall be finalized on basis of scope defined in this RFP with the selected bidder. The bidder shall plan in advance the locations for which the pilot ATP is to be conducted with the bank designated official. The bidder shall demonstrate all the features to Bank Officials for signing the ATP. The bidder and Bank officials shall sign ATP documents after checking all applications accessibility. Pending completion of acceptance tests, the bank reserves the right to use the system and such usage shall not be deemed as acceptance of the system by the selected bidder. Unsatisfactory performance in interconnectivity or integration or migration may result in the Bank's rejection of part or all of the system. The Routers and Switches shall be accepted from the date of installation and commissioning and on successful completion of user acceptance test.

4.7.4 On successful completion of the acceptance tests, receipt of deliverables, etc., and after the solution runs successfully after going live and the Bank is satisfied with the working of the solution/system, the acceptance certificate in Format 6.9, signed by the Supplier and the representative of the Bank will be issued. The date on which such certificate is signed shall be deemed to be the date of successful commissioning of the system/solution proposed. The Acceptance criteria for the ITSM Solution are given under:

The system will be considered accepted (supplied, installed and operationalized) only after working of full-fledged, equivalent setup in DC and DR in high level redundancy which is duly signed/certified by the Bank as per the scope mentioned herein this RFP.

Some of features required to be completed are enumerated below:

i. The delivered software should correspond to what is stated in the purchase order without deviation, except where mutually agreed upon.
ii. The Hardware and software is fully installed and integrated with the existing environment or as directed by Bank.
iii. Certification from hardware / software OEM's for installation of solution with best practice.
iv. The user acceptance certificate shall be drafted by the bidder and approved by the Bank. The format shall be part of the project plan document.

4.7.5 On successful completion of the acceptance tests, receipt of deliverables, etc., and after the solution runs successfully after going live and the Bank is satisfied with the working of the solution/system, the acceptance certificate, signed by the Supplier and the representative of the Bank will be issued. The date on which such certificate is signed shall be deemed the date of successful commissioning of the system/solution proposed.

If, any components and/or software fails to pass the acceptance test, the bidder shall be given maximum 30 days to rectify the defects and pass the acceptance test; failing which Bank reserves the right to get the respective component (Hardware/Software) replaced (replacement to be completed within max 21 days) by the bidder at no additional cost to Bank. If replacement is not done by the bidder, Bank reserves the right to cancel the order and recall all the payments made by Bank or invoke performance bank guarantee. No request for extension of period for rectification of defects will be considered from the bidders. Bank reserves rights in this matter.

## 4.8 Delivery & Documents

4.8.1 Delivery of the products/software shall be made by the Supplier in accordance with the system approved/ordered. The details of documents to be furnished by the Supplier are specified hereunder:

i. 3 copies of Supplier's invoice showing contract number, products description, quantity, unit price and total amount;

ii. Delivery note or acknowledgement of receipt of products from the Consignee or in case of products from abroad, original and two copies of the negotiable, clean Airway Bill;

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

**4.9 Incidental Services**

4.9.1 The incidental services to be provided are as under:

(a) Furnishing manuals for each appropriate unit of the supplied Products, as mentioned under Clauses 4.8 and 4.33 of TCC;

(b) Maintenance and software updates of the supplied Products, technical support thereof for a period as specified in the Clause 7.12, from date of go live.

**4.10 Annual Maintenance Contract/Support**

4.10.1 The Supplier warrants that the products supplied under the Contract are of the most recent version and that they incorporate all recent improvements in design and / or features. The Supplier further warrants that all the Products supplied under this Contract shall have no defect, arising from design or from any act of omission of the Supplier that may develop under normal use of the supplied products in the conditions prevailing in India. Professionally qualified personnel, who have expertise in system software supplied by the vendor, will provide these services.

4.10.2 The Supplier shall comply with the performance guarantees specified under the Contract. If, for reasons attributable to the Supplier, these guarantees are not attained in whole or in part, the Supplier shall make such changes, modifications and / or additions to the Products or any part thereof as may be necessary in order to attain the contractual guarantees specified in the Contract at its own cost and expense and to carry out further performance tests.

4.10.3 The Bank shall promptly notify the Supplier in writing of any claims arising under this Annual Maintenance Contract.

4.10.4 Upon receipt of such notice, the Supplier shall with all reasonable speed, repair or replace the defective products or part thereof without cost to the Bank.

4.10.5 If the Supplier, having been notified, fails to remedy the defect(s) within the 4 hours' time duration from the incident, the Bank may proceed to take such remedial action as may be necessary, at the Supplier's risk and expense and without prejudice to any

other rights, which the Bank may have against the supplier under the Contract. The Bank shall also impose penalty as mentioned in clause for such defects in the solution as per Clause 4.18.

4.10.6 Please refer to Clause 3 for related scope and Clause 4.18 for details of uptime required by the Bank.

4.10.7 AMC for System hardware and Software / off-the-shelf Software will be provided to the Bank as per the general conditions of sale of such software.

4.10.8 The maximum response time for a maintenance complaint from the site of installation (i.e. time required for Supplier's maintenance engineers to report to the installations after a request call / fax /e-mail is made or letter is written) shall not exceed 2 (two) hours.

4.10.9 The Supplier shall ensure that faults and failures intimated by the Bank as above are set right within 4 hours of being informed of the same.

4.10.10 The bidder shall ensure re-deployment of ITSM Solution at central or remote sites or at endpoints as part of maintenance only. No additional charges shall be payable for re-designing / re-deployment of solution at any or all endpoints including DC and DR sites of the Bank. All activities pertaining to continuity of the solution shall be ensured by the bidder as part of AMC without any extra cost to the Bank.

## 4.11 Training

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

4.11.2 The above training has to be conducted within 3 months of signoff and is exclusive of OEM training that is to be provided every year to the Bank team.

## 4.12 Payment

4.12.1 Payment shall be made in Indian Rupees, as per Clause 4.19 for delivering, installing and commissioning the Solution.

4.12.2 The maintenance cost shall be paid as per the frequency in arrears, subject to satisfactory services rendered, till that date.

4.12.3 Payment against Bank Guarantees:

i. For all the payments to be made against bank guarantees, the bank guarantees shall be issued by a nationalized / public sector bank in India (other than Bank of India), acceptable to the Bank as per Format 6.7.

ii. Bank guarantees for advance payment shall be released not later than 30 days after the date of completion of installation / commissioning of the products/system at their final destination.

**4.13 Prices**

4.13.1 Prices payable to the Supplier as stated in the Contract shall be firm and not subject to adjustment during performance of the Contract, irrespective of reasons whatsoever, including exchange rate fluctuations, changes in taxes, duties, levies, charges, etc.

4.13.2 The bidder will pass on to the Bank the benefit of discounts, if any, announced in respect of the cost of the items for which orders have been placed during the time of contract period.

**4.14 Change Orders**

4.14.1 The Bank may, at any time, by a written order given to the Supplier, make changes within the general scope of the Contract in any one or more of the following:

(a) Technical and functional specifications.
(b) Services to be provided by the Supplier.

4.14.2 If any such change causes an increase or decrease in the cost of, or the time required for the Supplier's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by the Supplier for adjustment under this clause must be asserted within thirty (30) days from the date of Supplier's receipt of the Bank's change order.

## 4.15 Contract Amendments

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

## 4.16 Assignment

i. The Supplier shall not assign, in whole or in part, its obligations to perform under the Contract, except with the Bank's prior written consent.

ii. If the bank undergoes an amalgamation, take over, consolidation, reconstruction, merger, change of ownership etc., this RFP shall be considered to be assigned to the new entity and such an act shall not affect the rights and obligations of the bidder under this RFP. However, if the bidder undergoes an amalgamation, take over, consolidation, reconstruction, merger, change of ownership etc. such act shall not affect the rights and interest of the bank and bidder shall continue to support bank till the end of contract period as per SLA signed between bank and Bidder.

## 4.17 Delays in the Supplier's Performance

4.17.1 Delivery of the Products and performance of Services shall be made by the Supplier in accordance with the time schedule prescribed by the Bank.

4.17.2 If at any time during performance of the Contract, the Supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the Products and performance of Services, the Supplier shall promptly notify the Bank in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Supplier's notice, the Bank shall evaluate the situation and may, at its discretion, extend the Suppliers' time for performance, with or without liquidated damages, in which case, the extension shall be ratified by the parties by amendment of the Contract.

4.17.3 Except as provided in the above clause, a delay by the Supplier in the performance of its delivery obligations shall render the Supplier liable to the imposition of liquidated damages, unless an extension of time is agreed upon without the application of liquidated damages.

## 4.18 SLA, Uptime & Liquidation Damages

### Uptime, SLA and Penalty

The successful bidder is bound and to comply the Service Levels as described below-

i. The successful bidder shall have to enter into "Service Levels Agreement" having all terms and conditions of this RFP to maintain uptime and provide the service support and onsite support during the entire contract period.

ii. Both the bidder and OEM will be totally responsible for the maintenance, configuration and fault free operations of supplied infrastructure i.e. hardware, software and its maintenance during the warranty and post warranty (AMC/ATS period) period.

iii. Any technical glitch/ issue in installed infrastructure of the solution (i.e. hardware and software, OS/DB etc.) should be attended on priority and should be covered under warranty/AMC.

iv. The bidder has to maintain a guaranteed minimum uptime of **99.90%** for all systems/ solutions supplied under this RFP to avoid any business disruption due to breakdown of system or degraded performance impacting business or unavailability of data. **The calculation of uptime will be on a monthly basis.**

v. The issue/ break down message may be communicated by the Bank team by way over phone / email/ call logging.

vi. For penalty calculation, the total time elapsed between the intimation of break down message from Bank side to the vendor and receipt of rectification message from the bidder to Bank side will be considered.

vii. During the warranty period, the penalty will be deducted in quarterly FMS payment. In case, Bank is unable to adjust penalty in FMS payment, the Bank

at its discretion may invoke the Performance Bank Guarantee (PBG) to deduct the penalty amount.

viii. Post warranty period, the penalty will be deducted in quarterly FMS/AMC/ATS payment. In case, the Bank is unable to adjust penalty in FMS/AMC/ATS payment, the Bank at its discretion may invoke the Performance Bank Guarantee (PBG) to deduct the penalty amount.

ix. If the support services is not provided on 24*7 basis and/or satisfactory services are not provided, the Bank with its discretion may reject the proposal / terminate the contract, without assigning any reason.

x. The bidder is required to mandatorily conduct quarterly preventive and breakdown maintenance activities to ensure (without any impact on day to day operations) to maintain uptime of 99.90% uptime on monthly basis covering 24*7*365 days.

xi. Apart from maintaining uptime of 99.90%, for any breakdown / malfunctioning of hardware and its any of the components or accessories or any system software issue etc., the resolution time is mentioned below:-

Uptime % = ((Number of hours in month – Number of hours impacted in month) * 100) ----------

Total Number of hours in month

xii. For calculation of uptime (penalty), planned/ scheduled down time will be exempted. Bank will pay the bidder after deducting the calculated penalty from the payable amount.

xiii. If any critical component of the entire configuration setup is out of service , then the bidder & OEM shall either immediately replace the defective unit (with new

one) or replace it at its own cost or provide a standby , on immediate basis, not more than 4 hours , The bidder should maintain proper inventory of standby components for early resolution of issues.

xiv. If the bidder, having been notified, fails to remedy the defect(s) within the 4 hours' time duration from the incident, the Bank may proceed to take such remedial action as may be necessary, at the Supplier's risk and expense and without prejudice to any other rights, which the Bank may have against the supplier under the Contract.

xv. The bidder should comply with the security and audit standards of the Bank and various regulatory guidelines. For this, the bidder should apply new patches related to OS/ firmware & BIOS updates etc, without any additional cost to the bank, during the contract period.

xvi. For all issues related to installed infrastructure, RCA (Root Cause Analysis) to be provided by the respective OEM within 3 working days. The delay in submission will lead to penalty.

## Table1: Service Level Agreement and Penalty for Operations

| Service Area | Service Level | Penalty |
|---|---|---|
| **Availability Management** | | |
| Coverage of agents | After completing the delivery timelines of the deployment of agents at end points (which will serve the base for coverage).Weekly penalty on coverage of deployed agents on endpoints for agent based solutions.<br><br>The deployed agent at the end of each month will serve as "Base Count" for | If the deployed agent coverage is below 90% of Base Count on a weekly basis, a penalty of 5 % of monthly contract value per week of the solution will be levied.<br>If the deployed agent coverage is below 80% of Base Count on a weekly basis, a penalty of 10% of monthly contract value per week of the solution will be levied. |

| | | |
|---|---|---|
| | evaluating coverage for next month. | If the deployed agent coverage is below 70% of Base Count on a weekly basis, a penalty of 20 % of monthly contract value per week of the solution will be levied. |
| Uptime of the solution for High availability setup | Uptime % of application calculated on monthly basis for each solution. | Penalty shall be applicable in % (as mentioned below) of monthly contract value.<br><br>If the uptime is below 98%, the Bank shall have full right to terminate the contract with the Bidder. |
| | 99.90% monthly uptime and above | NA |
| | Below to 99.89% | 1 % deduction of monthly contract value for the solution for every reduction in uptime by 0.01 % in uptime. Uptime shall be calculated monthly |
| **Manpower Management** | | |
| Manpower Services | The bidder has to provide experienced and certified manpower at Bank premises as per RFP. Any gap will attract penalties. | ● Penalty of Rs. 300 per day & Rs 400 for absence per day for each L1 and L2 resources respectively in addition to deduction of relevant day's unit cost of the resource.<br>● Penalty of Rs. 500 per day for absence per day for L3. resource in addition to deduction of relevant day's unit cost of the resource.<br>● Penalty of Rs. 700 per day for absence per day for Delivery Lead resource in addition to deduction of relevant day's unit cost of the resource. |

| | | |
|---|---|---|
| | The bidder has to replace the manpower if specially asked by the Bank within a period of one month. A delay beyond next Month billing cycle will attract the penalty. | ● Penalty of Rs. 300 per day & Rs 400 for delay in joining of new resource as replacement for L1 & L2 resource respectively in addition to deduction of relevant day's unit cost of the resource.<br><br>● Penalty of Rs.500 per day for delay in joining of new resource as replacement for L3 resource in addition to deduction of relevant day's unit cost of the resource.<br><br>● Penalty of Rs. 600 per day for absence per day for Delivery Lead resource in addition to deduction of relevant day's unit cost of the resource. |
| **Centralized Management and Monitoring System** | | |
| No Deployment or less than 60% functionality | Shall be available with 99.90 % functionalities | 30% of monthly ATS& FMS Cost deduction for the entire solution for every month of its non-availability |
| Partial Deployment (having between 60- 80% functionality) | Shall be available with 99.90 % functionalities | 20% of monthly ATS & FMS Cost deduction for the entire solution for every month of its non-availability |
| Partial Deployment (having between than 80-95% functionality) | Shall be available with 99.90 % functionalities | 10% of monthly ATS & FMS Cost deduction for the entire solution for every month of its non-availability |
| Partial Deployment (having between than 95-99.90% functionality) | Shall be available with 99.90 % functionalities | 5% of monthly ATS & FMS Cost deduction for the entire solution for every month of its non-availability |

| | | |
|---|---|---|
| Downtime of Centralized Monitoring Tool | Shall be available with uptime of 99.90 % monthly uptime | 1 % deduction of monthly total of ATS and FMS value for the solution for every reduction in uptime by 0.01 % in uptime. Uptime shall be calculated monthly |
| For "**Centralized Monitoring System", ATS post warranty period (i.e. Year 2 of the contract), will be considered during Warranty Period for calculation of penalty.** | | |
| **Security Vulnerability Management** | | |
| Version Upgrade Major/ Minor for all Software / Middleware | The Operations Team has to have version upgrades of all underlying software / Middleware as per respective OEM recommendations & Publish the Quarterly version upgrade calendar for the same. Failure to comply with the Version upgrade calendar will attract penalties. | For breaches of Version upgrade –<br><br>● Penalty of Rs.100 per day for delay in version upgrade of (OS, Server, Solution, protocol etc.) per day. |
| Patching of all Hardware / Software / Middleware | All underlying hardware / software / Middleware to be patched as per respective OEM recommendations. Failure to comply with the Patch calendar will attract penalties. | For breaches for patches –<br>● Penalty of Rs.100 per day for delay in applying of each patch as per security/statuary/ OEM recommendations. |
| Closure of VA / PT , and SCD Points on all Hardware / Software / Middleware | All identified vulnerabilities over underlying hardware / software / Middleware to be patched as per respective OEM recommendations. Failure to close these calls within timelines will attract penalties based on criticality of calls.<br>1.Critical Category– 7 Days<br>2.High Category – 15 Days<br>3.Medium - 30 Days | **For breaches for timelines under Critical & High Category**<br><br>**–** Penalty of Rs.300 per day per vulnerability for delay in mitigation/ fixing vulnerabilities.<br><br>**For breaches for timelines under Medium Category –**<br><br>● Penalty of Rs.200 per day per vulnerability for delay in |

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|---|---|---|
| | 4.Low - 60 Days | mitigation/ fixing vulnerabilities.<br><br>**For breaches for timelines under Low Category –**<br><br>● Penalty of Rs.100 per day per vulnerability for delay in mitigation/ fixing vulnerabilities. |
| **Knowledge Management** | | |
| OEM Training once in a year | Training not conducted by OEM to the bank personnel and on-site bidder resources as per requirements of RFP. | ● Penalty of Rs. 2,000 per month for each such solution for each defaulted month will be imposed. |
| OEM Health Check | Health check not conducted by the OEM representative once in a year | 1. Penalty of Rs. 2,000 will be charged for each such solution for each defaulted month will be imposed. |
| Compliance of RBI/ CERT-IN Advisories/ other regulatory advisory | Compliance by end date , as notified in the advisory | 2. Compliance by end date – No Penalty |
| | Penalty by delay by each day | By Delay of each day, 0.5% of **Monthly Contract Value, per day** |
| **Service Delivery Management** | | |

| | | |
|---|---|---|
| Service/Incident Call Closure | Service Calls/Incident call logged in ticketing tool and assigned to team should be resolved within defined timelines.<br>Failure to do so will result in penalties. | For breaches for calls<br><br>● More than 5% of Service Tickets remain open for More than 3 working days, then a penalty of 3 % of the monthly contract value of the Service Manager(ticketing) solution will be deducted.<br>● More than 10% of Service Tickets remain open for More than 3 working days, then a penalty of 5 % of the monthly contract value of the Service Manager(ticketing) solution will be deducted.<br>● Penalty of Rs. 1000 per day for per incident ticket remains open for more than 24 hrs-48 hrs. and subsequently Rs 2000 per day if it remains open for more than 48 hours. |
| Antivirus Installation & Pattern Update | All bank servers and desktops should have Trend micro Antivirus agents installed on it with the latest Antimalware pattern. | For breaches of Antivirus Monthly Compliance –<br>● AV not installed or updated with the latest antimalware pattern on more than 1 % but less than 3% of total Servers/ desktop ,then 2% of monthly FMS cost will be deducted as penalty.<br>● AV not installed or updated with the latest antimalware pattern on more than 3% but less than 5%, of total Servers/ desktop then 5 % of monthly FMS cost will be deducted as penalty.<br>● AV not installed or updated with latest antimalware pattern on more than 5% of |

| | | |
|---|---|---|
| | | total Servers/desktop then 10 % of monthly FMS cost will be deducted as penalty |
| Active directory Configuration on end points | All bank servers and desktops should be in the Bank domain. Failure to do so will attract penalties. | For breaches of Active directory Monthly Compliance –<br>● Active directory Services not configured on More than 1 % but less than 3%, of total desktops then 3% of monthly FMS cost will be deducted as penalty.<br>● Active directory Services not configured on More than 3 % but less than 5%, of total desktops then 5% of monthly FMS cost will be deducted as penalty.<br>● Active directory Services not configured on More than 5% of total desktops then 10% of monthly FMS cost will be deducted as penalty. |
| Coverage of agents | On coverage of deployed agents on endpoints for agent based solutions on a weekly basis. | If the deployed agent coverage is below 90% of base count on a weekly basis, a penalty of 5% of monthly contract value of respective solution will be levied per week.<br>If the deployed agent coverage is below 80% of base count, a penalty of 10% of monthly contract value of respective solution will be levied.<br>If the deployed agent coverage is below 70%, a penalty of 20% of monthly contract value of respective solution will be levied. |

**(c) During Warranty period, "Monthly Contract Value" will be as under-**

**Solution Cost /12 + License Cost/12 + FMS Cost/12** (divided by 12 for getting monthly amount out of yearly amount)

**(d) Post Warranty period, "Monthly Contract Value" will be as under-**

**AMC of Solution Cost/12 + AMC/ATS of License Cost/12 + FMS Cost/12** (divided by 12 for getting monthly amount out of yearly amount)

**Penalty Cap on SLA: - 100% * Monthly Contract Value (calculated on Monthly basis).**

### 4.18.2 Liquidation Damages/ Penalty for delay

On Delay in delivery & implementation of ITSM Solution & other solutions under scope of this RFP:

If the ***Supplier*** fails to deliver any or all of the Products or perform the Services within the time period(s) specified in the Contract i.e. in 8 weeks, the Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5 percent per day or part thereof of contract price subject to maximum deduction of 10% of the total project cost or unperformed services for each week or part thereof of delay, until actual delivery, installation or performance as per related clauses mentioned in RFP. Once the maximum deduction is reached, the Bank may consider termination of the Contract at its discretion.

### 4.18.3 On delay in Deployment of FMS

The bidder shall deploy the required resources as per scope under FMS at Bank centralized locations within 6 weeks from the date of Purchase order. If the Supplier fails to deploy the resources within the time period specified in the Contract, the Bank shall, without prejudice to its other remedies under the Contract, deduct a sum equivalent to 0.5% per week of the total FMS cost for each week or part thereof of delay, until actual delivery subject to maximum deduction of 10% of the total price of the Facility Management Support.

## 4.19 Payment Schedule

Payment shall be made in Indian Rupees, as given below for delivering, installing,

commissioning and monitoring the Solution / deliverables as mentioned in the price schedule.

**A. Payment of Solution**

**i. Payment of Solution Cost-**

a. **On delivery- 40 %** payment of solution cost upon complete delivery of appliance at BOI DC and DR Site as per Bill of Materials. The payment for partial delivery shall not be made.

**b. On commissioning / Implementation/Integration of the solution - 60%** of Solution Cost/ Implementation Cost on successful commissioning of the solution at BOI DC and BOI DR site with full high availability and redundancy at both the sites and after deployment of 10% of ordered licenses or on minimum 1000 nodes/ endpoints whichever is higher for each solution with all enabled features at end points and its signoff from Bank team.

**ii. Payment of License Cost –** The payment can be made in minimum multiple/ lot of 10% of ordered licenses quantity post deployment at endpoints and signoff from Bank team.

**iii.** The payment frequency shall be quarterly in arrear for recurring payments hence the bidder should submit invoices quarterly for payment of delivered services to the Bank.

**iv.** The payment shall be made after deducting applicable liquidated damages/penalty.

**B. Payment of FMS**

i. The Facility Management charges shall be paid by the bank in equal quarterly instalments in arrears within forty-five (45) days from the date submission of invoice after completion of respective quarterly period after deducting the applicable pro-rata amount of absent / deficit resources. The payment will be subjected to satisfactory services rendered from the date of commencement of services and

acceptance of the support system at the rates quoted in the price schedule.

ii. The start date of FMS will be calculated from the date of deployment of resources at the central site as per project and delivery of ITAM Solution. The FMS will be started from the deployment of resources as per requirement under the RFP.

**C. Payment of AMC/ATS**

**i.** The AMC/ATS charges shall be paid by the bank quarterly in arrear within forty-five (45) days from the date submission of invoice with adequate and correct / undisputed supporting documents and after deducting the applicable penalty.

**ii.** The payment will be subjected to satisfactory services rendered and preventive maintenance carried out as per scheduled frequency. The invoice should be clear and with all supporting documents else the payment processing shall be delayed and the bank will not be responsible for any delay in non-payment beyond stipulated time to the bidder due to non-availability of supporting documents. The total support period will be Seven years.

## 4.20 Termination for Default

4.20.1 The Bank, without prejudice to any other remedy for breach of Contract, by a written notice of default sent to the Supplier, may terminate the Contract in whole or in part:

(a) if the ***Supplier*** fails to deliver any or all of the Products and Services, within the period(s) specified in the Contract, or within any extension thereof granted by the Bank;

**OR**

(b) if the ***Supplier*** fails, to perform any other obligation(s) under the Contract.

4.20.2 In the event the Bank terminates the Contract in whole or in part, it may procure, up on such terms and in such manner as it deems appropriate, Products and Services similar to those undelivered, and the Supplier shall be liable to the Bank for any excess costs for such similar Products or Services. However, the Supplier shall

continue performance of the Contract to the extent not terminated.

### 4.21 Force Majeure

4.21.1 Notwithstanding the provisions of TCC, the Supplier shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

4.21.2 For purposes of this clause, "Force Majeure" means an event beyond the control of the Supplier and not involving the Supplier's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Bank in its sovereign capacity, wars or revolutions, fires, floods and freight embargoes.

4.21.3 If a Force Majeure situation arises, the Supplier shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the Supplier shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

### 4.22 Termination for Insolvency

The Bank may, at any time, terminate the Contract by giving 30 days written notice to the Supplier if the Supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Bank.

### 4.23 Termination for Convenience

The Bank, by written notice sent to the Supplier, may terminate the Contract, in whole or in part, at any time for its convenience by giving 90 days' notice. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of the Supplier under the Contract is terminated, and the date upon which such termination becomes effective.

### 4.24 Resolution of Disputes

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

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

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

(a) In case of dispute or difference arising between the Bank and the Supplier relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. Where the value of the Contract is above Rs.1.00 Crore, the arbitral tribunal shall consist of 3 arbitrators, one each to be appointed by the Purchaser and the Supplier. The third Arbitrator shall be chosen by mutual discussion between the Purchaser and the Supplier.

(b) Arbitration proceedings shall be held at Mumbai, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.

(c) The decision of the majority of arbitrators shall be final and binding upon both parties. The cost and expenses of Arbitration proceedings will be paid as determined by the arbitral tribunal. However, the expenses incurred by each party in connection with the preparation, presentation, etc., of its proceedings as also the fees and expenses paid to the arbitrator appointed by such party or on its behalf shall be borne by each party itself; and,

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

## 4.25 Governing Language

The governing language shall be English.

## 4.26 Applicable Law

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

## 4.27 Addresses for Notices

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

Bank's address for notice purposes:

Bank of India,
Information Technology Department, Head Office,
Star House 2, 8th floor,
C-5, G Block, Bandra Kurla Complex,
Mumbai - 400 051

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

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

## 4.28 Taxes and Duties

4.28.1 The Supplier will be entirely responsible for all applicable taxes, duties, levies, charges, license fees, road permits, etc. in connection with delivery of products at site including incidental services and commissioning.

4.28.2 Income / Corporate Taxes in India

The Supplier shall be liable to pay all corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India and the price bid by the Supplier shall include all such taxes in the contract price.

4.28.3 Tax deduction at Source

Wherever the laws and regulations require deduction of such taxes at the source of payment, the Bank shall effect such deductions from the payment due to the Supplier. The remittance of amounts so deducted and issuance of certificate for such

deductions shall be made by the Bank as per the laws and regulations in force. Nothing in the Contract shall relieve the Supplier from his responsibility to pay any tax that may be levied in India on income and profits made by the Supplier in respect of this contract.

4.28.4 The Supplier's staff, personnel and labour will be liable to pay personal income taxes in India in respect of such of their salaries and wages as are chargeable under the laws and regulations for the time being in force, and the Supplier shall perform such duties in regard to such deductions thereof as may be imposed on him by such laws and regulations.

**4.29 Supplier's Integrity**

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

**4.30 Supplier's obligations**

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

**4.31 Patent Rights/Intellectual Property Rights**

In the event of any claim asserted by a third party of infringement of trademark, trade names, copyright, patent, intellectual property rights or industrial design rights

arising from the use of the Products or any part thereof in India, the Supplier shall act expeditiously to extinguish such claim. If the Supplier fails to comply and the Bank is required to pay compensation to a third party resulting from such infringement, the Supplier shall be responsible for the compensation including all expenses, court costs and lawyer fees. The Bank will give notice to the Supplier of such claim, if it is made, without delay.

**4.32 Site Preparation and Installation**

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

**4.33 Commissioning of Solution**

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

**4.34 Technical Documentation**

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

**4.35 Right to Use Defective Product**

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

**4.36 Repeat Orders**

4.36.1 Bank reserves the right to place repeat order/s on the bidder under the same terms and conditions within a period of 6 months from the date of acceptance of purchase order by the bidder.

4.36.2 The bank reserves the right to re-negotiate the price with the bidder for downward revision of the prices.

**4.37 Limitation of Liability**

**The liability under this Agreement, to the extent allowed by Indian Laws, shall be limited to the total contract value. However, the liability cap shall exclude the indemnity obligations and following-**

The limitations set forth herein shall not apply with respect to:

i. claims that are the subject of indemnification pursuant to IPR infringement,

ii. damage(s) occasioned by the gross negligence, fraud or willful misconduct of Service Provider,

iii. damage(s) occasioned by Service Provider for breach of Confidentiality Obligations,

iv. when a dispute is settled by the Court of Law in India,

v. loss occasioned by non-compliance of Statutory or Regulatory Guidelines.

**4.38 Indemnity**

The bidder has to Indemnify the Bank, and shall keep indemnified and hold the Bank harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including attorneys' fees) and also relating to and/or resulting from or in any way arising out of any claim, suit or proceeding brought against the Bank by a third party as a result of:

(a) An act or omission the Company, its employees, its agents, sub-contractors in the performance of the obligations of the Company under this Agreement and/ or

(b) Claims against the Bank and/or any legal proceedings made by employees or other persons who are deployed by the Company and/or by any statutory/regulatory/ Govt. authority and/or

(c) Breach of any of the material term of this Agreement and/or its Annexures or breach of any representation or warranty of the Company under this Agreement,

and/or

(d) Violation of the Confidentiality obligations by the Company and/or its officials/employees or any other person employed by them in connection with the Contract, and/or

(e) Breach of any of the material terms of this agreement by their subcontractors, if subcontracting of any part of this agreement is permitted by Bank in writing, and/or

(f) Any breach of IPR violations by the Company on material if any supplied by Company.

**4.39 Confidentiality**

4.39.1 The Company acknowledges that in the course of performing their obligations under this Agreement, the Company shall be exposed to or acquire Confidential Information of the Bank or its customers/clients. The Company understands and acknowledges that it will be given access to such Confidential Information solely as a consequence of and pursuant to this Agreement.

4.39.2 The Company will, at all times, maintain confidentiality of the Confidential Information and of this Agreement, Information of Bank including of the Bank's Customer, any business , technical, financial information / data or any other information disclosed or accessible to the Company for this project whether at the time of disclosure, designated in writing as confidential or not.

4.39.3 The Company agrees to keep in confidence and not disclose to any third party and all Confidential Information available to the Company and whether such information is given in writing or oral or visual, and whether such writing is marked to indicate the claims of ownership and/or secrecy or otherwise. The Company agrees that it shall not use, nor reproduce for use in any way, any Confidential Information of the Bank except to the extent required to fulfil its obligations under the Agreement. The Company agrees to protect the Confidential Information of the Bank with at least the same standard of care and procedures used to protect its own Confidential Information of similar importance but at all times using at least a reasonable degree of care.

4.39.4 The Company shall also ensure that its officials/employees and if Company is permitted by the Bank in writing to assign, delegate or hire another person to assist it in the performance of its obligations under this Agreement, such person also shall

maintain the confidentiality of the Confidential Information in the same manner as the Company is bound to maintain the confidentiality.

1.39.5 The provisions of this Article shall survive notwithstanding the expiration or termination of this Agreement for any reason whatsoever.

1.39.6 The bidder and its personnel shall not carry any written material, layout, diagrams, floppy diskettes, hard disk, storage tapes or any other media out of Purchaser's premise without written permission from the Purchaser.

1.39.7 The bidder acknowledges that Bank's business data and other proprietary information or materials, whether developed by Bank or being used by Bank pursuant to a license agreement with a third party (the foregoing collectively referred to herein as "proprietary information") are confidential and proprietary to Bank; and The bidder agrees to use reasonable care to safeguard the proprietary information and to prevent the unauthorized use or disclosure thereof, which care shall not be less than that used by the bidder to protect its own proprietary information. The bidder recognizes that the goodwill of the Bank depends, among other things, upon the bidder keeping such proprietary information confidential and that unauthorized disclosure of the same by the bidder could cause damage to the Bank. By reason of The bidder's duties and obligations hereunder, the bidder may come into possession of such proprietary information, even though the bidder does not take any direct part in or furnish the Services performed for the creation of said proprietary information and shall limit access thereto to employees with a need to such access to perform the Services required by this Contract. The bidder shall use such information only for the purpose of performing the Services.

1.39.8 The bidder shall, upon termination of this Contract for any reason, or upon demand by the Bank, whichever is earliest, return any and all information provided to the bidder by The Bank, including any copies or reproductions, both hardcopy and electronic.

1.39.9 The bidder shall provide certificate/assurance from application providers/OEMs that the application is free from embedded malicious / fraudulent code."

1.39.10 The bidder shall ensure that the equipment / application / software being supplied shall be free from malicious code (Viruses, Trojan, Spyware etc.) and shall be liable for any loss (information, data, equipment, theft of Intellectual Property Rights, network breach, sabotage etc.) incurred to the Bank arising due to activation of any such embedded malware / malicious code. The bidder shall further supply a certificate to the Bank in the form Appended herewith.

1.39.11 The bidder shall ensure that subsequent patch, hotfixes and upgrades are also free from malicious code.

1.39.12 The bidder shall abide by the Corporate Information Security Policy of the Bank (as amended from time to time), which will be shared by the Bank with the Successful bidder on need to know basis. The Successful bidder shall ensure that the equipment/application/software supplied under the RFP shall be compliant with the CISP at all times.

1.39.13 The bidder shall submit the background verification and provide the training on information security awareness for their employees, in the case of deputing them to work in Bank premises.

1.39.14 The bidder shall provide the DC/DR support for the application / servers hosted on behalf of the Bank and the same to be in line with respect to the Recovery Time Objective (RTO) and Recovery Point Objective (RPO) of Bank's Business Continuity Policy (BCP).

## 4.40 Independent External Monitors (IEM)

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

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|---|---|
| Dr. Joginder Paul Sharma, IAS<br>(Retd.)<br>Ex-Principal Secretary. Govt. of UP<br>D-266, Sector-47,Noida, UP<br>Mobile: 9650999444<br>e-mail: sharmajp1@gmail.com | Shri Ashwani Kumar<br>Ex-CMD, Dena Bank<br>Flat No. 101, 1st Floor<br>Plot No. F.P. No.81, Ruby Bandra<br>West Ruby CHSL, 29th Road,<br>Near Duruoella Convent High School.<br>Bandra West, Mumbai- 4000050<br>Mobile: 9920262626<br>Email:ashwani_ashwani1@yahoo.co.in |

**Integrity Pact**

Venders/bidders/sellers, only those who commit themselves to Integrity Pact (IP) (in Format Pre-Contract Integrity Pact Format 6.18) with the Bank, would be considered competent to participate in the bidding process. In other words, entering into this pact would be the preliminary qualification. In case of bids not accompanied with signed IP by the bidders along with the technical bid, the offers shall be summarily rejected.

IP shall cover all phases of contract i.e. from the stage of Notice Inviting Tenders (NIT)/Request for Proposals (RFP) till the conclusion of the contract i.e. final payment or the duration of warranty/guarantee. Format of Integrity Pact is attached as per Format 6.18, for strict compliance and mandatorily to be submitted with the bid document by the bidder. The integrity Pact shall be executed on applicable stamp paper and charges of the same shall be incurred by the bidders.

## PART 5: TECHNICAL SPECIFICATIONS (TS)

The bidder shall submit a datasheet for every proposed solution as supporting document for proving/establishing the compliance confirmed on every point as per technical specification as mentioned below. The bidder shall also extend additional features, which is mandatorily required to run the solution in the big enterprise level environment without any additional cost to the bank.

**The technical specification of solutions are mentioned below as –**

**Solution 1- IT Service Management Solution**
**Solution 2- Workflow Management**
**Solution 3- Capacity Management**
**Solution 4- Server management**
**Solution 5- Database Monitoring**
**Solution 6- Storage Monitoring**
**Solution 7- Configuration management**
**Solution 8- Patch Management Solution**
**Solution 9- Inventory Management Solution**
**Solution 10- Network Monitoring and Automation Solution**
**Solution 11- SFTP Solution**

### 5.1 Technical/Functional Specifications of the Solutions

The technical specifications of the solutions are given below. The below technical specifications are minimum and mandatory in nature.

| Sr. No. | Functional Requirements | Compliance (Yes/No) | Datasheet / Reference | Remarks |
|---|---|---|---|---|
| **Solution 1: IT Service Management Solution** | | | | |
| **General Requirements, Ticketing & Service Desk** | | | | |
| 1. | The Solution should have a process driven workflow which will incorporate routing of request, setup of service desk, SLA management, electronic request approvals by actionable e-mail, SMS alerts etc. | | | |

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| 2. | The solution supports ITIL Version 3 and above framework including terms and definitions | | | |
| 3. | The solution should support a web-based client for user and administrative functions with auto sign-off facility after a predefined idle time | | | |
| 4. | The solution should support mobility devices to allow for role-based views that can be accessed while away from the office. The solution should have the ability to operate all functionality available in the incident, problem, change, assets, requests etc., as per the scope of this RFP via mobile devices. | | | |
| 5. | The proposed system should be able to provide industry and ITIL best-practice processes, categorization and templates embedded in tools with chat box facility. | | | |
| 6. | The system should be able to handle loss of connectivity failure of the Centralized ITSM tool with the ability to support mirrored systems at offsite Disaster recovery facilities across different geographic locations. | | | |
| 7. | The solution should support scalability to support larger and geographically separated infrastructure to be managed centrally without having to replace current hardware/software and only via addition of relevant modules. | | | |
| 8. | The solution should provide Search capabilities in all ITSM processes | | | |
| 9. | The solution should be able to enable rapid creation of new users and administration of existing users | | | |
| 10. | The solution should be able to support hot topic or news flash window within the graphical user interface | | | |
| 11. | System should be able to generate an automated survey to the requestor to measure satisfaction of requestor. | | | |

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| 12. | Tool should have the ability to segregate tickets based on security and compliance requirements (HIPAA, FERPA, security incident information, etc.). | | | |
| 13. | The solution should be able to configure the graphical user interface by using drag and drop for windows and fields | | | |
| 14. | Must provide reports and logs for Audit Trails | | | |
| 15. | The bidder has to provide the documentations on concept Solution, Scope, Functional and Operational requirements, Project design and Plan, product description, guidance for best practices, implementation guidelines, operation manual and training materials. | | | |
| 16. | The solution should have readily available integration with SCCM deployed in the environment. | | | |
| 17. | The solution should have a Single Architecture and leverage a single application instance across ITIL processes, including unique data and workflows segregated by business unit, cost centre, and user role. | | | |
| 18. | The solution should have a persona-based approach for IT staff so that user see his relevant UI based on his role, for example change manager should see change functionalities only. | | | |
| 19. | The solution should have an interface with all the information about user, readily available when a user calls the helpdesk. | | | |
| 20. | Self Service App should provide a snapshot of the day, displaying activities feed with upcoming, pending requests, approvals, unresolved issues, and alerts from systems you use in your daily work | | | |
| 21. | For integrations with other EMS/NMS tools, various options for integration should be provided - APIs, web services, SDKs. | | | |

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| 22. | The solution should integrate the call tracking and ticketing with the existing system or provide the same with entries from historical data of the previous tool. It should be able to track logged calls. | | | |
| 23. | Users should be able to select the period to report on data. | | | |
| 24. | The proposed solution shall provide an identity management that allows user/role management and integration with authentication systems such as LDAP/AD. | | | |
| 25. | The proposed solution should also offer a service catalog as part of the license for request management. | | | |
| 26. | The proposed solution should allow the analysts to create custom work streams from the analyst interface & can hide, show, edit, or delete these custom work streams. | | | |
| 27. | The proposed solution must include timeline features for the representation of the activities on a ticket displayed in a chronological order. Every activity on the ticket is captured on the timeline along with contact information and the time stamp. A unique icon must represent each activity type. | | | |
| 28. | The support person can interact with the end users through chat in built and add those chat transcripts in the chat. | | | |
| 29. | Customization/scripting of solutions to be facilitate by standard technologies like HTML, Java etc. | | | |
| 30. | The proposed solution should provide an IVR facility for auto ticketing based on the workflow. However, auto ticketing should also integrate with SMS servers and Email gateway provided by bank. | | | |
| **Incident and Event Management Requirement** | | | | |
| 31. | Ability to set up a standardized incident management tool within various IT verticals | | | |

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| 32. | Ability to manage and link incident records to multiple SLAs and tiers of service based on IT departments. | | | |
| 33. | The solution should have distributed event management with filtering, correlation, and enrichment to reduce the noise of unimportant events. | | | |
| 34. | Ability to integrate with existing incident management tools within the bank | | | |
| 35. | Ability of the tool to facilitate the automatic prioritization, assignment and escalation of Incidents based on the record categorization. | | | |
| 36. | The solution supports the ability to automate incident models and workflow based on record classification. | | | |
| 37. | Ability to support hierarchical escalation, either manually or via business rules, upon incident status change, priority change and/or service-level | | | |
| 38. | The ability for hierarchical notification about incidents that exceed or will soon exceed Priority/SLA parameters. | | | |
| 39. | Ability for users (Incident Owners) to create Incident records through the Self Service portal. | | | |
| 40. | Ability to see countdown time left on response time (associated with priority or SLA) | | | |
| 41. | Ability for users to choose to receive an email any time their ticket is updated. | | | |

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| 42. | Automated ticket closure at a predetermined number of business days after a ticket enters resolved status | | | |
| 43. | Flexible support for desired Incident classification and logging schemas. | | | |
| 44. | Flexible search capabilities for incident matching and trending. | | | |
| 45. | Ability to allow for multiple types of alerts, including deadline alerts, excessive reassignment alerts and inactivity alerts. | | | |
| 46. | Ability to notify incident owners when the associated problem is resolved | | | |
| 47. | Ability to set up a trigger for existing documentation to facilitate first contact resolution based on product or service entered (i.e., scripting from knowledge management) | | | |
| 48. | Ability to store and maintain alerting distribution lists based on Incident types | | | |
| 49. | The solution supports the ability to automatically generate a unique case number to each request | | | |
| 50. | Capability to link Incidents to Problem Records, Knowledge Base, known workarounds and RFCs | | | |
| 51. | Ability to link to the Configuration Management database or Configuration Management data; i.e., Incident record is pre-populated with relevant information from the Configuration Management database related to the item that failed. | | | |

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| 52. | Capability for storing historical incident data and other Incident related information including an audit log with updates and resolutions | | | |
| 53. | Ability to support highly flexible routing of incidents based on available resources located across multiple sites and other factors, such as time of day, tiered service values, etc. | | | |
| 54. | Ability to input free text, screen captures, and file attachments for the recording of incident descriptions and resolution activities. | | | |
| 55. | Ability to use knowledge and/or support scripts for incident diagnosis and resolution. | | | |
| 56. | Ability to create an RFC or problem from an incident with an automatic population of fields. | | | |
| 57. | The ability to collect feedback (satisfaction survey) upon the close of an incident. | | | |
| 58. | The ability to put incidents on hold so time does not count against SLA. | | | |
| 59. | Ability to differentiate between an incident and a service request. | | | |
| 60. | Ability to reactivate incident in resolved status | | | |
| 61. | Ability to generate reports on incident history and trends, by type of incident and by user. | | | |

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| 62. | Ability to support the creation, modification, resolution and closure or cancellation of incident records. | | | |
| 63. | The solution must support receiving, consolidating, and integrating events from SNMP | | | |
| 64. | Business owners should be able to graphically view the health of their business services and its related tickets pertaining to Business applications like CRM, HRMS etc. | | | |
| 65. | Solution should have the ability to display the events in a table, service, infrastructure, tree views, heat maps, etc. It should provide each user the ability to select, group or view the events as per their convenience | | | |
| 66. | Should support advanced filtering to eliminate extraneous data / alarms in Web browser and GUI. | | | |
| **Change and Request Management** | | | | |
| 67. | Ability to provide configurable change process and categorization templates | | | |
| 68. | Provide template workflow best practices and/or ITIL for emergency, normal and preapproved change | | | |
| 69. | Provide basic required change record data fields | | | |
| 70. | Ability to relate post implementation incidents and problems resulting from an implemented change | | | |

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| 71. | Ability to create sub activities or task records for a specific change record, for separate assignment to an individual, group or vendor | | | |
| 72. | Ability to provide role-based approval, retracting or rescheduling of Request for Change (RFC) | | | |
| 73. | Ability to provide a change calendar with scheduled change viewing by group, and to customize the sorting and filtering of calendar views | | | |
| 74. | Ability to allow for scheduling of recurring events, such as certain types of maintenance | | | |
| 75. | Ability to easily identify the affected CIs whenever a change is made to a particular CI | | | |
| 76. | Ability to provide visual depictions of upstream and downstream CIs that can be navigated in a configuration management database (CMDB) | | | |
| 77. | Ability to select and create "preapproved changes" from a list of predefined templates with prepopulated content, such as categorization, text, etc. | | | |
| 78. | Ability to open an RFC against an incident/problem/known error record, and automatic population of the RFC | | | |
| 79. | Ability to reference Change Model that clearly depicts the requirements and activities associated with the change process | | | |
| 80. | Automated notification of RFC's to appropriate person(s) when change is updated, status change, etc. | | | |

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| 81. | Ability to edit RFC's based on roles and change status | | | |
| 82. | Ability to easily reschedule changes and identify scheduling conflicts | | | |
| 83. | Automated Approval workflow –<br>1. Ability to automatically send approval requests to designated approvers.<br>2. Ability to pick up and record approver responses.<br>3. Ability to change status if approval criteria met.<br>4. send notification of approval (rejection) to change owner and change manager | | | |
| 84. | Ability to have multiple approvers and electronic routing of those approvals | | | |
| 85. | The ability to send approval requests several times and to store multiple instances of approvals. The ability to reset approval status, resend approval requests and history logged of approval requests. | | | |
| 86. | Ability to set response thresholds for automated approval process | | | |
| 87. | Ability to progress requests through the appropriate stages of authorization and implementation and to maintain clear records of this progress | | | |
| 88. | Ability to provide real-time dashboards | | | |
| 89. | Ability to integrate with Incident Management, Problem Management, Configuration Management and Release and Deployment Management | | | |

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| 90. | Ability to use different process flows according to urgency | | | |
| 91. | Ability to clone change records | | | |
| 92. | Ability to restrict desired deployment dates during RFC submission based on minimum lead times | | | |
| 93. | The ability to enter free form text, screen captures, and file attachments as well as the use of codes for recording of change requests | | | |
| 94. | The ability to monitor and track the lifecycle of a Change request | | | |
| 95. | Discovery capabilities for service dependencies highlighting potential impact if a service is added, modified or deleted | | | |
| 96. | Ability to calculate an objective risk assessment considering business impact, affected application/business services criticality, collision, historical change information, and compliance with maintenance windows and black-out periods | | | |
| 97. | Ability to provide proactive notification and approval workflow to stakeholders and change advisory board (CAB ) members for changes with critical business impact, collisions and compliancy issues | | | |
| 98. | Ability to support release and deployment management as part of the change process | | | |
| 99. | Ability to automatically create a change request for unauthorized changes to CIs | | | |

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| 100. | Ability to promote one or more RFC(s) to a release, with corresponding notifications | | | |
| 101. | Provide change workflow feeds into release workflow | | | |
| 102. | Ability to reference change policy and bylaws which reflect management's expectations and intentions | | | |
| 103. | Predetermined fields shall be auto-populated when a standard change from the library is entered. Manual entry for certain fields shall be permitted. | | | |
| 104. | Ability to customize Change Dashboard by person, group, customer | | | |
| 105. | Ability for automated notifications sent at the scheduled start time to the activity assignee to remind them of the change. | | | |
| 106. | Automatic warnings of any RFC's that exceed pre-specified time periods during any stage (OLA) | | | |
| 107. | The ability to communicate information of changes and schedules that can be distributed to the key groups such as the Service Desk and user groups | | | |
| 108. | Solution should have self-service interface for end users to submit and track service request, spanning both IT services and non-IT services | | | |
| 109. | Solution should provide for Service Requests Workflows and Fulfillment definitions for commonly used IT/non-IT services with approvals, auto assignment, SLA and escalations. | | | |

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| 110. | Catalog based on User role – enables access to service request on user role. | | | |
| 111. | The solution should have wizard / graphical workflow editors allowing definition of new service catalog items in minutes – without any programming. | | | |
| 112. | The solution should integrate with any underlying service management including Change Management, Service Level Management and CMDB for request fulfillment | | | |
| 113. | The self-service interface should support knowledge base available to end users' self-resolution. | | | |
| 114. | The self-service interface should be accessible through native mobile in the form of app which users can download through URL or enterprise app store. | | | |
| 115. | The self-service Interface should be searchable with access to knowledge base from the mobile app. | | | |
| **Problem Management Requirements** | | | | |
| 116. | Ability to provide configurable problem process and categorization templates | | | |
| 117. | Ability to provide standard required problem record data fields | | | |
| 118. | Provide problem process templates based on industry best practices and/or ITIL | | | |

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| 119. | Ability to prevent closure of a problem before all assignments have been resolved | | | |
| 120. | Ability to automatically update status or close all related incidents to a problem upon updating of status or closure of the problem | | | |
| 121. | Ability to integrate problem management with incident and change management, i.e. ability to associate problem records with change records and incident records. | | | |
| 122. | Ability to automate opening of a problem record from an incident record based on business rules and SLAs | | | |
| 123. | Ability to view impacted CIs from within a problem record, and to view upstream and downstream affected CIs and IT services through a visual depiction | | | |
| 124. | Ability to track the total amount of time the problem was worked on and how long it was open | | | |
| 125. | Ability to link problems/known error records to a CI, group of CIs or a service | | | |
| 126. | Ability to assign impact and urgency codes to problem records | | | |
| 127. | The ability for authorized users to create new problem records, and enforce data rules and required fields. | | | |
| 128. | The ability of differentiating between problems and known errors. | | | |

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| 129. | The ability of assigning tasks to individuals to be accomplished within a specified time frame. The tool shall notify the assignee of the task and due date and the associated Problem record. | | | |
| 130. | The ability to make problem and known error details available to Incident Management for use in matching, troubleshooting and resolution. | | | |
| 131. | The ability to integrate with Incident Management allowing for the linking of Incident records to Problem records in order to provide full visibility into incidents caused by problems and the impact of problems to the business users. | | | |
| 132. | The ability to integrate with Change Management allowing for the linking of Problem records to Change records in order to provide full visibility into problems caused by changes and changes that are input to resolve problems. | | | |
| 133. | The ability to integrate with Configuration Management allowing for the linking of Problem records to CI records in order to make CI information readily available to assist in the classification and prioritization of problems and to allow visibility into problems associated with a CI or set of CIs. | | | |
| 134. | The ability to route and assign problem records to pre-defined support staff or groups | | | |
| 135. | The ability to present historical data on problems and known errors for use by support staff during the investigation process | | | |
| 136. | The ability to support free text, screen captures, and file attachments for the recording of problem descriptions and resolution activities | | | |
| 137. | The ability for the problem management team to communicate status and progress reports, as well as temporary solutions and workarounds | | | |

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| 138. | The ability to increase/decrease the severity or impact classification of a problem according to the number of associated incidents and/or the number of end users affected | | | |
| 139. | The ability to create, maintain and monitor a knowledgebase | | | |
| 140. | The ability to publish FAQ's and supporting reference documents within the knowledgebase that is accessible by end-users | | | |
| 141. | The ability to search for known solutions, work around and known errors based on the description of the problem | | | |
| 142. | The ability to track multiple tasks and assignments with a problem | | | |
| 143. | The ability to document root cause analysis | | | |
| 144. | Ability to integrate with event and alert monitoring tools, and allow for automatic creation, update and closure of tickets from these tools | | | |
| 145. | Ability to provide for documenting and managing knowledge data pertaining to problem and error control (e.g., data entry point for knowledge management databases, posting of FAQs) | | | |
| 146. | The ability to link with third party knowledge bases | | | |
| 147. | The ability to report on the number of proposed solutions, most used solutions, and least used solutions in the knowledgebase | | | |

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| 148. | The ability to use solutions developed in response to past incidents to create new knowledge base entries | | | |
| 149. | Ability to develop templates for recurring problems | | | |
| **Knowledge Management** | | | | |
| 150. | Ability to provide knowledge management capabilities by floating the most relevant hits to the top, in order of closest match to search | | | |
| 151. | Ease of administering the weighting and relevancy scores associated with knowledge articles | | | |
| 152. | Ability to launch fast knowledge searches using the categorization (or partial categorization) selections as key value search parameters | | | |
| 153. | Ability to create a knowledge article via a fill-in-the-blank form | | | |
| 154. | Ability to automatically populate a knowledge article into an incident | | | |
| 155. | Ability to support role-based knowledge items (i.e., a technical role can access either technical-facing or customer-facing articles) | | | |
| 156. | The ability to automatically create knowledge management entries from incident, problem and change modules | | | |

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| 157. | Ability to manage full life cycle of knowledge articles through administration capabilities (e.g., submission, editing, review, approval, publishing, usage monitoring, etc.) | | | |
| 158. | Ability for tool's knowledge management database to search other knowledge bases in environment | | | |
| 159. | Ability to have a rich-text editor (RTE) that supports links within documents, document-to-document links and attaching images to documents | | | |
| 160. | Ability to provide automated administration (ease of adding, editing and maintaining the data, and ability for end-user submission to require review/approval prior to posting) | | | |
| 161. | Ability to have a defined workflow process for reviewing and approving pending knowledge articles that can be displayed graphically | | | |
| 162. | Ability to make certain fields in the knowledge article template mandatory | | | |
| 163. | Ability to embed Web links, images and objects into knowledge articles (e.g., screenshots, etc.) | | | |
| 164. | Ability to allow user feedback to rate/score content for usefulness related to the inquiry | | | |
| 165. | Ability to provide a web-based knowledge base that assists in finding, organizing, and publishing knowledge articles that aid in self-service & faster turn-around time. | | | |
| 166. | Solution should be able to communicate with multiple sources service desk discussion forums, internet for knowledge search. | | | |

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| 167. | Ability to provide knowledge-centered support (KCS) standards and guidelines | | | |
| **SLA Management** | | | | |
| 168. | Solution should support comprehensive SLA management platform that cuts across Infrastructure Management and Service Management. | | | |
| 169. | Solution should have a consolidated, automated graphical report for SLA compliance with ability to drill down to reason for non-compliance. | | | |
| 170. | Ability to manage service levels for delivery and support of business services | | | |
| 171. | Real-time visualization of service level targets, agreement compliance data, penalties and rewards | | | |
| 172. | Ability to store SLA, OLAs and Supplier/ Underpinning contracts. For example: scope, supplier, contact names, contact method, support hours, service level targets | | | |
| 173. | It should enable creation, measurement and reporting of three categories of SLA service targets - time-based response/ resolution of tickets, availability relating to uptime of systems/services, or performance-monitoring catering to system metrics like end-user transaction | | | |
| 174. | Ability to link SLAs to business units or departments, so that impact can be assessed if a service is performing below agreed upon levels. | | | |
| 175. | Ability to maintain historical data and information on services. This includes SLA/OLA result data for each service. | | | |

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| 176. | Ability to create dashboards or scorecards that communicate to Service owners in case of any issues and/or failures. | | | |
| 177. | Ability to provide a dashboard view to appropriate SLAs in order to measure request fulfilment against targets. | | | |
| 178. | The product should facilitate bi-directional linking of services & customers to associate multiple agreements with a customer contract as well as link multiple customers to a particular service. | | | |
| 179. | The Service Level Management module should integrate with incident and problem management to automate escalation and notification activities based on response and resolution targets. | | | |
| 180. | It should be able to integrate with change management to provide access to service level agreement details, implementation windows, change blackout periods and availability requirements | | | |
| 181. | The product should support with event management and monitoring tools to enable triggering of service support related actions based on established thresholds | | | |
| 182. | Ability to publish different support levels for the same service | | | |
| 183. | Ability to incorporate a search engine to facilitate locating service information | | | |
| 184. | Ability to provide severity definitions for SLA's. | | | |
| 185. | Ability to handle priority definitions and action times different for each customer | | | |

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| 186. | Ability to automate service availability and performance thresholds monitoring against defined SLA's | | | |
| 187. | Ability to support multiple SLA structures such as master agreements with extensions or addendums for specific business units. | | | |
| 188. | Ability to provide on-line display of services and their quality status. | | | |
| 189. | Ability to build workflows that allow for the building, agreeing on, approval of and maintenance of SLA/OLAs. | | | |
| 190. | Ability to integrate with project management systems | | | |
| 191. | Ability to support the management, development, and review of Service Level Agreements, Operating Level Agreements, and Underpinning Contracts | | | |
| 192. | Ability to store business process schedules in a central calendar to facilitate the management of Service Level Agreements. | | | |
| 193. | Ability to automate the management of service level targets in terms of automated business rules, alerts, escalations and notifications. | | | |
| 194. | Ability to create and publish Service Components that may include both Professional Services and Technical Services | | | |
| 195. | Ability to associate individual with contracts and services (SLM) | | | |

| Solution 2 : Workflow Management | | | | |
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| **Event Correlation Requirements** | | | | |
| 1. | The Event Correlation engine must be based on the discovered information and relationships present in central service dependency database that contains infrastructure elements from all IT domains, namely network, storage, hosts, applications and business services | | | |
| 2. | Support automated discovery of information processing equipment / devices, through an agent-based/agent-less deployment. | | | |
| 3. | Capable of discovering new information processing equipment/ devices, added to the existing scope. | | | |
| 4. | Capable of collecting, understanding or provide standardized support in identifying all types of event/log data formats, generated by operating-systems, virtual-machines, networking equipment, security devices, applications (custom-made & out-of-shelf), web-servers, databases, any other IT infrastructure devices and industry recognized formats (like SNMP Trap, SYSLOG, etc.). | | | |
| 5. | Store event/log data in a compressed manner and shall have features that support different retention requirements for various data/event logs under the scope. | | | |
| 6. | Capable of collecting event data over a secure channel. | | | |
| 7. | Support automated time-stamp synchronization. | | | |
| 8. | Capable of detecting inconsistencies/variations in the source time stamp and provide meaningful / right information for correlation | | | |
| **Availability Management** | | | | |
| 9. | The solution should support the aggregation of availability data from multiple systems for service availability reporting | | | |
| 10. | The solution should be able to monitor and calculate the end-to-end IT Service Availability as perceived by the customer of the Service | | | |

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| 11. | The solution should be able to perform historical analysis and reporting on availability data | | | |
| 12. | The solution should be able to integrate with event, discovery and provisioning tools to monitor various levels of the IT environment | | | |
| 13. | Ability to capture the application/service level details and the interconnectivity/dependency between various systems | | | |
| 14. | The solution should support the monitoring of established thresholds and can initiate alerts (i.e.: Paging, email, digital bulletin board, etc.) if availability thresholds are exceeded | | | |
| 15. | The solution should support the ability to track the number of end-user productivity hours lost (Lost User Hours) for each Availability event | | | |
| 16. | The solution should provide functions for tracking Availability and Continuity exercise schedule and status | | | |
| **Orchestrator** | | | | |
| 17. | The proposed solution should also include an orchestrator, which facilitates the integration of the proposed OEM products, and create end to end process workflows | | | |
| 18. | The proposed solution should have the ability to graphically design process workflows such as automatically triggering a discovery scan, through an ITSM request, or automating a package deployment or patch analysis job, through a self-service request in ITSM solution etc. | | | |
| 19. | The proposed solution should have the ability to create Operator initiated change requests i.e., any operation performed via the automation tools for server and network device related patching or configuration, should automatically log a change request in the ITSM tool without any human intervention | | | |
| 20. | Offline development - Support for development off offline workflows in local environment and GITHUB integration | | | |

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| 21. | The proposed solution should have the ability to re run a workflow from the point where it failed instead of starting from the beginning | | | |
| 22. | The proposed solution should have the capability of Multi Tenancy support - with multi developer environment. | | | |
| 23. | The proposed solution should have the capability of error Handling - Ability to incorporate error handling mechanism within workflows | | | |
| 24. | The proposed solution should have the capability of resolving workflow dependencies- Ability to resolve w/f dependencies. It should not be complex. | | | |
| 25. | The proposed solution should have the capability of Error handling and management: Troubleshooting and error recovery if a process fails | | | |
| 26. | The proposed solution should have an operational Dashboard/CLI - Trace workflow's failure, active/inactive workflows, archived workflows etc. | | | |
| 27. | The proposed solution should have the capability of package Deployment - Deployment of a single workflow or a package with multiple workflows in another environment. | | | |
| 28. | The proposed solution should have the capability of version controlling of workflows - Should be able to revert to older version, and facilitate a backup repository for recovering accidentally deleted workflows | | | |
| 29. | The proposed solution should have the roadmap and the facility of on boarding additional modules for additional use-cases and integrate with other OEM Solutions in the future if required by the bank | | | |
| **Solution 3: Capacity Management** | | | | |
| 1. | The solution should facilitate the collection of data to measure capacity and performance levels of IT components from various domains/platforms used as part of an IT system including:<br>-Servers (Physical and Virtual) | | | |

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| | -Databases<br>- Middleware<br>- Web Servers<br>- Application | | | |
| 2. | The solution should facilitate the monitoring of CI performance and usage levels against customer defined thresholds | | | |
| 3. | The solution should be able to control the frequency and format of the monitoring activities, discarding non-relevant periods such as weekends or non-business hours. | | | |
| 4. | The solution should perform trend analysis by providing access to historic and time-based capacity and performance data | | | |
| 5. | Solution should analyze how capacity needs are related to business drivers by correlating resource performance with business KPIs, such as identifying the storage space requirements of Business applications including core-banking | | | |
| 6. | Solution should estimate saturation points in terms of business metrics, such as identifying the maximum number of transactions that can be supported by the current infrastructure | | | |
| 7. | Solution should able to model how infrastructure changes, such as horizontal/vertical scaling, and business changes, such as business trends, impact resource utilization and service response time | | | |
| 8. | Ability to identify bottlenecks and required additional capacity to support expected/desired growth in terms of business KPIs, while also respecting thresholds on resource utilization | | | |
| 9. | Tool should able to monitor forecasted issues and deviations from baselines and automatically notify users (e.g. via mail to defined recipients with attached by-exception reports) | | | |
| 10. | Tools should provide reporting to design, generate, and publish scheduled, on-demand, and by-exception reports in PDF, HTML, RTF, PPT, and other formats. | | | |

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| 11. | Solution should analyse resource utilization with respect to business cycles to identify busiest periods, periodical behaviours, and baselines | | | |
| 12. | Should able to analyse aggregated resources at different levels, such as physical clusters or any other logical groupings, and generate “typical” utilization profiles | | | |
| **Solution 4: Server Management** | | | | |
| 1. | The proposed solution must support a multi-tier deployment architecture with distributed management servers for scalability and HA purposes. | | | |
| 2. | Should support integration with AD along with functionality to create application specific users with role based access control list. | | | |
| 3. | Should provide secure and encrypted data transfer between data collectors through SSL enabled tunnel configurable from centralised console. | | | |
| 4. | Should support agent less and agent based monitoring. | | | |
| 5. | Should be able to configure action based rules for a pre-defined alarm/alert enabling automation of tasks. | | | |
| 6. | Should support distributed /remote monitoring. | | | |
| 7. | Should support web based reporting interface with reports and functionality to define, customise, and schedule analysis reports (give KPIs for indication). | | | |
| 8. | Solution must enable configuring a dynamic threshold setting for metrics being monitored with reference to absolute value, percentage or deviation from baseline. | | | |
| 9. | Ability to provide role based user management groups. | | | |

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| 10. | Ability to enable Admin to automatically discover, group, monitor devices in the environment. | | | |
| 11. | Should give one dashboard for alert from Infra servers, DB servers, App servers, Web servers, etc. | | | |
| **Solution 5: Database Monitoring** | | | | |
| 1. | Should be able to monitor standard RDBMS like Oracle, Tibero, MySQL, MS SQL, DB2, Informix, Sybase, etc. | | | |
| 2. | DB space monitoring for both file group and transaction log. | | | |
| 3. | Performance monitoring like capture of DB engine related performance counters as well as threshold alerting. | | | |
| 4. | Solution to supports SQL monitoring lie failed jobs, long running jobs, etc. | | | |
| 5. | Should support auto-discovery of DB instances. | | | |
| 6. | Should monitor for Blocking and deadlocks. | | | |
| 7. | Should provide response time monitoring for custom queries to allow monitoring unsupported DBs. | | | |
| 8. | Should collect and provide specific information like:<br>1. DB<br>2. Locks and details about lock resources<br>3. Server key events<br>4. Tablespaces<br>5. DB usage, state, errors, etc. | | | |
| 9. | Solution to provide data warehouse to maintain historic data and also able to generate analytics report based on user requirement. | | | |

| Solution 6: Storage Monitoring | | | | |
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| **1.** | The proposed solution should be able to monitor storage devices like (but not limited to) EMC, NetApp, Hitachi, IBM DS 3X, 4X, 5X, IBM SVC 7000, HP 3PAR, etc. through SMI-S enabled interfaces and CLI & provide in-depth metrics, performance data of these storage devices. | | | |
| **2.** | Should automatically discover storage configuration and auto-replies monitoring by templates. | | | |
| **3.** | Solution to provide data warehouse to maintain historic data and also able to generate analytics report based on user requirement. | | | |
| **Solution 7: Configuration Management** | | | | |
| **1.** | The tool must have the ability to encompass the applications and establish the relationship with different types of underlying infrastructure assets. | | | |
| **2.** | Ability to add or delete Configuration Item (CI) Types and their corresponding fields. | | | |
| **3.** | Monitor the environments under scope to identify: | | | |
| | 1. changes in software installations and business services/applications | | | |
| | 2. removal of software/applications | | | |
| | 3. unauthorized software installations as compared to an existing software white-list; | | | |
| | 4. changes to databases | | | |
| | 5. Privilege assignment, modification and deletion, with respect to active directory, database, ERP & BPM Solutions, business services/application, networking equipment, firewall devices, web servers & applications, IP telephony systems and infrastructure devices/equipment | | | |
| | 6. Changes in firewall rule-base and configurations | | | |
| | 7. Configuration & routing table changes in networking devices | | | |

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| | 8. All & any type of changes in the production environment | | | |
| **4.** | Ability to add custom fields to the CI Type. | | | |
| **5.** | Ability to display CI attributes, relationship and dependencies based on a CI Type. | | | |
| **6.** | Ability to register new CIs (including fill in all field values) by designated users. | | | |
| **7.** | Ability to enforce data validation rules on field values on registration of any new CI. | | | |
| **8.** | Ability to edit any existing CI field values by authorized users. | | | |
| **9.** | Ability to allow deletion of CIs only by authorized users. | | | |
| **10.** | Ability to provide predefined CI relationship templates. | | | |
| **11.** | Integrates with Incident Management allowing for the linking of Incident records to CI records and to make CI information readily available to assist in the classification and prioritization of incidents. | | | |
| **12.** | Integrates with Problem Management allowing for the linking of Problem records to CI records and to make CI information readily available to assist in the classification and prioritization of problems. | | | |
| **13.** | Integrates with Change Management allowing for the linking of Change records to CI records and to make CI information readily available to assist in assessing the impact of changes. | | | |
| **14.** | Knowledge Integrates with Knowledge Management allowing for the linking of knowledge to CI records. | | | |
| **15.** | Ability to create automated alerts to various people or systems when a CI is found to be in an unauthorized state. | | | |
| **16.** | Ability to define the dependency relationship between CIs in both directions using custom terminology if desired. (i.e. hosted on, hosts) | | | |
| **17.** | Ability to provide a graphical representation of the dependencies between CIs. | | | |
| **18.** | Ability to provide different levels of access to configuration information based on roles. | | | |

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| **19.** | Ability to maintain an audit trail of changes made to a CI attribute over time. | | | |
| **20.** | Ability to search for a CI by any CI field. | | | |
| **21.** | Ability to perform adhoc/general queries | | | |
| **22.** | Ability to track Asset status and lifecycle management such as procurement, stored, configured, deployed, active and retired stages to support release impact analysis, planning, rollout and deployment activities | | | |
| **23.** | Ability to record a wide variety of contracts and licensing agreements by attaching them to records. | | | |
| **24.** | Ability to perform software license management including automated notification of license expiration and noncompliance and reporting, tracking and auditing. | | | |
| **25.** | Ability to manage leases, depreciation schedules, warranties, and service provider contracts. | | | |
| **26.** | Ability to support both flexible data import/export, and simple points of integration for associated tools. | | | |
| **27.** | Ability to interface with Inventory Control tools to automate gathering of asset and inventory information. | | | |
| **28.** | Integrates with Release Management allowing for the display and reporting of impacted CIs via their link to changes associated with a Release. | | | |
| **29.** | Ability to distinguish an Asset from a CI. | | | |
| **30.** | Integrates with Capacity Management allowing for CI information that is readily available regarding capacity status and metrics. | | | |
| **31.** | Integrates with Availability Management allowing for CI information that is readily available regarding availability status and metrics. | | | |
| **32.** | Ability to "freeze" a CI so that it cannot have an RFC logged against it at all. | | | |
| **33.** | Ability to auto discover CIs in the environment. | | | |
| **34.** | Ability to do automated dependency mapping. | | | |
| **35.** | Ability to set automatic workflow triggers based on CI attribute values. | | | |

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| **36.** | Bulk import of licensing data – save time with simultaneous uploading of multiple licensing records | | | |
| **37.** | Ability to track the physical location of contracts and agreements, and identify the individuals responsible for them | | | |
| **38.** | Ability to group an individual customer's/user's CIs and services to provide cost information | | | |
| **39.** | Ability to track both fixed and variable costs of CIs. | | | |
| **40.** | The proposed solution should integrate with SIEM solution | | | |
| **41.** | The proposed solution must support IPv4 & IPv6. | | | |
| **Release and Deployment Management Requirements** | | | | |
| **42.** | Ability to manage all aspects of the end to end release process | | | |
| **43.** | Ability to capture implementation risk and integration issues related to any release | | | |
| **44.** | Ability to log a Release so that changes can be identified and related to the release. | | | |
| **45.** | Ensures coordination of build and test environments teams and release teams | | | |
| **46.** | Ensures teams to follow the organization's established policies and procedures | | | |
| **47.** | Provides management reports on release progress | | | |
| **48.** | Ability to capture the release date and time, and who will be implementing. | | | |
| **49.** | Ability to attach and store documentation with the Release record. | | | |
| **50.** | Ability to link resources/approvers to releases. | | | |
| **51.** | Ability to display impact of release on configuration items like servers, applications etc. | | | |
| **52.** | Ability to assign tasks to individuals to be accomplished within a specified time frame. | | | |
| **53.** | Ability to notify the assignee of the task and due date and the associated Release. | | | |
| **54.** | Ability to change status of release and linked changes. | | | |

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| **55.** | Ability to change status of release approvals. | | | |
| **56.** | Ability to automatically send approval requests to the appropriate approvers | | | |
| **57.** | Ability to alert release manager when approvals are past due. | | | |
| **58.** | Ability to be automatically notified when the status of a change associated with a release changes status | | | |
| **59.** | Ability to automatically approve releases when all approvals are returned approved, and communicate with appropriate parties regarding the approval. | | | |
| **60.** | Ability to store approver comments with the approval, and store approval history for a Release. | | | |
| **61.** | Ability to integrate with Change Management allowing for the linking of Release records to Change records | | | |
| **62.** | Ability to validate required information from the CMDB for release build and deployment activities. | | | |
| **63.** | Ability to authorize and schedule release deployments in conjunction with Change Management. Processes | | | |
| **64.** | Ability to ensure that release deployments are subject to scheduling and approval requirements managed by the change management process. | | | |
| **65.** | Ability to automatically flag for update CMDB Configuration Items prior to or following an approved release | | | |
| **66.** | Ability to support varying Release models such as large-scale or phased deployments. | | | |
| **67.** | Ability to integrate with the CMDB to support the association of release records to CI records. | | | |
| **68.** | Ability to configure an acceptable date range for approval for each release. | | | |
| **69.** | Ability to manually kick off approval process or override approval workflow. | | | |

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| **70.** | Ability to create a real-time dashboard that allows the Release manager or any other approved user to quickly ascertain details on release management in one location. | | | |
| **71.** | Ability to search all releases by any release data attribute captured by the tool. | | | |
| **72.** | Ability to integrate with Problem Management allowing for the linking of Problem and Known Error records to Release records. | | | |
| **73.** | Ability to define Release Windows (show conflicts that impact when Releases can be scheduled). | | | |
| **74.** | Ability to create and publish a Master Release Schedule. | | | |
| **75.** | Ability to associate the Master Release Schedule with the Service Level Agreement information. | | | |
| **76.** | Ability to have full visibility into which changes are associated with which releases. | | | |
| **77.** | Ability to support the establishment and governance of release readiness criteria. | | | |
| **78.** | Ability to build, bundle and schedule different types of release packages for deployment. | | | |
| **79.** | Ability to identify and control a release package. | | | |
| **80.** | Ability to version release components and packages. | | | |
| **81.** | Ability to support the logical association between changes and releases. | | | |
| **82.** | Ability to assign tasks to pools of resources. | | | |
| **83.** | Ability to verify license and warranty information. | | | |
| **Solution 8: Patch Management** | | | | |
| **1.** | The Bank wants to procure a comprehensive patch management solution for deployment of patches at endpoints, servers and DB instances spread over 5000+ branches having bandwidth ranging from 128 kbps to 2 mbps under a single management console. | | | |

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| **2.** | The Bank has various OS platforms over servers / Endpoints like (but not limited to) Windows, MAC, HP UNIX, RHEL, CentOS, AIX and Sun Solaris. The solution should support patching for all these OS platforms. | | | |
| **3.** | Patch Management solution should have bundled reporting software so that there is no third party tools required to customize reports. | | | |
| **4.** | The Patch management solution should be able to provide audit reports to help in compliance with Patching requirements. | | | |
| **5.** | The solution should be capable of integrating with one or more Active Directory structures when it is present. | | | |
| **6.** | The solution should support users/endpoints connecting through VPN and internet connected users. Any additional software/hardware to support such remote users should be included in the solution proposed. | | | |
| **7.** | The solution must be capable of using existing client computers as distribution points at remote sites without the need for allocating dedicated servers. | | | |
| **8.** | The system is able to install package through the following mechanisms. | | | |
| | Push | | | |
| | Pull | | | |
| | User Self Service | | | |
| **9.** | The solution must have the ability to throttle bandwidth, either statically or dynamically. The throttling capability must support up and downstream throttling for both the server and agents | | | |
| **10.** | The solution should able to deploy the Patch management agent as well as the patches with the help of IP addresses. | | | |
| **11.** | The solution must be capable to download and cache payload at the remote distribution points before the scheduled time of an action. | | | |

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| **12.** | The bidder has to supply the complete hardware, software, operating system, database software etc. It would be the responsibility of the bidder to supply the solution complete in all respect. | | | |
| **13.** | The offered Patch Management solution should not require any change on the Wide Area Network and on working of Bank's core applications. | | | |
| **14.** | The offered Patch Management Solution should support centralized and/or distributed architecture. | | | |
| **15.** | The solution should continuously assess and remediate non-compliance to any policies while devices are connected or disconnected from the network. The software should continue to enforce the last applied policy while the device is disconnected from the network. | | | |
| **16.** | The offered solution should support the virtualized environment also. | | | |
| **17.** | The solution must use less than 5% average CPU usage for the Desktop Management software agent at all times. | | | |
| **18.** | The Patch Management solution should support failover or redundancy. | | | |
| **19.** | The solution should provide a remote agent deployment utility for installing agents remotely. The tool should be able to use Active Directory or Local Administrator Authentication for deploying agents to remote computers. The solution should able inform the users through POP UP message which can be customize before the installation of patch/service pack and facilitate the feature of restart of computer after installation should be available | | | |
| **20.** | The Patch Management solution should be Agent based and ability to manage all the end points from central management console | | | |

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| **21.** | The offered solution should have the capability to discover the Assets operational across Bank's locations i.e. Scan the network to produce a full inventory of IT assets, and provide flexible ways to group and classify these assets. It should have the capability to integrate with Inventory Management Solutions. Should have ability to list all the application installed in the particular pc or group of pc | | | |
| **22.** | The solution must provide easy to use in-place upgrade procedures for all components through the console. | | | |
| **23.** | The solution must have native support for high level of encrypted communications without any dependency on additional software, hardware, third party Certificates or Certificate Authority. | | | |
| **24.** | The solution's central database should always be accurate and up-to-date. The Information should be validated by the agent within the previous hour to ensure latest data is collected. If the agent fails to communicate to the server within a specified interval, the central console should automatically mark the agents as offline and this specified interval should be configurable by the console operator. | | | |
| **25.** | The bidder's agent deployment strategy should also consider use of the following agent deployment methods: | | | |
| | a. Active Directory Group Policies to deploy agents at domain login | | | |
| | b. login scripts to deploy agents at domain login | | | |
| | c. Email installation instructions to remote users for un-reachable users. | | | |
| | d. Use of existing 3rd party software distribution tools as available. | | | |
| | e. Manually installing the agent where no other methods succeed. | | | |
| | The multiple method approach is necessary for a complete desktop coverage as part of the implementation project. | | | |

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| **26.** | The solution should have the capability to whitelist the applications of its own and means for modifications on the whitelisted application according to Banks requirement | | | |
| **27.** | The solution should be able to discover the assets operational in virtual environment | | | |
| **28.** | The Patch Management solution should not be machine or configuration dependent. The solution should work smoothly and independently irrespective of configuration and hardware. | | | |
| **29.** | The Patch management solution should support the range of applications other than Operating System Patches like Adobe, Mozilla, Java, Chrome etc. to apply the appropriate patches released by the respective OEMs. | | | |
| **30.** | The Patch Management solution should have the ability to manage PCs, Laptops, Servers, Routers, and Printers etc. on the network. | | | |
| **31.** | The Patch Management solution should support the Dynamic IP environment. | | | |
| **32.** | The offered solution should support the centralized administration and support role based access control and administration without much load on the network | | | |
| **33.** | The latest fixes/ updates should automatically be downloaded to the Patch Management server on the same day that the patch is made available on software vendors' websites. | | | |
| **34.** | If any information or payload (e.g. Patch Metadata or Patch binaries) is downloaded from internet, then the integrity of all such content must be verified by the solution using checksums to ensure that the content downloaded has not been modified or corrupted. File checksums and file sizes must be compared to make sure that the file is downloaded intact and unchanged. | | | |

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| **35.** | The solution should be able to determine if a patch has already been installed on a node, even though it is assigned manually. It should have the capability to analyses the appropriate patches of the OS/ applications for the Desktop/ server in comparison to the latest available patches/ updates released by respective OEMs. | | | |
| **36.** | The solution should be able to detect the required patches according to individual node's configuration. | | | |
| **37.** | The solution should allow users to postpone the deployment of a patch for a period of time determined by the administrator. | | | |
| **38.** | The solution should be able to determine patch dependencies prior to deployment of patches to the nodes. | | | |
| **39.** | The solution should be able to delete the patch installation files from the nodes" hard disk automatically once the patch has been successfully applied. | | | |
| **40.** | Administrator must be able to target the particular patch on all the machines with any specific properties. | | | |
| **41.** | The Patch Management solution should support the IPs into groups<br>1. IP range<br>2. Network Groups<br>3. Arrangement of Assets into groups<br>4. Identification of assets having similar configuration and OS etc | | | |
| **42.** | The offered solution should support the event-driven remediation i.e. automatically initiate the process on receipt of a critical patch. | | | |
| **43.** | The offered solution should support policy based remediation actions. | | | |
| **44.** | The solution should support virtual machines that are offline. | | | |

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| **45.** | The offered solution should support rollback of patches and service packs applied from the centralized console/dashboard | | | |
| **46.** | The Patch Management solution should have the capability for Remediation i.e. Continuously deploy, monitor, detect and enforce patch management policies. | | | |
| **47.** | The solution should support easy integration with Bank's enterprise Wide area Network (WAN) i.e. providing vulnerability assessment, device discovery etc. as per the IP address/ range provided in the bank but not dependent on host name/ domain. | | | |
| **48.** | The solution should support the smooth integration with other security solutions such as SIEM, Anti-Virus, IPS etc. | | | |
| **49.** | The solution should have generic Application Programming Interface (API) for integration with other solutions | | | |
| **50.** | The solution should able to deploy any software/ files through the patch management solution. | | | |
| **51.** | The solution should be able to integrate with (but not limited to) MS SQL Server, MySQL, DB 2, Postgress, Oracle DB versions of 11g and above. | | | |
| **52.** | The solution should provide out-of-box patch assessment without the need to schedule and maintain patch or inventory scan process | | | |
| **53.** | The solution should report assessment automatically within minutes once the server has distributed the new patch metadata / signatures. | | | |
| **54.** | The solution should have the capability to generate report specific to one group of servers/endpoints or should be capable of generating reports with an enterprise view. | | | |
| **55.** | The solution should be able to determine if a newer patch has been installed on the desktop and if so, the system shall treat the desktop as patched. | | | |

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| **56.** | The solution should be able to verify if the patches on desktop are correctly installed by confirming that the vulnerability has been remediated. | | | |
| **57.** | The solution should come along with standard reports and or can generate the customized reports as per business requirement. | | | |
| **58.** | The solution should support the various reporting formats i.e. reports can be downloaded easily and or exported. | | | |
| **59.** | The offered solution should include the remediation information in the reports. | | | |
| **60.** | The solution should have the ability to consolidate scan data and to produce a single report for the entire network. | | | |
| **61.** | The solution should support the regulatory specific reports. | | | |
| **62.** | The solution must be able to manually group computers together for deployment of patches. It must provide the ability to dynamically group computers based on asset and software information. | | | |
| **63.** | The solution must support the grouping of patches into a ‘baseline’ which can take the form of Monthly patch bundle for Ex. ‘June Critical Patches’ | | | |
| **64.** | The solution should be able to re-deploy the patch on a computer automatically if the initial deployment is not successful and even if the deployed patch is uninstalled by the user. | | | |
| **65.** | The solution should be able to notify server admins for availability of new patches | | | |
| **66.** | The solution should support granular control over re-boot process after patch deployment like prompting user, allowing user to differ, rebooting immediately if no one has logged on, etc. | | | |
| **67.** | The offered patch Management Solution should come along with all operational technical manuals along with other related documents. | | | |

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| **68.** | The solution should be able to identify the computers that have installed the patch that is to be rolled back on need basis. It should allow console operators to monitor the progress of the roll-back action from the central console. And provide admins with wizard to generate patch rollback policy. | | | |
| **69.** | The solution must be able to provide real-time (within minutes) patch deployment status monitoring. It must allow console operators to deploy multiple patches at one time without the need to restart the computers. | | | |
| **70.** | The solution must allow console operator to deploy patches to all computers via a central console without intervention from the users or allow console operator to target which computers to deploy the patches to. | | | |
| **71.** | The solution must allow console operators to spread the patch deployment over a pre-defined period of time to reduce overall impact to network bandwidth. | | | |
| **72.** | The Patch Management solution should be capable of generating real time reports on patches deployed, when, by whom, to which endpoints, etc.) | | | |
| **73.** | The solution should be able to detect and remedy Security Best Practices. | | | |
| **74.** | The solution should be able to check compliance with respect to various standards like PCI DSS, NIST etc. over particular assets | | | |
| **Solution 9: Inventory (Asset) Management** | | | | |
| **1.** | The Bank wants to procure inventory management solution for maintaining organization wide IT, hardware, software and network assets inventory. The solution should cover endpoints as well as servers. | | | |

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| **2.** | Asset/inventory management solution must manage assets from purchase to salvage i.e. from the beginning to the end of an asset's life cycle. | | | |
| **3.** | The solution should maintain an up-to-date inventory of distributed hardware and software assets in Bank's IT infrastructure. As the Bank have wide branch network with Zonal offices acting as Local admins, the solution should be capable to offer local admin roles to ZO IT staff with all capabilities based on role assigned to them. | | | |
| **4.** | Asset/inventory management solution should be such that it can be used to create and store asset numbers and corresponding information, such as parent, location, vendor and maintenance costs for each asset. | | | |
| **5.** | The solution should identify software and hardware configurations from a central location for complete corporate IT Infrastructure spread over a network of Branches, ZOs & Admin offices which are connected via MPLS WAN Network and VSATs with bandwidths ranging from 128 kbps to 2 mbps. It should provide complete hardware and software information from all the end-user computing devices | | | |
| 6. | The solution should have capability for discovery of end-user computing devices based on range of IP addresses or IP subnets even for branches which are connected via MPLS WAN Network and VSATs with bandwidths ranging from 128 kbps to 2 mbps. | | | |
| 7. | Asset/inventory management solution should have bundled reporting software so that there is no third party tools required to customize reports. | | | |

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| 8. | It should provide a powerful reporting engine that enables administrators to schedule large batch reports, which can be automatically e-mailed to multiple recipients. Reports can be created in multiple formats such as PDF, DHTML, and XML, and revisions of past report output can be archived | | | |
| 9. | The Solution offered should be single OEM solution with Asset management lifecycle system tightly integrated with asset inventory tools. | | | |
| 10. | The solution should be capable of integrating with Microsoft Active Directory for user authentication etc. | | | |
| 11. | The solution shall support corporate, VPN and internet connected users. There should not be the need to purchase additional software/hardware to support users not connected to the corporate network. | | | |
| 12. | Solution should provide an out-of-box agent deployment tool for installing agents and it should be able to take feeds from Active Directory, Domains and manually. It should also support the following agent deployment methods – Active Directory Group Policies, login scripts, email, software distribution tools, manually installing the agent. | | | |
| 13. | The Solution should have ability to throttle bandwidth both statically and dynamically and this throttling must support up and downstream throttling for both the server and agents. | | | |
| 14. | The agent must be able to continuously assess and remediate while on or off the network. | | | |
| 15. | The resource utilization used by the agent on the system must be configurable and the agent footprint will be such that memory requirements will | | | |

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| | be under 20MB and CPU utilization will on average be no more than 2%. | | | |
| 16. | The solution must have built-in support for encrypted communications between components without requiring additional software/hardware. | | | |
| 17. | The solution should support local distribution points through preferred servers and peer downloading | | | |
| 18. | The Agents able to dynamically connect to the next nearest Distribution Point if the Distribution Point assigned to the agent is not available. | | | |
| 19. | The solution should prevent users with admin rights to uninstall the agent | | | |
| 20. | The Solution should be able to hide the agent from the Desktops “Add/Remove Program” list from the central console. | | | |
| 21. | The Solution should allow console users to create custom queries on hardware asset information to be retrieved by the agents. | | | |
| 22. | The Solution should have ability to track standalone executable based applications on each computer i.e. Applications that do not need to be installed but just needs to execute a standalone program. | | | |
| 23. | The Software analysis by system on covered systems should include the following information (but not limited to) : 1)Publisher name 2) Software title name 3) Software title version 4) Total computers Count 5) Total runs Count<br>6) Total time 7) Average runs 8) Last used Time with the ability to drill down for more detailed views. | | | |
| 24. | Solution must include a "Software ID Catalog" that identifies All commonly used applications / thousands of | | | |

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| | Standard publishers/ software vendors & their solutions. | | | |
| 25. | Solution must include a "Software ID Catalog" that allows for the entry of custom developed software titles & custom classification of standard applications based on user preferences. | | | |
| 26. | The solution should provide Device hardware and software inventory of Mobile Devices also with support for iOS & Android platforms. | | | |
| 27. | The Solution Should Provide history capability till each asset level for hardware/software changes for trouble-shooting/ auditing purposes | | | |
| 28. | The Solution should provide Scheduler to determine when the inventory scans can be scheduled for specific group of devices at pre-defined intervals. | | | |
| 29. | The solution should support various discovery protocols based on network range, AD domain, LDAP directory structure, SNMP and IPMI enabled devices | | | |
| 30. | The solution should have capability to discover all unmanaged devices like desktops, servers, laptops, printers, switches and routers. Even if devices are behind firewall. | | | |
| 31. | The solution should have ability to track changes in inventory and ability to collect registry information | | | |
| 32. | The solution should have full inventory scan for newly discovered devices for all hardware and software. All subsequent scans should be delta scan only | | | |
| 33. | The solution should allow scanning of specific device/group of devices on demand | | | |

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| 34. | The solution should have the ability to identify and maintain records of virtual hosts | | | |
| 35. | The solution should provide desktop admins capability to take remote control of endpoints for maintenance purposes. This feature should support multiple monitors, and copying files to remote devices | | | |
| 36. | The solution should have the ability to manipulate machines in all power saving modes | | | |
| 37. | The solution should have auditing capabilities for remote control sessions done using inventory management solutions | | | |
| 38. | The System should be able to do Inventory governance, including software (authorized and unauthorized) and hardware components. | | | |
| 39. | The System should be able to do software inventory that is able to list out all software and applications including version numbers | | | |
| 40. | The solution should support software metering so that actual use of software can be established. It will help in redistribution of software from unused device to new demanding device | | | |
| 41. | The System should be able to manipulate product information including manufacturer, product name, and product version to conform to software inventory data. | | | |
| 42. | The System should be able to report last logged in user for any particular asset. | | | |
| 43. | The solution should have ability to deploy OS images over endpoints by template based approach that breaks down the process to smaller tasks. One of those tasks might be actual imaging | | | |

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| | process, other tasks might include applying latest patches, distribution of current software package or joining a domain | | | |
| 44. | The solution should have ability to execute a script before and/or after installation. It should also support custom script based execution | | | |
| 45. | The solution should manage IP address or device name changes in endpoints without losing history. It should also maintain ownership record of each device. | | | |
| 46. | The solution should track assets from the time its purchased to when it is retired | | | |
| 47. | The solution should be able to consume CSV files so that data in CSV files can be tied with managed devices. It will help in inventorying stand-alone/ old/unused devices | | | |
| 48. | The solution should be able to share data with other systems/solutions and integrate with SIEM, IT GRC etc. via APIs | | | |
| 49. | The System should be able to recognize software that is in the following: | | | |
| 50. | · hidden files | | | |
| | · hidden directories | | | |
| 51. | The System should be able to recognize software whose file name has been changed by the user by reading the original header information. (eg. solitaire's sol.exe is renamed as work.exe) | | | |
| 52. | The Solution should have ability to create customized inventory scans based on business unit like branch, zone etc. or for only specific asset class at pre-defined time periods. | | | |

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| 53. | For Hardware Inventory Management the System should allow admin to configure which serial number is retrieved (motherboard chassis, array, controllers, or hard drive chassis). | | | |
| 54. | The System should be able to do automatic identification of the following software attributes( many more required) | | | |
| 55. | · Product name | | | |
| | · Product version | | | |
| | · Manufacturer | | | |
| | · Language | | | |
| | · File name | | | |
| | · Directory file time | | | |
| | · Executable type | | | |
| | · Internal name | | | |
| | · Known as | | | |
| | · File description | | | |
| | · File extension | | | |
| | · File path | | | |
| | · File date/time | | | |
| | · File size | | | |
| 56. | The Analysis information should include the following information (but not limited to) with the ability to drill down for more detailed views: | | | |
| 57. | a. Publisher name | | | |
| | b. Software title name | | | |
| | c. Software title version | | | |
| | d. Total computers Count | | | |
| | e. Total runs Count | | | |
| | f. Total time | | | |
| | g. Average runs | | | |
| | h. Last used Time | | | |
| 58. | The System should be able to return Data regarding software inventory process statistics: | | | |
| 59. | · Software scan time | | | |
| | · Software scan duration | | | |

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| | · Software agent version | | | |
| | · Total products reported | | | |
| | · Number of files examined | | | |
| 60. | The System should be able to do Software/Application usage reporting with ability to identify products with minimum usage | | | |
| 61. | The System should be able to Identify software installations which occur outside approved channels | | | |
| 62. | The System should be able to store data in a centralized-open Relational Database Management Systems (RDBMS) | | | |
| 63. | The System should be able to capture the history of the client's | | | |
| 64. | Hardware changes | | | |
| | Software changes | | | |
| 65. | All hardware asset information shall be recorded in the management server and some of the basic information shall include but not limited to: | | | |
| 66. | i. CPU speed and type | | | |
| | ii. Hard disk space | | | |
| | iii. Computer name | | | |
| | iv. Computer model | | | |
| | v. IP address | | | |
| | vi. Operating System | | | |
| | vii. Attached peripherals | | | |
| 67. | The Solution should be capable to Integrate with Bank AD / E mail / SMS Gateways. | | | |
| 68. | The Solution should be able to maintain Asset Classification values with CIA details for each Asset covered under Asset Management Tool. | | | |
| 69. | The Solution should be capable to support each local admin to maintain cost & depreciation sheets with respect to each asset / at Aggregate level as | | | |

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| | per Bank's custom policy within ASSET Management Tool itself. | | | |
| 70. | The solution should have ability to model power policies before being deployed to estimate savings | | | |
| 71. | The solution should support multi-task distribution of software/patches for wide scale distribution | | | |
| 72. | The solution should support PCI compliance scan for integrated endpoints | | | |
| 73. | The solution should support bare metal provisioning where-in existing servers can be re-imaged | | | |
| 74. | The solution should have Self Service Portal for allowing end-user to manage their own devices. This will reduce Helpdesk calls for password reset and other simple tasks. | | | |
| 75. | The solution should Support enforcing Storage encryption on the device and storage card. | | | |
| 76. | The solution should Support Ability to manage and enforce policies Settings such as the following : Password Enabled; Password Length; Require Alphanumeric Password; Inactivity Timeout; Wrong Attempts Before Wipe | | | |
| 77. | Solution must have the ability to import contract information like PO, AMC Contract etc. from an external source like Excel / CSV file & link with specific Assets. | | | |
| 78. | The solution should also support tracking of warranty/AMC information of covered endpoints and raise expiration alerts | | | |
| 79. | The Solution should be capable of generating license compliance reports for both Windows and non-windows OS platforms. | | | |

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| 80. | The Solution should be capable to give each local admin the cost structure of IT operations under categories like hardware / software / AMC / Network Links etc. as output from reporting tool. | | | |
| 81. | The Solution should be capable to support each local admin for Maintaining / Monitoring of Contract & SLAs with different AMC Vendors. | | | |
| 82. | The solution must support bandwidth throttling during specific hours to ensure there is no network load on end user computing devices | | | |
| 83. | The solution must support application/process blacklisting or whitelisting on end user computing devices | | | |
| 84. | The solution must be able to perform compliance checks as PCI, SCAP 1.2 to ensure compliance as per RBI guidelines | | | |
| **Solution 10: Network Monitoring & Automation** | | | | |
| **1.** | Bank wants to procure a comprehensive network monitoring and automation tool for 12500 network devices spread over 5000+ branches having bandwidth ranging from 128 kbps to 2 mbps under a single management console. | | | |
| **2.** | Solution shall provide fault, performance and configuration management for multivendor IP Network in Bank environment. | | | |
| **3.** | **Performance Monitoring** | | | |
| a. | Customizable dashboards, alerts and reports:<br>● Ad-hoc reports<br>● Top N Utilization Reports<br>● Capacity prediction Reports<br>● Availability Reports | | | |

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| | ● Availability and Uptime - Daily, Weekly, Monthly, Yearly Basis<br>● Top N report<br>● Performance Reports<br>● CPU and Memory utilized report<br>● Server and Infrastructure services statistics<br>● Trend report based on Historical Information<br>● SLA Reporting<br>● Computation of SLA for entire Bank Infrastructure | | | |
| b. | Quick identification of network and application reliability and performance issues with deep packet inspection | | | |
| c. | Solution shall provide performance of Network devices like CPU, memory & buffers etc, LAN and WAN interfaces, Network segments and VLANs, etc. | | | |
| d. | Solution shall must have a built-in report authoring tool which will enable complete customization flexibility of performance reports. | | | |
| e. | Solution shall provide an integrated performance view for all the managed systems and networks along with the various threshold violations alarms in them. It should be possible to drill-down into the performance view to execute context specific reports | | | |
| f. | Solution shall be able to monitor and report on availability, delay of target IP nodes – i.e. router interfaces - and also monitor and provide reports on historical utilization of CPU, memory of critical monitored servers running SNMP and management agents. | | | |

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| g. | Solution shall be able to identify and report on ports per device not currently being utilized including the date/length of time since last activity. Statistics/reports should be available by customizable logical grouping to adequately represent network segments. | | | |
| h. | Solution shall provide a set of reports that allow quick comparison of performance and errors of critical interfaces (individual/aggregated) and their correlation with utilization of hardware resources of their devices. | | | |
| i. | Solution shall have a single user interface, with a single reporting engine and with a set of reports that combine inventory, performance and fault data for added-value reports. | | | |
| j. | Solution shall provide a set of reports or UIs to understand how network supports Bank's business needs or not, and how network outages affect availability of their applications. | | | |
| k. | Solution shall provide reports through web, and also generate PDF, CSV reports of the same. | | | |
| l. | Solution shall provide service level report with availability and response time statistics. | | | |
| m. | Solution shall provide reports through e-mail to pre-defined user with pre-defined interval. Solution shall provide web-based reports, both near real time and historical data for the systems and network devices. | | | |
| **4.** | **Network Bandwidth Analyser** | | | |

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| a. | Track response time, availability and uptime of routers, switches and other SNMP-enabled devices. The bidder to share the router uptime, bandwidth utilization, down-call reports on monthly basis and as per Bank's requirement. | | | |
| b. | Analyze and monitor network bandwidth performance and traffic patterns | | | |
| c. | Identify bandwidth logs and see which applications are using the most bandwidth | | | |
| d. | Graphic display of network performance metrics in real-time via dynamic interactive maps | | | |
| e. | Solution shall enable comparison and reporting of key device operational attributes across multiple ports on different devices. For example, the solution shall be able to compare port inbound utilization of select ports on several different devices. | | | |
| **5.** | **Network Configuration Management** | | | |
| a. | Configuration Backup | | | |
| b. | Real-time Configuration Change Notification | | | |
| c. | Configuration Compliance Auditing | | | |
| d. | Network Change Automation | | | |
| e. | Network Device Life-cycle Management | | | |
| f. | Solution shall process and obtain, automatically, meaningful information such as network discovery and layout of the Network and event handling | | | |
| g. | Solution shall be able to segregate network infrastructure by network connectivity, network topology, physical | | | |

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| | location of equipment and user groups or departments or as required by Bank Team. | | | |
| h. | Solution shall be able to support migration to SNMP v3 and/ or latest version to provide added security. | | | |
| i. | Solution shall be able to accept events from all types of elements in the IT infrastructure including network devices, server's hardware, software, operating system, database, application, storage, security devices etc. | | | |
| j. | Solution shall provide user-configurable discovery control to manage the frequency and scope network discovery, configured using a graphical user interface | | | |
| k. | Solution shall process events using consolidation, filtering, normalization, enrichment, correlation, and analysis techniques. Then, it shall notify the appropriate IT Team of critical events. Solution shall also automate corrective action wherever possible. | | | |
| l. | Solution shall be possible to integrate with both the email / SMS alerts to notify events to concerned people with auto escalation as per pre-defined policy of the Bank. This option should be available on per node and per event type basis. | | | |
| m. | Solution shall provide outgoing notification integration to service desk/service manager. | | | |
| n. | Solution shall should be capable of generating per link and per location availability for any selectable period taking into account alternate paths available for the location. | | | |

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| **6.** | **Network Troubleshooting Features** | | | |
| a | Critical path performance and availability | | | |
| b. | Deep packet inspection and quality of experience monitoring | | | |
| c. | Intelligent alerting engine | | | |
| d. | The proposed solution shall automatically discover manageable elements connected to the network and map the connectivity between them. | | | |
| e. | Troubleshoot Traffic and bandwidth analysis | | | |
| f. | Real-time network diagnostics and repair | | | |
| g. | Solution shall manage network devices that can be discovered by IP address, link level address, or devices that run IP and Web servers. Solution shall take up the fault detection & health monitoring of various Network elements from the device level to the protocol and interface levels. It shall also provide network performance data & threshold based alerts for real time performance monitoring, Service Level monitoring, reporting and historical trending. | | | |
| **7.** | **User Device Tracker** | | | |
| a. | Receiving alerts when a user or device connects to the network | | | |
| b. | Get critical insight into switch port utilization to optimize and plan capacity | | | |
| c. | Solution shall share a single inventory database for tasks of monitoring of inventory, performance, faults and flow. | | | |
| d. | Solution shall provide discovery & inventory of heterogeneous physical network devices like Layer-2 & Layer-3 | | | |

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| | switches, Routers and other IP devices and do mapping of LAN & WAN connectivity with granular visibility up to individual ports level. | | | |
| e. | Solution shall easily retrieve current and historical inventory, performance and faults data from the system for custom data mining and reporting purposes. | | | |
| **8.** | **Traffic Analyzer** | | | |
| a. | Network traffic and bandwidth utilization in an easy-to-view dashboard | | | |
| b. | Monitor business critical application performance and ensure optimal network utilization and bandwidth usage | | | |
| c. | Monitor network traffic usage by application, user, protocol or location | | | |
| d. | Solution shall support TCP/IP stack & SNMP. | | | |
| e. | Solution shall be able to discover & map graphically the routing protocols in use, such as OSPF areas, etc. There should be provision for automatic/ initiated updates from time to time. | | | |
| f. | Solution shall provide information regarding capacity utilization and error statistics for WAN links. | | | |
| g. | It shall provide Real time network monitoring and Measurement of end-to-end Network/ system performance & availability to define service levels and further improve upon them. | | | |
| h. | Solution shall identify how device resources are affecting network performance, document current network performance for internal use and service level agreements (SLA). | | | |

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| i. | Solution shall collect, analyze and summarize management data from LAN/WAN, MIBII interfaces, various systems and services for performance management. It should allow identifying trends in performance in order to avert possible service problems. | | | |
| j. | Solution shall provide availability, service levels, response time and throughput of various Internet/ web services e.g. DNS, HTTP, SMTP etc. | | | |
| **9.** | Any hardware, software, database etc. required to install, configure, manage, maintain, support the proposed solution shall be provided by the bidder from day 1. | | | |
| **10.** | **Network Device Monitoring** | | | |
| a. | Solution shall identify over-and under-utilized links and assist in maximizing the utilization of current resources | | | |
| b. | The system should be capable of tracking typical energy consumption of network devices; track shut down policy compliance and allow deployment optimizations leading to energy savings. | | | |
| c. | Solution shall support concurrent multi-user access to the management system, enabling multiple read-write access to different areas of the management domain. Visibility and security architecture shall be maintained and administered across the entire distributed domain. | | | |
| d. | Solution shall include both static and dynamic thresholds for key operational attributes on devices and ports. Thresholds should be customizable/overridden by logical group, device type, or individual device/port level. E-mail notification | | | |

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| | when network thresholds are exceeded. | | | |
| e. | Solution shall allow creation of policies to configure, track, and report on sustainability initiatives to lower overall power utilization. Reports should track overall compliance with company initiatives, savings amounts, and should identify areas of additional savings. | | | |
| f. | Solution shall identify and report on device power utilization at the device and port level. Reports should allow easy prioritization of devices consuming the most power. | | | |
| g. | Solution shall have the capability to configure different polling speeds for different devices in the managed infrastructure with capability to poll critical devices using 30 second poll periods. | | | |
| **Solution 11: SFTP Solution** | | | | |
| | **Generic** | | | |
| 1. | Solution should provide for a Central Host at to transfer files with Clients Hosts securely, while preserving file format and its integrity. | | | |
| 2. | Solution should provide simple and minimal process for on-boarding Client Hosts | | | |
| 3. | The solution should ensure file transfers only between authenticated hosts. Strong authentication mechanism should be supported, preferred model is mutual authentication using digital certificates. | | | |
| 4. | Solution should support multiple channels to send or receive files - HTTPS, SFTP, File System | | | |
| 5. | The exchanging files between Central host and client host could be uni- | | | |

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| | directional or bi-directional. The Solution should provide facilities for configuration based on Host's preferences | | | |
| 6. | The Solution should provide option to configure patterns to rename files as per the configured rules | | | |
| 7. | The Solution should ensure the file integrity is checked for file transfers, preferably through digital signatures | | | |
| 8. | The Solution should have ability to encrypt files before transfer initiates and decrypt once transfer is complete. The option to encrypt/decrypt should be configurable at Host level. Should have an option of using industry standard encryption/decryption methodology (PGP, AES, 3DES) | | | |
| 9. | The Solution should have ability to specify daily time range between which transfer is allowed for prioritized Clients | | | |
| 10. | The Solution should provide mechanism to check duplicate files based on file content, file name or both | | | |
| 11. | The Solution must employ mechanisms to check for incomplete files | | | |
| 12. | During file transfer failure, the Solution should have ability to resume file transfers from the last failure point instead of reinitiating complete transfer. | | | |
| 13. | The Solution should have ability for automatic retries for file transfer in case of failures | | | |
| 14. | The Solution should be capable to send/receive large files (in GBs) | | | |
| 15. | The Solution should have ability to maintain multiple folders for pickup and delivery of files from Client to Central Host and vice-versa | | | |
| 16. | The Solution should have ability to transfer files where there are proxy level settings at Client hosts | | | |
| | **Alerts** | | | |

| | | | | |
|---|---|---|---|---|
| 17. | The Solution should have abilities for alerts and notifications by way of email/SMS a. Failure to transfer files after reties b. Acknowledgement alerts for successful transfers c. System failures | | | |
| 18. | Solution should be capable to monitor continuously and send intimation alerts to the configured users | | | |
| | **Host Management** | | | |
| 19. | The Solution should offer Client host management Dashboard for real-time monitoring | | | |
| 20. | The Solution should provide control to centrally manage the Client Hosts from master host. The solution must be able to cater to : a. Client Management - Enrolling/Removing, Updates, Fetching details, Certificate renewals b. Health Check-up - Continuous feed whether the clients are active or dormant c. Upgrades - Provision for automated or manual triggered process for applying product patches/updates/upgrades d. License - Upgrades/Renewals must occur from central location e. Failure alerts - Configure the failure points for alerts - based on the criticality, including client profiles | | | |
| 21. | Any other features in addition to the above mentioned that will help in smooth running of day-to-day activities will be considered for qualification | | | |
| 22. | Solution should support for bulk update of Client Hosts from Central Host | | | |
| | **Administration and UI** | | | |
| 23. | Solution should offer Dashboards - Common report interface for providing the admin activity, transaction report and system logs | | | |

| | | | | |
|---|---|---|---|---|
| 24. | The Solution should provide easy to use web-based administration panel | | | |
| 25. | The Solution should provide a GUI for managing multiple Admin users. Authorized Officials should be able to login to this web based platform and be able to create and manage Admin users. | | | |
| 26. | The solution should implement strong access controls and authentication measures. It should have ability to provision granular access control and shall support monitoring and logging of access. | | | |
| 27. | Solution should support dual-authorization model while approving state changes in the system | | | |
| 28. | Solution should support configuration for various events including status of Client hosts | | | |
| | **Logs and Reports** | | | |
| 29. | The Solution should have the capability of detailed logging and audit tracking of all key state changes, administrator access and policy changes. | | | |
| 30. | The Solution should have facility to maintain logs for file transfers for reporting and tracking purposes. The reports should be exportable with/without appropriate filters | | | |
| | **Platform** | | | |
| 31. | The Solution should be compatible with standard operating systems such as Windows, Linux/Unix | | | |
| 32. | The Solution should be configured in HA mode both at Data Center and DR Location. The Solution shall be highly scalable to meet the future requirements of the Bank. The Solution should have capabilities for Auto Sync for the DC and DR Location with same level of security | | | |

| | | | | |
|---|---|---|---|---|
| 33. | Solution must support HA for both Client and Central Hosts | | | |
| 34. | SFTP server should support Windows 2012, Linux OS. | | | |
| 35. | System should place all files on SFTP (Secure File Transfer Protocol) and it should be capable of reading responses automatically.<br>Multiple (minimum 100) users can connect proposed SFTP server concurrently | | | |
| 36. | SFTP (Secure File Transfer Protocol) should support SSL or SSH for secure file transfer. | | | |
| 37. | Authentication mechanisms - usernames and passwords, public key authentication, digital signatures, LDAP etc. | | | |
| 38. | Should have logs record for file transfer events and provide auditors, tech support staff, or digital forensic experts a reliable digital trail to investigate if something goes wrong. | | | |
| 39. | Should have inbuilt Data Loss Prevention (DLP) features or Compatible with integration with leading DLP solutions. | | | |
| 40. | Integrates with several antivirus software and performs automated virus scans to ensure all uploaded files are free from malware. | | | |
| 41. | The solution should support the bank to keep track of file movement and ensures confidentiality, integrity and authenticity of information. | | | |
| 42. | The solution should be platform independent, easy to incorporate and cost effective to deploy. | | | |
| 43. | Should not require integration of any standard/proprietary technologies with the application servers | | | |
| 44. | Solution should ensure that no re-engineering of business applications is necessary | | | |

| | | | | |
|---|---|---|---|---|
| 45. | The FTP System should support online/ real-time comprehensive and customizable management dashboard. | | | |

## 5.2 Sizing of Solutions

| Sr. No. | Security Solution | Initial Licenses Required | High Availability/ DR Infrastructure | Infrastructure | Remark | Proposed Make / Model |
|---|---|---|---|---|---|---|
| 1 | Service Management<br>1. Ticketing<br>2. Service Desk<br>3. Change & Request Management<br>4. Incident & Problem Management<br>5. Knowledge Management<br>6. SLA Management | 200 – concurrent technician users and 40,000 end users | Solution/all components in **DC in High Availability &** and **DR in standalone** with all the related required items/ accessories. DC and DR should be fully redundant and capable of entire load at any point of time. | The Bidder shall provide appliance, OS, Database & Storage and necessary backup solution including any components required to make solution running as per Scope and SLA | | |
| 2 | Workflow Management (Event-Correlation, Availability & Orchestration)<br><br>(Servers, DB, Storage, Network Device) | 200 | Solution/all components in **DC in High Availability &** and **DR in standalone** with all the related required items/ accessories. DC and DR should be fully redundant and capable of entire load at any point of time. | The Bidder shall provide appliance, OS, Database & Storage and necessary backup solution including any components required to make solution running as per Scope and SLA | | |
| 3 | Capacity Management<br><br>Servers-1500<br>Network Device-200<br>Storage-50 | 1750 | Solution/all components in **DC in High Availability &** and **DR in standalone** with all the related required items/ accessories. DC and DR should be fully redundant and capable of entire | The Bidder shall provide appliance, OS, Database & Storage and necessary backup solution including any components required to make solution | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| | | | load at any point of time. | running as per Scope and SLA | | |
| 4 | Server Monitoring | 1500 | Solution/all components in **DC in High Availability &** and **DR in standalone** with all the related required items/ accessories. DC and DR should be fully redundant and capable of entire load at any point of time. | The Bidder shall provide appliance, OS, Database & Storage and necessary backup solution including any components required to make solution running as per Scope and SLA | | |
| 5. | DB Monitoring | 100 | Solution/all components in **DC in High Availability &** and **DR in standalone** with all the related required items/ accessories. DC and DR should be fully redundant and capable of entire load at any point of time. | The Bidder shall provide appliance, OS, Database & Storage and necessary backup solution including any components required to make solution running as per Scope and SLA | | |
| 6. | Storage Monitoring | 50 | Solution/all components in **DC in High Availability &** and **DR in standalone** with all the related required items/ accessories. DC and DR should be fully redundant and capable of entire load at any point of time. | The Bidder shall provide appliance, OS, Database & Storage and necessary backup solution including any components required to make solution running as per Scope and SLA | | |
| 7. | Configuration Management (end points – 45000, | 59150 | Solution/all components in **DC in High Availability &** and | The Bidder shall provide appliance, OS, Database & | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| | Servers-1500, Storage-50, database-100, network devices-12500) | | **DR in standalone** with all the related required items/ accessories. DC and DR should be fully redundant and capable of entire load at any point of time. | Storage and necessary backup solution including any components required to make solution running as per Scope and SLA | | |
| 8. | Patch Management 45000 -End points 1500-Servers | 46500 | Solution/all components in **DC in High Availability &** and **DR in standalone** with all the related required items/ accessories. DC and DR should be fully redundant and capable of entire load at any point of time. | The Bidder shall provide appliance, OS, Database & Storage and necessary backup solution including any components required to make solution running as per Scope and SLA | | |
| 9 | Inventory (Asset) Management 45000-end points, 1500– Servers, 50-Storage, 12500-network devices | 59,150 | Solution/all components in **DC in High Availability &** and **DR in standalone** with all the related required items/ accessories. DC and DR should be fully redundant and capable of the entire load at any point of time. | The Bidder shall provide appliance, OS, Database & Storage and necessary backup solution including any components required to make solution running as per Scope and SLA | | |
| 10 | Network Monitoring & Automation | 12500 | Solution/all components in **DC in High Availability &** and **DR in standalone** with all the related required items/ accessories. DC and DR should be fully redundant and capable of the entire load at any point of time. | The Bidder shall provide appliance, OS, Database & Storage and necessary backup solution including any components required to make solution running as per Scope and SLA | | |
| 11 | Secure File Transfer solution | 100 | Solution/all components in **DC in High** | The Bidder shall provide appliance, OS, | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| | (Client hosts license-100) | | **Availability &** and **DR in standalone** with all the related required items/ accessories. DC and DR should be fully redundant and capable of the entire load at any point of time. | Database & Storage and necessary backup solution including any components required to make solution running as per Scope and SLA | | |

**Note- The above quantity is provisional and for sizing purpose. The Bank can procure any number of licenses (higher or lesser quantity) at the same rates as finalized in this RFP process.**

## PART 6: BID FORM, PRICE SCHEDULES AND OTHER FORMATS

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**FORMAT NUMBERS**

6.1.1 Bid Form (Technical Bid)

6.1.2 Bid Form (Price Bid)

6.2 Non-Disclosure Agreement

6.3 Price Schedule

6.4 Bid Security Form

6.5 Contract Form

6.6 Performance Security Form

6.7 Bank Guarantee Form for Advance Payment

6.8 Manufacturer's Authorization Form

6.9 Certificate for Successful Commissioning

6.10 Organizational Profile

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6.22 Self-Declaration for Non-Blacklisting

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6.24 Undertaking for Experience of Installation and Support of proposed Solution

6.25 Unconditional Acceptance of the terms and conditions TCC of the RFP

6.26 Software/Solution Integrity Certificate

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6.28 Project Plan

6.29 Checklist

6.30 Format for Submission of Pre-Bid Queries

6.31 Service References

6.32 Compliance Statement

6.33 Pre Bid Query Submission Format

## FORMAT 6.1.1: BID FORM (TECHNICAL BID)

**(to be included in Technical Bid Envelope)**

Date: .....

To:

The General Manager,
Information Technology Department,
8th Floor, Star House 2,
Head Office, BKC,
Mumbai-400 051.

Sir,

**Ref: Your RFF Ref: BOI:HO:IT:RFP:ITSM:200 Dated: 15.06.2020**

Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to ITSM Solution, in conformity with the said Bidding documents.

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

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

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

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

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

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

Dated this ..... day of ..... 2020

_____

*(Signature)* *(Name)*
*(In the capacity of)*

Duly authorized to sign Bid for and on behalf of _____

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

Date: .....

To:
The General Manager
Bank of India,
Information Technology Department,
Head Office
Mumbai-400 051.

Sir,

**Ref: Your RFF Ref: BOI:HO:IT:RFP:ITSM:200 Dated: 15.06.2020**

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

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

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

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

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

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

We understand that you are not bound to accept the lowest or any Bid you may receive.
Dated this ..... day of ..... 2020

_____ ____ _____
*(Signature)* *(Name)* *(In the capacity of)*

Duly authorized to sign Bid for and on behalf of _____

## FORMAT 6.2: NON-DISCLOSURE AGREEMENT

**Ref: Your RFF Ref: BOI:HO:IT:RFP:ITSM:200 Dated: 15.06.2020**

WHEREAS, we, _____, having Registered Office at _____, hereinafter referred to as the COMPANY, are agreeable for doing an ITSM Solution for Bank of India, having its registered office at Star House, C-5, G Block, Bandra Kurla Complex, Mumbai – 400 051, hereinafter referred to as the BANK and,

WHEREAS, the COMPANY understands that the information regarding the **ITSM Solution** shared by the BANK in their Request for Proposal is confidential and/or proprietary to the BANK, and

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

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

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

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

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

Authorized Signatory
Name:
Designation:
Office Seal:
Place:
Date:

## FORMAT 6.3: PRICE SCHEDULE

### Part I: Solution Cost (Appliance based)

**Ref: Your RFF Ref: BOI:HO:IT:RFP:ITSM:200 Dated: 15.06.2020**

### Part I: Solution Cost (Appliance based) with 1 Year Comprehensive Onsite Warranty

The bidder must take care in filling price information in the commercial bid, to ensure that there are no typographical or arithmetic errors. All fields must be filled up correctly.

Consolidated, all-inclusive fee for the total project as specified in the Request for Proposal should be mentioned.

This Technical Bill of Material (BOM) must be attached in technical bid as well as commercial bid. The format will be identical for both technical and commercial bids, except that the **technical bid will not contain any price information**.

### Part I: Solution and License Cost (Appliance based) with 1 Year Comprehensive onsite Warranty

| Sr. No | Solution/Service | Items | Quantity | Unit Cost (in INR) | Total (in INR) |
|---|---|---|---|---|---|
| 1. | Service Management<br>1. Ticketing<br>2. Service Desk<br>3. Change & Request Management<br>4. Incident & Problem Management | Solution Cost, Commissioning of Appliance at BOI DC in High Availability and BOI DR in Stand Alone. DC and DR Setup in full redundancy with all required items including OS, database (in case of non-Oracle, Other OS than windows), software / solution/ third party products etc. with one year Comprehensive Support/ warranty<br>**(A1)** | 1 | | |

| | | | | | |
|---|---|---|---|---|---|
| | 5. Knowledge Management<br>6. SLA Management | Perpetual License cost for 200 concurrent technician users and 40,000 end users with implementation and all related required items/ accessories with One year Complete AMC, ATS and Support Back Lining with OEM.<br>**(B1)** | 200 – concurrent technician users and 40,000 end users | | |
| | | **Total Cost Z1=A1+B1** | | | **Z1** |
| 2. | Workflow Management (Event-Correlation, Availability & Orchestration) | Solution Cost, Commissioning of Appliance at BOI DC in High Availability and BOI DR in Stand Alone. DC and DR Setup in full redundancy with all required items including OS, database (in case of non-Oracle, Other OS than windows), software / solution/ third party products etc. with one year Comprehensive Support/ warranty<br>**(A2)** | 1 | | |
| | | Perpetual Licenses for 200 assets (Servers, Storage, Network devices etc.) With implementation and all related required items / accessories with One year Complete AMC, ATS, Support Back Lining with OEM.<br>**(B2)** | 200 | | |
| | | **Total Cost Z2= A2+B2** | | | **Z2** |

| | | | | | |
|---|---|---|---|---|---|
| 3. | Capacity Management | Solution Cost, Commissioning of Appliance at BOI DC in High Availability and BOI DR in Stand Alone. DC and DR Setup in full redundancy with all required items including OS, database (in case of non-Oracle, Other OS than windows), software / solution/ third party products etc. with one year Comprehensive Support/ warranty **(A3)** | 1 | | |
| | | Perpetual License for 1750 assets (Servers, Network Devices, Storage etc.) with implementation and all related required items/ accessories with One year Complete AMC, ATS, Support Back Lining with OEM (B3) | 1750 | | |
| | | **Total Cost Z3=A3+B3** | | | **Z3** |
| 4. | Server Monitoring | Solution Cost, Commissioning of Appliance at BOI DC in High Availability and BOI DR in Stand Alone. DC and DR Setup in full redundancy with all required items including OS, database (in case of non-Oracle, Other OS than windows), software / solution/ third party products etc. with one year Comprehensive Support/ warranty **(A4)** | 1 | | |
| | | Perpetual License for 1500 servers with implementation and all related required items/ accessories with One year | 1500 | | |

| | | | | | |
|---|---|---|---|---|---|
| | | Complete AMC, ATS, Support Back Lining with OEM. **(B4)** | | | |
| | | **Total Cost Z4= A4+B4** | | | **Z4** |
| 5. | DB Monitoring | Solution Cost, Commissioning of Appliance at BOI DC in High Availability and BOI DR in Stand Alone. DC and DR Setup in full redundancy with all required items including OS, database (in case of non-Oracle, Other OS than windows), software / solution/ third party products etc. with one year Comprehensive Support/ warranty **(A5)** | 1 | | |
| | | Perpetual License for 100 DB Instances with implementation and all related required items/ accessories with One year Complete AMC, ATS, Support Back Lining with OEM. (B5) | 100 | | |
| | | **Total Cost Z5=A5+B5** | | | **Z5** |
| 6. | Storage Monitoring | Solution Cost, Commissioning of Appliance at BOI DC in High Availability and BOI DR in Stand Alone. DC and DR Setup in full redundancy with all required items including OS, database (in case of non-Oracle, Other OS than windows), software / solution/ third party products etc. with one year Comprehensive Support/ warranty **(A6)** | 1 | | |

| | | | | | |
|---|---|---|---|---|---|
| | | Perpetual License for 50 storage controllers with implementation and all related required items/ accessories with One year Complete AMC, ATS, Support Back Lining with OEM. **(B6)** | 50 | | |
| | | **Total Cost Z6=A6+B6** | | | **Z6** |
| 7. | Configuration Management | Solution Cost, Commissioning of Appliance at BOI DC in High Availability and BOI DR in Stand Alone. DC and DR Setup in full redundancy with all required items including OS, database (in case of non-Oracle, Other OS than windows), software / solution/ third party products etc. with one year Comprehensive Support/ warranty **(A7)** | 1 | | |
| | | Perpetual license cost of 45000 end points with implementation and all related required items/ accessories with One year Complete AMC, ATS, Support Back Lining with OEM. **(B71)** | 45000 | | |
| | | Perpetual license cost of 1500 servers with implementation and all related required items/ accessories with One year Complete AMC, ATS, and Support Back Lining with OEM. **(B72)** | 1500 | | |
| | | Perpetual license cost of 50 Storage devices with implementation and all related required items/ accessories with One year Complete AMC, ATS, Support Back Lining with OEM. | 50 | | |

| | | | | | |
|---|---|---|---|---|---|
| | | **(B73)** | | | |
| | | Perpetual license cost of 100 database instances endpoints with implementation and all related required items/ accessories with One year Complete AMC, ATS, Support Back Lining with OEM. **(B74)** | 100 | | |
| | | Perpetual license cost of 12500 network devices with implementation and all related required items/ accessories with One year Complete AMC, ATS, Support Back Lining with OEM. **(B75)** | 12500 | | |
| | | **Total Cost Z7=A7+B71+B72+B73+B74+B75** | | | **Z7** |
| 8. | Patch Management | Solution Cost, Commissioning of Appliance at BOI DC in High Availability and BOI DR in Stand Alone. DC and DR Setup in full redundancy with all required items including OS, database (in case of non-Oracle, Other OS than windows), software / solution/ third party products etc. with one year Comprehensive Support/ warranty **(A8)** | 1 | - | - |
| | | Perpetual license cost of 46500 devices with implementation and all related required items/ accessories with One year Complete AMC, ATS, Support Back Lining with OEM. **(B8)** | 45000 Endpoints and 1500 Servers | | |
| | | **Total Cost Z8=A8+B8** | | | **Z8** |

| | | | | | |
|---|---|---|---|---|---|
| 9. | Inventory (Asset) Management | Solution Cost, Commissioning of Appliance at BOI DC in High Availability and BOI DR in Stand Alone. DC and DR Setup in full redundancy with all required items including OS, database (in case of non-Oracle, Other OS than windows), software / solution/ third party products etc. with one year Comprehensive Support/ warranty **(A9)** | 1 | | |
| | | Perpetual license cost of 59050 devices with implementation and all related required items/ accessories with One year Complete AMC, ATS, Support Back Lining with OEM. **(B9)** | 45000-endpoints 1500-Servers 50-Storage 12500-network devices | | |
| | | **Total Cost Z9=A9+B9** | | | **Z9** |
| 10. | Network Monitoring & Automation | Solution Cost, Commissioning of Appliance at BOI DC in High Availability and BOI DR in Stand Alone. DC and DR Setup in full redundancy with all required items including OS, database (in case of non-Oracle, Other OS than windows), software / solution/ third party products etc. with one year Comprehensive Support/ warranty **(A10)** | 1 | | |
| | | Perpetual license cost of 12500 network devices with implementation and all related required items/ accessories with One year Complete AMC, ATS, Support Back Lining with OEM. **(B10)** | 12500 | | |

| | | | | | |
|---|---|---|---|---|---|
| | | **Total Cost Z10 =A10+B10** | | | **Z10** |
| 11 | Secure File Transfer solution | Solution Cost, Commissioning of Appliance at BOI DC in High Availability and BOI DR in Stand Alone. DC and DR Setup in full redundancy with all required items including OS, database (in case of non-Oracle, Other OS than windows), software / solution/ third party products etc. with one year Comprehensive Support/ warranty **(A11)** | 1 | | |
| | | Perpetual License for 100 users with implementation and all related required items/ accessories with One year Complete AMC, ATS, Support Back Lining with OEM. **(B11)** | 100 | | |
| | | **Total Cost Z11=A11+B11** | | | **Z11** |
| | | | | | |
| **Grand Total Z = Z1+Z2+Z3+Z4+Z5+Z6+Z7+Z8+Z9+Z10+Z11** | | | | | **Z** |
| | | | | | |

**Important Notes:**

1. The Bank reserves the rights to Buy for the line items as mentioned above as full or any partial hardware and software. The Bank also reserves the rights to increase the number of any line items mentioned while doing the actual procurement.

2. Price quoted should be exclusive of Goods & Services tax but inclusive of all other applicable taxes.

3. In case of discrepancy between figures and words, the amount in words shall prevail.

4. No increase in costs, duties, levies, taxes, charges, etc., irrespective of reasons (including exchange rate fluctuations, etc.) whatsoever, shall be admissible during the currency of the Contract.

5. Successful bidder has to submit the OEM support certificate for all Products, Hardware and Software for releasing the payment. Bank will not release the payment until the certificate from the OEM will not be provided.

6. Hardware and software quoted in this bid should not be END of support during contract period.

7. For any item, the price is not quoted or cost is indicated as zero, it will be assumed that the item is provided to the bank at no cost.

**Format 6.3**
**Price Schedule**
**Part II: AMC/ATS Cost**

**AMC/ATS of Solution and Licenses (Comprehensive onsite Management, Maintenance, support and services)**

| Sr. No | Solution/Service | Items | AMC/ATS Charges per year (in INR) (Excluding GST) | Total Amount of 6 years (in INR) (Excluding GST) |
|---|---|---|---|---|
| 1. | Service Management<br>1. Ticketing<br>2. Service Desk<br>3. Change & Request Management<br>4. Incident, Event & Problem Management<br>5. Knowledge Management<br>6. SLA Management | Comprehensive AMC/ATS of Solution / appliance with all related required items/ accessories with Support Back Lining with OEM<br>**A1** | | |
| | | ATS/AMC for Perpetual License cost of 200 Nos. and 40,000 end users with all related required items/ accessories with Support Back Lining with OEM<br>**B1** | | |
| | | **Total Cost A1+B1** | | **Y1** |
| 2. | Workflow Management (Event-Correlation, Availability & Orchestration) | Comprehensive AMC/ATS of Solution / appliance with all related required items/ accessories with Support Back Lining with OEM<br>**A2** | | |
| | | ATS/AMC for Perpetual License for 200 assets with all related required items/ accessories with Support Back Lining with OEM<br>**B2** | | |
| | | **Total Cost A2+B2** | | **Y2** |
| 3. | Capacity Management | Comprehensive AMC/ATS of Solution / appliance with all related required items/ | | |

| | | | | |
|---|---|---|---|---|
| | | accessories with Support Back Lining with OEM **A3** | | |
| | | ATS/AMC for Perpetual License for 1750 assets with all related required items/ accessories with Support Back Lining with OEM **B3** | | |
| | | **Total Cost A3+B3** | | **Y3** |
| 4. | Server Monitoring | Comprehensive AMC/ATS of Solution / appliance with all related required items/ accessories with Support Back Lining with OEM **A4** | | |
| | | ATS/AMC for Perpetual License for 1500 servers with all related required items/ accessories with Support Back Lining with OEM **B4** | | |
| | | **Total Cost A4+B4** | | **Y4** |
| 5. | DB Monitoring | Comprehensive AMC/ATS of Solution / appliance with all related required items/ accessories with Support Back Lining with OEM **A5** | | |
| | | ATS/AMC for Perpetual License for 100 DB Instances with all related required items/ accessories with Support Back Lining with OEM **B5** | | |
| | | **Total Cost A5+B5** | | **Y5** |
| 6. | Storage Monitoring | Comprehensive AMC/ATS of Solution / appliance with all related required items/ accessories with Support Back Lining with OEM **A6** | | |

| | | | | |
|---|---|---|---|---|
| | | ATS/AMC for Perpetual License for 50 storage controllers with all related required items/ accessories with Support Back Lining with OEM<br>**B6** | | |
| | | **Total Cost A6+B6** | | **Y6** |
| 7. | Configuration Management | Comprehensive AMC/ATS of Solution / appliance with all related required items/ accessories with Support Back Lining with OEM<br>**A7** | | |
| | | ATS/AMC for Perpetual License for 45000 endpoints with all related required items/ accessories with Support Back Lining with OEM<br>**B71** | | |
| | | ATS/AMC for Perpetual licensee for 1500 servers with all related required items/ accessories with Support Back Lining with OEM.<br>**B72** | | |
| | | ATS/AMC for Perpetual licenses for 50 Storage devices with all related required items/ accessories with Support, Back Lining with OEM.<br>**B73** | | |
| | | ATS/AMC for Perpetual licenses for 100 database instances with all related required items/ accessories with Support Back Lining with OEM.<br>**B74** | | |

| | | | | |
|---|---|---|---|---|
| | | ATS/AMC for Perpetual licenses for 12500 network devices with all related required items/ accessories with Support Back Lining with OEM.<br>**B75** | | |
| | | **Total Cost A7+B71+B72+B73+B74+ B75** | | **Y7** |
| 8. | Patch Management | Comprehensive AMC/ATS of Solution / appliance with all related required items/ accessories with Support Back Lining with OEM<br>**A8** | | |
| | | ATS/AMC for Perpetual License for 45000 endpoints & 1500 servers with all related required items/ accessories with Support Back Lining with OEM<br>**B8** | | |
| | | **Total Cost A8+B8** | | **Y8** |
| 9. | Inventory (Asset) Management | Comprehensive AMC/ATS of Solution / appliance with all related required items/ accessories with Support Back Lining with OEM<br>**A9** | | |
| | | ATS/AMC for Perpetual License for 42000 endpoints, 1500 servers & 12500 network devices with all related required items/ accessories with Support Back Lining with OEM<br>**B9** | | |
| | | **Total Cost A9+B9** | | **Y9** |
| 10. | Network Monitoring & Automation | Comprehensive AMC/ATS of Solution / appliance with all related required items/ accessories with Support Back Lining with OEM | | |

| | | | | |
|---|---|---|---|---|
| | | **A10** | | |
| | | ATS/AMC for Perpetual License for 12500 network devices with all related required items/ accessories with Support Back Lining with OEM **B10** | | |
| | | **Total Cost A10+B10** | | **Y10** |
| 11 | Secure File Transfer solution | Comprehensive AMC/ATS of Solution / appliance with all related required items/ accessories with Support Back Lining with OEM **A11** | | **Y11** |
| | | ATS/AMC for Perpetual License cost of 100 users with all related required items/ accessories with Support Back Lining with OEM **B11** | | |
| | | **Total Cost A11+B11** | | **Y11** |
| **Grand Total Y=Y1+Y2+Y3+Y4+Y5+Y6+Y7+Y8+Y9+Y10+Y11** | | | | **Y** |

**Important Notes:**

1) All Prices will be exclusive of Goods & Services tax but inclusive of all other applicable taxes.

2) Annual maintenance cost/ Annual technical Support per year of the proposed/offered products for the entire contract period should not be less than 8% of total cost for respective solution/item.

3) AMC charges to be given in the prescribed format separately.

4) AMC contract can be extended at the discretion of the bank at the same rates after the expiry of the contract period.

5) The Bank, at its sole discretion, will enter into an AMC/ATS Contract for required duration.

6) AMC will include all applicable Software Modules / Components items as applicable, indicated in the Price Schedule.

7) AMC charges as above will be considered for Price evaluation.

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

**Format 6.3**
**Price Schedule**
**Part III: Facility Management Support (Operations Cost)**

| Resource type | No. of resources | Unit rate per resource per month (in INR) | Cost for One year (IN INR) | Total cost for 7 years (in INR) |
|---|---|---|---|---|
| **L1** | 23 | | | |
| **L2** | 12 | | | |
| **L3 (Team Lead)** | 3 | | | |
| **Total amount in numbers** | | | | **X** |
| **Total amount in words** | | | | |

- It will be the decision of the Bank to decide the actual number of resources, which may increase, or decrease depending on the actual requirements and will be finalized with the successful bidder during the contracting period at a later stage.
- FMS Charges as above shall be considered for price evaluation.
- The Unit rate for L1, L2, L3 and Delivery lead will remain fixed for contract period.
- Payment of support/services will be done as per calculation of the uptime and deducting applicable penalty for downtime, which is mentioned in the related clause of the RFP.
- The bidders strictly quote in the format and for periods as mentioned above.
- Providing software upgrades in time for the devices supplied by the bidder from the Original Equipment Manufacturer (OEM).

**Format 6.3 Price Schedule**
**Part IV : Total Project Cost**

| Sr. No | Type | Total Cost (in INR) |
|---|---|---|
| 1 | Solution Cost with 1 Year Warranty-Z | |
| 2 | AMC/ATS of Solution (Service, Manage & Maintenance-Y | |
| 3 | Facility Management Cost- X | |
| Total Cost Of The Project (TCP) in figures | | |
| Total Cost Of The Project (TCP) in words | | X+Y+Z |

**Note**: Lowest bidder will be declared after the sum of total of format 6.3 Part I, Part II and Part III as tabulated above.
**Validity**: The prices offered will remain valid for Contract Duration in case of Additional Licenses & for Manpower resources during contract period from the date of issue of Purchase Order.

Place:

Date:

Seal & Signature of the Vendor

**Important Notes**:

1. All Prices will be exclusive of Goods & Services Tax (GST) but inclusive of all other applicable taxes.
2. The bidder shall mandatorily attach the detailed Specifications of all Hardware/ Software, Components as above separately in the Technical Bid (Bill of Material, Format 6.13), supported by Technical Literature/ Data sheet/ Product Catalogues/Brochures, etc. This is Mandatory for the bidder.
3. Price quoted should be inclusive of all costs, duties, levies, taxes and all other applicable charges excluding GST as applicable in respective State,
4. In case of discrepancy between figures and words, the amount in words shall prevail.
5. In case of discrepancy between unit price and total price, the unit price shall prevail.
6. The Annual Maintenance / Technical Support i.e. AMC/ATS, offered by the bidder should have a back to back supporting arrangement with the original suppliers or their approved business partners of the hardware or software with necessary documentary evidence thereof produced to the bank.
7. The vendor will be responsible for obtaining necessary clearance/approval from the local sales tax authorities (at destination place).
8. No increase in costs, duties, levies, taxes, charges, etc., irrespective of reasons (including exchange rate fluctuations, etc.) whatsoever, shall be admissible during the currency of the Contract.
9. L1 will be declared after examining Total Project Cost (point 4).

10. The price quoted, shall be valid for contract period. Prices payable to the Supplier as stated in the Contract shall be firm and not subject to adjustment during performance of the Contract, irrespective of reasons whatsoever, including exchange rate fluctuations, changes in taxes, duties, levies, charges etc. Price quoted will be inclusive of all taxes, duties, levies charges, etc. and no additional charges shall be payable by the bank. GST/ Service tax payable if any under this contract shall be payable as applicable.

## FORMAT 6.4: BID SECURITY FORM

**Ref: Your RFF Ref: BOI:HO:IT:RFP:ITSM:200 Dated: 15.06.2020**

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

KNOW ALL PEOPLE by these presents that WE ..... *(name of bank)* of ..... (name of country), having our registered office at ..... *(address of bank)* (hereinafter called "the Bank"), are bound unto ..... *(name of Purchaser)* (hereinafter called "the Purchaser") in the sum of _____for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors, and assigns by these presents. Sealed with the Common Seal of the said Bank this ____ day of _____ 2020.

THE CONDITIONS of this obligation are:

1. If the bidder withdraws its Bid during the period of Bid validity specified by the bidder on the Bid Form; or

2. If the bidder, having been notified of the acceptance of its Bid by the Purchaser during the period of Bid validity:

   (a) fails or refuses to execute the Contract Form if required; or

   (b) fails or refuses to furnish the performance security, in accordance with the Instruction to The bidders.

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

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

(Signature of the bidder's Bank)

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

## FORMAT 6.5: CONTRACT FORM

**Ref: Your RFF Ref: BOI:HO:IT:RFP:ITSM:200 Dated: 15.06.2020**

**THIS AGREEMENT** made the .....day of....., 2020. Between ..... *(Name of Purchaser)* (hereinafter called "the Purchaser") of the one part and ..... *(Name of Supplier)* of ..... *(City and Country of Supplier)* (hereinafter called "the Supplier") of the other part:

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

**NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:**

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.

2. The following documents of Bid No.**: BOI:HO:IT:RFP:ITSM:200 dated 15.06.2020** shall be deemed to form and be read and construed as part of this Agreement, viz.:

   a) the Bid Form and the Price Schedule submitted by the bidder;

   b) the Bill of Material;

   c) the Technical & Functional Specifications;

   d) the Terms and Conditions of Contract;

   e) the Purchaser's Notification of Award;

   f) Schedule of Dates, Amounts etc.

3. In consideration of the payments to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Purchaser to provide the Products and services and to remedy defects therein, in conformity in all respects with the provisions of the Contract.

4. The Purchaser hereby covenants to pay the Supplier in consideration of the provision of the Products and services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

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

Signed, Sealed and Delivered by the

said ..... (For the Purchaser)

in the presence of: .....

Signed, Sealed and Delivered by the

said ..... (For the Supplier)

in the presence of: .....

## FORMAT 6.6: PERFORMANCE SECURITY/ BANK GUARANTEE

**Ref: Your RFF Ref: BOI:HO:IT:RFP:ITSM:200 Dated: 15.06.2020**

Bank Guarantee No. ….
Date: …….
Issued by…….

To,

Bank of India
(As per RFP) ……..
…….

**WHEREAS……**, having its registered office at…… (hereinafter called the “Service Provider") has undertaken, in pursuance of your RFP Reference No. Ref: **……** Dated ……. for **Installation, Commissioning, Maintenance, Monitoring and Facility Management of ITSM & ITAM Solution** for the period specified in the RFP (hereinafter called "the Contract").

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

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

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

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

6. We,_____ (indicate the name of bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Contract and that it shall continue to be enforceable till all the dues of the Bank of India under or by virtue of the said Contract have been fully paid and its claims satisfied or discharged or till Bank of India certifies that the terms and conditions of the said Contract have been fully and properly carried out by the said Service Provider and accordingly discharges this guarantee. This Guarantee shall be valid up to……. and unless a demand or claim under this guarantee is made on us in writing on or before the……. +6months we shall be discharged from all liability under this guarantee thereafter.

7. We, _____ (indicate the name of bank) further agree with Bank of India that Bank of India shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Contract or to extend time of performance by the said Service Provider from time to time or to postpone for any time or from time to time any of the powers exercisable by Bank of India against the said Service Provider and to forbear or enforce any of the terms and conditions relating to the said Contract and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Service Provider or for any forbearance, act or omission on the part of Bank of India or any indulgence by the Bank of India to the said Service Provider or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

8. This guarantee will not be discharged due to the change in our constitution or of the Service Provider.

9. We, _____ (indicate the name of bank) lastly undertake not to revoke this guarantee during its currency.

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

Signature and Seal of Guarantors (Service Provider's Bank)
.....
Date.....
.....
Address: .....
.....

## FORMAT 6.7: BANK GUARANTEE FOR ADVANCE PAYMENT

**Ref: Your RFF Ref: BOI:HO:IT:RFP:ITSM:200 Dated: 15.06.2020**

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

Gentlemen:

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

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

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

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

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

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

## FORMAT 6.8: MANUFACTURERS'/PRODUCERS' AUTHORIZATION FORM

No. _____ Date:

To:
---
---
---

Dear Sir:

**Ref: Your RFP Ref: BOI:HO:IT:RFP:ITSM:200 Dated: 15.06.2020**

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

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

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

(a) Such Products as the Bank may opt to purchase from the Supplier, provided, that this option shall not relieve the Supplier of any warranty obligations under the Contract; and

(b) in the event of termination of production of such Products:

i. notification to the Bank of the pending termination, in sufficient time to permit the Bank to procure needed requirements; and

ii. following such termination, furnishing at no cost to the Bank and shall be inline to RFP terms. The blueprints, design documents, operations manuals, standards, source codes and specifications of the Products shall be provided to bank at no cost, if requested for ensuring business continuity.

(c) We duly authorize the said firm to act on our behalf in fulfilling all scope, Technical support and maintenance obligations required by the contract.

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

Yours faithfully,

Authorized Signatory
(Name of OEM/ Producers)
Note:

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

ii. This MAF/ Undertaking letter has to be issued by every OEM / all OEMs of the solutions offered by the bidder under this RFP.

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

No. Date:

M/s.

**Ref: Your RFF Ref: BOI:HO:IT:RFP:ITSM:200 Dated: 15.06.2020**

Sub: Certificate of commissioning of ITSM Solution

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

   a) Contract No._____ dated _____ ___

   b) Description of the Solution _____

   c) Quantity _____

   d) Date of commissioning and proving test _____

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

   S. No. Description Amount to be recovered

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

4. The Supplier has fulfilled his contractual obligations satisfactorily*

   or

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

   (a)

(b)

(c)

(d)

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

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

Signature : _____

Name : _____

Designation with stamp : _____

* <u>Explanatory notes for filling up the certificates:</u>

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

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

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

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

**FORMAT 6.10: ORGANISATIONAL PROFILE**
**(Include in Technical Proposal Only – Not to be included in Price Proposal)**
**Ref: Your RFF Ref: BOI:HO:IT:RFP:ITSM:200 Dated: 15.06.2020**

| | | | |
|---|---|---|---|
| CONSTITUTION<br>Proprietary<br>Private Ltd.<br>Public Ltd. | : | | |
| Established since<br>Commercial Production of the solution on Offer started since | :<br>: | | |
| Address of Registered Office | : | | |
| Category | : | Software Producer / Developer (Principal)<br>Hardware Manufacturer (Principal)<br>System Integrator / Solution Provider (Third-party)<br>Any Other (*please specify*) | |
| | | Name | Phone Nos. (With STD Codes) |
| Names of Proprietor/Partners/ Directors | : | 1. | |
| | | 2. | |
| | | 3. | |
| | | 4. | |
| Number of Engineers familiar with the solution being offered | : | | |
| Number of Total Employees | : | | |
| Solution being offered, sold so far to: | | | |
| Purchaser, with full address and Details of contact person (Phone, Fax and E-Mail) | Modules in Use | Date of Sale | Whether Warranty/AMC still continues |
| 1. | | | |
| 2. | | | |

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

**Signature of The bidder: _____**
**Name: _____**
**Place:**
**Business address: _____** **Date:**

## FORMAT 6.11: SERVICE SUPPORT DETAILS FORM

**Ref No.** **Date-**

To:
The General Manager
Bank of India
Head Office
Information Technology Department,
8th Floor, Star House-2, C-4, G-Block,
Bandra Kurla Complex,
Bandra East, Mumbai – 400 051

**Reg.: RFP for ITSM Solution and ITAM Solution**
**Ref: Your RFP Ref: BOI:HO:IT:RFP:ITSM:200 Dated: 15.06.2020**

Dear Sir,

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

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

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

**Place:**
**Date:**

**FORMAT 6.12: FORMAT FOR BANK GUARANTEE AGAINST ANNUAL MAINTENANCE**
**(ON NON-JUDICIAL STAMP PAPER OF APPROPRIATE VALUE)**
**Reg.: IT Service Management Solution**
**Ref: Your RFF Ref: BOI:HO:IT:RFP:ITSM:200 Dated: 15.06.2020**

Bank Guarantee No.: ..... Date: .....

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

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

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

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

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

This guarantee is valid until ..... day of ..... .....

Signature and Seal of Guarantors
.....
.....
Date: ..... .....

Note:

1. Suppliers should ensure that seal and code no. of the signatory is put by the bankers, before submission of the bank guarantees.

2. Stamp paper is required for the bank guarantees issued by the banks located in India.

**FORMAT 6.13: BILL OF MATERIAL**

**(To be included in Technical Bid)**

To,

The General Manager
Bank of India
Head Office
Information Technology Department,
8th Floor, Star House-2, C-4, G-Block,
Bandra Kurla Complex,
Bandra East, Mumbai – 400 051

Dear Sir:

**Reg.: RFP for ITSM Solution and ITAM Solution**
**Ref: Your RFP Ref: BOI:HO:IT:RFP:ITSM:200 Dated: 15.06.2020**

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

| Sr. No | Description | Make | Model | Quantity |
|---|---|---|---|---|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

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

**Signature of Bidder:** _____
**Name:** _____
**Business Address:** _____

**Place:**
**Date:**

## FORMAT 6.14: UNDERTAKING FOR SUPPORT SERVICES

To:

Bank of India,
Information Technology Department,
8th Floor , Star House,
C-5, G-Block, Bandra Kurla Complex
Bandra (East), Mumbai-400 051.

Gentlemen,

**Reg.: RFP for ITSM Solution and ITAM Solution**
**Ref: Your RFP Ref: BOI:HO:IT:RFP:ITSM:200 Dated: 15.06.2020**
**----------**

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

We undertake that during support Period we will maintain an Uptime of 99.9 % on monthly basis for the entire/core solution proposed.

Dated this ..... day of ..... 2020

_____ _____
*(Signature)* *(In the capacity of)*

Duly authorized to sign Proposal for and on behalf of

_____

## Format 6.15: COMPLIANCE STATEMENT

To,

The General Manager
Bank of India
Head Office
Information Technology Department,
8th Floor, Star House-2, C-4, G-Block,
Bandra Kurla Complex,
Bandra East, Mumbai – 400 051

Gentlemen,

**Reg.: RFP for ITSM Solution and ITAM Solution**
**Ref: Your RFP Ref: BOI:HO:IT:RFP:ITSM:200 Dated: 15.06.2020**

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

Deviations if any –

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

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

## FORMAT 6.16: CONFIRMITY TO ELIGIBILITY CRITERIA

**Ref: Your RFF Ref: BOI:HO:IT:RFP:ITSM:200 Dated: 15.06.2020**

| Sr. No. | Eligibility Criteria | Compliance (Y/N) |
|---|---|---|
| 1 | The bidder should be a registered company in India as per Companies Act 1956 / 2013 and must be in existence for the last 5 years on the date of RFP. The Certificate of Incorporation issued by Registrar of Companies along with the copies of Memorandum and Articles of Association have to be submitted along with the technical bid.<br>Note – In case of MSMEs only, the count of years may be relaxed subject to meeting the quality and technical specifications. | |
| 2 | The bidder must have minimum annual turnover of Rs.200.00 Crores for each of the last three (3) financial years, i.e. FY 2016-17, FY 2017-18 and FY 2018-19. The bidder should also be in net profit or Positive Net worth after tax during these three financial years (Certified / Audited Balance Sheets and P&L statements for last 3 financial years should to be submitted in support of the turnover and profitability).<br>Note – In case of MSMEs only, the turnover may be relaxed subject to meeting the quality and technical specifications. | |
| 3 | The bidder should be highest / premium level partner of OEMs with an authority to sell, upgrade supply, service and maintain the proposed solutions (hardware and/or software) during the entire period of contract with the Bank as on the date of RFP. Relevant Certification to be attached with the bid document.<br>The Bidder needs to submit Manufacturer Authorization Form (MAF), having reference of this RFP, from respective OEMs stating that bidder is authorized partner/ System Integrator of OEM and is authorized to participate in this RFP.<br>The bidder must submit letter from OEM confirming the “Back-to-Back” agreement / arrangement for next 7 years to Bank of India, if the contract is awarded to the bidder. | |
| 4 | The bidder should have implemented the similar solution in any Public / Private Sector Bank / BFSI Sector in India in last five years. The bidder should submit proof of implementation along with Purchase Orders and letter from user organization mentioning successful implementation / migration along with staff strength. POCs done will not be treated as experience of the bidder. | |
| 5 | The bidder should not have been blacklisted by Public Sector/Private Sector Bank in India in the past. A self-declaration letter by the bidder, on the Company’s letterhead should be submitted along with technical bid. | |
| 6 | All/ Proposed OEM Product(s) as solutions should have been implemented in Banks (Public / Private) / Financial Institutions in the | |

| | | |
|---|---|---|
| | last 5 years and presently under support. Bidder should submit the supporting document on the same. | |
| 7 | In the response to the RFP, both bidders i.e. OEM (in individual capacity) and OEM with SI can't bid simultaneously i.e. either the OEM (Original Equipment Manufacturer) in individual capacity or OEM with SI i.e. their authorized distributor in India can bid in the RFP.<br>In case, both OEM (in individual capacity) and OEM with SI submitted the bids, the bid submitted by OEM (in individual capacity) will be considered | |
| 8 | The bidder has to submit Integrity Pact (IP) duly signed by authorized signatory as per the format "Format 6.18" mentioned in the RFP, on stamped paper at the time of bid submission. The bid shall be liable for rejection in case of non-submission of IP. (Format 6.18) | |
| 9 | The bidder should submit a Certificate from their Chartered Accountants regarding their financial capability. | |
| 10 | The Auditor/ Firm/ Company/LLP or its group company / subsidiary company / holding company /affiliate /associate company / partner should have never been black listed and/ or banned and /or barred and / or disqualified and or prohibited by SEBI and /or RBI and /or NCLT and/ or NCLAT and / or any court of law and / or quasi-judicial authority / and or any other statutory and/ or regulatory authority, in undertaking any work directly or indirectly which is required to perform as stated in this RFP and/ or issuance of any certificate of audit directly or indirectly with respect to the work sated herein the RFP. | |
| 11 | The bidder must have arrangements/back to back tie-ups with OEM to undertake all software upgrades / modifications necessary to conform to any changes or modifications required by the Bank and in compliance of RBI/ regulatory compliance(in time bound manner), from time to time, during the contract period . | |
| 12 | The Proposed solutions is in adherence to the statuary guidelines and its subsequent amendments (in present and in future) | |
| 13 | The bidder should have branch / service centres / franchises at Mumbai, Bengaluru and other places in India. List of branch / service centre / franchises with full details of Name, Address / Telephone Numbers should be attached. | |
| 14 | The proposed solution should have provision of hand shake / interface / integration with Bank's existing hardware / software / Finacle. | |
| 15 | The bidder must undertake to make all software up gradation / modifications necessary to conform to any changes or modifications required by the Bank, from time to time. | |

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

**Ref: Your RFF Ref: BOI:HO:IT:RFP:ITSM:200 Dated: 15.06.2020**

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

### A) Definitions:

1) "Bank" means Bank of India.

2) "Service Provider" means the third party agency / company who has been selected by the Bank for conducting Reverse Auction.

3) "L1" means the bidder who has quoted lowest price in the Reverse Auction process.

4) "L2" means the bidder who has quoted second lowest price in the Reverse Auction process.

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

1) The bidders who are technically qualified in terms of the relative Terms & Conditions of the RFP and accept the Business Rules, Terms & conditions of Reversion Auction and submit the undertakings as per Annexure-A , can only participate in Reverse Auction related to the procurement for which RFP is floated. The bidders not submitting the above undertaking or submitting with deviations / amendments thereto, will be disqualified from further evaluation / participation in the process of relevant procurement.

2) The bidders should ensure that they have valid digital certificate well in advance to participate in the Reverse Auction. Bank and / or Service Provider will not be responsible in case bidder could not participate in Reverse Auction due to non-availability of valid digital certificate.

### C) Training:

1) Bank will engage the services of Service Provider to provide necessary training to representatives of all eligible bidders for participation in Reverse Auction. All rules & procedure related to Reverse Auction will be explained during the training.

2) Date, Time, Venue etc. of training will be advised at appropriate time.

3) Eligible bidder / his authorized nominee has to attend the training as per the schedule and at the specified venue at his / bidder's own cost.

4) No request from the bidders for change in training schedule and/or venue will be entertained.

5) However, Bank reserves the right to postpone / change / cancel the training schedule, for whatsoever reasons, without assigning any reasons therefor, even after its communication to eligible The bidders.

6) Any bidder not participating in the training process will do so at his own risk.

**D) Reverse Auction Schedule:**

1) The date and time of start of Reverse Auction and its duration of time will be informed to the eligible bidders well in advance, at least a week before the Reverse Auction date.

2) Bank reserves the right to postpone / change / cancel the Reverse Auction event, even after its communication to the bidders, without assigning any reasons therefor.

**E) Bidding Currency:**

Bidding will be conducted in Indian Rupees (INR).

**F) Start Price:**

Bank will determine the Start Price for Reverse Auction –

1) On its own and / or;

2) Evaluating the price band information called for separately from each eligible bidder at appropriate time and / or;

3) Based on the price bids received and if opened, Bank may determine the start price on the basis of the lower quote received.

**G) Decremental Bid Value:**

1) The bid decrement value will be specified by Bank before the start of Reverse Auction event. It can be a fixed amount or percentage of Start Price or both whichever is higher.

2) The bidder is required to quote his bid price only at a decremented value.

3) The bidder need not quote bid price at immediate next available lower level, but it can be even at 2/3/4 …. level of next available lower level.

**H) Conduct of Reverse Auction event:**

1) Reverse Auction will be conducted on a specific web portal, meant for this purpose, with the help of the Service Provider identified by the Bank.

2) Service Provider will make all necessary arrangement for fair and transparent conduct of Reverse Auction like hosting the web portal, imparting training to eligible The bidders etc., and finally conduct of Reverse Auction.

3) The bidders will be participating in Reverse Auction event from their own office / place of their choice. Internet connectivity and other paraphernalia requirements shall have to be ensured by bidder themselves.

   a) In the event of failure of their internet connectivity (due to any reason whatsoever it may be), it is bidders responsibility / decision to send fax communication immediately to Service Provider, furnishing the bid price they want to bid online, with a request to upload the faxed bid price online, so that the service provider will upload that price online on behalf of the bidder. It shall be noted clearly that the concerned bidder, communicating this price to service provider, has to solely ensure that the fax message is received by Service Provider in a readable / legible form and also the bidder should simultaneously check up with Service Provider over phone about the clear receipt of the bid price faxed. It shall also be clearly understood that the bidder shall be at liberty to send such fax communications of prices to be uploaded by Service Provider only before the closure of Reverse Auction time and under no circumstances it shall be allowed beyond the closure of Reverse Auction event time. Such bidders have to ensure that the service provider is given reasonable time by the bidders, to upload such faxed bid prices online and if such required time is not available at the disposal of Service Provider at the time of receipt of the fax message from the bidders, Service Provider will not be uploading the bid prices. It is to be noted that neither the Bank nor the Service Provider will be responsible for these unforeseen circumstances.

   b) In order to ward-off such contingent situation, bidders are advised to make all the necessary arrangements / alternatives such as back –up power supply or whatever required, so that they are able to circumvent such situation and still be able to participate in the reverse auction successfully. However, the

vendors are requested to not to wait till the last moment to quote their bids to avoid any such complex situations. Failure of power at the premises of vendors during the Reverse auction cannot be the cause for not participating in the reverse auction. On account of this, the time for the auction cannot be extended and BANK is not responsible for such eventualities.

4) Bank and / or Service Provider will not have any liability to the bidders for any interruption or delay in access to site of Reverse Auction irrespective of the cause.

5) For making the process of Reverse Auction and its result legally binding on the participating the bidders, Service Provider will enter into an agreement with each eligible bidder, before the start of Reverse Auction event. Without this, the bidder will not be eligible to participate in the event. The format of the agreement is as per the Annexure-C.

6) The bidders name will be masked in the Reverse Auction process and will be given random dummy names by the Service Provider.

7) The bidder / his authorized representatives will be given unique Login ID & Password by Service Provider. The bidder / his authorized representative will change the Password after the receipt of initial Password from Service Provider to ensure confidentiality. All bids made from the Login ID given to the bidders will be deemed to have been made by the concerned bidder / his company.

8) Reverse auction will be conducted as per English Reverse Auction with no tie, where more than one bidder cannot have identical bid price.

9) Any bid once made by the bidder through registered Login ID & Password, the same cannot be cancelled. The bidder is bound to supply as per the RFP at the bid price of Reverse Auction.

10) Auto Bid:

    i) The bidder can take the advantage of Auto Bid facility available in Reverse Auction system. Auto Bid feature allows the bidder to place an automated bid against other bidders in an auction by confirming to one decrement and bid without having to enter a new price each time a competing The bidder submits a new offer.

    ii) Auto Bid facility can be used by the bidder only once. The bidder can at no point of time during the course of the Reverse Auction, revise / delete his Auto Bid price. The bidder has the facility to revise his Auto Bid value only prior to the start of the Reverse Auction event.

iii) Only after the lowest price quoted by other bidders is equal to or less than the minimum Auto Bid value put in the system by Auto Bid, he will get the option to manually bid.

iv) If more than one bidder opts for the Auto Bid facility and if the lowest price quoted by more than one in Auto Bid facility is same, then the bidder who has opted for the Auto Bid facility first will get the advantage of being the "L1", with the second the bidder being "L2" at a price one decrement higher than the "L1" value and so on.

v) If one of the bidder has opted for the Auto Bid facility, the system automatically places a bid by conforming to one decrement from the bid that any of the other bidders might have quoted. In such a case, if bidder directly quotes the same price as the lowest price which bidder who has opted for the auto bid facility, then the bid submitted by the manual bidder would be accepted as the "L1" bid. But at that point of time onwards, the manual control of the Auto The bidder would be enabled for the Auto bidder.

vi) Service Provider will explain in detail about the Auto Bid during the training.

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

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

12) The bidder will be able to view the following on their screen along with the necessary fields in Reverse Auction:

i) Opening Price
ii) Leading / Lowest Bid Price in Auction (only total price)
iii) Last Bid Price placed by the respective bidder.

13) During Reverse Auction, if no bid price is received within the specified time, Bank, at its discretion, may decide to revise Start Price / Decremental Value / scrap the reverse auction process / proceed with conventional mode of tendering.

**I) Reverse Auction Process:**

1) At the end of Reverse Auction Event Service Provider will provide the Bank all necessary details of the bid prices and reports of Reverse Auction.

2) Upon receipt of above information from Service Provider, Bank will evaluate the same and will decide upon the winner i.e. Successful bidder.

3) Successful bidder has to fax the duly signed filled-in prescribed format (Annexure-B) as provided on case-to-case basis to Bank within 4 hours of Reverse Auction without fail. The Original signed Annexure-B should be couriered so as to reach us within 48 hours of Reverse Auction without fail.

4) Any variation between the on-line Reverse Auction bid price and signed document will be considered as sabotaging the tender process and will invite disqualification of bidder/vender to conduct business with Bank as per prevailing procedure.

5) Successful bidder has to give break-up of his last/lowest bid price as per Bill of Material at the end of Reverse auction event within 3 working days without fail.

6) Successful bidder is bound to supply at their final bid price of Reverse Auction. In case of back out or not supply as per the rates quoted, Bank will take appropriate action against such bidder and / or forfeit the Bid Security amount, debar him from participating in future

7) In case Bank decides not to go for Reverse Auction related to the procurement for which RFP is floated and price bids if any already submitted and available with Bank shall be opened as per Bank's standard practice.

**J) The bidder's Obligation:**

1) The bidder will not involve himself or any of his representatives in Price manipulation of any kind directly or indirectly with other suppliers / bidders

2) The bidder will not divulge either his Bid details or any other details of Bank to any other party without written permission from the Bank.

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

1) Bank reserves the right to modify / withdraw any of the Business rules, Terms & conditions of Reverse Auction at any point of time.

2) Modifications of Business rules, Terms & conditions of Reverse Auction will be made available on website immediately.

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

**Annexure-A**
**(to be submitted on company letter head by all bidders participating in Reverse Auction)**

To,
Bank of India Date: ----------

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

We refer to the captioned subject and confirm that –

1) The undersigned is our authorized representative.

2) We have accepted and abide by all Terms of captioned Tender documents and Business Rules and Terms & conditions of Reverse Auction for the procurement for which RFP is floated.

3) Bank and Service Provider shall not be liable & responsible in any manner whatsoever for my / our failure to access & bid in Reverse Auction due to loss of internet connectivity, electricity failure, virus attack, problems with the PC, any other unforeseen circumstances etc. before or during the auction event.

4) We understand that in the event we are not able to access the auction site, we may authorize Service Provider to bid on our behalf by sending a fax containing our offer price before the auction close time and no claim can be made by us on either Bank or Service Provider regarding any loss etc. suffered by us due to acting upon our authenticated fax instructions.

5) I / We do understand that Service Provider may bid on behalf of other bidders as well in case of above mentioned exigencies.

6) We also confirm that we have a valid digital certificate issued by a valid Certifying Authority.

7) We will participate in Reverse Auction conducted by _____ (name of Service Provider) and agree to enter into an agreement with him (Service Provider) for making the process of Reverse Auction and its result legally binding on us.

8) We will fax duly signed filled-in prescribed format (Annexure-B) as provided on case-to-case basis, to Bank within 24 hours of end of Reverse Auction without fail.

9) We will give break-up of our last / lowest bid price as per Bill of Material at the end of Reverse Auction event within 48 hours without fail.

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

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

E-mail:

Mobile:

---

Signature with company seal:

Name of Authorized Representative: Designation:

E-mail: Mobile :

Tel. No: Fax No.:

**Annexure-B**
**(to be submitted / faxed by Successful bidder of Reverse Auction within 24 hours from the end of Reverse Auction event)**

To,
Bank of India Date: ----------

Sir,

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

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

Rs. (in figures): _____

Rs. (in words): _____

We confirm that –

1) [ ] We enclose herewith the detailed break-up of above price as per Bill of Material
**OR**
[ ] We undertake to give detailed break-up of above bid price as per Bill of Material within 48 hours from the end-of Reverse Auction event.

2) Any variation between the on-line Reverse Auction bid price quoted by us and this document will be considered as sabotaging the tender process and will invite disqualification of bidder/vender to conduct business with Bank as per prevailing procedure. In such case Bank is free to take appropriate action and / or forfeit the Bid Security amount and / or debar him from participating in future

3) We are bound to supply at the above final bid price of Reverse Auction.

4) We note that in case of back out or not supply as per the above rates quoted by us, Bank will take appropriate action against us and / or forfeit our Bid Security amount and / or debar him from participating in future

Signature with company seal: Mobile :
Name of Authorized Representative: Tel. No :
Designation: Fax No :
Email:

## Annexure- C: Process Compliance Form

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

To
(Name & Address of Service Provider)

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

Dear Sir,

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

This letter is to confirm that:

1) The undersigned is authorized representative of the company.

2) We have studied the Commercial Terms and the Business rules governing the Reverse Auction and the RFP as mentioned in your letter and confirm our agreement to them.

3) We also confirm that we have taken the training on the auction tool and have understood the functionality of the same thoroughly.

4) We confirm that _____(Bank) and _____(Service Provider) shall not be liable & responsible in any manner whatsoever for my/our failure to access & bid on the e-auction platform due to loss of internet connectivity, electricity failure, virus attack, problems with the PC, any other unforeseen circumstances etc. before or during the auction event.

5) We understand that in the event we are not able to access the auction site, we may authorize _____ (Service Provider) to bid on our behalf by sending a fax containing our offer price before the auction close time and no claim can be made by us on either _____ (Bank) or _____ (Service Provider) regarding any loss etc. suffered by us due to acting upon our authenticated fax instructions.

6) I/we do understand that _____(Service Provider) may bid on behalf of other bidders as well in case of above mentioned exigencies.

7) We also confirm that we have a valid digital certificate issued by a valid Certifying Authority.

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

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

With regards,

Signature with company seal

Name –

Company / Organization –

Designation within Company / Organization –

Address of Company / Organization –

## Format 6.18 PRE-CONTRACT INTEGRITY PACT

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

**General**

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on day of the month of 2018, between, on one hand, the Bank of India acting through Shri , Designation of the Officer (hereinafter called the "BUYER", which expression shall mean and include, unless the context otherwise requires, his successors in officer and assigns) of the First Part and M/s. …… represented by Shri Chief Executive Officer (hereinafter called the "BIDDER/Seller" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the BUYER proposes to procure (Name of the Stores/Equipment/Item) award the contract and the BIDDER/Seller is willing to offer/has offered the stores and

WHEREAS the BIDDER is a private company / public company / Government undertaking / partnership / registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is a Public Sector Undertaking Bank of India.

NOW, THEREFORE,

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

Enabling the BUYER to obtain the desired said stores / equipment / work at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

Enabling BIDDERs to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.
The parties hereby agree to enter into this Integrity Pact and agree as follows.

**Commitments of the BUYER**

1.1 The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through

intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

1.2 The BUYER will , during the pre-contract stage, treat all BIDDERs alike, and will provide to all BIDDERs the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERs.

1.3 All the officials of the BUYER will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

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

**Commitments of BIDDERs**

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

3.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party

related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

3.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favour or disfavor to any person in relation to the contract or any other contract with the Government.

3.3 BIDDERs shall disclose the name and address of agents and representatives and Indian BIDDERs shall disclose their foreign principals or associates.

3.4 BIDDERs shall disclose the payments to be made by them to agents/brokers or any other intermediary, in connection with this bid/contract.

3.5 The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufactures / integrator / authorized government sponsored export entity of the stores / supplier and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER nor has any amount been paid promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

3.6 The BIDDER, either while presenting the bid or during pre-contract negotiations or before
signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.

3.7 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.

3.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

3.9 The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business

relationship, regarding plans, technical proposals and business details including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

3.10 The BIDDER commits to retrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

3.11 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.

3.12 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the BUYER or alternatively, if any relative of an officer of the BUYER has financial interest / stake in the BIDDERs firm, the same shall be disclosed by the BIDDER at the time of filling of tender.
The term relative for this purpose would be as defined in Section 6 of the Companies Act 1956.

3.13 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER.

**4. Previous Transgression**

4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify BIDDER's exclusion from the tender process.

4.2 The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded can be terminated for such reason.

**5. Earnest Money (Security Deposit)**

5.1 While submitting commercial bid, the BIDDER shall deposit an amount ____ as specified in the RFP as Earnest Money/Security Deposit, with the BUYER through any of the following instruments

(i) Bank Draft or a Pay Order in favour of

(ii) A confirmed guarantee by an Indian Nationalized Bank, promising payment of the guaranteed sum to the BUYER on demand within three working days without any demur whatsoever and without seeking any reasons whatsoever. The demand for payment by the BUYER shall be treated as conclusive proof of payment.

(iii) Any other mode or through any other instrument as specified in the RFP.

5.2 The Earnest Money / Security Deposit shall be valid up to the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and the BUYER, including warranty period / Defect liability period.

5.3 In case of the successful BIDDER a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provisions of Sanctions for Violation shall be applicable for forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

5.4 No Interest shall be payable by the BUYER to the BIDDER on Earnest Money/ Security Deposit for the period of its currency.

## 6. Sanctions for Violations

6.1 Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (Whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, whenever required:-

(i) To immediately call off the pre-contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.

(ii) The Earnest Money Deposit (in pre-contract stage) and / or Security Deposit / Performance Bond (after the contract is signed) shall stand forfeited either fully or partially as decided by the BUYER and the BUYER shall not be required to assign any reason therefor.

(iii) To immediately cancel the contract if already signed, without giving any compensation to the BIDDER.

(iv) To recover all sums already paid by the BUYER and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of

India, while in case of a BIDDER from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER from the BUYER in connection with any other contract for any other stores, such outstanding payment could also be utilized to recover the aforesaid sum and interest.

(v) To encash the advance bank guarantee and performance bond / warranty bond, if furnished by the BIDDER, in order to recover the payments already made by the BUYER, along with interest.

(vi) To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER
resulting from such cancellation / rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.

(vii) To debar the BIDDER from participating in future bidding processes of the Government of India for a minimum period of five years, which may be further extended at the discretion of the BUYER.

(viii) To recover all sums paid in violation of this Pact by BIDDER(s) to any middlemen or agent or broker with a view to securing the contract.

(ix) In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with the BIDDER, the same shall not be opened.

(x) Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

6.2 The BUYER will be entitled to take all or any of the actions mentioned at para 6.1(i) to (x) of this Pact also on the commission by the BIDDER or any one employed by it or acting on its behalf (Whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

6.3 The decision of the BUYER to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes of this Pact.

## 7. Fail Clause

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

## 8. Independent Monitors

8.1There shall be Independent Monitors (hereinafter referred to as Monitors) appointed by the BUYER for this Pact in consultation and with approval of the Central Vigilance Commission.

8.2 The task of the Monitors shall be to review independently and objectively whether and to what extent the parties comply with the obligations under this Pact.

8.3The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.

8.4Both the parties accept that the Monitors have the right to access all the documents relating to the project / procurement, including minutes of meetings.

8.5As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the BUYER.

8.6The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER / Subcontractor(s) with confidentiality.

8.7The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.

8.8The Monitor will submit a written report to the designated Authority of BUYER within 8 to 10 weeks from the date of reference or intimation to him by the BUYER / BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

**9. Facilitation of Investigation**

In case of any allegation of violation of any 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.

**10. Law and Place of Jurisdiction**

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

**11. Other Legal Actions**

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

**12. Validity**

12.1 The validity of this Integrity Pact shall be from date of its signing and extend upto 7 years or the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER / Seller, including warranty period, whichever is later. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

12.2 Should one or several provision of this Pact turn out to be invalid, the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

**13.** The parties hereby sign this Integrity Pact at on

| | |
|---|---|
| BUYER | BIDDER |
| Name of the Officer | Name of the Officer |
| Designation | Designation |

Bank of India

| Witness | Witness |
|---|---|
| 1 | 1 |
| 2 | 2 |

**Format 6.19 - UNDERTAKING OF INFORMATION SECURITY COMPLIANCE**

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

To:
The General Manager
Bank of India
Head Office
Information Technology Department,
8th Floor, Star House-2, C-4, G-Block,
Bandra Kurla Complex,
Bandra East, Mumbai – 400 051

Sir,

**Reg.: RFP for ITSM Solution and ITAM Solution**
**Ref: Your RFP Ref: BOI:HO:IT:RFP:ITSM:200 Dated: 15.06.2020**

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

Yours faithfully,

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

## Format 6.20 – KNOW YOUR EMPLOYEE (KYE) COMPLIANCE

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

To:
The General Manager
Bank of India
Head Office
Information Technology Department,
8th Floor, Star House-2, C-4, G-Block,
Bandra Kurla Complex,
Bandra East, Mumbai – 400 051

Sir,

**Reg.: RFP for ITSM Solution and ITAM Solution**
**Ref: Your RFP Ref: BOI:HO:IT:RFP:ITSM:200 Dated: 15.06.2020**

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

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

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

Yours faithfully,
**Signature of Bidder:** _____
**Name:** _____
**Business address:** _____
**Place:**
**Date**

**Format 6.21 – UNDERTAKING OF AUTHENTICITY OF SOLUTION (HARDWARE AND SOFTWARE)**

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

The General Manager
Bank of India
Head Office
Information Technology Department,
8th Floor, Star House-2, C-4, G-Block,
Bandra Kurla Complex,
Bandra East, Mumbai – 400 051

**Reg.: RFP for ITSM Solution and ITAM Solution**
**Ref: Your RFP Ref: BOI:HO:IT:RFP:ITSM:200 Dated: 15.06.2020**

Dear Sir,

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

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

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

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

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

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

**Format 6.22: SELF-DECLARATION OF NON-BLACKLISTING**

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

Date:

To
The General Manager
Bank of India
Head Office
Information Technology Department,
8th Floor, Star House-2, C-4, G-Block,
Bandra Kurla Complex,
Bandra East, Mumbai – 400 051

Dear Sir:

**Reg.: RFP for ITSM Solution and ITAM Solution**
**Ref: Your RFP Ref: BOI:HO:IT:RFP:ITSM:200 Dated: 15.06.2020**

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

Yours faithfully,

Authorized Signatory (Name)

(Designation)

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

**(to be submitted on company letter head )**

**Format 6.23: ESCALATION MATRIX OF ALL VERTICALS**

**(To be kept in the Technical Proposal Envelope)**

**Reg.: RFP for ITSM Solution and ITAM Solution**
**Ref: Your RFP Ref: BOI:HO:IT:RFP:ITSM:200 Dated: 15.06.2020**

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

| Sr. No. | Particulars | Level-1 Escalation | Level-2 Escalation | Level-3 Escalation |
|---|---|---|---|---|
| 1 | | Name:<br>Phone No:<br>Cell No:<br>Email : | Name:<br>Phone No:<br>Cell No:<br>Email : | Name:<br>Phone No:<br>Cell No:<br>Email : |

**Yours faithfully,**

**Authorized Signatory (Name)**

**(Designation)**

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

**Format 6.24: UNDERTAKING OF EXPERIENCE OF INSTALLATION AND SUPPORT OF PROPOSED SOLUTIONS**

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

To:
The General Manager
Bank of India
Head Office
Information Technology Department,
8th Floor, Star House-2, C-4, G-Block,
Bandra Kurla Complex,
Bandra East, Mumbai – 400 051

Sir,

**Reg.: RFP for ITSM Solution and ITAM Solution**
**Ref: Your RFP Ref: BOI:HO:IT:RFP:ITSM:200 Dated: 15.06.2020**

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

Yours faithfully,

**Signature of Authorized Signatory from OEM/ bidder** _____
**Name:** _____
**Business address:** _____
**Place:**
**Date:**

**FORMAT-6.25: UNCONDITIONAL ACCEPTANCE OF THE TERMS & CONDITIONS OF THE RFP**

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

Date:

To:
The General Manager
Bank of India
Head Office
Information Technology Department,
8th Floor, Star House-2, C-4, G-Block,
Bandra Kurla Complex,
Bandra East, Mumbai – 400 051

**Reg.: RFP for ITSM Solution and ITAM Solution**
**Ref: Your RFP Ref: BOI:HO:IT:RFP:ITSM:200 Dated: 15.06.2020**

Sir/Madam,

This is to confirm that we unconditionally accept all the terms and conditions as mentioned in the said RFP including all addendum/amendment/ corrigendum floated for Bank of India pertaining to this RFP Ref. No. **BOI:HO:IT:SS:0070 Dated: 02.05.2020**

Authorized Signatory

(Name)

Designation

Seal/Stamp of the Contractor
Date:

**FORMAT-6.26: SOFTWARE/SOLUTIONS INTEGRITY CERTIFICATE**

**(To be issued by OEM on OEM Company's Letter Head)**

Date:

To:
The General Manager
Bank of India
Head Office
Information Technology Department,
8th Floor, Star House-2, C-4, G-Block,
Bandra Kurla Complex,
Bandra East, Mumbai – 400 051

**Reg.: RFP for ITSM Solution and ITAM Solution**
**Ref: Your RFP Ref: BOI:HO:IT:RFP:ITSM:200 Dated: 15.06.2020**

**INTEGRITY STATEMENT**

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

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

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

Authorized Signatory
Date: ……..

**FORMAT-6.27: UNDERTAKING FOR SOURCE CODE AND APPLICATION SECURITY TESTING**

**(To be issued by OEM on company's Letter Head)**

Date:

To:
The General Manager
Bank of India
Head Office
Information Technology Department,
8th Floor, Star House-2, C-4, G-Block,
Bandra Kurla Complex,
Bandra East, Mumbai – 400 051

**Reg.: RFP for ITSM Solution and ITAM Solution**
**Ref: Your RFP Ref: BOI:HO:IT:RFP:ITSM:200 Dated: 15.06.2020**

We hereby undertake that our product has undergone following-

i. Source code audit (Comprehensive analysis of source code for discovering bugs and security breaches and its compliance) has been done by…….. (Name of Consultant).The summary on compliance /clearance of the same is attached with technical bid.

ii. The solution has undergone SAST/DAST/IAST for application security testing and clearance /compliance of the same has been obtained from….. (Name of the firm). The same is in compliance of RBI guidelines (and its amendments) and best industry standards.

iii. For any version change/upgrade, the solution undergone and cleared on both of above i.e. Source Code Audit and SAST/DAST/IAST for application security testing.

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

Authorized Signatory (OEM)

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

**FORMAT-6.28: PROJECT PLAN**

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

Date:

To:
The General Manager
Bank of India
Head Office
Information Technology Department,
8th Floor, Star House-2, C-4, G-Block,
Bandra Kurla Complex,
Bandra East, Mumbai – 400 051

**Reg.: RFP for ITSM Solution and ITAM Solution**
**Ref: Your RFP Ref: BOI:HO:IT:RFP:ITSM:200 Dated: 15.06.2020**

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

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

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

Authorized Signatory

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

**Format 6.29: CHECKLIST**

**Ref: Your RFF Ref: BOI:HO:IT:RFP:ITSM:200 Dated: 15.06.2020**

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

| S.N. | DETAILS | SUBMITTED Yes/No | Page No. at which details are enclosed |
|---|---|---|---|
| **1.** | Technical Solutions given in Technical bid and price/rate/ cost estimate/price performance figures/cost benefit analysis etc. given in price bid only | | |
| **2.** | Bids in two parts in English, sealed and super scribed (2 copies- one original and one photocopy) | | |
| **3.** | Bid is filed in proper capacity files. Original and Photocopies are filed in separate files. Photocopy is complete. | | |
| **4.** | Cost of RFP ( non-refundable), if downloaded from the Bank's Website & Bid Security(EMD) Submitted in Qualifying & Technical BID (Part- I) | | |
| **5.** | Non-disclosure agreement as per format 6.2 submitted | | |

| | | | |
|---|---|---|---|
| **6.** | Manufacturers'/producers' authorization form(as per format) submitted | | |
| **7.** | Organizational profile as per Format 6.10 submitted | | |
| **8.** | Service Support Details Form as per format 6.11 submitted | | |
| **9.** | Undertaking for support services as per Format 6.14 submitted | | |
| **10.** | Conformity to eligibility criteria per Format 6.16 submitted | | |
| **11.** | Duly filled and signed compliance | | |
| | statement in Format-6.16 | | |
| **12.** | Unconditional acceptance of all clauses, terms and conditions of RFP (Format clause 6.25) | | |
| **13.** | Pre-contract integrity pact as per format 6.18 (Duly Signed by Authorized Signatory and Witness) | | |
| **14.** | Soft Copy of **Technical bid and Price bid** in MSWORD /MS – Excel format submitted in CD | | |
| **15.** | Bids Submitted complying all parts as per Clause-3 Section B | | |
| **16.** | Whether the Bid is authenticated by authorized person(Name and designation) | | |

| | | | |
|---|---|---|---|
| **17.** | Address of Office on which order has to be placed | | |
| **18.** | Bank and Bidder's scope, deliverable and responsibilities during warranty | | |
| **19.** | All the pages are numbered properly | | |
| **20.** | All pages are authenticated by sign and seal (Full signature to be affixed and not initials).<br>Erasures/Overwriting/Cutting/Corrections authenticated<br>Certification/Undertaking is authenticated. | | |
| **21.** | The Annual Reports and Audited Balance Sheets, Company details and Capabilities submitted | | |
| **22.** | Ownership certificate submitted | | |
| **23.** | Details of service support and response time as per this RFP | | |
| **24.** | Price bid as per the clause 3 submitted | | |

| | | | |
|---|---|---|---|
| **25.** | Whether replica of price Bid is enclosed in Technical Bid masking price | | |
| **26.** | Validity of the bid for one year from the date of opening of the Bid. | | |
| **27.** | Support offered for 7 years on 24 hours basis on 365 day. (i.e. 24 * 7*365 basis) | | |
| **28.** | Call log in Procedure, Preventive and Break down/Corrective Maintenance, Monitoring during warranty and AMC Period | | |
| **29.** | Software Integrity Certificate as per format 6.26 | | |
| **30.** | Project Plan as per format 6.28 inline to fulfilling the Scope of the RFP | | |

## Format 6.30: FORMAT FOR SUBMISSION OF PRE-BID QUERIES

**Ref: Your RFF Ref: BOI:HO:IT:RFP:ITSM:200 Dated: 15.06.2020**

| SR. No | RFP Page No. | RFP Clause No | RFP Clause | Clarification |
|---|---|---|---|---|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

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

## FORMAT 6.31: SERVICE REFERENCES

**Ref: Your RFF Ref: BOI:HO:IT:RFP:ITSM:200 Dated: 15.06.2020**

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

## FORMAT 6.32: COMPLIANCE STATEMENT

**Ref: Your RFF Ref: BOI:HO:IT:RFP:ITSM:200 Dated: 15.06.2020**

We certify that except for the following deviations, we agree to abide by all other clauses, terms, conditions and specifications mentioned in the RFP.

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

Signature of Authorized signatory with seal

Place:
Date:

**Note:** The bidder has to give his response by writing 'NIL' in the statement. If no deviations are mentioned in Format 6.19 it shall be deemed that there is no deviation, irrespective of the fact whether any mention in the bid document anywhere.

## FORMAT 6.33: FORMAT FOR LOCAL CONTENT

## CERTIFICATION FOR LOCAL CONTENT

To: Date:

The General Manager
Bank of India
Head Office
Information Technology Department,
8th Floor, Star House-2, C-4, G-Block,
Bandra Kurla Complex,
Bandra East, Mumbai – 400 051

Dear Sir,

**Ref: Your RFF Ref: BOI:HO:IT:RFP:ITSM:200 Dated: 15.06.2020**

**Bidder Name:**

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

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

**Signature of Statutory Auditor/Cost Auditor**
Registration Number:
Seal

**Countersigned by the bidder:**
**Bidder- (Authorized Signatory)**

## PART 7: OTHER TERMS AND CONDITIONS (OTC)

| | | |
|---|---|---|
| 7.1 | Bid Security Amount | Rs.50,00,000/- |
| 7.2 | Bid Validity Up to | One year from the last date stipulated for receipt of responses to the Bid |
| 7.3 | Period within which Performance Security or Amendment thereto is to be submitted by the Successful bidder upon notification of Award of Contract | 21 days |
| 7.5 | Period of Performance Contract | Seven (7) years |
| 7.6 | Performance Security Amount | 10% of Amount of Contract value |
| 7.7 | Warranty support period for the entire Solution | 12 months from date of user acceptance |
| 7.8 | User Acceptance tests | Refer: Clause 4.7 |
| 7.9 | Period within which Supplier to remedy defects after having been notified of the same | 4 hours |
| 7.10 | Required period of validity of the Performance Security /Bank guarantee | 7 years with three months claim period post validity |
| 7.11 | Period within which Bank will return the Performance Security subject to terms mentioned in clause 4.4 | On request after ending the claim period |
| 7.12 | Minimum AMC/ATS commitment required for equipment offered to the Bank | 7 years (1 year warranty plus Six years AMC/ATS) |
| 7.13 | Period within which Products / Services under the Contract are to be installed/commissioned from the Date of signing of Contract | Delivery within 8 weeks from date of Purchase Order (PO). |
| 7.14 | Amount of Bank Guarantee required for AMC | 10% of contract Price |

********