



Request for Proposal

For

Supply, Install, Implement and Transfer of

Wireless LAN, L2 and L3 Switches

At IDRBT, Hyd.

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1. Introduction

1.1. Background

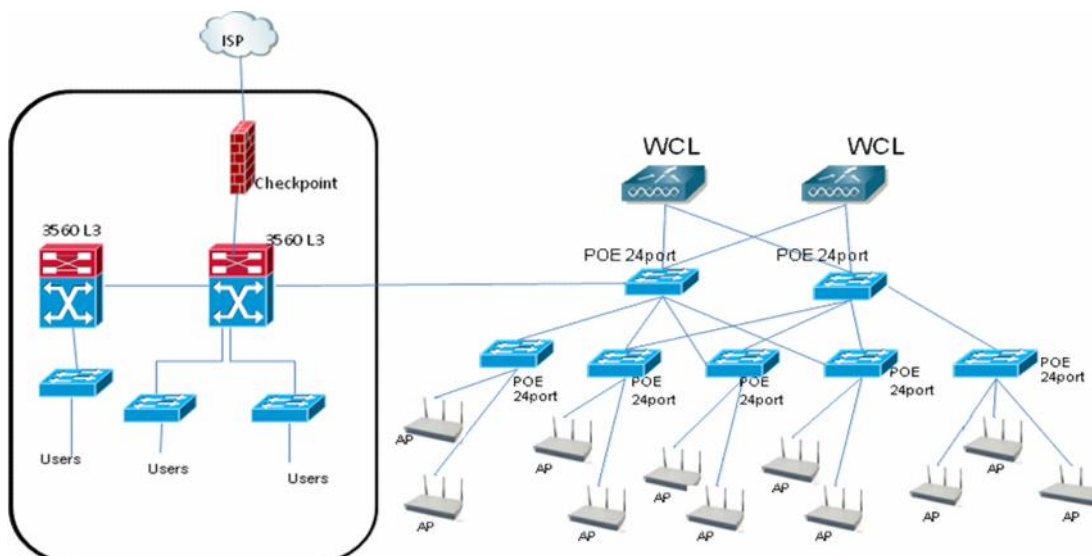
IDRBT was established by the Reserve Bank of India in 1996 and was entrusted with the responsibility of evangelizing and pioneering the absorption of technology in the banking and financial sector. The major technology initiatives of the Institute include setting up and managing the nationwide communication backbone for the Industry – the INdian Financial NETWORK (INFINET) with a 99.99% uptime. INdian Financial NETWORK (INFINET) is a communication backbone for the Indian payment system for enabling financial transactions between banks, financial institutions and the central bank of country (Reserve Bank of India).

IDRBT invites sealed bids (Technical and Commercial bid) for Supply, Install, Implement and Transfer of Wireless LAN, L2 and L3 Switches At IDRBT, Hyd. The bidder shall be designing Wireless LAN network in High Availability mode and shall have the technical capabilities to be satisfied to ensure secure accesses to INTRANET and INTERNET applications and implementing L3 switches.

The under mentioned are the broad requirements of the IDRBT Wireless LAN project are

S.No.	Description	Qty
1	Wireless LAN Appliances with IPS	2
2	Upgrade of licenses in multiples of 10 up to 100 Access points (break up)	
3	Indoor Access Points (On Actual)	20
4	Outdoor Access Points (On Actual)	5
5	Wireless NIC cards. (For client PCs Windows Vista and above, Ubuntu, BOSS, Fedora)	1 Each
6	Manageable 24 port L2 Access Switches	10
7	48 Port L3 Switch	1

Proposed Tentative Architecture with internet link.



Important Instructions for the tender are as under: -

Tender Reference number	IDRBT/IFN/NPD/6/820/2014-2015, dated 24th October 2014.
Date of availability of RFP document on IDRBT website.	24.10.2014
Pre-Bid meeting with Vendors	10.11.2014 at 11.00 A.M
Time and Last Date for receipts of bids	17.11.2014 at 3:00 PM
Time and Date of Opening of the bids	Will be intimated to the bidders.
Place of Opening tender offers	Institute for Development and Research in Banking Technology, Road No. 1, Castle Hills, Masab Tank, Hyderabad –500057
Address of Communication	As above
Contact Telephone Numbers	Phone : 040 – 23294307 Fax: 040 – 23536370

1.2 Two-Stage Bidding process

For the purpose a two-stage bidding process will be followed. The response to the present tender shall be submitted in two parts, i.e., the Technical Bid and the Commercial Bid. The Bidder will have to submit the 'Technical Bid' separately from the 'Commercial Bid'. The 'Technical Bid' will contain the exhaustive and comprehensive solution details, whereas the 'Commercial Bid' will contain the pricing information. The Technical Bid will NOT contain any pricing or commercial information at all and in case of such commercial/pricing information being provided by the bidder in the technical bid, the bid will be summarily rejected without any reason whatsoever.

In the first stage, only the 'Technical Bids' will be opened and evaluated. Those Bidders satisfying the technical requirements of the solution, as determined by the Organization and as per the requirements/specifications and the terms and conditions of this document, shall be short-listed.

Under the second stage, the Commercial Bids of only those Bidders, which have been short-listed earlier on the basis of evaluation of their Technical Bids, will be opened.

1.3 Bidder Eligibility Criteria

Bidders must meet the following eligibility requirements. Bids of non-compliant Bidders will not be technically or financially evaluated.

1. The Bidder shall provide evidence that it is a current legal entity.
2. Bidders should be Wireless LAN System Integrator, WLAN Operations, Services and Maintenance provider and should be authorized Service Provider/representative in India. An Authorization letter to this effect should be furnished from the OEM.
3. The bidder should have infrastructure for providing the service and be able to provide and maintain equipments supplied, through their competent support engineers.
4. Bidder must warrant that key project personnel to be employed in this project have been sufficiently involved in similar past installation.
5. Bidder shall demonstrate bidders' proven expertise and shall give site reference, organize visits to facilitate the same.

6. Bidder shall share the list of depots where spares are maintained in Hyderabad.
7. The bidders and its associates should be able to arrange adequate inventory of the spares and other related equipments to ensure high up as per SLA and they should provide complete details of their service set-ups.
8. The bidder shall have an annual net sales turnover of Rs 100 Crores or more and should have made profit for each of the last three financial years viz 2011-2012, 2012-2013 and 2013-2014.
9. The last three financial years' audited Balance Sheet and Profit and Loss reports shall be provided.
10. The Bidder must demonstrate that it has been engaged in the provision of similar services for other large National /International Financial / Banking / Educational Institutions.
11. The Bidder shall provide references (including Referee names and contact details) in respect of major projects of similar type completed in the last three (3) years by the Bidder in any large organization and having its offices/branches across India.

Should have experience in the following fields:-

Design and implement of Wireless LAN architecture, policy, standards, procedures etc. for the organizations.

12. The Bidder must warrant that there is no legal action being taken against it for any cause in any legal jurisdiction. If such an action exists and the Bidder considers that it does not affect its ability to deliver the RFP requirements, it shall provide details of the action(s).
13. The Bidder must organize the bid in accordance with the format specified in the tender document.
14. The cost of bidding and submission of tender documents is entirely the responsibility of bidders, regardless of the conduct or outcome of the tendering process.
15. The successful bidder shall not be entitled to submit tenders for appointment of Security Auditors.
16. The bidder should work in close association with Network Integrator and other vendors/service providers working for IDRBT.

1.3.1 Bidder Credentials

1. Bidder should have supplied and managing financial and banking institutions/ large organizations /enterprises/educational institutions.
2. The bidder should be able to provide Wireless LAN management services on 24x7 basis to take care of the requirements.
3. The bidder should have minimum 2 number of OEM certified engineers or equivalent certification on Wireless Technologies in Hyderabad.
4. The bidder should have minimum of Three years experience in managing Wireless LAN network.
5. The centralized help desk should have direct access to OEM TAC on 24x7 basis.
6. The helpdesk processes should be latest ITIL compliant.

1.4 Content of tender document

The Tender Document comprises the Request for Proposal (RFP) .The terms and conditions for the tender encompasses all the terms and conditions mentioned in this document. The contents of this document are listed in the afore-mentioned Table of Contents in Page 2 of this document.

2. IDRBT Wireless LAN Technical Requirements

2.1 Technical requirements of Wireless LAN Appliance:

It shall support all technical features not limited to the following

Sno	Functional	Technical Specifications
1	Hardware and Standards	The proposed appliance shall be compliant with wireless technology standards IEEE.
2	Hardware and Standards	The Appliance should support minimum 25 Access Points, rack mountable and scalable/upgrade of licenses in multiples of 10 up to 50 Access points (break up)
3	Hardware and Standards	The Appliance should have atleast 4X1Gbps of uplink interfaces. (Active Standby) standby Redundancy Models. 1x dedicated console port for management.
4	Compatibility	The Appliance should have inbuilt WIDPS in the device.
5	HA	The Appliance should support for stateful recovery without re-authentication of the client in the event of LAN and WLAN infrastructure disruption to deliver a non-stop client session. Stateful failover of wireless clients from primary to backup wireless appliance should happen within < 4 seconds.
6	HA	The appliance should be capable of handling minimum 500 concurrent users.
7	HA	The appliance should support auto discovery of access points.
8	HA	The appliance should automatically perform software/firmware/signature update on access points. The appliance should support roaming across access points within a same subnet or different subnet.
9	RF Management	The appliance should be capable of automatically adjusting channel selection depending on the actual RF environment and transmit power setting on Access points to maximize available bandwidth and avoid interference without any packet loss.
10	RF Management	The appliance should support interference detection, identification, and classification and correct any RF coverage holes on a per WLAN basis and optimize wireless LAN performance.
11	RF Management	The appliance shall support RF Management with 40 MHz channels with 802.11n/ac.
12	RF Management	The system should enforce wireless clients through a role based access that can directly integrate with the roles defined within existing authentication servers.
13	RF Management	The under mentioned wireless standards should be supported: 802.11ac/a/b/g/n, 802.1Q VLAN, 802.1x, 802.11i, 802.11h, 802.11e.
14	RF Management	The system should ensure air time fairness and client performance.
15	RF Management	The system should support scalable to add more channels thereby increasing the capacity of proposed WLAN setup.
16	IPv6	The system should support L2 and L3 roaming of IPv6 clients.

17	IPv6	The system should support latest security features in IPv6 network.
18	IPv6	The system should support IPv6 access control lists.
19	IPv6	The system should support Guest access functionality for IPv6 clients.
20	IPv6	The system should support end - to - end IPv4 and IPv6 dual stack and support wireless standards of IPv6 features
21	Integration	The appliance should support Active Directory and RADIUS/AAA based authentication, internal user/password database as well as external LDAP.
22	Performance	The performance of the system should remain the same if encryption is on or off for wireless SSIDs.
23	Performance	The system should have ability to adjust Delivery traffic indicator message, multicast/broadcast filtering etc., on per WLAN basis to improve performance for latency sensitive applications.
24	Standard	The appliance shall be manageable using CLI, telnet/SSH, HTTP based GUI and SNMPv2/v3.
25	Integration	The appliance should support integration with IDRBT syslog and SIEM solution.
26	Security	The appliance should support latest WPA, WPA2, WEP, AES, all EAP types TKIP, 802.1X based authentication protocols.
27	Security	The system should support Management frame protection for the authentication of 802.11 management frames by the wireless network infrastructure.
28	Security	The system should have the capability to deny/block WLAN client in conjunction with wired IPS on detecting malicious client traffic.
29	Security	The appliance should have integrated features to detect and mitigate DoS attacks, snooping, etc., along with detection of rogue APs.
30	Security	The system should have rogue AP detection, classification and automatic containment feature.
31	Security	The system should be able to detect attacks not limited to Broadcast deauthentication, NULL probe, wellenreiter, DoS, spnoofing, MAC address spoofing, Man in the middle, Honey-pots, WLN Security anomaly, device security anomaly, EAP methods, Airsnarf, etc., from day one for all access points and should provide user definable rate threshold detection and protection.
32	Security	The system should have profiling of devices based on protocols like HTTP, DHCP and more to identify the end devices on the network and enforce policies such as VLAN classification, time-bound access, QoS.
33	Security	The appliance should provide role based management access and administration.
34	Security	The appliance should support client isolation so that users can not access each other's devices. The isolation feature should have option to apply on access point or SSIDs.
35	Security	DHCP Client/Server support.
36	Security	The system should be able to blacklist wireless devices after firewall/ACL access rule violations are detected. The system should provide attack signatures based on wireless

		vulnerability and exploits database signatures and provide attack alerts which include a link to WVE entry for the attack.
37	Security	The wireless intrusion detection and prevention feature when enabled should not adversely affect data transmission for critical user defined application, voice and load.
38	Security	The system should, without impacting the network performance, automatically scan the network based on the load on the network and defer scan based on applications on the network.
39	Security	The system should blacklist the wireless device user(s) after failed authentication attempts for web based authentication and 802.1x authentication based on IDRBT defined thresholds.
40	Guest Wireless	The appliance shall support internal and external web authentication.
41	Functionality	The appliance must provide Mesh capability for Mesh supported AP.
42	Functionality	The system should be able to set maximum per-user bandwidth limit on a per-SSID basis.
43	Functionality	The appliance should be capable of perform client load balancing across adjacent access point and increase the overall network performance.
44	Dashboard and Monitoring	<p>The appliance should provide customized Centralized Management Information system reports and status of WLAN and not limited to the following. Critical parameters of WLCs, Access Points and SSIDs. (Mutually decided by IDRBT and the vendor). Average Client RSSI. Data sent/received. Recent user and system activities along with detailed usage summaries. Information on frequently used APs and active WLANs. All Alarms/event messages related to wireless clients/end-points including association de-association.</p> <p>The system should have single dashboard view of overall network, users and security status (including rogue APs and security violators).</p> <ul style="list-style-type: none"> • List of reports <ol style="list-style-type: none"> 1. Real time traffic statistics (both graphical and textual) 2. Attacks and threat reports, etc. 3. Customized reports on HTML and CSV format <p>Other features (if any)</p> <ul style="list-style-type: none"> • It shall support a large number of policies. <ul style="list-style-type: none"> • Real time monitoring and reporting not limited to <ul style="list-style-type: none"> – Report generation based on user configured parameters – Intuitive charts and logs for forensic analysis – Advanced log management features (log aggregation, log threshold, log suppression etc) – Real time traffic statistics (both graphical and textual) – Attacks and threat reports, etc. – Customized reports on HTML and CSV format <p>Provide for additional, specific customized reports as may be</p>

		necessary.
45	Roaming	The system should support client roaming across appliances separated by a layer 3 routed boundary,
46	Roaming	The system should support client roaming across at least 25 APs
47	Operational	The system should support the ability to schedule AP power on/off for energy savings.
48	Operational	The system should to be able to classify maximum different types of interference within few seconds on a per -radio basis.
49	Operational	The system should provide a visibility of air quality in terms of the performance and impact of interference on the wireless network identifying the problem areas.
50	Operational	The system should provide real-time charts showing interferers per access point, on a per-radio, per-channel basis.
51	Operational	The system should have the capability to detect and classify maximum no of applications and provide application level visibility and have a provision to either drop or mark the data traffic.
52	Operational	The system should support encrypted mechanism to securely upload/download data.
53	Operational	The system should have a provision to profile wireless devices based on protocols, such as HTTP and DHCP, to identify the clients and enforce policies such as VLAN classification, time-bound access, QoS
54	QoS	The proposed system should be 802.11e WMM certified.
55	QoS	The system should have voice and video call admission and stream prioritization for preferential QoS and support latest on wireless multimedia protocols.
56	QoS	The system should prevent misuse of QoS rules with Deep Packet Inspection for Layer 4-7 traffic for user for all traffic across the network to analyses information about applications usage and prioritization.
57	QoS	The system should allow per user, per device, and per application/TCP port prioritization.
58	QoS	The system should enforce QoS tags (Ingress and Egress traffic) for user data on the wire, between client and AP, between AP and WLC.
59	QoS	The system should support snooping and should allow multicast packets only if client is subscribed to the multicast group.

2.2 Technical requirements of Indoor and Outdoor Access Points

It shall support all technical features not limited to the following

Sno	Functional	Technical Specifications
1	General	The specifications mentioned are for indoor and outdoor Access Points. The bidders should suitably comply the requirements.
2	Hardware and Standards	The Indoor access point shall be durable, with steel cases, without visible vents and the bidder may specify additional information.

3	Hardware and Standards	The Outdoor access point shall be rugged durable, with steel cases, antenna connectors, with protection from dust, water and other climatic conditions and the bidder may specify additional information.
4	Hardware and Standards	Access Points proposed must support and include radios for 2.4 GHz and 5 GHz with 802.11ac Wave 1.
5	Hardware and Standards	Access Points should be certified by Wi-Fi Alliance
6	Hardware and Standards	Mounting kit should be standard from OEM directly.
7	Hardware and Standards	The bidder should specify DRAM and flash memory supported by the Access Points.
8	Hardware and Standards	The bidder should specify the Access Point bBi gain on multiple radios.
9	802.11ac	The bidder should Specify the Access Points support multiple-input multiple-output (MIMO) with multiple spatial streams.
10	802.11ac	The bidder should specify the transmit power of Indoor and Outdoor Access Points.
11	RF	The Wireless AP should have the technology to improve downlink performance to all mobile devices including one-, two-, and three spatial stream devices on 802.11n and 802.11ac. The technology should work without requiring feedback from clients and should work with all clients.
12	RF	Should support detecting and classifying non-Wi-Fi wireless transmissions while simultaneously serving network traffic
13	RF	Should support configuring the access point as network connected sensor to access any network location covered by the access point to get real-time Spectrum analysis data.
14	RF	The Access Points should support AP enforced load-balance between 2.4Ghz and 5Ghz band.
15	RF	The Access Points should incorporate radio resource management for power, channel, coverage hole detection and performance optimization
16	RF	Should support spectrum analysis and security scanning using a dedicated hardware separate from the radio serving the clients with 80MHz channel support
17	RF	Should be able to detect atleast 20 sources of non 802.11 interference within 30 seconds
18	RF	The Access Points should have -100 dB or better Receiver Sensitivity.
19	Roaming	The Access Points should support Proactive Key Caching and/or other methods for Fast Secure Roaming.
20	Security	The Access Points should support Management Frame Protection.
21	Security	Should support locally-significant certificates on the APs using a Public Key Infrastructure (PKI).
22	Security	The Access Points should operate as a sensor for wireless IPS
23	Security	Should support non-Wi-Fi detection for off-channel rogues and Containment for both radio
24	Encryption	Access Points The Access Points should support a distributed encryption/decryption model.

25	Encryption	Access Points The Access Points should support Hardware-based DTLS encryption on CAPWAP Standard
26	Monitoring	The Access Points should support the ability to serve clients and monitor the RF environment concurrently.
27	Monitoring	The Access Points should be able to be dedicated to monitoring the RF environment.
28	Flexibility	The Access Points should be able to be both a client-serving AP and a monitor-only AP for Intrusion Prevention services.
30	Flexibility	Mesh support should support QoS for voice over wireless.
31	Flexibility	The Access Points should be plenum-rated (UL2043).
32	Flexibility	The Access Points should support 16 WLANs per AP for SSID deployment flexibility.
33	Flexibility	The Access Points should continue serving clients when WAN link to appliance is back up again, should not reboot before joining
34	Flexibility	The Access Points should support Appliance-based and standalone(autonomous) deployments
35	Flexibility	Should support Local authentication at the AP level in case of WAN outage
36	Operational	The Access Points should support telnet and/or SSH login to APs directly for troubleshooting flexibility.
37	Power	The Access Points should support Power over Ethernet, local power (DC Power), and power injectors.
38	Power	The Access Points should operate at 3x3 or higher with 802.3af PoE is the source of power
39	QoS	The Access Points should support 802.11e, WMM and Reliable Multicast Video to maintain video quality
40	QoS	The Access Points should support QoS and Video Call Admission Control capabilities.
41	QoS	Access Point should 802.11 DFS certified

2.3 Technical requirements of Core L3 Switch:

It shall support all technical features not limited to the following

General	The Core L3 Switch should have minimum 48 x 10/100/1000 UTP ports and rack mountable.
	The Switch shall support Supervisor Engine with 2 x 10G single mode fiber transceivers
	The Switch shall be loaded with 8 SFP support 10G ports module and with 2 – multi mode fiber ,2 – single mode fiber transceivers
	Chassis based with minimum 5 payload slots
	The OEM shall provide patches and firmware replacement if required free of cost. Compatibility of the existing hardware shall be maintained with future software/firmware.
	The Core switch shall be designed and implemented for round the clock operation. The OEM shall furnish the Mean Time between Failures and Mean Time to Repair
	Additional 48 x 10/100/1000 module can be quoted separately.
Power Supply	The Switch shall support chassis with Redundant Power supply with support for hot swappable modules

Performance	The Switch should support switching capacity up to 560Gbps
	The Switch should support forwarding rate of up to 225 Mpps for IPv4
	The Switch should support forwarding rate of up to 110 Mpps for IPv6
	The Switch should support dual supervisor modules. Failure of one supervisor, should not affect the throughput and performance of the switch.
	The switch shall support IPv6 in hardware
	The switch shall support and provide 256,000 IPv4 routing entries
	The switch shall support and provide 128,000 IPv6 routing entries
	The switch shall support 32,000 multicast routes
	The switch shall support 128,000 Flexible NetFlow entries in hardware
	Operating Software
The Switch Should support NSF/SSO	
The Switch Should support In-Service Software Upgrade (ISSU)	
The Switch Should support upgrading or downgrading Software with minimal (less than 200msec) to no disruption to the network	
The Switch should support a mechanism to detect connectivity issues with both fiber and copper cabling. Ensures that a partially failed link is shut down on both sides, to avoid L2/L3 protocol convergence issues	
The Switch shall support hardware-based MAC layer encryption for both switch-to-switch and host-to-switch links	
The Switch shall support a capability to restrict traffic between hosts in a common segment by segregating traffic at Layer 2.	
The Security features should support port filtering, enabling of individual ports to access only selected nodes, IP permit lists to prevent unauthorized access to the switch, Access Control Lists (ACL) to secure networks from unauthorized users, strong authentication and secure communications over un-secure channels for access to the network.	
The Switch shall provide mechanism to prevent unauthorized switch from taking over as the Root bridge or causing the Spanning Tree to re-converge	
The Switch shall provide a mechanism that prevents unauthorized switch from affecting core spanning tree topology, by auto-disabling access port	
The Switch shall support Multilevel security on console access preventing unauthorized users from altering the switch configuration	
The Switch shall provide the ability to monitor events and take corrective, or any desired action when the monitored events occur or when a threshold is reached	
The Switch shall support a built-in analyzer like Wireshark or equivalent to capture control and data packets traversing through the system and display the captured packets on the screen using CLI commands	

	The Switch shall support DHCP Snooping, Dynamic ARP Inspection (DAI)
	The Switch shall support remote port mirroring i.e. mirror ports from and to any other switch in the network.
	The Switch shall support URPFv6 in hardware
	The Switch shall support capability to provide upto 60W of PoE
	The Switch shall be IEEE 802.3az compliant.
	The Switch shall support Network Virtualization capabilities like Multi-VRF or equivalent and should be scalable upto 32 virtual network sessions.
	The Switch shall support minimum 8 bidirectional line rate port mirroring sessions
	The Switch shall support VRRP for high availability.
	The Switch shall support NetFlow or equivalent for IP Accounting, Traffic analysis
	The Switch shall support a mechanism to analyze IP service levels for IP applications and services by using active traffic monitoring (the generation of traffic in a continuous, reliable, and predictable manner)for measuring network performance.
	The Switch shall support L2, L3 and L4 access control filters.
	The Switch shall support L3/L4 frame classification
	The Switch shall support Ethernet, Fast Ethernet and Gigabit Ethernet protocols support
	The Switch shall support TACACS+ and RADIUS, which allows centralized control of the switch and restrict unauthorized users from altering the configuration
	The Switch shall support for Standard and extended ACL, Router ACL,VLAN ACL, Port ACL
	The Switch shall support Spanning Tree and Rapid Spanning Tree
	The Switch shall support Per-port quality of service (QoS) configuration.
	The Switch shall support for 8 queues. Strict priority queuing
	The Switch shall support Cross-module link aggregation
	The Switch shall support Per port broadcast, Unicast and Multicast storm control
	The Switch shall support External flexible storage options
Management	The Switch shall support Web-based and CLI management
	The Switch shall support RMON - Remote Monitoring (RMON) with 4 RMON groups (history, statistics, alarms, and events)
	The Switch shall support SNMP v1, v2, v3

2.4 Technical requirements of Manageable L2 Access Switch:

It shall support all technical features not limited to the following

General Features	The switch shall support a minimum of 24 nos. 10/100/1000 Power over Ethernet Ports
	The switch shall support a minimum of 4 SFP Uplinks
	The switch shall support 4x1G SFP modules
	The switch shall support a total of 28 Ports
Performance and Scalability	The switch shall support Forwarding bandwidth of 108 Gbps
	The switch shall support Full-duplex Switching bandwidth of 216 Gbps
	The switch shall support 64-Byte Packet Forwarding Rate of 71.4 Mpps
	The switch shall support a Dual Core CPU
	The switch shall support 128 MB of Flash memory
	The switch shall support 512 MB of DRAM
	The switch shall support 1023 VLANs
	The switch shall support 4096 VLAN IDs
	The switch shall support Jumbo frames of 9216 bytes
	The switch shall support Maximum transmission unit (MTU) of 9198 bytes
	The switch shall support 16000 Unicast MAC addresses
Stacking	The switch shall support Stacking
	Stacking shall enable all switches to function as a single unit
	The switch shall support rate limiting based on source and destination IP address
	Stacking shall support a minimum of 2 or more Switches
	Stacking shall support single IP address management for the group of switches
	Stacking shall support single configuration
	Stacking shall support simplified switch upgrade
	Stacking shall support automatic upgrade when the master switch receives a new software version
	Stacking shall support stacking cable length of 3m
PoE & PoE+	The switch shall support PoE (IEEE 802.3af)
	The switch shall support PoE+ (IEEE 802.3at)
	The switch shall support flexible power allocation across all ports
	The switch shall have 370W of Available PoE Power
	The switch shall support 24 ports up to 15.4W
	The switch shall support 12 ports up to 30W
	The switch shall support Per port power consumption to specify maximum power setting on an individual port
	The switch shall support Per port PoE power sensing to measure actual power being drawn
	The switch shall support protocol to allow switch to negotiate a more granular power setting of IEEE classified devices
	The switch shall support a PoE MIB to get visibility into power usage

	The switch shall support a PoE MIB to set different power-level thresholds
Power Supply	The switch shall support an auto-ranging power supply with input voltages between 100 and 240V AC
	The switch shall support an External Redundant Power Supply
Standards	The switch shall support IEEE 802.1D Spanning Tree Protocol
	The switch shall support IEEE 802.1p
	The switch shall support IEEE 802.1Q Trunking
	The switch shall support IEEE 802.1s Multiple Spanning Tree (MSTP)
	The switch shall support IEEE 802.1w Rapid Spanning Tree (RSTP)
	The switch shall support IEEE 802.1x
	The switch shall support IEEE 802.1ab (LLDP)
	The switch shall support IEEE 802.3ad Link Aggregation Control Protocol (LACP)
	The switch shall support IEEE 802.3af Power over Ethernet
	The switch shall support IEEE 802.3af Power Classification
	The switch shall support IEEE 802.3at Power over Ethernet +
	The switch shall support IEEE 802.3ah (100BASE-X single/multimode fiber only)
	The switch shall support IEEE 802.3x full duplex on 10BASE-T, 100BASE-TX, and 1000BASE-T ports
	The switch shall support IEEE 802.3 10BASE-T specification
	The switch shall support IEEE 802.3u 100BASE-TX specification
	The switch shall support IEEE 802.3ab 1000BASE-T specification
	The switch shall support IEEE 802.3z 1000BASE-X specification
	The switch shall support RMON I and II standards
	The switch shall support SNMP v1, v2c, and v3
RFC compliance	The switch shall support latest RFCs related to network protocols (IPv4 and IPv6) and authentication servers.
Layer-2 Features	The switch shall support Automatic Negotiation of Trunking Protocol, to help minimize the configuration & errors
	The switch shall support IEEE 802.1Q VLAN encapsulation
	The switch shall support Centralized VLAN Management. VLANs created on the Core Switches shall be propagated automatically
	The switch shall support Spanning-tree PortFast and PortFast guard for fast convergence
	The switch shall support Uplink Fast & Backbone Fast technologies to help ensure quick failover recovery, enhancing overall network stability and reliability
	The switch shall support Spanning-tree root guard to prevent other edge switches becoming the root bridge.
	The switch shall support IGMP filtering
	The switch shall support discovery of the neighboring device of the same vendor giving the details about the platform, IP Address, Link connected through etc, thus helping in troubleshooting connectivity problems.

	The switch shall support Per-port broadcast storm control to prevent faulty end stations from degrading overall systems performance
	The switch shall support Per-port multicast storm control to prevent faulty end stations from degrading overall systems performance
	The switch shall support Per-port unicast storm control to prevent faulty end stations from degrading overall systems performance
	The switch shall support Voice VLAN to simplify IP telephony installations by keeping voice traffic on a separate VLAN
	The switch shall support Auto-negotiation on all ports to automatically selects half- or full-duplex transmission mode to optimize bandwidth
	The switch shall support Automatic media-dependent interface crossover (MDIX) to automatically adjusts transmit and receive pairs if an incorrect cable type (crossover or straight-through) is installed.
	The switch shall support Unidirectional Link Detection Protocol (UDLD) and Aggressive UDLD to allow for unidirectional links caused by incorrect fiber-optic wiring or port faults to be detected and disabled on fiber-optic interfaces.
	The switch shall support Local Proxy Address Resolution Protocol (ARP) working in conjunction with Private VLAN Edge to minimize broadcasts and maximize available bandwidth.
	The switch shall support IGMP v1, v2 Snooping
	The switch shall support IGMP v3 Snooping
	The switch shall support IGMP v1, v2 Filtering
	The switch shall support IGMP Snooping Timer
	The switch shall support IGMP Throttling
	The switch shall support IGMP Querier
	The switch shall support Configurable IGMP Leave Timer
	The switch shall support MVR (Multicast VLAN Registration)
L3 Features	The switch shall support Inter-VLAN routing
	The switch shall support IPv4 unicast Static Routing
	The switch shall support 16 IPv4 Static routes
Quality of Service (QoS) & Control	The switch shall support 4 egress queues per port to enable differentiated management
	The switch shall support common egress buffers shared among the ports
	The switch shall support dedicated egress buffers reserved for each ports
	The switch shall support scheduling techniques for Qos
	The switch shall support Weighted tail drop (WTD) to provide congestion avoidance
	The switch shall support cos/dscp remarking
	The switch shall support Standard 802.1p CoS field classification
	The switch shall support Differentiated services code point (DSCP) field classification
	The switch shall support Control- and Data-plane QoS ACLs
	The switch shall support Rate Limiting function to guarantee bandwidth

	The switch shall support rate limiting based on source and destination IP address
	The switch shall support rate limiting based on source and destination MAC address
	The switch shall support rate limiting based on Layer 4 TCP and UDP information
	The switch shall support availability of up to 256 aggregate or individual polices per port.
	The switch shall support QoS configuration across the entire stack
Management	The switch shall support Command Line Interface (CLI) support for configuration & troubleshooting purposes.
	The switch shall support four RMON groups (history, statistics, alarms, and events) for enhanced traffic management, monitoring, and analysis
	The switch shall support Layer 2 trace route to ease troubleshooting by identifying the physical path that a packet takes from source to destination.
	The switch shall support Trivial File Transfer Protocol (TFTP) to reduce the cost of administering software upgrades by downloading from a centralized location.
	The switch shall support SNMP v1, v2c, and v3 of-band management.
	The switch shall support Telnet interface support for comprehensive in-band management of-band management.
	The switch shall support CLI-based management console to provide detailed out-of-band management.
	The switch shall support Serial Console Port
	The switch shall support USB Console Port
	The switch shall support SNMPv1, SNMPv2c, and SNMPv3
Miscellaneous	The switch shall support greener practices
	The switch shall support solutions that monitors and conserves energy with customized policies
	The switch shall support sustainable business behavior
	The switch shall support Efficient switch operation
	The switch shall support Intelligent power management
	The switch shall support measuring of energy between itself and endpoints
	The switch shall support control of energy between itself and endpoints
	The switch shall support discovery of manageable devices for Energy measurement
	The switch shall support monitoring of power consumption of endpoints
Network security features	The switch shall support IEEE 802.1x to allow dynamic, port-based security, providing user authentication.
	The switch shall support Port-based ACLs for Layer 2 interfaces to allow application of security policies on individual switch ports.
	The switch shall support SSHv2 and SNMPv3 to provide network security by encrypting administrator traffic during Telnet and SNMP sessions.

	The switch shall support TACACS+ and RADIUS authentication enable centralized control of the switch and restrict unauthorized users from altering the configuration.
	The switch shall support MAC address notification to allow administrators to be notified of users added to or removed from the network.
	The switch shall support Port security to secure the access to an access or trunk port based on MAC address.
	The switch shall support Multilevel security on console access to prevent unauthorized users from altering the switch configuration.
	The switch shall support Private VLAN
DHCP Features	The switch shall support DHCP snooping to allow administrators to ensure consistent mapping of IP to MAC addresses DHCP binding database, and to rate-limit the amount of DHCP traffic that enters a switch port.
	The switch shall support DHCP Interface Tracker (Option 82) feature to augment a host IP address request with the switch port ID.
	The switch shall support DHCP Option 82 data Insertion
	The switch shall support DHCP Option 82 Pass Through
	The switch shall support DHCP Option 82 - Configurable Remote ID and Circuit ID
	The switch shall support DHCP Snooping Statistics and SYSLOG
IPv6 Features	The switch shall be on the approved list of IPv6 Ready Logo phase II – Host
	The switch shall support IPv6 unicast Static Routing
	The switch shall support 16 IPv6 Static routes
	The switch shall support IPv6 MLDv1 & v2 Snooping
	The switch shall support IPv6 Host support for IPv6 Addressing
	The switch shall support IPv6 Host support for IPv6 Option processing
	The switch shall support IPv6 Host support for IPv6 Fragmentation
	The switch shall support IPv6 Host support for IPv6 ICMPv6
	The switch shall support IPv6 Host support for IPv6 TCP/UDP over IPv6
	The switch shall support IPv6 Host support for IPv6 Ping
	The switch shall support IPv6 Host support for IPv6 Traceroute
	The switch shall support IPv6 Host support for IPv6 VTY
	The switch shall support IPv6 Host support for IPv6 SSH
	The switch shall support IPv6 Host support for IPv6 TFTP,
	The switch shall support IPv6 Host support for IPv6 SNMP for IPv6 objects
	The switch shall support IPv6 Port Access Control Lists
	The switch shall support IPv6 Router Access Control Lists
	The switch shall support HTTP, HTTP(s) over IPv6
	The switch shall support SNMP over IPv6
	The switch shall support SysLog over IPv6
	The switch shall support IPv6 Stateless Auto Config
	The switch shall support DHCP based Auto Config (Auto Install) and Image download
	The switch shall support IPv6 QoS

	The switch shall support RFC4292/RFC4293 MIBs for IPv6 traffic
	The switch shall support SCP/SSH over IPv6
	The switch shall support Radius over IPv6
	The switch shall support TACACS+ over IPv6
	The switch shall support NTPv4 over IPv6
	The switch shall support minimum sampling rate 1:1022
	The switch shall support 16K Flows
	The switch shall support random sampling
	The switch shall support flow capture in hardware

Wi-Fi Certifications

The product shall have latest certifications in Wireless LAN domain, details of which shall be outlined by the bidder.

Deployment and installation, Documentation

- The system shall be easy to deploy, use and configure.
- There shall be adequate user system documentation provided.
- High quality technical support shall be available.
- The vendor shall provide and maintain adequate documentation of the project, product and maintenance during implementation period.

Fault Tolerance, High Availability

The architecture, devices and its features shall provide high availability with stateful failover to minimize single point of failure.

- Authentication for new HA members shall be supported.
- It shall be possible to configure all the devices to operate in active/active mode or active/stand-by mode.
- Stateful failover between devices
- It shall be possible to run the devices in load balancing mode.
- Dual power supply shall be provided (N+1).
- The module shall operate independently; in case of failure of any feature the entire system shall not be hampered.
- Active/Passive; Redundant interfaces; Configuration synchronization.

Performance

The performance of the devices proposed in the solution shall not introduce latency, delay in the network with its entire technical features enabled in it.

Behavior under high loads

Shall recognize high load conditions and either pass certain types of network traffic through the sensor without performing full analysis (i.e., partial or no analysis) or drop low-priority traffic to reduce load. QoS feature to prioritize and rate shape traffic based on user, application etc

It shall be optimized to provide better performance under high loads.

3. Scope of Work

Details of work to be performed for the Engagement but not limited to the following:-

The Bidder shall supply, install, implement, integrate and transfer the proposed Bill of Material to the vendor identified by IDRBT and also coordinate with vendor identified by IDRBT for passive components like cabling for integration patch panel, tagging, AP installation (Indoor and Outdoor) etc., wherever required.

The finalized bidder shall conduct feasibility analysis of IDRBT premises for implementation of Wireless LAN and appropriately estimate the no of indoor and outdoor access points required.

The bidder shall provide post implementation support where the components are installed, proposed to be installed and conduct knowledge transfer in maintaining the system.

IDRBT reserves the right to advise the bidder to demonstrate how various features are integrated in proposed system during the technical evaluation. The bidder shall also explain how these functions at same performance or increased performance shall be delivered.

The bidder shall deploy qualified professionals, with OEM certified based on proposed Bill of Material during entire design, implementation and integration of Wireless LAN network, this list shall be part of the technical bid.

In consultation with IDRBT personnel, a comprehensive Migration Plan shall be designed with no/minimum downtime and no impact on business.

The existing wired LAN design, devices policies and IDRBT IS policy shall be reviewed. In case IDRBT feels that wired LAN design, devices policies and IDRBT IS policy is inadequate with respect to Wireless LAN setup, the vendor has to make suitable changes.

The proposed wireless LAN network should seamlessly integrate with existing setup but is not limited to the following

1. All types of Personal Computers/devices (Desktop, Laptops, Smart phones etc.,)
2. LAN interfaces to the Internal Network,
3. Interfaces to the DMZ
4. VLAN interfaces as required.
5. DNS Servers and all Internal Servers.
6. Training, Classroom and Labs
7. Research and Development Setup
8. External Network and Security interfaces (Internet and INFINET).

The bidder shall set up the management system and management clients in the system.

The vendor shall appropriately estimate and design the solution meeting the requirements mentioned in the detailed document which shall guide the bidders in proposing an optimal system. The bidders may study the RFP document carefully. Submission of bids shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

Bidders have to ensure that the proposed setup shall incorporate all the above features with the latest versions and shall have the capability to add-on features and protections without affecting the latency of the network or resulting in any delay.

IDRBT reserves the right to split the contract for procurement of Wireless LAN and L2 & L3 Switches Bill of Material with one or two vendors separately.

The bidders shall submit the IPv6 migration plan document for IDRBT LAN after finalizing of the contract.

Obligations of Successful Bidder

In case vendor is not able to deliver and/or operate the solution as committed by the vendor in his bid, the vendor shall be liable to pay a sum of money not less than 50 times the TCO amount to IDRBT. The bidder shall submit an undertaking to this effect as part of his technical bid.

The vendor has to supply all the components, services and licenses to make solution complete.

The vendor is liable to supply, install and maintain any new location(s) which may come up in future anywhere in the country under this RFP, within the contract period. The vendor shall clearly specify warranty period and AMC for the remaining period of the contract period. The warranty/any benefit from the OEM shall be passed on to IDRBT directly.

The successful bidder shall deploy their own computing resources for implementing, managing and maintaining the system.

The successful Bidder will always send trained and experienced engineers to provide service at IDRBT for wireless LAN product implementation and maintenance. Their name, contact address and phone nos. will be advised in writing to IDRBT.

Whenever any designated Successful Bidder engineer is leaving his job, Successful Bidder will give prior information about this to IDRBT.

Successful Bidder engineer(s) will always work on IDRBT servers /networks from IDRBT premises and should not access IDRBT network from any other public or private network under any circumstance. Only in the case of extreme emergencies, Successful Bidder would access the servers remotely through the relevant secured protocols for performing the required configuration changes after obtaining prior written consent of IDRBT.

Successful Bidder would ensure that these protocols are given remote access only for the troubleshooting purpose during this period, and the access would be denied on the firewall servers in the normal working environment.

Successful Bidder engineer(s) shall not change the password of software/tools without the knowledge of IDRBT. In case they are aware about any password(s), they shall not share it with anyone other than IDRBT's security team without written communication from IDRBT.

Whenever any new threats / vulnerabilities become public, Successful Bidder shall bring this to the notice of IDRBT immediately and help/guide IDRBT in plugging the same. Once the call has been attended, Successful Bidder engineers shall put their maximum efforts and deploy their best resources to resolve all calls at the earliest possible time frame at all locations and ensure appropriate uptime.

Successful Bidder shall be responsible for any act of its employees that may result in security breach in respect IDRBT network.

Successful Bidder agrees not to participate in IDRBT's tendering process for security auditors.

All the prices in Indian Rupees Only.

Prices to be all inclusive and firm.

The successful bidder to ensure that the Wireless LAN and critical services hosted at IDRBT, Hyd shall not face any downtime due to security breach, security incident, improper configuration of security units/ appliances/ components.

User Acceptance Tests and Criteria for completion

The successful bidder shall demonstrate the capabilities and perform complete testing of equipment, features, configuration of the Bill of Material proposed in the contract.

IDRBT and bidder shall mutually decide on the format UAT format with respect to the device and features enabled in the devices.

User Training

The vendor shall provide training to IDRBT personnel in configuration and management and maintenance of Wireless LAN devices. During the implementation phase, the vendor has to **conduct two (2)- day** workshop for IDRBT officials. This training shall include at a minimum

- Usage of the devices, configuration of devices including policy configuration
- Usage of the management consoles of the devices for all aspects of device configuration.
- Alert handling and forensic analysis capabilities. Since the capabilities offered by the devices in terms of alert (real time and historic) analysis and reporting are key in determining the effectiveness of the solution; comprehensive training on this aspect shall be given. Once the alerts have been raised the vendor shall train personnel on examination, correlation where necessary, investigation and eventually decision on an action.
- Examination of the logs and drawing conclusions
- In the case of WIDPS, training on signature tuning and updating shall be given

Components of Training

Training Schedule - Day 1

Basics of Wireless LAN Networking & Security
About the Product and all configured features
WIRELESS LAN Architecture, Installation, Configuration and Deployment
Access Points
User Authentication
Configuration Management
Bandwidth Management
Content filter and Application Filtering
Routing
Reporting Administration

Training Schedule - Day 2

Basics of Switching and Routing
Maintenance and Management of L3 Switches

Defining ACLs and Routing Reporting Administration

IDRBT will carry out acceptance tests and certify the project as complete based on the results of the tests. The vendor shall provide necessary support for carrying the acceptance tests.

The Criteria of completion is not divided into phases and is for the entire project and will be carried out after the completion of the implementation.

4. Instructions to Bidders

4.1 Bid Submission

The response to the present tender will be submitted in two parts, the Technical Bid and the Commercial Bid. The Technical Bid shall be as per the format for the Technical Bid, specified in the tender document. The Commercial Bid shall be as per the format for the Commercial Bid, specified in the tender document. Both the bids shall be sealed and submitted separately. The Technical and Commercial bids should be submitted in separate sealed envelopes clearly super scribing on the envelope "Technical Bid for Supply, Install, Implement and Transfer of Wireless LAN, L2 and L3 Switches At IDRBT, Hyd." as per Tender No. **IDRBT/IFN/NPD/6/820/2014-2015, dated 24th October 2014** & "Commercial Bid for Supply, Install, Implement and Transfer of Wireless LAN, L2 and L3 Switches At IDRBT, Hyd." as per Tender No. **IDRBT/IFN/NPD/6/820/2014-2015, dated 24th October 2014**.

Bids sealed in accordance with clause 4.1 and clause of the Instructions to Bidders may be sent by registered post or hand delivered, so as to be received at the following address:

The Director,
Institute for Development and Research in Banking Technology,
Road No. 1, Castle Hills,
Masab Tank,
Hyderabad –500057

All Bidders, or their authorized representatives, may be present at the time of the opening of the technical bid. Only one person per Bidder will be allowed to be present at the time of opening the technical bids.

4.2 Eligible Goods

The Bidder is required to demonstrate its right to provide wireless LAN solution in response to this tender. Wherever contractual arrangements are necessary, it will be the sole responsibility of the Bidder to make all necessary contractual arrangements across all components of the solution.

All equipments and services to be supplied in response to this Tender and under the resultant contract must be eligible for export to India for use as per the contract, under the existing regulations of the country(s) of origin.

Bidders shall be responsible for obtaining all necessary export permits for the products and services to be supplied.

4.3 Bidding

Bidders are permitted to lodge more than one bid. However, for each bid, technical and commercial bids must be separate and self-contained.

The cost of bidding and submission of the bids is entirely the responsibility of the Bidders, regardless of the conduct or outcome of the tendering process.

4.4 Site Visits

Site visits may be sought at the discretion of the Institute. Bidders shall provide, in addition to customer sites, an invitation to the Organization to visit Bidder's own development site.

4.5 Clarification on the Tender Documents

1. Written requests for clarification should be submitted to the Institute through email/letter on or before 31st Oct 2014 by **3:00 P.M**
2. Separate forms should be used for multiple clarification requests.
3. The pre-bid meeting will be held at the Institute on 10th Nov 2014 **at 11.00 A.M**
4. Both questions and responses will be circulated to all prospective Bidders, i.e. those that have obtained the Tender Document within 2 working days after the pre bid meeting.
5. No queries will be entertained after the pre-bid meeting.
6. Bidders must acquaint themselves fully with the conditions of the tender. No plea of insufficient information will be entertained at any time.

4.6 Amendments to Tender Document

Amendments to the Tender Document may be issued at anytime, prior to **last date** for the submission of the bids.

From the date of issue, amendments to Tender Document shall be deemed to form an integral part of the Tender Document.

4.7 Language of Bids

All bids and supporting documentation shall be submitted in English.

4.8 Documents comprising the bid

All Bidders shall submit a tender response, as outlined in chapter 3, duly completed.

4.9 Bid currency

All costs and charges, related to the bid, shall be expressed in Indian Rupees only.

4.10 Sealing and Marking of TECHNICAL Bids

Tender responses should be submitted in original in a sealed envelope clearly super scribing on the envelope "Technical bid for Supply, Install, Implement and Transfer of Wireless LAN, L2 and L3 Switches at IDRBT, Hyd for IDRBT as per Tender No. **IDRBT/IFN/NPD/6/820/2014-2015, dated 24th October 2014.**" The envelope shall be dated with the current date in the top right hand corner and addressed as in clause 4.1 above. The technical bid papers should properly numbered in ascending order page wise and stamped and initialed by the bidder on each page. The total number of pages submitted in the technical bid should be clearly mentioned on the first page.

4.11 Sealing and Marking of COMMERCIAL Bids

Tender responses in one original should be submitted in original in a sealed envelope clearly super scribing on the envelope "Commercial Bid for Supply, Install, Implement and Transfer of Wireless LAN, L2 and L3 Switches at IDRBT, Hyd for IDRBT Tender No. **IDRBT/IFN/NPD/6/820/2014-2015, dated 24th October 2014.**" The envelope shall be dated with the current date in the top right hand corner and addressed as in clause 4.1 above. The commercial bid papers should properly numbered in ascending order page wise and stamped and initialed by the bidder on

each page. The total number of pages submitted in the commercial bid should be clearly mentioned on the first page.

4.12 Period of bid validity

The Bids shall be valid for a period of **6** months from the closing date of the submission of the bid.

4.13 Format and signing of bid

The original and all copies of the bids shall be typed or printed in a clear typeface. Copies may be good quality photocopies of the original. An accompanying letter is required, to be signed by an authorized signatory of the Bidder, committing the Bidder to the contents of the original response.

Each tender shall be made in the legal name of the Bidder and shall be signed by the Bidder or a person duly authorized to sign on behalf of the Bidder.

The Bidder's signature on the tender shall be deemed to imply unqualified acceptance of the Broad Terms and Conditions of the Contract including the conditions specified therefore, as specified in this Request for Proposal.

Bidders are requested to submit a "softcopy" version of their Technical and Commercial responses on CD/USB Pen drive in latest Microsoft Office format -Word. Soft-copies are to be sealed within the respective Technical and Commercial Bid envelopes.

4.14 Opening of Bids

- Bids shall be accepted till **17th Nov 2014 3:00 PM.**
- No Bids will be accepted after the above deadline.
- All Bidders shall be invited to attend the opening of the technical bids and the date will be intimated to the vendors.
- No bid shall be rejected at bid opening, except for late bids.

4.15 Correction of errors

Arithmetic errors in bids will be corrected as follows:

Where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern; and

Where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate will govern unless, in the opinion of the Institute, there is obviously a gross error such as a misplacement of a decimal point, in which case the line item total will govern.

Where there is a discrepancy between the amounts mentioned in the bid and the line item total present in the Bill of Material, the amount obtained on totaling the line items in the Bill of Materials would govern.

The amount stated in the tender form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall tender price to rise, in which case the bid price shall govern.

4.16 Evaluation and comparison of bids

Only bids from Bidders meeting the eligibility criteria and which are complete and responsive bids will proceed to the stage of being fully evaluated and compared. The evaluation criteria shall be based on the requirements, stated in the tender document.

4.17 Domestic Presence of the Bidders

The Bidders will have Nation-wide, multi-location presence for the implementation and for providing support services in terms of the contract.

4.18 Acceptance or rejection of bid

The Institute reserves the right not to accept any bid, or to accept or reject a particular bid at its sole discretion without assigning any reason whatsoever.

4.19 Notification of award

The acceptance of a tender, subject to contract, will be communicated in writing at the address supplied by the Bidder in the tender response. Any change of address of the Bidder, should therefore be promptly notified to

The Director,
Institute for Development and Research in Banking Technology,
Road No. 1, Castle Hills,
Masab Tank,
Hyderabad –500057

4.20 Signing of Contract

The Bidder shall be required to enter into a contract with the Institute, within thirty (30) days of the award of the tender or within such extended period, as may be specified by the Institute on the basis of the Tender Document, the Tender of the Service Provider, the letter of intent and such other terms and conditions as may be determined by the Organization to be necessary for the due performance of the work, as envisaged herein and in accordance with the Bid and the acceptance thereof, which terms and conditions shall be contained in a Memorandum of Understanding to be signed at the time of the execution of the Form of Contract.

4.21 Performance Bank Guarantee

The Bidder shall at his own expense deposit with Institute within thirty (30) working days of the date of notice of award of the tender, a Performance Bank Guarantee from a scheduled commercial bank, payable on demand in terms of Appendix Form "W", for an amount equivalent to ten percent (10%) of the contract price for the due performance and fulfillment of the contract by the Service Provider.

The Performance Bank Guarantee may be discharged by the Organization upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. The Performance Bank Guarantee shall be valid till the end of the Contracted Period.

Failure of the Bidder to comply with the above requirement, or failure of the Bidder to enter into a contract within 30 days or within such extended period, as may be specified by the Institute shall constitute sufficient grounds, among others, if any, for the annulment of the award of the tender.

4.22 Governing Law and Disputes

The bids and any contract resulting there from shall be governed by and construed according to the Indian Laws.

All disputes or differences whatsoever arising between the parties (i.e., the Organization and the Bidder/Service Provider) out of or in relation to the construction, meaning and operation or effect of this Tender Document or breach thereof, shall be settled amicably. If, however, the parties, as above, are not able to resolve them amicably, the same shall be settled by arbitration in accordance with the applicable Indian Laws, and the award made in pursuance thereof shall be binding on the parties, as above. The Arbitrator/Arbitrators shall give a reasoned award.

The Bidder shall continue work under the Contract during the arbitration proceedings unless otherwise directed in writing by the Institute or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator or of the umpire, as the case may be, is obtained. The venue of the arbitration shall be Hyderabad, India.

5 Content and Form of Responses

This chapter contains the table of contents for the tender response. In order to facilitate evaluation and comparison of tender responses, Bidders shall submit their response in this format. A failure to do so may result in the tender being eliminated at the examination stage as unresponsive.

Should the Bidder have additional information to submit that cannot be encompassed by the current table of contents, additional sections may be added at the end. Should use be made of this option that is unwarranted in the opinion of the Institute, it will be regarded unfavorably.

5.1 Tender Response

TABLE OF CONTENTS

A. TECHNICAL BID

The Technical Bid should be in accordance with the following:

INTRODUCTION

- Purpose
- Objectives
- Scope
- Technical Deviation statements

MANAGEMENT SUMMARY

- Overview of Bidder
- Overview of Proposed Time-table and Project Management provisions
- Overview of Proposed Maintenance and Support Arrangements

BIDDER		
The registered name of the bidding company		
Business address for correspondence	Location	
	Street	
	Locality	
	City	
	Pin Code	
	Country	
	Telephone	
	Facsimile	
Email		
Other		
Contact name of THE BIDDER		
Contact's position with Bidder		
Contact addresses if different from above	Location	
	Street	
	Locality	
	City	
	Pin Code	
	Country	
	Telephone	
	Facsimile	
Email		
Other		
Business structure		
Bid company's registered address		

<i>Project Name:</i>		
<i>Project Location:</i>		
<i>Client Name:</i>		
<i>Client address:</i>		
<i>Client contact/reference person(s):</i>	<i>Name</i>	
	<i>Address – if different from above</i>	
	<i>Telephone</i>	
	<i>Facsimile</i>	
	<i>Mobile Phone</i>	
	<i>Email address</i>	
<i>Project started (month/year):</i>		
<i>Project elapsed time – months:</i>		
<i>Man-months effort:</i>		
<i>Name of senior project staff:</i>	<i>Project Director</i>	
	<i>Project Manager</i>	
	Other	
<i>Nature of the Project:</i>		
<i>Role of the company, whether complete end-to-end involvement or for a particular module:</i>		
Project Detail		
<i>(Broad details)</i>		

- A. TECHNICAL BID**
- B. COMMERCIAL BID**

The Calculation of Arriving at L1 for commercial selection of a vendor is by calculating Total Cost of Ownership.

TCO = 7 years cash flow discounted to present @ 12% pa

The bidder shall also submit masked commercial. The masked commercials contains all details like S.No., Description, Make & Model, Qty and shall not contain Unit Price p.a, AMC p.a, Amount in Rs, Total Amount.

The Commercial Bid should contain the following:

The vendors are required to submit a copy of the Technical Bid highlighting the features to be supplied along with the Commercial Bid. The format of Commercial Bids to be submitted is as follows:

S.No.	Description	Make & Model	Unit Price p.a	Qty	Total Amount in Rs	Tax	AMC p.a %	ST	Total AMC Amount
1	Wireless LAN Appliances with IPS			2					
2	Upgrade of licenses in multiples of 10 up to 100 Access points (break up)						-		
3	Indoor Access Points (On Actuals)			20					
4	Outdoor Access Points (On Actuals)			5					
5	Wireless NIC cards. (For client PCs Windows Vista and above, Ubuntu, BOSS, Fedora)			1 Each					
6	48 Port L3 Switch			1					
7	Manageable 24 port L2 Access Switches			10					
Optional Items									
1									
2									
Total Amount in Rs									

The commercial bid format should be as specified.

Any item, which the vendor feels is required, the prices for the item should be mentioned in the commercial bid and the details of it should be mentioned compulsorily in the technical bid along with the required quantity

5.3 Costs

Schedule of Tendered Prices

(A copy of the Schedule of Tendered Prices in the tender documents duly completed and signed by the Bidder's authorized representative.)

All the prices have to be quoted item-wise. The prices should mention the cost as well as the tax and duty components, if any. All taxes, duties, charges, applicable levies and octroi shall be borne by the Bidder. Once the prices have been tendered to the Institute, no change / modification will be entertained for any cause whatsoever (including changes in regulation, tax and duty structure, etc.) The prices once provided by the Bidder will be valid for the entire period of validity of the bid as defined in the present document.

Any revision in the rates of taxes, duties, charges and levies at a later date and during the tenure of the bid will be borne as under:

The benefits realized by the Bidder due to lower rates of taxes, the Bidder shall pass on duties, charges and levies to the IDRBT.

Any increase in rates of taxes, duties, charges and levies will be borne by the Bidder.

Taxes applicable (only for Service Tax)

Notes on the Schedule of Tendered Prices

(Any notes or comments that the Bidder wishes to make relating to the Schedule of Tendered Prices. Bidders should note that a fixed price is required and that anything that seeks to limit or qualify such a fixed price is likely to be regarded unfavorably.)

6. Broad terms and conditions of the contract

The following are the general terms and conditions proposed to be included in the Contract. However, the terms and conditions are not conclusive and the Organization reserves the right to add, delete, modify or alter all or any of these terms and conditions in any manner, as deemed necessary by the Organization.

IDRBT reserves the right to modify, configuration and quantities based on the requirements. The vendor may note that the actual order placed may be in variance to the quantities mentioned in the commercial bill and that quantities mentioned in the commercial bill are standardization for the purpose of deciding L1 vendor.

The Bidder will have to enter into a purchase agreement directly with the Institute for Supply, Implement and Transfer of Wireless LAN for IDRBT. The purchase agreement will contain various terms and conditions relating to payment, delivery, installation & operationalisation, training, commissioning & acceptance, support during period of maintenance, penalty due to delay in performance etc. All the specifications and other related literature & information, provided by the Bidder agreed by the Institute, will also form a part of the purchase agreement.

The bill of material containing item-wise details in respect of for Supply, Implement and Transfer of Wireless LAN for IDRBT offered by the vendor, must be furnished along with the prices thereof, as per the terms and conditions contained in this document. The Service Provider/Bidder will undertake to ensure that the prices are reasonable and in the range of prices for similar / same services available in the market. If any irregularity is detected anytime in respect of the above, the Institute will have the right to take appropriate action against the Service Provider/Bidder, as deemed fit by the Institute.

6.1 Standards

The equipments supplied under the contract shall conform to the standards mentioned in the Technical Specification, and/or agreed between the Organization and the Service Provider, and when no applicable standard is mentioned, the equipments shall be supplied under the authoritative and appropriate international standards of the equipments and such standards shall be the latest issued by the concerned institutions.

6.2 Arbitration

6.2.1 All disputes and differences of any kind, whatsoever, arising out of the supply of the total solution, in respect of delivery, installation, support/services, commissioning, acceptance, training, maintenance etc. shall be referred by either party (the Institute or the Service Provider), after issuance of 30 days notice in writing to the other, clearly mentioning the nature of the dispute / differences, to a single arbitrator, acceptable to both the parties, for initiation of arbitration proceedings and settlement of the dispute and difference strictly under the terms and conditions of the purchase contract, executed between the Institute the Service Provider. In case, the decision of the sole arbitrator is not acceptable to either party, the disputes / differences shall be referred to joint arbitrators, one arbitrator to be nominated by each party and the arbitrators shall also appoint a presiding arbitrator before the commencement of the arbitration proceedings. The arbitration shall be governed by the provisions of the applicable Indian Laws. The award shall be final and binding on both the parties and shall apply to the purchase contract.

6.2.2 The venue for arbitration shall be at Hyderabad, India.

6.3 Governing Language

All correspondences and other documents pertaining to the contract shall be in English.

6.4 Applicable Law

The Contract shall be governed and interpreted in accordance with the Indian Laws.

6.5 Notices

6.5.1 Any notice given by one party to the other pursuant to the contract shall be sent to the other party (as per the address mentioned in the contract) in writing either by hand delivery or by registered post or by courier and shall be deemed to be complete only on obtaining acknowledgement thereof; or by telegram or by telex or by facsimile or by other electronic media and in which case, the notice will be complete only on confirmation of receipt by the receiver.

6.5.2 A notice shall be effective when delivered or on the notice's effective date, whichever is later.

6.6 Use of Contract Documents and Information

6.6.1 The Bidder shall not, without the Institute's prior written consent, disclose the Contract or any provision thereof, or any specification or information furnished by or on behalf of the Institute in connection therewith, to any person other than a person employed by the Bidder in the performance of the Contract. Disclosure to any such employed person shall be made in confidence against Non-disclosure agreements completed prior to disclosure and disclosure shall extend only so far, as may be necessary for the purposes of such performance.

6.6.2 Any document, other than the Contract itself, enumerated in clause 6.7.1, shall remain the property of the Institute and all copies thereof shall be returned to the Institute on termination of the Contract.

6.6.3. The Bidder shall not, without the Institute's prior written consent, make use of any document or information enumerated in clause 6.7.1 above except for the purposes of performing the Contract.

6.6.4. The provisions of Clause 6.7 shall survive termination/expiry of the Contract for a period of one year thereafter, and shall not apply to information which:

- a) Now or hereafter enters the public domain through no fault of that party;
- b) Can be proven to have been in possession of that party at the time of disclosure and which was not previously obtained, directly or indirectly, from the other party hereto; or
- c) Otherwise lawfully becomes available to that party from a third party under no obligation of confidentiality.

6.7 Indemnification

6.7.1 The Bidder shall, at its own cost and expenses, defend and indemnify the Institute against all third-party claims including those of the infringement of Intellectual Property Rights, including patent, trademark, copyright, trade secret or industrial design rights, arising from use of the Products or any part thereof in India.

6.7.2 The Bidder shall expeditiously meet any such claims and shall have full rights to defend itself there from. If the Institute is required to pay compensation to a third party resulting from such infringement, the Bidder shall be fully responsible therefore, including all expenses and court and legal fees.

6.7.3 The Institute will give notice to the Bidder of any such claim and shall provide reasonable assistance to the Bidder in disposing of the claim.

6.7.4 The Bidder shall also be liable to indemnify the Institute, at its own cost and expenses, against all losses/damages, which the Institute may suffer on account of violation by the Bidder of any or all national/international trade laws, norms, standards, procedures, etc.

6.8 Prices

6.8.1 The price charged by the Bidder for providing Wireless LAN solution and services performed under the total solution shall not vary from the contracted prices.

6.8.2 No adjustment of the contract price shall be made on account of variation of costs of labour and materials or any other cost component affecting the total cost in fulfilling the obligations under the contract. The Contract price shall be the only payment, payable by the Organization to the Bidder for completion of the contractual obligations by the Bidder under the Contract, subject to the terms of payment specified in the Contract.

6.8.3 The price offered shall be inclusive of all taxes, duties, and charges and levies as Applicable.

6.8.4 The prices, once offered, must remain firm and must not be subject to escalation for any reason within the period of validity. The entire benefits/advantages, arising out of fall in prices, taxes, duties or any other reason, must be passed on to the Institute.

6.9 Taxes and Duties

The Bidder shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed within and outside India.

6.10 Delays in the Bidder's Performance

The Bidder must strictly adhere to the implementation schedule, as specified in the purchase contract, executed between the Parties for performance of the obligations, arising out of the purchase contract and any delay in completion of the obligations by the Bidder will enable the Institute to resort to any or both of the following:

- a) Claiming Liquidated Damages

- b) Termination of the purchase agreement fully or partly and claim liquidated damages.

6.11 Liquidated Damages

The liquidated damages is an estimate of the loss or damage that the Institute may have suffered due to delay in performance or non-performance of any or all the obligations (under the terms and conditions of the purchase contract relating to supply, delivery, installation, operationalisation, implementation, training, support/services, acceptance, maintenance, etc., by the Bidder and the Bidder shall be liable to pay the Institute a fixed amount for each day of delay / non-performance of the obligations by way of liquidated damages, details of which will be specified in the purchase contract. Without any prejudice to the Institute's other rights under the law, the Institute shall recover the liquidated damages, if any, accruing to the Institute, as above, from any amount payable to the Bidder either as per the purchase contract, executed between the parties or under any other purchase agreement / contract, the Institute may have executed / shall be executing with the Service Provider.

6.12 Force Majeure

- 6.12.1 The Bidder or the Institute shall not be responsible for delays or non-performance of any or all contractual obligations, caused by war, revolution, insurrection, civil commotion, riots, mobilizations, strikes, blockade, acts of God, Plague or other epidemics, fire, flood, obstructions of navigation by ice of Port of dispatch, acts of government or public enemy or any other event beyond the control of either party, which directly, materially and adversely affect the performance of any or all such contractual obligations.
- 6.12.2 If a Force Majeure situation arises, the Bidder shall promptly notify the Institute in writing of such conditions and any change thereof. Unless otherwise directed by the Organization in writing, the Bidder shall continue to perform his obligations under the contract as far as possible, and shall seek all means for performance of all other obligations, not prevented by the Force Majeure event.

6.13 Delivery, Installation and Commissioning at Final Destination

- 6.13.1 The Bidder shall be responsible for delivery of the goods as per the bill of material of the purchase order within 4 weeks from the date of the purchase order. The successful implementation of the project should be completed **within 6 weeks** from the date of acceptance of purchase order.
- 6.13.2 The Bidder shall be responsible for delivery of all equipments to final destination. Transport of the equipments until delivery to the final destination including loading, unloading, handling and storage, shall be arranged and paid for by the Bidder and the cost thereof shall be specified and included in the contract price.
- 6.13.3 Delivery of the equipments to the final destination shall be made by the Bidder as per terms of contract and the Bidder shall be responsible for the equipments until their acceptance by the Organization, pursuant to clause 6.17 of this Chapter.
- 6.13.4 The delivered goods shall be installed and commissioned by the Service Provider, so as to achieve the requirements, specified in the tender document.
- 6.13.5 Acceptance by the Institute of all the delivered goods and services under the Contract shall be deemed to have taken place when the Service Provider, in accordance with the contract, has completed their supply, installation and successful commissioning and the Institute has thereafter certified to the Bidder in writing the

Institute's acceptance of the successful completion of the project. The Institute's acceptance certificate of the supplied goods shall in no way release the Bidder from any of its obligations under the contract.

6.14 Documents

The Bidder shall arrange for and provide the following documents:

- 6.14.1 a) Bidder invoice(s) indicating the goods description quantity, Unit rent and total rent;
 - b) Manufacturer's/Bidder's guarantee certificate;
 - c) Bidder's factory inspection report;
 - d) Insurance certificate;
 - e) Certificate of origin;
 - f) Bidder's invoice indicating costs of services.
 - g) The Institute's acceptance certificate.
- 6.14.2 For goods supplied and services rendered, five (5) clearly legible copies of the documents indicated under Clause 6.14.1 of this section shall be provided by the Bidder to the Organization in respect of payment pursuant to Clause 6.13.2 of this section.

6.15 Ancillary Services

The Bidder shall provide the necessary services for the supply, delivery at final destination, installation and putting into satisfactory operation of the goods.

6.16 Insurance

The Bidder shall fully insure each and all the equipments against all risks including terrorism, riots and civil commotion, up to the point of acceptance with an insurance company/corporation, acceptable to the Organization and the insurance shall be on amount equal to One Hundred and Ten percent (110%) of the total contract price. The insurable rights of the Organization shall be unambiguously recorded in the insurance document/s.

6.17 Inspections and Acceptance Tests

- 6.17.1 The Bidder shall provide a draft final project plan to the Institute within 7 days of the signing of this Contract. The draft final project plan shall show the tasks required to be undertaken to complete the supply of the equipments to the Institute in a timely manner including the acceptance testing. The draft final project plan shall become the final project plan only when it has been accepted by the Institute, which acceptance shall not unreasonably be withheld.
- 6.17.2 The Bidder shall draw up a proposed acceptance test plan for review by the Institute, within 7 days from the date of the Contract.
- 6.17.3 The acceptance test plan required by Clause 6.17 above shall identify the tests that the Bidder proposes to conduct to demonstrate to the Institute that the services are performed as required by the Contract specifications as well as specifying the criteria by which such tests should be judged to be successful. The Institute shall review the acceptance test plan and shall identify to the Bidder in writing within 7 days the areas in which the Institute considers the acceptance test plan to be deficient. The Bidder shall rectify deficiencies in the acceptance test plan and shall resubmit it to the Institute within 7 days.
- 6.17.4 At least 7 days prior to the planned date of acceptance testing as shown in the project plan the Bidder shall supply to the Institute a further copy of the acceptance

test plan, updated to show in detail the test scripts proposed by the Bidder for the tests identified in the acceptance test plan. The Institute shall review the updated acceptance test plan and shall identify to the Bidder in writing within 3 days the areas in which the Institute considers the updated acceptance test plan to be deficient. The Bidder shall rectify deficiencies in the updated acceptance test plan and shall resubmit it to the Institute within 3 days.

- 6.17.5 The Institute shall conduct the acceptance tests with the full co-operation of the Bidder and shall advise the Bidder promptly in writing of any failure of the equipments to comply with the Contract specifications. On receipt of such advice, the Bidder shall advise the Institute in writing of its proposals for the rectification of such failure within two working days. Rectification of failures shall be at the Service Provider's cost only and shall be carried out within three (3) (15) working days of the Institute's advice of the failure to the Service Provider, unless both parties shall agree otherwise.
- 6.17.6 Acceptance by the Organization of the total solution shall occur when all acceptance tests have been conducted sequentially and no failure of the security Service to comply with the Contract specifications has been found. At this time, a certificate shall be issued by IDRBT, that the correct work has been completed to the entire satisfaction of the Institute.
- 6.17.7 Nothing in present Clause 6.17.6 shall in any way release the Bidder from any other obligations under this Contract or limit the Institute's ability to seek other remedies as specified in the Contract.

6.18 Bidder's Obligations

The following form illustrative obligations of the Service Provider. These are not exhaustive.

- 6.18.1 The Bidder will abide by the job safety, insurance, customs and immigration measures prevalent and laws in force in India, and will indemnify the Institute against all demands or responsibilities arising from accidents or loss of life, the cause of which is the Bidder's negligence. The Bidder will pay all indemnities arising from such incidents and will not hold the Institute responsible or obligated.
- 6.18.2 The Bidder is responsible for, and obligated to conduct all contracted activities with due care and diligence, in accordance with the Contract and using state-of-the-art methods and economic principles, and exercising all reasonable means to achieve the performance specified in the Contract.
- 6.18.3 The Bidder is obliged to work closely with the Institute's staff, act within its own authority, and abide by directives issued by the Institute that are consistent with the terms of the Contract. The Bidder is responsible for managing the activities of its personnel and any sub-contracted personnel, and will hold itself responsible for any misdemeanors.
- 6.18.4 The Bidder shall appoint an experienced Representative to manage its performance of the Contract within 30 days from Contract signature. The Representative shall be authorized to accept orders and notices on behalf of the Service Provider, and to generate notices and commit the Bidder to specific courses of action within the scope of the Contract. The Representative may be replaced only with the prior written consent of the Institute. The Bidder shall be solely responsible for the performance of the contract to the satisfaction of the Institute.

6.19 Contract Amendments

Any change made in any clause of the contract which shall modify the purview of the contract within the validity and currency of the contract shall be deemed as an Amendment. Such an amendment can and will be made and be deemed legal only when the parties to the contract provide their written consent about the amendment, subsequent to which the amendment is duly signed by the parties and shall be construed as a part of the contract. The details of the procedure for amendment shall be as specified in the contract.

6.20 Payment Terms

The Institute will make payment in Indian Rupees at the time and the manner, as set forth hereunder:

Payment for Equipment:

90% on successful installation and commissioning, integration and issue of acceptance certification to that effect by IDRBT officials.

10% of the order value as warranty payment payable on expiry of the warranty period or against bank guarantee of the same amount valid for the period till which warranty is offered by the bidder/OEM. In case of non-commitment of terms and conditions of the warranty from the bidder during the contracted warranty period, IDRBT reserves the right to invoke the bank guarantee and offer no explanation to the bidder.

6.21 Transition Support

During the acceptance test to be conducted on the project, the Bidder for performance of the contract may deploy two expert personnel at the site on a full time basis, in addition to such other personnel as at the site. These personnel will be responsible for all transition supports, necessary to complete the acceptance test on the project. The details of the transition support will be specified in the purchase contract.

APPENDIX

Appendix

Form "W"

PERFORMANCE BANK GUARANTEE

The Director,
Institute for Development and Research in Banking Technology,
Road No. 1, Castle Hills,
Masab Tank,
Hyderabad –500057

Dear Sirs,

PERFORMANCE BANK GUARANTEE – for

WHEREAS

M/s. (name of Service Provider), a company registered under the Companies Act, 1956, having its registered and corporate office at (address of the Service Provider), (hereinafter referred to as "our constituent", which expression, unless excluded or repugnant to the context or meaning thereof, includes its successors and assigns), entered into a Purchase Agreement dated.. (Hereinafter, referred to as "the said Agreement") with you (IDRBT) for Supply, Implement and Transfer of Wireless LAN for IDRBT as detailed in the said Agreement.

We are aware of the fact that in terms of sub-para (...), Section (...), Chapter (...) of the said Agreement, our constituent is required to furnish a Bank Guarantee for an amount Rs..... (in words and figures), being 10% of the Contract Price of Rs. ... (in words and figures), as per the said Agreement, as security against breach/default of the said Agreement by our Constituent.

In consideration of the fact that our constituent is our valued customer and the fact that he has entered into the said Agreement with you, we, (name and address of the bank), have agreed to issue this Performance Bank Guarantee.

Therefore, we (name and address of the bank) hereby unconditionally and irrevocably guarantee you as under:

- I. In the event of our constituent committing any breach/default of the said Agreement, which breach/default has not been rectified within a period of thirty (30) days after receipt of written notice from you, we hereby agree to pay you forthwith on demand such sum/s not exceeding the sum of Rs..... (in words and figures) without any demur.
- II. Notwithstanding anything to the contrary, as contained in the said Agreement, we agree that your decision as to whether our constituent has made any such default/s / breach/es, as afore-said and the amount or amounts to which you are entitled by reasons thereof, subject to the terms and conditions of the said Agreement, will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Performance Bank Guarantee, but will pay the same forthwith on your demand without any protest or demur.

- III. This Performance Bank Guarantee shall continue and hold good till the completion of the contracted period for the 'Total Solution' i.e. (date), subject to the terms and conditions in the said Agreement.
- IV. We bind ourselves to pay the above said amount at any point of time commencing from the date of the said Purchase Agreement until the completion of the contracted period for the Total Solution as per said Agreement.
- V. We further agree that the termination of the said Agreement, for reasons solely attributable to our constituent, virtually empowers you to demand for the payment of the above said amount under this guarantee and we have an obligation to honour the same without demur.
- VI. In order to give full effect to the guarantee contained herein, we (name and address of the bank), agree that you shall be entitled to act as if we were your principal debtors in respect of your claims against our constituent. We hereby expressly waive all our rights of surety ship and other rights, if any, which are in any way inconsistent with any of the provisions of this Performance Bank Guarantee.
- VII. We confirm that this Performance Bank Guarantee will cover your claim/s against our constituent made in accordance with this Guarantee from time to time, arising out of or in relation to the said Agreement and in respect of which your claim is lodged with us on or before the date of expiry of this Performance Guarantee, irrespective of your entitlement to other claims, charges, rights and relief's, as provided in the said Agreement.
- VIII. Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been given to us after the expiry of 48 hours when the same has been posted.
- IX. If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent under intimation to you (IDRBT)
- X. This Performance Bank Guarantee shall not be affected by any change in the constitution of our constituent nor shall it be affected by any change in our constitution or by any amalgamation or absorption thereof or therewith or reconstruction or winding up, but will ensure to the benefit of you and be available to and be enforceable by you.
- XI. Notwithstanding anything contained hereinabove, our liability under this Performance Guarantee is restricted to Rs..... (in words and figures) and shall continue to exist, subject to the terms and conditions contained herein, unless a written claim is lodged on us on or before the afore-said date of expiry of this guarantee.
- XII. We hereby confirm that we have the power/s to issue this Guarantee in your favour under the Memorandum and Articles of Association/ Constitution of our bank and the undersigned is/are the recipient of authority by express delegation of power/s and has/have full power/s to execute this guarantee under the Power of Attorney issued by the bank in his/their favour.
2. We further agree that the exercise of any of your rights against our constituent to enforce or forbear to enforce or any other indulgence or facility, extended to our constituent to carry out the contractual obligations as per the said Agreement, would

not release our liability under this guarantee and that your right against us shall remain in full force and effect, notwithstanding any arrangement that may be entered into between you and our constituent, during the entire currency of this guarantee.

Notwithstanding anything contained herein:

- I. Our liability under this Performance Bank Guarantee shall not exceed Rs. (in words and figure) ;
- II. this Performance Bank Guarantee shall be valid only up to (date, i.e., completion of contracted period for the Total Solution) ; and
- III. we are liable to pay the guaranteed amount or part thereof under this Performance Bank Guarantee only and only if we receive a written claim or demand on or before (date i.e. completion of the contracted period for the Total Solution).

This Performance Bank Guarantee must be returned to the bank upon its expiry. If the Performance Bank Guarantee is not received by the bank within the above-mentioned period, subject to the terms and conditions contained herein, it shall be deemed to be automatically cancelled.

Dated this day 2014.

Yours faithfully,

For and on behalf of the Bank,

(Signature)
Designation
(Address of the Bank)

Note:

- a) This guarantee will attract stamp duty as a security bond under Article 54(b) of the Mumbai Stamp Act, 1958.
- b) A duly certified copy of the requisite authority conferred on the official/s to execute the guarantee on behalf of the bank should be annexed to this guarantee for verification and retention thereof as documentary evidence in the matter.

Technical Deviation Statement

The following are the particulars of deviations from the requirements of the tender specifications:

Device Name	Technical Specification	Compliance	Remarks

The technical specifications furnished in the bidding document shall prevail over those of any others document forming a part of our bid except only to the extent of deviations furnished in this statement.

Dated -----

Signature and seal of the Bidder / Bidder

Note: Where there is no deviation, the statement should be returned duly signed with an endorsement indicating "No Deviations".