



**Institute for Development and Research in  
Banking Technology**  
(Established by Reserve Bank of India)

## **Request for Proposal (RFP)**

**For**

### **Providing IT Facility Management and AMC Services for IDRBT, Hyderabad.**

**Institute for Development and Research in Banking Technology (IDRBT)  
Castle Hills, Road No.1, Masab Tank, Hyderabad – 500057, Telangana.**

May,2022

NOTE: This document contains 36 pages

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**Disclaimer**

This Request for Proposal (RFP) is not an offer by the IDRBT, but an invitation to receive response from eligible interested bidders for providing IT Facility Management and Annual Maintenance Services for IDRBT. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by IDRBT with the selected bidder. This document should be read in its entirety.

Any name / function used in this document are meant to be generic and do not refer to any particular company. In case such proprietary terms have been inadvertently mentioned then such terms should be taken to refer to the generic name / function. The Bidders with industry standard equivalent name / function /feature under any other name will also be eligible to submit response to this RFP.

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## ***1. Introduction***

Institute for Development & Research in Banking Technology (IDRBT) is an autonomous body established by Reserve Bank of India. The primary goal of the Institute is, as follows:

1. Development & Research in Banking Technology
2. The systemic requirements of the banking system
3. Offer training in banking technologies for Indian Banking sector
4. Act as a Certifying Authority (CA) for Bankers

## ***2. Objective of the project***

IDRBT has comprehensively employed technology over the years to efficiently discharge its duties in day to day functioning. IT applications are centrally hosted at IDRBT. Main objective of this RFP is for providing IT Facility Management and AMC Services for IDRBT, providing IT Service Desk and Technical Support for IT Infrastructure deployed at IDRBT, ensuring high uptime of IT services on 24x7 basis to Member banks over INFINET & INTERNET network and IDRBT staff.

## ***3. Statement of Purpose***

IDRBT invites proposal for IT Facility Management Services to provide IT Service Desk and Technical Support of IT Infrastructure deployed at IDRBT and Annual Maintenance of Network Switches. IT Facility Management and AMC Services team should ensure smooth functioning of IT Infrastructure using standard framework to provide technical support, services and high availability of the hosted services at IDRBT, the selected bidder has to ensure the following throughout the contract period.

1. Establish effective and efficient Infrastructure monitoring & management practices to ensure reliability, availability, quality of services and security of the Information systems.
2. Observe best practices required to Operate, Maintain, Manage, Support and Service.
3. Ensure compliance to the audits and the observations of regulatory bodies.
4. Provide effective FMS and AMC Services as per the detailed scope defined in this RFP document.

The respondents shall appropriately estimate and design a Comprehensive Solution meeting the requirements mentioned in this document, which shall guide the bidder in proposing an optimal system. This invitation to bid is open to all bidders meeting the minimum eligibility criteria as mentioned in this RFP document. This contract is valid for 5 (Five) years from the date of acceptance and thereafter IDRBT at its discretion, will extend on yearly basis on assessment of services provided to IDRBT.

#### 4. RFP Schedule

| Sr.No. | Subject   | Date/time   |
|--------|---|---|
| 1      | RFP Ref. Number & Date  | Tender No. IDRBT/SYS/VR/219/2021-2022 dated 6 <sup>th</sup> May 2022.   |
| 2      | Start date of issuance of RFP document  | 6 <sup>th</sup> May 2022  |
| 3      | Last Date for receipt of Queries  | 17 <sup>th</sup> May 2022 15:30 Hrs   |
| 4      | Pre bid meeting   | 20 <sup>th</sup> May 2022 14:00 Hrs   |
| 5      | Last Date for IDRBT's response to Queries   | 25 <sup>th</sup> May 2022   |
| 6      | Last date for receipt of Bidding Documents  | 2 <sup>nd</sup> June 2022 17:00 Hrs   |
| 7      | Date and time of opening of Pre-Qualification bids and Technical Bid              | To be communicated  |
| 8      | Venue / Address for Pre-bid meeting, submission of Bid & Place of opening of Bids | Institute for Development and Research in Banking Technology, Road No. 1, Castle Hills, Masab Tank, Hyderabad –500057. Phone : 040 – 23294210   |
| 9      | Technical Solution presentation including project planning and implementation.    | To be communicated  |
| 10     | Date and time for opening of Commercial   | To be communicated  |
| 11     | E-mail address for communication  | <a href="mailto:itprocurement@idrbt.ac.in">itprocurement@idrbt.ac.in</a><br>The participating bidders should mandatorily confirm their participation by email on or before 17 <sup>th</sup> May 2022 15:00 Hrs for attending to pre-bid meeting |

#### 5. Bid Submission

Bidders should submit their responses as per the procedure specified in the RFP would include all the related documents mentioned in a sealed cover, such as:

- a. Eligibility Criteria response
- b. Technical Proposal in a separate sealed cover
- c. Presentation on RFP Understanding and Implementation Strategy by technically complied bidders.
- d. Commercial proposal in a separate sealed cover
- e. Additional certifications/documents E.g. Power of Attorney, certificates on turn over etc.

The Technical and Commercial bids shall be submitted in a separate sealed envelopes clearly super scribing on the envelope “**Technical Bid for IT Facility Management and AMC Services for IDRBT as per Tender No IDRBT/SYS/VR/219/2021-2022 dated 6<sup>th</sup> May 2022**” and “**Commercial Bid for IT Facility Management and AMC Services for IDRBT as per Tender No IDRBT/SYS/VR/219/2021-2022 dated 6<sup>th</sup> May 2022**” on or before 17:00 Hrs of 2<sup>nd</sup> June 2022. The

two separately sealed covers should be enclosed in a cover and drop in the Tender box kept with the Security near the entrance to IDRBT.

## 6. *Bidding Process*

A two stage bidding procedure will be followed. The response to the present tender should be submitted in two parts i.e. the Technical Bid and the Commercial Bid.

- a. **The Technical Bid:** The Technical Scope of Work for IT Facility Management Services is enclosed as **Annexures**. The bidders are required to use Technical Bid Formats as **Annexures I to IV** for submitting Technical Bid highlighting the features of proposed Scope of Work with compliance.
- b. **The Commercial Bid:** The bidders are required to submit a Commercial bid as per the Commercial Bid format enclosed as **Annexure VI**.
- c. In the first stage, only the '**Technical Bids**' of those who fulfill the **Eligibility Criteria** will be evaluated. Those bidders satisfying the technical requirements of **Annexure – II to IV** as per the Scope of Work and the terms and conditions of this document, shall be short-listed.
- d. The Bidder must organize the bid in accordance with the format specified in the tender document. The Bid is liable to be rejected if any commercial details are found along with the technical bid.
- e. In Second Stage, '**Commercial bids**' of the technically qualified vendors will be opened. The commercial bids will be evaluated based on L1 criteria. The bidder who quoted the lowest price shall be considered as L1.
- f. A detailed set of annexures is provided to the Bidder for formulation of responses covering sections such as documents, technical bid form, declarations and deviations to be submitted. The list of such annexures is provided in the table below:

| Sno | Formats         | Description                                      |
|-----|-----------------|--|
| 1   | Annexure - I    | Bidder Eligibility Criteria                      |
| 2   | Annexure – II   | Technical Specification for Scope of Work of FMS |
| 3   | Annexure – III  | Scope of Work for AMC Service                    |
| 4   | Annexure – IV   | Resource Qualification & Experience              |
| 5   | Annexure – V    | Technical Deviation Statement                    |
| 6   | Annexure – VI   | Commercial Bid Format                            |
| 7   | Annexure – VII  | Performance Bank Guarantee                       |
| 8   | Annexure – VIII | Non-Disclosure Agreement Format                  |

## **7. Bidders Eligibility Criteria**

Bidders should meet the following eligibility criteria. Bids of non-compliant bidders will not be technically or financially evaluated.

- a. A Bidder submitting the proposal in response to this RFP shall hereinafter be referred to as “Bidder / System Integrator/ Vendor” interchangeably.
- b. The Bidder shall provide evidence that it is a current legal entity in existence.
- c. The company must have local office in Hyderabad for ensuring timely support, Local GST registration / relevant documents are to be submitted. Last year filed GST returns should be submitted.
- d. The Bidder should have experience in providing IT Facility Management Services for the organizations like National Banks / FI / Insurance Companies / PSUs / Government / Autonomous institutions as under:
  - i. Two purchase order with at least 4 onsite engineers

**OR**

- ii. Three purchase orders with at least 3 onsite engineers

Relevant documents of Purchase Orders with Certificate of Satisfactory Service duly certified should be submitted.

- e. The Bidder must warrant and provide details of technical strength, skill set, manpower details, organization structure and shall have at least one certified professional(s) with minimum Five years' experience in popular Frameworks in IT Management and Support, to be employed in this project execution and have been sufficiently involved in similar service for takeover, stabilize the setup with new team and handover.
- f. The Bidder should submit a certificate that the company is earning profit and turnover of Rs.2 Crore for the past three financial years including the present financial year duly certified by Chartered Accountants /Auditors
- g. 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.
- h. The Bidder must warrant that they are not blacklisted by any entity and or there is no legal action being taken against the company for any reason 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) of the previous orders for similar works for the past three years. (Self-Declaration to be submitted on the company' letterhead).



- i. The bidder shall furnish the relevant documents fulfilling the eligibility criteria along with the bid, otherwise the bid is liable for rejection. Therefore, the bidder is advised to study all terms and conditions of the tender including technical and commercial specifications for submitting complete and comprehensive tender. Failure to comply with any of the terms and conditions or instructions of the offer with insufficient particulars which are likely to render fair comparison of tender as a whole may lead to rejection even if otherwise it is a competitive offer/ tender.
- j. The fulfillment details of the eligible criteria should be submitted as per Annexure – I.

## 8. *Signing of contract*

IDRBT will issue Purchase order (PO) to the successful bidder on evaluation of bids. On receipt of the purchase order, the Bidder shall be required to enter into a contract with the IDRBT within 15 days from the date of issue of purchase order or within such extended period mutually agreed by both parties.

## 9. *Terms & Conditions*

- a. All bids and supporting documentation shall be submitted in English.
- b. The deployment of IT Facility Management and AMC Services should be completed within 4 (Four) weeks from the date of purchase order.
- c. The Scope of Work shall be with a single bidder as detailed in **Annexure - II**, it is successful bidder's complete responsibility to Execute and Maintain the project during contracted period. The list of devices is listed in **Annexure – III** of the tender document for providing Annual Maintenance Services.
- d. A written statement by the Bidder stating that he will fully meet the requirements of the Scope of Work will take precedence over standard literature accompanying the Bid.
- e. All costs and charges, related to the bid, shall be expressed in Indian Rupees only and the total cost is exclusive of taxes.
- f. The successful bidder should submit the background verification check of the engineers, prior to reporting to IDRBT.
- g. The Bidders may note that the quality of staff deployed to manage the contracted services at IDRBT is of utmost importance to the IDRBT. IDRBT reserves the right not to accept any of the engineers deployed if he/ she is not found up to the mark as per IDRBT's expectations/ requirements.
- h. As security for due fulfillment of the terms and conditions and obligations of the service contract, the vendor shall furnish a Performance Bank Guarantee of 10% of the value of the IT

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Facility Management services valid for the period of contract.

- i. 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.
- j. IDRBT reserves the right to reject all or any of the quotations without assigning any reason thereof.
- k. IDRBT shall not consider any request in change of rates of IT Facility Management services due to any reason whatsoever, during contract period.
- l. The bidder should work in close association with other vendor's/service providers/System Integrators working for IDRBT during the contract period.
- m. The vendor shall not sub-contract the IT Facility Management services to any organization, person, firm or its franchisee.
- n. The vendor should abide by the Information security policies of IDRBT.
- o. IDRBT reserves the right to terminate the agreement, if the vendor fails to carry out any of its obligations/duties in terms of the agreement.
- p. IDRBT reserves the right to claim as damages from the vendor to the extent of the loss suffered by it, if it is found that due to any commission or omissions of the vendor, damage has been caused to equipment covered under IT Facility Management and AMC Services or to any property of IDRBT even if it is not covered the services.
- q. All offers of the bidders shall be unconditional and once accepted whether with or without modifications by IDRBT shall be binding between IDRBT and such Bidder. However, this is a binding document between IDRBT and respondents till the completion of selection process and notification of award and till a contract is signed between IDRBT and the Bidder.
- r. The Bidder is required to carefully examine the specifications and documents and fully inform himself as to all the conditions of matters, which may in any way affect the works or the cost thereof. If any Bidder finds discrepancies or the omissions in the Scope of Work and documents or is in doubt as to the true meaning of any part, he shall at once request in writing for an interpretation/clarification, to the IDRBT. Such clarifications shall be submitted before due date preferably before pre-bid meeting. The clarifications found necessary will be furnished in the form of corrigendum/ Addendum to all the Bidders published in IDRBT web site, which will form part of the Bid documents.
- s. Verbal clarifications and information given by the IDRBT or his employee(s) or his representative (s) shall not in any way be binding on IDRBT.

- t. If the Bidder submits literature specifically prepared for the Bid and such literature contains any statements or data inconsistent with the requirements of the Bid documents, those statements and data will be construed as intended, and may lead to disqualification of the Bid.
- u. The decision of IDRBT shall be final and IDRBT reserves the right to accept or reject the total proposal or part thereof based on its own evaluation of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar credentials of a bidder. When IDRBT makes any such rejection, IDRBT is not be bound to give any reason and / or justification in this regard to the bidder.
- v. The successful bidder has to submit the Non-disclosure agreement (NDA) signed by the Bidder's Authorized Signatory. Relevant documentary evidence authorizing the authorized signatory to sign shall be submitted.

### ***10. Changeover Management:***

The Bidder shall have his team onsite for takeover from the existing vendor for a minimum Changeover period of 90 days prior to beginning of the contract. This will be treated as knowledge transfer phase and no payments will be made for this period.

During this transition period, the Bidder shall maintain steady operation of all services and maintenance of current service and takeover controls and responsibility from the existing vendor.

The bidder shall be required to improve and optimize on the current processes by studying and analyzing the existing processes with reference to popular framework. The gaps in the current process shall be reported and improvement plans shall be implemented in consultation with IDRBT.

### ***11. Technical Solution on Scope of Work***

The bidder is required to propose the IT Management Support Methodology, process, procedures meeting the functional requirements of IDRBT as per the Scope of Work mentioned in tender.

A detailed Scope of Work is described in **Annexure – II and III** of the RFP covering the entire IT Infrastructure of IDRBT.

The bidders shall submit the documents including but not limited to the following as part of the technical bid:

- i. IT Support document covering the entire Scope of Work and subsystems. The process and procedures document covering IT Infrastructure.
- ii. Support Methodology
- iii. Presentation on the Understanding and Maintenance Strategy.

iv. Annual Maintenance Services for Cisco L2/L3 Switches

The quotations shall be in conformity with our conditions and requirements. Deviations, if any, shall be clearly mentioned by the vendor in the technical bid. Non-mention of deviations shall imply compliance with our conditions and requirements.

### ***12. User Acceptance***

The implementation shall be deemed as completed in all respects only after

- a. as per the intent of this RFP;
- b. All the related Knowledge Transfer and Changeover tasks are completed by the successful bidder and assessment carried out by IDRBT.
- c. Submission of One Month Dashboard.

### ***13. Period of Validity***

All the prices and other terms and conditions of the offer proposed by the bidder should be **Valid** for a **minimum** period of **Six months**.

### ***14. Insurance and Regulatory obligations***

The successful bidder shall take out and maintain at their own cost, appropriate insurance against all the risks, and for all the coverage, like workers compensation, employment liability insurance for all the staff on the assignment, comprehensive general liability insurance, including contractual liability coverage adequate to cover the indemnity of obligation against all damages, costs, and charges and expenses for injury to any person or damage to any property arising out of, or in connection with, the services which result from the fault of their staff on the assignment.

The successful bidder shall ensure compliance to all the obligations arising under the Contract Labour (Regulations & Abolition) Act, 1970, Minimum Wages Act, Workmen's Compensation Act, 1923 and other labour laws prevailing in the country. In the event of any liability arising on account of any breach or non-compliance of statutory requirements by the successful bidder, IDRBT would have the right to reimburse itself by way of adjustment from the successful bidder's pending bills or otherwise recover it through available legal means, to the extent of the loss suffered by it as a consequence of the same.

## 15. Resource Qualification and Experience

Minimum desired educational qualifications and the experience possessed by resources is given below. The Bidder shall ensure that deployed resources should work as a team & interact in cohesive environment to resolve potential conflicts and implement positive changes. The successful bidder shall provide a minimum of three technically qualified personnel as approved by IDRBT for carrying out the IT Facility Management and AMC Services at IDRBT.

| S. No. | Resource Profile Area            | Qualification  | Qty | Support Type |
|--------|----------------------------------|--|-----|--------------|
| 1.     | Desktop Engineer                 | Should be either BE with 2 years' experience or Diploma with at least 3 years of experience in the relevant areas (Preferably : MS Window 10 OS and Open Source Technologies OS)               | 1   | L1           |
| 2      | Open Source Server Administrator | Should be either BE with 4 years' experience or Diploma with at least 5 years of experience in Open Source Technologies (Preferably :Open Source Technologies like Openstack, Ubuntu and RHEL) | 1   | L1           |
| 3.     | Database Administrator           | Should be either BE with 2.5 years' experience or Diploma with at least 3 years of experience in Database Administration (Preferably : MySQL)  | 1   | L1           |

IDRBT reserves the right to conduct an interview of the personnel selected for providing FM services to evaluate their suitability. Engineers should update and upgrade their knowledge depending on the needs and various emerging technologies, devices and its software required for the IDRBT and the Institute reserves the right to ask to substitute their existing engineer with experienced/knowledgeable person.

The Bidder will be responsible for any delay in delivery on account of such non-acceptance of staff by IDRBT consequent upon deployment of inappropriate staff/personnel.

To ensure continuity, bidder shall ensure that in case of resignation/replacement of on-site engineer, transfer of Knowledge to the new engineer will be performed seamlessly without affecting IDRBT operations. In case of exigencies, it is required to provide 30 days' notice period for replacement of qualified on-site engineer during which the knowledge transfer should happen with minimum overlapping period of 30 days.

## 16. *Service Window at IDRBT:*

The working hours would normally be from 8.00 AM to 8.00 PM from Monday to Friday. However, when situations warrant, at the absolute discretion of IDRBT one or more engineers may be required to stay for longer hours. Further, on exigencies, presence of one or more engineers may be required on Saturday/Sunday/Holidays/during planned activities/during pandemic situations at no extra cost to IDRBT.

| SI No. | Location         | Shift Description | Days             | Time               | No. of Engineer(s) to report |
|--------|------------------|-------------------|------------------|--------------------|------------------------------|
| 1      | IDRBT, Hyderabad | 1 Shift           | Monday to Friday | 9:00 AM to 5:30 PM | 1+1                          |
| 2      | IDRBT, Hyderabad | 1 Shift           | Monday to Friday | 8:00 AM to 4:30 PM | 1                            |
| 3      | IDRBT, Hyderabad | 1 Shift           | Saturday         | 9:00 AM to 5:30 PM | 1                            |

1. The General Shift engineer is the SPOC for coordination with IDRBT
2. Out of three engineers, two engineers should report in general shift and one each for shift on rotation basis.
3. At least one of the engineers should attend the duty on Saturdays on rotations basis.

## 17. *Service Level Agreement and Penalty*

The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the selected bidder to the IDRBT during the contract period.

The IDRBT will regularly review the performance of the services being provided by the selected bidder and impose penalties if any deficiency is found in the services. Performance Reports will be produced as and when required and forwarded to IDRBT.

**Root Cause Analysis (RCA):** Bidder has to submit the first RCA within 6 hours of incident and final RCA in 48 hours of incident. RCA has to be accepted and signed off by IDRBT. Failing to do so will attract penalty at par with Critical incident mentioned.

| Sr.No | Severity              | Response Time | Penalty*         |
|-------|-----------------------|---------------|------------------|
| 1     | Critical Calls/Events | 30 Minutes    | Rs 500/- per day |
| 2     | Non-Critical/Events   | 60 Minutes    | Rs 250/- per day |

\*In the event of failure of the FMS provider to carry out rectification or resolution of problems beyond Resolution Time of a complaint being lodged, penalty will be levied at the discretion of IDRBT, subject to spares being available from the maintenance vendor and Force Majeure conditions.

For calls which would involve liaison with other vendors, resolution times shall be decided on the advice of IDRBT officials. In any case, critical events/calls need to be resolved on the same business day. Suitable alternative arrangements including temporary provision of substitute installations to the user/s will be made by the Vendor in consultation with IT officials. The FM service provider shall make necessary efforts to ensure that services are available all the time.

The decision on the criticality of the calls by officials of IT shall be final.

A weekly report needs to be generated providing details of uptime of systems, response and resolution times as per the RFP Scope of Work.

### **Engineer Absence**

The bidder is required to propose, deploy and maintain a minimum level of manpower resources as per staffing requirement, in each of the service area, throughout the contract, as prescribed in this document. Bidder shall ensure the availability of resources as per defined Service Window for each resource category.

Monthly applicable penalties in the event of default of respective manpower resources would be as under:

Any engineer absence shall attract a penalty as under in case no substitute is arranged by the Bidder as per defined requirement:

| <b>Resource</b> | <b>Penalty for Engineer absence</b>   |
|-----------------|---------------------------------------|
| Onsite Resource | Loss of pay for number of absent days |

It is acknowledged that service levels may change as service needs evolves over the course of the contract. The present SLAs have been worked out on the basis of current expectations. Service levels can be revised based on the experience gained over a period of time, Operation and Maintenance.

### **18. Payment Terms**

- a. IDRBT shall pay the Facility Management and AMC Service charges for the Scope of Work on quarterly basis at the end of each quarter, on successful discharge of service, after deducting the penalty/absence amount, if any.

- b. All payments will be released based on separate invoices submitted to Institute by the successful bidder along with necessary documents evidence rendering of service as per stipulated requirements.
- c. The Successful bidder should quote GSTIN Nos. on the invoice submitted for payment.

### ***19. Obligations of Successful Bidder***

- a. The successful bidder has to honor the Scope of Work to make solution complete and operational.
- b. The successful bidder shall deploy trained and experienced engineers for managing and maintaining the IT Infrastructure.
- c. The successful bidder shall certify that the replacement and maintenance services/products do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. The vendor shall indemnify IDRBT from any claim or demand, action or proceeding, directly or indirectly resulting from or arising out of any breach or alleged breach of this warranty.
- d. The selected bidder should have their support/service, relevant documents should be provided with list of technical staff with area of expertise and certifications, available in Hyderabad only.
- e. The bidder shall ensure that the satisfactory performance of the critical equipment at IDRBT. If during the Warranty period of the equipment, IDRBT finds any materials to be containing manufacturing defects or defect in workmanship or otherwise, the selected bidder would be required to coordinate with 3<sup>rd</sup> Party service providers working with IDRBT for prompt repair/supply/replace of such defective equipment at free of charge to IDRBT.
- a. Whenever any new threats / vulnerabilities become public, the 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 both locations and ensure appropriate uptime.

### ***20. Order Cancellation***

IDRBT reserves its right to cancel the order in the event of delay in arranging FM engineers beyond the stipulated time.



## ***21. Penalty for Delay***

For any delay in placing the qualified engineers at IDRBT beyond the specific period or delay in providing resolution of Critical calls/events, IDRBT will charge penalty @ 0.5% of the order per week or part thereof, subject to a maximum of 6%. In case, the amount equal to 6% of the order value is deductible as penalty and the selected bidder is still unable to complete, the Institute reserves the right to cancel the order and no payment will be made to the vendor.

## ***22. Correction of Errors***

Arithmetic errors in bids will be treated as follows:

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

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 IDRBT, there is obviously a gross error such as misplacement of a decimal point, in which case the line item total will govern.

Where there is a discrepancy between the amount 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 will 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.

## ***23. Confidentiality***

The vendor shall ensure that all materials and information which may come into its possession or knowledge in connection with this contract or the performance thereof, whether consisting of confidential and proprietary data or not, whose disclosure to or use by third parties may be damaging or cause loss to IDRBT, will at all times be held by it in the strictest confidence and it shall not make use thereof other than for the performance of its obligations described in the Facility Management services contract and to release it only to employees requiring such information for the purpose of performing obligations arising out of the Facility Management services and not to any other party. The vendor shall ensure that appropriate action shall be taken with respect to its employees to ensure that the obligations of non-use and non-disclosure of confidential information are fully satisfied.

## **24. Right to Verification**

The IDRBT reserves the right to verify any or all statements made by the bidder in the tender document and to inspect the bidder's facility, if necessary, to establish to its satisfaction about the bidder's capacity to perform the job.

## **25. Resolution of Disputes**

IDRBT and the bidder shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations, IDRBT and the bidder have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution by formal arbitration.

## **26. Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013**

- a. The successful bidder shall be solely responsible for full compliance with the provisions of "the Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013". In case of any complaint of sexual harassment against its employee within the premise of the IDRBT, the complaint will be filed before the Internal Complaints Committee constituted by successful bidder and the successful bidder shall ensure appropriate action under the said Act in respect to the complaint. Here employees is referred to employees whether in permanent employment with it or on contract basis, in person or in collusion with the third party,
- b. The successful bidder shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of successful bidder, for instance any monetary relief to aggrieved, if sexual violence by the employee of successful bidder is proved.
- c. The successful bidder shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.

## **27. Indemnification**

- a. The bidder/ successful bidder 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.

- b. 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.
- c. The Institute will give notice to the Bidder of any such claim and shall provide reasonable assistance to the bidder disposing of the claim.
- d. 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/successful bidder of any or all national/international trade laws, norms, standards, procedures, etc.

## ***28. 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, installation, operationalisation, implementation, training, support/services, acceptance, maintenance, etc., by the bidder/successful bidder and the bidder/successful 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 RFP. 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 RFP, executed between the parties or under any other purchase agreement / contract, the Institute may have executed / shall be executing with the bidder/successful bidder.

## ***29. Force Majeure***

The bidder/successful 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 gation 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.

If a Force Majeure situation arises, the bidder/successful 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/successful 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.

### ***30. Jurisdiction***

All legal suits, actions or proceedings relating to or arising out of the agreement shall be subject to jurisdiction of the courts in Hyderabad only. If any dispute arises between the parties about the terms of this contract or anything in relation to or arising out of this contract, the parties shall make an effort to solve the same through the appointment of an arbitrator by mutual agreement. If a single arbitrator could not be appointed by agreement, each side would be free to appoint one arbitrator each, who in turn will add an umpire. The decision of the arbitrator or arbitrators, as the case may be, shall be final in regard to such dispute or disputes.

**For any questions/clarifications related to requirements, please contact us at [itprocurement@idrbt.ac.in](mailto:itprocurement@idrbt.ac.in) . Please Note: *The participating bidders should mandatorily confirm their participation by email on or before 21<sup>st</sup> April 2022 15:00 Hrs for attending to pre-bid meeting.***

**Annexure – I**Tender No. IDRBT/SYS/VR/219/2021-2022 dated 6<sup>th</sup> May 2022.**Bidder Eligibility Criteria Compliance Format**

| <b>Sr.No</b> | <b>Bidder Eligibility Criteria</b>  | <b>Compliance Y/N</b> | <b>Documentary Evidence</b>  |
|--------------|---|-----------------------|--|
| 1            | The Bidder shall provide evidence that it is a current legal entity.  |                       | Legal document issued by regulatory authority  |
| 2            | The company must have office in Hyderabad for ensuring timely support and GST registration.   |                       | Legal document issued by regulatory authority. Last year GST return should be submitted.   |
| 3            | The successful bidder should have their technical support/service center in Hyderabad.  |                       | Documents should be provided   |
| 4            | <p>The bidder should have executed successfully similar projects for any Organizations like National Banks / FI / Insurance Companies / PSUs / Government / Autonomous institutions as under:</p> <p>i. Two purchase orders with team of 4 onsite engineers</p> <p><b>OR</b></p> <p>ii. Three purchase orders with team of 3 onsite engineers</p> <p>Similar Work means “Providing IT Facility Management Services.”</p>    |                       | P.O. and feedback and Reference details with contact numbers. Certificate of Satisfactory Service should be submitted.                   |
| 5            | The Bidder must warrant and provide details of technical strength, skill set, manpower details, organization structure and shall have atleast one certified professional(s) with minimum Five years' experience in popular Frameworks in IT Management and Support, to be employed in this project and have been sufficiently involved in similar service for take over and stabilize the setup with new team and handover. |                       | Profiles of Technical and Non- Technical team details involved in the project execution with OEM Certificates and Organization Structure |
| 6            | The bidder should be profit-making company for last 3 years with minimum cumulative turnover of Rs. 2 crores or above in the last three years.  |                       | The last three financial years' audited P/L report should be provided duly signed by concerned authorities.                              |
| 7            | The Bidder must warrant that they are not blacklisted by any entity and or 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) of the previous orders for similar works for the past three years.                     |                       | Self-Declaration letter to be submitted on the Company's Letter Head duly signed by Authorised signatory.                                |

**Annexure – II**Tender No. IDRBT/SYS/VR/219/2021-2022 dated 6<sup>th</sup> May 2022.**Technical Bid Format for IT Facility Management Services for IDRBT**

| <b>A. IT Service Desk</b> |  |                         |
|---------------------------|--|-------------------------|
| <b>Sr.No</b>              | <b>Activity Description</b>  | <b>Compliance (Y/N)</b> |
| 1                         | <b>IT Service Desk:</b> IDRBT IT Service Desk is a centralized IT Support and Services manned to provide support and ownership-to-resolution of calls received from end Users and with respect the IT Infrastructure deployed at IDRBT.  |                         |
| 2                         | The bidder shall ensure that the engineers deputed are professional, trained Engineers whose role would be to ensure overall coordination with the IDRBT end users and ensuring smooth functioning of the IT Infrastructure.   |                         |
| 3                         | The bidder shall use Open Source Tools for Managing and Monitoring IT infrastructure and related services including helpdesk operations, asset management etc. The tool should act as single point-of-contact, via telephone, email and web assistance for IDRBT's End Users who require assistance in resolution of problems and to their request Services.   |                         |
| 4                         | The Service desk should track progress of an incident with well-defined timeline-based event/escalation management.  |                         |
| 5                         | The escalation matrix is defined based upon Nature / Severity / Other Defined Parameters. Escalation methods include E-mail Notifications using IDRBT mailing solution.  |                         |
| 6                         | The IT Service Desk shall record, analyze and report on calls received by IT Service Desk, including log the final resolution and submit Root Cause Analysis Report.   |                         |
| 7                         | Liaison with respective vendors/OEMs with whom AMC/Warranty arrangements are in place and ensuring the specific problems are satisfactorily addressed. Service desk to follow up till the resolution of the problem.   |                         |
| 8                         | If necessary, in addition to the FMS engineers, required number of qualified and trained personnel will have to be deployed by the selected bidder at no extra cost to IDRBT, for setting right of any configuration/service/fault onsite within the desired time or to adhere to the stipulated Service Level agreement (SLA).  |                         |
| 9                         | The bidder should have adequate technical staff in Hyderabad with expertise including certifications (like Microsoft Products, popular Network and Security Certifications etc.) for dealing in Windows Server Operating systems, Open Stack, Redhat Enterprise Linux (Standard and Virtual environment), Microsoft Exchange mail client, Windows desktop operating systems etc.,<br><br>IDRBT shall satisfy itself with regard to the adequacy of availability of technical staff and their qualifications before opening of commercial bids. |                         |
| 10                        | Install / implement security measures / Updates / Upgrades / patches / hardening of devices IOS, OS, standard softwares and applications based on advisories received from Government agencies.  |                         |

| <b>B. Endpoint Management</b> |   |                         |
|-------------------------------|---|-------------------------|
| <b>Sr.No</b>                  | <b>Activity Description</b>   | <b>Compliance (Y/N)</b> |
| 1                             | Provide support and problem diagnostics on Operating System (OS), Network connectivity, Windows Client, Office Automation tools, Internet, Anti-Virus & MS Office, e-mail services, VC device , printer and hardware related.                                     |                         |
| 2                             | Installing/Reloading of standard software's on the server / clients as per IDRBT's policy. IDRBT shall provide licensed software.   |                         |
| 3                             | Periodic review (minimum quarterly) of software loaded on server/desktops/laptops and inform IDRBT giving details of devices with corresponding unauthorized software. After approval of IDRBT, the Bidder will be required to take corrective/preventive action. |                         |
| 4                             | Registering and updating the anti-virus system with latest virus definition on real time basis, periodically as per the policy and procedure followed by IDRBT.   |                         |
| 5                             | Coordination with IDRBT officials for setting up video conferences (Internal and external over LAN/WAN/INTERNET), troubleshooting and monitoring the setup.   |                         |

| <b>C. Asset/ Inventory Management</b> |  |                         |
|---------------------------------------|--|-------------------------|
| <b>Sr.No</b>                          | <b>Activity Description</b>  | <b>Compliance (Y/N)</b> |
| 1                                     | Bidder should coordinate and ensure the regular updation of inventory database (Master database and Movement database) for both software and hardware and keep it upto date irrespective of availability of tool.                                      |                         |
| 2                                     | Bidder shall follow the process for tracking Hardware and Software throughout the life cycle from procurement through disposal, including any changes performed during the useful life of the asset.   |                         |
| 3                                     | Asset tagging (Labeling). While maintaining the existing asset tags, the Bidder shall also arrange to print the asset tags in IDRBT's prescribed format for new IT hardware procured during the contract period, and fix the tags on respective items. |                         |
| 4                                     | Ensure asset verification at IDRBT is done on quarterly basis, reconcile with hardware database and submit a report to IDRBT.  |                         |
| 5                                     | Maintain software library as part of software inventory and issue software media on request as per IDRBT's policy. Track software usage and effectively manage the risk of unauthorized usage or under-licensing of software installed in the IDRBT.   |                         |

| <b>D. Back Up / Restore Management and Disaster Recovery (DR) Site</b> |   |                         |
|--|---|-------------------------|
| <b>Sr.No</b>   | <b>Activity Description</b>   | <b>Compliance (Y/N)</b> |
| 1  | Bidder will perform backup and restore management in accordance with IDRBT's policy and procedures for backup and restore, including performance of daily, weekly, monthly, quarterly, and annual backup functions (full volume and incremental) for data and software maintained on the servers and storage systems using IDRBT's Backup Solution. |                         |

| <b>D. Back Up / Restore Management and Disaster Recovery (DR) Site</b> |   |                         |
|--|---|-------------------------|
| <b>Sr.No</b>   | <b>Activity Description</b>   | <b>Compliance (Y/N)</b> |
| 2  | Backup and restoration of Operating System, application, databases, and file system etc. in accordance with defined process / procedure / policy. |                         |
| 3  | Periodic Restoration Testing of the Backup.   |                         |
| 4  | Coordination with Backup Solution hardware / software vendor for resolution of problems as per SLA.   |                         |
| 5  | Ensuring backup and restoration of Applications and Database servers as per the IDRBT's backup policy.  |                         |
| 6  | Arranging for the compliance to the observations made during IT and other internal audits of the DR Site.   |                         |

| <b>E. Database Administrator</b> |  |                         |
|----------------------------------|--|-------------------------|
| <b>Sr.No</b>                     | <b>Activity Description</b>  | <b>Compliance (Y/N)</b> |
| 1                                | Shall manage, maintain and monitor the Database Services in coordination with systems department, user departments and vendors identified by IDRBT at IDRBT DC and DR locations.   |                         |
| 2                                | Shall possess Good knowledge on popular Databases like MySQL server.   |                         |
| 3                                | Shall have basic knowledge on RHEL 7.x, web servers, networking and hardware.  |                         |
| 4                                | Shall have experience in installing and managing databases. Proficiency in database administration, management, data imports and exports, and developing reports.  |                         |
| 5                                | Shall develop processes for optimizing database security.  |                         |
| 6                                | Able to set and maintain database standards and access management.   |                         |
| 7                                | Raise/Liaise with L2/L3 of Application Service Providers/DB support for timely resolving of database issues.   |                         |
| 8                                | Oversee and proactively monitor databases, implement best practices, ensure high availability, performance tuning, health checkup, data replication, backup & restore, clustering, mirroring and shall be able to recover-corrupted databases. |                         |
| 9                                | Ability to adapt to varied roles and job responsibilities and problem-solving skills   |                         |
| 10                               | Ensure adequate housekeeping of the datacentre environment.  |                         |
| 11                               | Analyzing the system logs and logs in application layer.   |                         |

| <b>F. MIS Reports</b> |   |                         |
|-----------------------|---|-------------------------|
| <b>Sr.No</b>          | <b>Activity Description</b>   | <b>Compliance (Y/N)</b> |
| 1                     | <b>MIS Reports:</b> Bidder shall submit the reports on a regular basis in a mutually decided format. The following is only an indicative list of reports. Softcopy of these reports shall be delivered via email/Dashboard at specific frequency. |                         |
| 2                     | Daily reports (to be submitted on next working day by 10 AM)  |                         |
| 3                     | Weekly Reports (to be submitted on the first working day of the following week)   |                         |



| <b>F. MIS Reports</b> |   |                         |
|-----------------------|---|-------------------------|
| <b>Sr.No</b>          | <b>Activity Description</b>   | <b>Compliance (Y/N)</b> |
| 4                     | Monthly Dashboard (to be submitted by 10 <sup>th</sup> of the following month) :A Monthly Dashboard covering the entire IT Infrastructure of IDRBT capturing the summary of the IT performance during that month. |                         |
| 5                     | Incident Reporting (to be submitted within 24 hours of the incident and root cause within 48 Hrs) which has a business impact and performance issue   |                         |

| <b>Sr.No</b> | <b>G. Presentation by Bidders</b>                  | <b>Compliance (Y/N)</b> |
|--------------|--|-------------------------|
| 1            | Understanding of Scope of Work                     |                         |
| 2            | IT Service Desk design and implementation strategy |                         |
| 3            | Monitoring, Maintenance and MIS Reports            |                         |
| 4            | Monitoring of SLAs with various vendors at IDRBT   |                         |
| 5            | Log analysis & Reporting Strategy                  |                         |

**Annexure - III**Tender No. IDRBT/SYS/VR/219/2021-2022 dated 6<sup>th</sup> May 2022.**Annual Maintenance of Cisco L2/L3 Switches**

| Sr. No. | Scope of Work   | Compliance Yes/No |             |                   |             |            |   |           |                 |             |   |           |                   |             |   |           |                   |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |  |
|---------|---|-------------------|-------------|-------------------|-------------|------------|---|-----------|-----------------|-------------|---|-----------|-------------------|-------------|---|-----------|-------------------|-------------|---|-----------|------------------|-------------|---|-----------|------------------|-------------|---|-----------|------------------|-------------|---|-----------|------------------|-------------|---|-----------|------------------|-------------|---|-----------|------------------|-------------|--|
| 1       | This contract will be on comprehensive basis for maintenance of Cisco L2/L3 Switches for the period from 1 <sup>st</sup> July 2022 to 30 <sup>th</sup> June 2023 :  |                   |             |                   |             |            |   |           |                 |             |   |           |                   |             |   |           |                   |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |  |
|         | <table border="1"> <thead> <tr> <th data-bbox="289 537 407 575">Sr.No</th> <th data-bbox="407 537 586 575">Location</th> <th data-bbox="586 537 919 575">Model</th> <th data-bbox="919 537 1159 575">Serial Nos</th> </tr> </thead> <tbody> <tr> <td data-bbox="289 575 407 613">1</td> <td data-bbox="407 575 586 613">L3 Switch</td> <td data-bbox="586 575 919 613">WS-C3850-24XS-S</td> <td data-bbox="919 575 1159 613">FCW2251D083</td> </tr> <tr> <td data-bbox="289 613 407 651">2</td> <td data-bbox="407 613 586 651">L2 Switch</td> <td data-bbox="586 613 919 651">WS-C2960X-48FPD-L</td> <td data-bbox="919 613 1159 651">FCW2250D2K1</td> </tr> <tr> <td data-bbox="289 651 407 688">3</td> <td data-bbox="407 651 586 688">L2 Switch</td> <td data-bbox="586 651 919 688">WS-C2960X-48FPD-L</td> <td data-bbox="919 651 1159 688">FCW2250B2HU</td> </tr> <tr> <td data-bbox="289 688 407 726">4</td> <td data-bbox="407 688 586 726">L2 Switch</td> <td data-bbox="586 688 919 726">WS-C2960X-48TD-L</td> <td data-bbox="919 688 1159 726">FOC2248V5FS</td> </tr> <tr> <td data-bbox="289 726 407 764">5</td> <td data-bbox="407 726 586 764">L2 Switch</td> <td data-bbox="586 726 919 764">WS-C2960X-48TD-L</td> <td data-bbox="919 726 1159 764">FOC2248V5H6</td> </tr> <tr> <td data-bbox="289 764 407 802">6</td> <td data-bbox="407 764 586 802">L2 Switch</td> <td data-bbox="586 764 919 802">WS-C2960X-48TD-L</td> <td data-bbox="919 764 1159 802">FOC2248V5EN</td> </tr> <tr> <td data-bbox="289 802 407 840">7</td> <td data-bbox="407 802 586 840">L2 Switch</td> <td data-bbox="586 802 919 840">WS-C2960X-48TD-L</td> <td data-bbox="919 802 1159 840">FOC2248V5J8</td> </tr> <tr> <td data-bbox="289 840 407 877">8</td> <td data-bbox="407 840 586 877">L2 Switch</td> <td data-bbox="586 840 919 877">WS-C2960X-48TD-L</td> <td data-bbox="919 840 1159 877">FOC2248V5FE</td> </tr> <tr> <td data-bbox="289 877 407 915">9</td> <td data-bbox="407 877 586 915">L2 Switch</td> <td data-bbox="586 877 919 915">WS-C2960X-48TD-L</td> <td data-bbox="919 877 1159 915">FOC2248V5DS</td> </tr> </tbody> </table> |                   | Sr.No       | Location          | Model       | Serial Nos | 1 | L3 Switch | WS-C3850-24XS-S | FCW2251D083 | 2 | L2 Switch | WS-C2960X-48FPD-L | FCW2250D2K1 | 3 | L2 Switch | WS-C2960X-48FPD-L | FCW2250B2HU | 4 | L2 Switch | WS-C2960X-48TD-L | FOC2248V5FS | 5 | L2 Switch | WS-C2960X-48TD-L | FOC2248V5H6 | 6 | L2 Switch | WS-C2960X-48TD-L | FOC2248V5EN | 7 | L2 Switch | WS-C2960X-48TD-L | FOC2248V5J8 | 8 | L2 Switch | WS-C2960X-48TD-L | FOC2248V5FE | 9 | L2 Switch | WS-C2960X-48TD-L | FOC2248V5DS |  |
|         | Sr.No   |                   | Location    | Model             | Serial Nos  |            |   |           |                 |             |   |           |                   |             |   |           |                   |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |  |
|         | 1   |                   | L3 Switch   | WS-C3850-24XS-S   | FCW2251D083 |            |   |           |                 |             |   |           |                   |             |   |           |                   |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |  |
|         | 2   |                   | L2 Switch   | WS-C2960X-48FPD-L | FCW2250D2K1 |            |   |           |                 |             |   |           |                   |             |   |           |                   |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |  |
|         | 3   |                   | L2 Switch   | WS-C2960X-48FPD-L | FCW2250B2HU |            |   |           |                 |             |   |           |                   |             |   |           |                   |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |  |
|         | 4   |                   | L2 Switch   | WS-C2960X-48TD-L  | FOC2248V5FS |            |   |           |                 |             |   |           |                   |             |   |           |                   |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |  |
|         | 5   |                   | L2 Switch   | WS-C2960X-48TD-L  | FOC2248V5H6 |            |   |           |                 |             |   |           |                   |             |   |           |                   |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |  |
|         | 6   |                   | L2 Switch   | WS-C2960X-48TD-L  | FOC2248V5EN |            |   |           |                 |             |   |           |                   |             |   |           |                   |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |  |
|         | 7   |                   | L2 Switch   | WS-C2960X-48TD-L  | FOC2248V5J8 |            |   |           |                 |             |   |           |                   |             |   |           |                   |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |  |
| 8       | L2 Switch   | WS-C2960X-48TD-L  | FOC2248V5FE |                   |             |            |   |           |                 |             |   |           |                   |             |   |           |                   |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |  |
| 9       | L2 Switch   | WS-C2960X-48TD-L  | FOC2248V5DS |                   |             |            |   |           |                 |             |   |           |                   |             |   |           |                   |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |  |
| 2       | The successful bidder should visit the institute once in a month and conduct preventive maintenance, it should include general health checkup, streamlining, Fine- tuning, Update, upgrade, reinstall, reconfigure and submit a monthly report.   |                   |             |                   |             |            |   |           |                 |             |   |           |                   |             |   |           |                   |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |  |
| 3       | The successful bidder should implement recommendations, best practices suggest by IDRBT Auditors/ Govt. of India, Cyber Security Agencies and OEM.  |                   |             |                   |             |            |   |           |                 |             |   |           |                   |             |   |           |                   |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |  |
| 4       | The successful bidder shall be responsible for any loss or damage caused to any of service owing to negligence on his part.   |                   |             |                   |             |            |   |           |                 |             |   |           |                   |             |   |           |                   |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |  |
| 5       | The successful bidder should visit the premises for any emergency service calls within 3 hours.   |                   |             |                   |             |            |   |           |                 |             |   |           |                   |             |   |           |                   |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |  |
| 6       | <p>Network Switches Updates and hardware maintains includes the following:</p> <ol style="list-style-type: none"> <li>Access to OEM Tech Support</li> <li>Security Updates/Definitions</li> <li>Newly Released Firmware/Features</li> <li>Bug Fixes/Firmware Patches</li> <li>Pro-Support NBD resolution for L2/L3 Switches</li> </ol>  |                   |             |                   |             |            |   |           |                 |             |   |           |                   |             |   |           |                   |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |  |
| 7       | <p><b>The Payments terms are as under:</b></p> <ol style="list-style-type: none"> <li>IDRBT shall pay the Annual Maintenance Charges on quarterly basis at the end of every quarter.</li> <li>All payments will be released based on submission of separate invoices along with necessary documents evidence rendering of service as per stipulated requirements.</li> </ol>  |                   |             |                   |             |            |   |           |                 |             |   |           |                   |             |   |           |                   |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |   |           |                  |             |  |

| Sr. No. | Scope of Work   | Compliance Yes/No              |                               |                                |               |   |                  |        |                |  |         |                 |  |         |          |  |
|---------|---|--------------------------------|-------------------------------|--------------------------------|---------------|---|------------------|--------|----------------|--|---------|-----------------|--|---------|----------|--|
| 8       | <p><b>Penalty for downtime</b><br/>Emergency calls should be attended within 3 hours calls raising service request. In case, the bidder fails to meet the above standards of maintenance, there will be a penalty chargeable as specified in the table below.</p> <table border="1" data-bbox="293 474 1200 711"> <thead> <tr> <th data-bbox="293 474 423 594">SI.No.</th> <th data-bbox="423 474 703 594">Service Outage/Non-Compliance</th> <th data-bbox="703 474 956 594">Penalty chargeable per day (₹)</th> <th data-bbox="956 474 1200 594">Response Time</th> </tr> </thead> <tbody> <tr> <td data-bbox="293 594 423 636">1</td> <td data-bbox="423 594 703 711" rowspan="3">Network Switches</td> <td data-bbox="703 594 956 636">5,00/-</td> <td data-bbox="956 594 1200 636">&gt;3 Hrs and ≤ 1</td> </tr> <tr> <td data-bbox="293 636 423 678"></td> <td data-bbox="703 636 956 678">1,000/-</td> <td data-bbox="956 636 1200 678">&gt;1 and ≤ 4 days</td> </tr> <tr> <td data-bbox="293 678 423 711"></td> <td data-bbox="703 678 956 711">3,000/-</td> <td data-bbox="956 678 1200 711">&gt; 4 days</td> </tr> </tbody> </table> | SI.No.                         | Service Outage/Non-Compliance | Penalty chargeable per day (₹) | Response Time | 1 | Network Switches | 5,00/- | >3 Hrs and ≤ 1 |  | 1,000/- | >1 and ≤ 4 days |  | 3,000/- | > 4 days |  |
| SI.No.  | Service Outage/Non-Compliance   | Penalty chargeable per day (₹) | Response Time                 |                                |               |   |                  |        |                |  |         |                 |  |         |          |  |
| 1       | Network Switches  | 5,00/-                         | >3 Hrs and ≤ 1                |                                |               |   |                  |        |                |  |         |                 |  |         |          |  |
|         |   | 1,000/-                        | >1 and ≤ 4 days               |                                |               |   |                  |        |                |  |         |                 |  |         |          |  |
|         |   | 3,000/-                        | > 4 days                      |                                |               |   |                  |        |                |  |         |                 |  |         |          |  |

**Annexure - IV**

Tender No. IDRBT/SYS/VR/219/2021-2022 dated 6<sup>th</sup> May 2022.

**Format of Resource Qualification and Technical Experience**  
**To be submitted on the Letterhead of the company**

**FACILITY MANAGEMENT SERVICES**

| <b>Sr. No</b> | <b>Resource Profile Area</b>     | <b>Support Type</b> | <b>Name of engineer</b> | <b>Qualification</b> | <b>Experience in years</b> | <b>Compliance Y/N</b> |
|---------------|----------------------------------|---------------------|-------------------------|----------------------|----------------------------|-----------------------|
| 1             | Desktop Engineer                 | L1                  |                         |                      |                            |                       |
| 2             | Open Source Server Administrator | L1                  |                         |                      |                            |                       |
| 3             | Database Administrator           | L1                  |                         |                      |                            |                       |

**Annexure - V****Technical Deviation Statement**

**Tender No IDRBT/SYS/VR/219/2021-2022 dated 6<sup>th</sup> May 2022. IT Facility Management and AMC Services at IDRBT, Hyderabad.**

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

| <b>Sno</b> | <b>Clause</b> | <b>Annexure No</b> | <b>Deviation</b> | <b>REMARKS<br/>(Including justifications)</b> |
|------------|---------------|--------------------|------------------|---|
|            |               |                    |                  |   |
|            |               |                    |                  |   |
|            |               |                    |                  |   |
|            |               |                    |                  |   |

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

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

**Annexure VI**Tender No IDRBT/SYS/VR/219/2021-2022 dated 6<sup>th</sup> May 2022**IT Facility Management Services for IDRBT**  
**COMMERCIAL BID FORMAT**

| Sr.No   | Resource Profile Area            | Qty      | Support | Cost per annum | Taxes % | Total cost |
|---|----------------------------------|----------|---------|----------------|---------|------------|
| 1   | Desktop Engineer                 | 1        | L1      |                |         |            |
| 2   | Open Source Server Administrator | 1        | L1      |                |         |            |
| 3   | Databased Administrator          | 1        | L1      |                |         |            |
| <b>Total amount in Rs including taxes per annum</b> |                                  | <b>3</b> |         |                |         |            |

**Commercial Bid Format for Annual Maintenance Services for one year of L2/L3 Switches**

| Sr. No.                                 | Description | Qty (a) | Unit Price (b) | Total Amount in ₹<br>(c) = a*b | Taxes in % (d) | Taxes e=d*c | Total Amount in ₹<br>f= e+c |
|---|-------------|---------|----------------|--------------------------------|----------------|-------------|-----------------------------|
| 1                                       | L3 Switch   | 1       |                |                                |                |             |                             |
| 2                                       | L2 Switch   | 2       |                |                                |                |             |                             |
| 3                                       | L2 Switch   | 6       |                |                                |                |             |                             |
| <b>Total amount in ₹</b>                |             |         |                |                                |                |             |                             |
| <b>Grand Total including taxes in ₹</b> |             |         |                |                                |                |             |                             |

**Annexure – VII****Tender No IDRBT/SYS/VR/219/2021-2022 dated 6<sup>th</sup> May 2022****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 Tender No IDRBT/SYS/VR/219/2021-2022 dated 8<sup>th</sup> April 2022. IT Facility Management and AMC Services for IDRBT.**

**WHEREAS**

M/s. (name of System Integrator), a company registered under the Companies Act, 1956, having its registered and corporate office at (address of the System Integrator), (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 **IT Facility Management and AMC Services 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 honor 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 ..... 2022.

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.

**Annexure – VIII****Tender No IDRBT/SYS/VR/219/2021-2022 dated 6<sup>th</sup> May 2022****Non - Disclosure Agreement (On 100 stamp paper)**

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

Dear Sir,

**Confidentiality Undertaking**

We acknowledge that during the course of bidding for Request for Proposal (RFP) floated for providing **IT Facility Management and AMC Services for IDRBT**, we may have access to and be entrusted with Confidential Information. In this letter, the phrase "Confidential Information" shall mean information (whether of a commercial, technical, scientific, operational, administrative, financial, marketing, business, or intellectual property nature or otherwise), whether oral or written, relating to IDRBT and its business that is provided to us pursuant this Agreement. In consideration of you making Confidential Information available to us, we agree to the terms set out below:

1. We shall treat all Confidential Information as strictly private and confidential and take all steps necessary (including but not limited to those required by this Agreement) to preserve such confidentiality.
2. We shall use the Confidential Information solely for the preparation of our response to the RFP and not for any other purpose.
3. We shall not disclose any Confidential Information to any other person or firm, other than as permitted by item 5 below.
4. We shall not disclose or divulge any of the Confidential Information to any other client of [name of product vendor / implementation partner]
5. This Agreement shall not prohibit disclosure of Confidential Information:
  - To our partners/directors and employees who need to know such Confidential Information to assist with the bidding for RFP floated for providing **IT Facility Management and AMC of Services for IDRBT**.
  - With your prior written consent, such consent not to be unreasonably withheld;
  - To the extent that such disclosure is required by law;
  - To the extent that such disclosure is required by any rule or requirement of any regulatory authority with which we are bound to comply; and
  - To our professional advisers for the purposes of our seeking advice. Such professional advisers will be informed of the need to keep the information confidential.
6. Upon your request we shall arrange delivery to you of all Confidential Information, and copies thereof, that is in documentary or other tangible form, except:
  - For the purpose of a disclosure permitted by item 5 above; and

- To the extent that we reasonably require to retain sufficient documentation that is necessary to support any advice, reports, or opinions that we may provide.
7. This Agreement shall not apply to Confidential Information that:
    - Is in the public domain at the time it is acquired by us;
    - Enters the public domain after that, otherwise than as a result of unauthorized disclosure by us;
    - Is already in our possession prior to its disclosure to us; and
    - Is independently developed by us.
  8. This Agreement shall continue perpetually unless and to the extent that you may release it in writing.
  9. We acknowledge that the Confidential Information will not form the basis of any contract between you and us
  10. We warrant that we are acting as principal in this matter and not as agent or broker for any person, company, or firm.
  11. We acknowledge that no failure or delay by you in exercising any right, power or privilege under this Agreement shall operate as a waiver thereof nor shall any single or partial exercise thereof or the exercise of any other right, power, or privilege.
  12. This Agreement shall be governed by and construed in accordance with Indian law and any dispute arising from it shall be subject to the exclusive jurisdiction of the Mumbai courts.

We have read this Agreement fully and confirm our agreement with its terms

Yours sincerely

Signature and Stamp of Company

[Authorized Signatory (same as signing the proposal) –  
Implementation Partner]

Name:

Position:

Date: