



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



**Tender No: IDRBT/SYS/ES/32/2026 – 2027 dated 22<sup>nd</sup> April 2026**

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

**For**

**Supply, Installation and Maintenance of “On-Premises” Virtual Application based Web Application  
Firewall and Load Balancer at IDRBT locations.**

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

**April 22, 2026**

NOTE: This document contains a total of 39 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 **Supply, Installation and Maintenance of “On-Premises” Virtual Application based Web Application Firewall and Load Balancer at IDRBT locations**. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by IDRBT with the successful bidder. This document should be read in its entirety.

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

## Request for Proposal

IDRBT invites tenders for **Supply, Installation and Maintenance of “On-Premises” Virtual Application based Web Application Firewall and Load Balancer at IDRBT locations** from reputed companies having previous experience in handling successfully similar projects for Banks/FI/ Insurance companies in India.

### 1. Executive Summary

The Institute for Development and Research in Banking Technology (IDRBT) invites sealed bids from eligible and experienced vendors for the Supply, installation, and maintenance of **Web Application Firewall and Load Balancer**. This initiative is part of IDRBT’s ongoing efforts to enhance Security posture, ensure seamless and secure access to web facing applications, to maintain high availability across its Data Center (DC) in Hyderabad and Disaster Recovery (DR) site in Mumbai.

This Request for Proposal (RFP) outlines the technical, functional, and operational requirements for the proposed solution. It also details the eligibility criteria, evaluation methodology, scope of work, service level expectations, and contractual obligations.

The successful bidder will be responsible for delivering a fully integrated, compliant, and future-ready solution that ensures compatibility with IDRBT’s setup.

This Request for Proposal (RFP) is structured to provide a comprehensive view of the technical, operational, and contractual requirements for the procurement of **Web Application Firewall and Load Balancer** at IDRBT. The document is organized into the following logical sections as captured in Table of Content.

Each section is self-contained and cross-referenced where applicable. Bidders are advised to read the document in full and refer to the annexures for submission formats and compliance declarations.

### 2. Bidder Instructions

- Bidders must read the entire RFP document carefully and ensure compliance with all requirements.
- All responses must be submitted in English and in the formats prescribed in the annexures.
- Any deviation from the specified formats or incomplete submissions may lead to disqualification.
- All queries related to the RFP must be submitted using the prescribed format in Annexure V no later than 24<sup>th</sup> April 2026, 11:00 hrs. Bidders are urged to ensure clarity and completeness in all submissions, avoiding vague or broad queries. Each query must reference the relevant section number and point identifier within the RFP document.
- Queries, if there are any, must be submitted in the format provided in Annexure V by the stipulated deadline.

### 3. RFP Structure and Navigation Guide

The structure of this RFP comprises distinct sections and annexures that guide bidders through the scope, eligibility, evaluation, and submission requirements. Each section should be read in full. Bidders are advised to reference specific annexures including Annexure IX for technical specifications, Annexure XI for commercial bid format, and Annexure XII for performance bank guarantees.

This Request for Proposal (RFP) is structured to provide a comprehensive view of the technical, operational, and contractual requirements for the procurement of **Web Application Firewall and Load Balancer** at IDRBT. The document is organized into the following logical sections:

## Table of Contents

Disclaimer .....	2
Request for Proposal .....	3
1. Executive Summary .....	3
2. Bidder Instructions .....	3
3. RFP Structure and Navigation Guide .....	4
1. Introduction .....	7
2. Objective of the Project.....	7
3. Bid Schedule .....	7
4. Bid Submission.....	7
5. Bid Eligibility Criteria .....	8
6. Terms & Conditions .....	8
7. Governance & Regulatory Compliance.....	8
8. Criteria for evaluation.....	8
a. Two Stage evaluation process .....	9
b. Technical Bid.....	9
c. The Commercial Bid:.....	9
d. List of Annexures: .....	9
9. Present Set-Up .....	10
10. Scope of Work.....	10
11. OEM Portal Access & Asset Ownership.....	13
12. Delivery & Installation Period .....	13
13. Warranty .....	13
14. System maintenance, Support and Preventive maintenance.....	13
15. Penalty for Delay.....	14
16. Penalty for downtime.....	14
17. Service Level Agreement (SLA).....	14
18. Repeated failure.....	15
19. Business Continuity plan.....	15
20. Training .....	15
21. User Acceptance Test.....	16
22. Period of Validity .....	16
23. Correction of Errors.....	16
24. Confidentiality.....	17
25. Right to Verification .....	17
26. Insurance .....	17
27. Payment Terms.....	17
28. Obligations of Successful Bidder.....	18

29.	Order Cancellation / Modification .....	18
30.	Resolution of Disputes .....	18
31.	Indemnification .....	18
32.	Liquidated Damages .....	19
33.	Force Majeure .....	19
34.	Jurisdiction .....	19
	<i>Annexure I</i> .....	20
	Document Submission Checklist.....	20
	<i>Annexure-II</i> .....	21
	Bidder's application Form.....	21
	<i>Annexure III</i> .....	22
	Bidders profile Form .....	22
	<i>Annexure IV</i> .....	24
	Format for Bidder Eligibility Criteria .....	24
	<i>Annexure V</i> .....	26
	<i>Bidders Queries Performa</i> .....	26
	<i>Annexure - VI</i> .....	27
	Bidder's Undertaking.....	27
	<i>Annexure – VII</i> .....	28
	Manufacturer's Authorization Form (MAF) .....	28
	<i>Annexure – VIII</i> .....	29
	<i>Non - Disclosure Agreement</i> .....	29
	<i>Annexure – IX</i> .....	31
	<i>Technical Specifications</i> .....	31
	<i>Annexure – X</i> .....	35
	<i>Deviations from Technical Specifications</i> .....	35
	<i>Annexure – XI</i> .....	36
	<i>Commercial Bid Format</i> .....	36
	<i>Annexure XII</i> .....	37
	Performance Bank Guarantee.....	37

## 1. Introduction

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

- Development & Research on Banking Technology.
- Offer training in banking technologies for Indian Banking sector.
- Act as a CA (Certifying Authority) for Bankers.
- Develop and deliver solutions to serve the systemic requirements of the banking system through projects like domain registry etc.

## 2. Objective of the Project

The main objective of the project is to deploy “On-Premises” Virtual Appliance-based enterprise grade solution (Web Application Firewall and Load Balancer) to deliver, scale and secure web application and APIs used at IDRBT for various applications. Further, the proposed solution shall load balance, reverse proxy, enhance web Security posture, ensure seamless and secure access to web facing applications and API Gateway and Security. It should follow Zero Trust principles and utilize robust access controls and user group management.

To ensure web applications stay, handle heavy and unpredictable traffic loads, improve application performance, and keep the enterprise running smoothly, available across its Data Center (DC) in Hyderabad and Disaster Recovery (DR) site in Mumbai, in a high availability cluster environment.

## 3. Bid Schedule

Sr.No.	Subject	Date/time
1	RFP Tender No. & Date	<b>IDRBT/SYS/ES/32/2026 – 2027 dated 22<sup>nd</sup> April 2026</b>
2	Last Date for receipt of Queries	24 <sup>th</sup> April 2026 15:00 Hrs
3	Online Pre bid meeting	24 <sup>th</sup> April 2026 16:00 Hrs
4	Last date for receipt of Bidding Documents	30 <sup>th</sup> April 2026 15:30 Hrs
5	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 – 23294184
6	E-mail address for communication	<a href="mailto:itprocurement@idrbt.ac.in">itprocurement@idrbt.ac.in</a> The participating bidders should mandatorily confirm their participation by email on or before 24 <sup>th</sup> April 2026 11:00 Hrs for attending to pre-bid meeting.

## 4. Bid Submission

The Technical and Commercial Bids must be submitted in separate sealed envelopes or via email, with the Commercial Bid secured through password protection. Each envelope/email shall be clearly super scribed with either “**Technical Bid for Supply, Installation and Maintenance of “On-Premises” Virtual Application based Web Application Firewall and Load Balancer at IDRBT locations as per Tender No: IDRBT/SYS/ES/32/2026 – 2027 dated 22<sup>nd</sup> April 2026**” and “**Commercial Bid for**

**Supply, Installation and Maintenance of “On-Premises” Virtual Application based Web Application Firewall and Load Balancer as per Tender No: IDRBT/SYS/ES/32/2026 – 2027 dated 22<sup>nd</sup> April 2026.** All submissions must reach IDRBT on or before 15:30 Hrs on 30<sup>th</sup> April 2026.

IDRBT reserves the right to procure either the full quantity or part thereof as indicated in the Technical and Commercial Bid documentation. The final quantity to be procured shall be determined solely by IDRBT, subject to operational exigencies and budgetary approvals.

## 5. Bid Eligibility Criteria

Bidders must meet the following eligibility requirements as per Annexure – IV of this RFP. Bids of non-compliant with given Eligibility Criteria will not be technically or financially evaluated.

## 6. Terms & Conditions

- a. All bids and supporting documentation shall be submitted in English.
- b. 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.
- c. All costs and charges, related to the bid, shall be expressed in Indian Rupees only and the above total cost is inclusive of installation charges and customization charges.
- d. IDRBT will not take into consideration any variation in the \$ price.
- e. IDRBT reserves right to change the Quantity, the quantity mentioned in the RFP is indicative.
- f. The **Supply, Installation of Web Application Firewall and Load Balancer at IDRBT** should be completed within 2 (Two) weeks from the date of issue of purchase order.
- g. IDRBT reserves the right to reject all or any of the quotations without assigning any reason thereof.

The bidder should work in close association with other vendors /service providers working for IDRBT.

## 7. Governance & Regulatory Compliance

- a. The Bidder and OEM must ensure that all components, configurations, software modules, and operational workflows proposed under this RFP comply with the relevant regulatory and legal mandates applicable to IDRBT and the Indian banking ecosystem. This includes—but is not limited to—compliance with the Reserve Bank of India (RBI) Master Directions on Information Technology (2016), Cybersecurity Framework (2016), guidelines under the Indian IT Act (2000), CERT-In advisories, and evolving data protection norms including Personal Data Protection (PDP) implications, Furthermore, all cryptographic operations must ensure data residency within Indian jurisdiction.

## 8. Criteria for evaluation

The objective of the evaluation process is to evaluate the bids to select an effective and technically best fit solution at a competitive price. The decision of the IDRBT shall be final.

#### a. Two Stage evaluation process

- i. Bidders has to submit their complete bid on or before the stipulated time given in the RFP document. For the purpose of the evaluation and selection of bidder for this project, a two-stage evaluation process will be as followed:
- ii. **Stage I** - Examination of bidders' eligibility –The IDRBT will evaluate the documents viz. eligibility criteria, Non-Disclosure Agreement (NDA) and other documents submitted along with Technical bid. In the first stage, only the 'Technical Bids' of those who fulfill the **Eligibility Criteria** will be evaluated. Bidders have to submit BoQ without prices and also indicating the compliance to specifications as the technical bid. Those bidders satisfying the technical requirements of **Annexure – IX** as determined by the IDRBT and as per the requirements / specifications and the terms and conditions of this document, shall be short-listed.
- iii. **Stage II** - Commercial Bids evaluation – In Second Stage, Commercial bids of the technically qualified bidders will be opened. The commercial bids will be evaluated based on least cost (L1) criteria. The bidder who quote the lowest price shall be considered as L1.
- iv. IDRBT will notify the name of the Successful Bidder only.

#### b. Technical Bid

- i. The Technical Specification of **Web Application Firewall and Load Balancer** are to be submitted as per **Annexure – IX**.
- ii. The bidders are required to submit a Technical Bid indicating the specifications and compliance to the specifications, supporting document.
- iii. The Bidder must warrant that key project personnel for implementation, should have minimum OEM certified engineers (certified in OEM Products proposed in the solution) on supplied Bill of Material, to be employed in this project and who have been sufficiently involved in similar past installation.
- iv. The Bidder has to submit the list of members of the project team and copies of their certifications.
- v. The Bid is liable to be rejected if any commercial details are found along with the technical bid.

#### c. The Commercial Bid:

The Bidder must organize the bid and submit their Commercial bid in accordance with the format specified, the Commercial Bid format as **Annexure XI**.

#### d. List of Annexures:

Sno	Formats	Description	Qty	Submission
1	Annexure - I	Document Submission Checklist	-	Mandatory
2	Annexure - II	Bidder's application Form	-	Mandatory
3	Annexure – III	Bidders profile Form	-	Mandatory
4	Annexure – IV	Bidder Eligibility Criteria	-	Mandatory
5	Annexure – V	Bidders Queries Pro-forma	-	Mandatory
6	Annexure – VI	Bidder's Undertaking	-	Mandatory
7	Annexure VII	Manufacturer's Authorization Form (MAF)	-	Mandatory

Sno	Formats	Description	Qty	Submission
8	Annexure VIII	Non-Disclosure Agreement	-	Mandatory
9	Annexure IX	Technical Specifications	1	Mandatory
10	Annexure X	Format for Deviations from Technical Specifications and Terms and Conditions of the RFP	-	Mandatory
11	Annexure XI	Commercial Bid Format	-	Mandatory
12	Annexure XII	Performance Bank Guarantee	-	Mandatory

## 9. Present Set-Up

1. IDRBT has two location primary site being at Hyderabad and Secondary site at Navi Mumbai, Belapur. Both the sites are connected over INFINET MPLS and Internet Leased Lines.
2. Internet bandwidth is provisioned at both sites through dedicated ILL lines for providing access to various portal/services hosted by IDRBT (DC-2x100 Mbps/DR 1x100 Mbps)
3. IDRBT has around 20 servers in its primary site which runs on 24X7 basis to enable various IT services including critical applications
4. The public facing websites are hosted at primary and secondary sites. Currently, around 20 applications including 8 web facing.

## 10. Scope of Work

**The minimum specified Scope of Work to be undertaken by the selected bidder is mentioned below:**

### General

1. The “Scope of Work” will include **Supply, Installation, Support/Services and Maintenance of “On-Premises” Virtual Application based Web Application Firewall and Load Balancer at IDRBT locations, is with the successful bidder.**
2. Supply of Bill of Material as per technical specification mentioned in **Annexures – IX** of this RFP.
3. The bidder needs to take into account the detailed technical specifications as stated in the Technical Specification **Annexure IX** with Indicative Bill of Material stated in Annexures, while proposing Total Solution (should ensure all necessary software required to make this solution work strictly). The specifications given are minimum, the bidder may quote equivalent or higher technical specifications to the IDRBT’s requirements.
4. The bidder / System Integrator shall engage the services of the OEM for Plan & Design of the Solution and the same shall be implemented at IDRBT locations.
5. The Bidder needs to provide complete “On-Premises” end to end solution including software, necessary accessories, active and passive components for efficient functioning of the proposed solution.
6. A detailed “On-Premise” Implementation plan and rollback plan of the proposed solution should be provided.

7. IDRBT will provide necessary computing resources for hosting the solution. However, the successful bidder should provide detailed requirements for hosting the solution. Should install, configure and maintain the Bill of Material supplied for IDRBT, as per Industry best practices.
8. The bidder must provide a detailed HA architecture diagram showing integration of the solution including failover paths, DR workflows, and monitoring interfaces.
9. Installation, configuration, testing, tuning validation of the total solution to ensure that it effectively and efficiently blocks all types of web-based attacks and implementation and maintenance of the solution as per the timelines and SLA levels prescribed in the RFP.
10. The selected bidder will be responsible for migrating or translating any or part of the configuration to the newly proposed solution, maintaining operational integrity throughout the process i.e. Customization of the WAF solution to meet our specific security requirements.
11. Updates, patches, and service packs released by the OEM must be communicated to IDRBT and implemented by the bidder within seven days of release, without additional charges.
12. The backup and recovery of the system should be provided to IDRBT.
13. The successful bidder must provide a Gantt chart for delivery, installation, configuration, and UAT milestones.
14. The bidder shall also engage the services of the respective OEMs for post implementation audit, validation and certification by the OEM that the solution has been implemented as per the plan & design provided by them.
15. The proposed Bill of Material should be Interoperable with the existing solution and have provision of handshake / interface / integration with IDRBT's existing hardware, software and network at IDRBT locations.
16. The proposed solution should be implemented and configured to ensure business continuity purpose. The Solution will be in high availability at IDRBT Primary Site (Active – Passive or Active - Active) and standalone at DR but with potential to implement the same configurations at both DC and DR.
17. The bidder should simulate a full DR failover test post-installation thereafter, Cluster for high availability mode across IDRBT's Hyderabad (DC) and Mumbai (DR) locations to ensure seamless failover and resilience.
18. The Total solution must provide comprehensive protection from advanced threats by actively monitoring and securing all web applications against OWASP threats, as well as other common web application attacks. Is natively and handles traffic at wire speed. Detects and mitigates denial-of-service attacks to prevent outages.
19. Solution which should be able to evaluate and classify security-policy compliance by user, device, location, operating system, and other criteria.
20. The solution must provide real-time monitoring and alerting capabilities, with the ability to generate detailed logs and reports Alerts must be Integrated with SEM/SIEM, SysLog Server, LDAP, PIM &

PAM and management systems at IDRBT. Captures comprehensive logs to aid auditing, troubleshooting, and compliance efforts.

21. The bidder must ensure that the supplied hardware/software should be free from malware, bugs, covert channels, or vulnerabilities. An integrity certificate must be provided as per IDRBT's format.
22. Should submit relevant documentation for handling the devices with escalation matrix.
23. The bidder is solely responsible for identifying and addressing any functional gaps between the RFP and the OEM's actual technical specifications. Any additional hardware, software, or services required to make the solution fully operational must be included in the bid without additional cost to IDRBT.
24. The bidder is expected to maintain a back-to-back support agreement with the OEM to fulfill all delivery and service obligations without interruption.
25. Ongoing support and AMC for the proposed solution should be managed by the successful bidder throughout the contract term. Any system reaching end-of-support during the contract must be replaced at no extra cost to IDRBT.
26. All costs associated with installation, deployment, configuration, functional use, maintenance, technical support and documentation of the proposed solution throughout the contract term must be included in the bid. IDRBT will not entertain any additional charges.
27. A 12x5 during business hours/business days support contact center must be maintained by the bidder for logging incidents. Contact numbers and a complete escalation matrix with names, designations, and phone numbers must be submitted to IDRBT.
28. The bidder is expected to provide 12x5 OEM-level support with dedicated resources for incident resolution, spare parts replacement (including plastic parts), and on-site visits without additional costs.
29. In case source systems are upgraded during the contract term, the bidder must ensure compatibility and integration with the existing systems, offering real-time or on-call deployment support.
30. The successful bidder should ensure One year warranty from the UAT/acceptance of the solution. The bidder at his own cost should rectify/shall replace defective.
31. The successful bidder to ensure that OEM should also provide certificate that all Equipment's offered are not be declared End of Life and End of Support for a minimum of 7 years from the date of acceptance.
32. Should fix all the technical problems, provide and implement upgrades, updates free of cost to IDRBT, as and when released by the OEM during warranty period.
33. Should ensure address statutory requirements, network and security audit recommendations suggested by IDRBT from time to time on regular basis without additional cost to IDRBT.
34. IDRBT shall promptly notify the successful bidder in writing of any claims arising under this warranty. Upon receipt of such notice, the bidder shall, with all reasonable speed, repair or replace the defective products or part thereof without cost to the IDRBT.

## 11. OEM Portal Access & Asset Ownership

- The successful bidder must ensure that:
- All the associated licenses are procured in the name of IDRBT of the proposed solution. Proof of ownership, asset tagging, and registration must be submitted post-installation.
- IDRBT is provided direct access credentials to the OEM's official support portal to enable service ticket creation, tracking, and escalation independently.
- OEM shall enable role-based ticketing access to IDRBT authorized personnel for lifecycle support, firmware updates, vulnerability reporting, and component replacement.
- OEM shall map all software components installed at IDRBT to their asset portal under the institute's account to ensure seamless warranty traceability and compliance audit support.

## 12. Delivery & Installation Period

The following time schedule for completion of the activities from the date of placement of orders should be strictly adhered to. Delay in delivery and installation may invite penalties for the vendors.

Sr.No	Description	Period
A	Delivery	≤ 1 Week
B	Installation and Operationalization	≤ 1 Week

## 13. Warranty

**On-site One-Year comprehensive warranty for Web Application Firewall and Load Balancer** covering all parts & labor from the date of acceptance of the systems by IDRBT. During the warranty period, the successful bidder will have to undertake comprehensive maintenance of the entire software, systems software and accessories supplied by the vendor.

1. The IDRBT shall promptly notify the successful bidder in writing of any claims arising under this warranty. Upon receipt of such notice, the bidder shall, with all reasonable speed, repair or replace the defective products or part thereof without cost to the IDRBT.
2. The details of Onsite comprehensive warranty should be provided for all devices proposed in this RFP, as under. Should ensure One-year warranty from the UAT/acceptance of the solution.
3. Bidder shall ensure to provide 1 year warranty.
4. All warranty claims shall be facilitated via direct access to the OEM's official ticketing portal, and IDRBT shall be registered as the end-user for traceability.
5. The bid should cover support for both DC/DR site, including any alternate cite identified during the warranty / AMC period.

## 14. System maintenance, Support and Preventive maintenance

1. The successful bidder should provide maintenance of the entire BoM proposed in this RFP without any additional cost, during the warranty period by deputing qualified maintenance engineer under the contract. This includes audit of the systems and installation of stable upgrades when needed (at least once a year).
2. The successful bidder shall ensure that faults and failures intimate by IDRBT as above are set right within 24 hours of being informed of the same.

3. Preventive maintenance must include diagnostics, component checks, and proactive monitoring.
4. The Total Solution is accepted and becomes effective upon successful installation of Total Solution at both DC and DR sites and written sign-off by the designated IDRBT team.
5. A comprehensive warranty (1 year of Warranty) all commence from the contract start date, covering all aspects of the solution.
6. The bidder shall enter into a legal agreement with IDRBT for this engagement, with provisions for renewal subject to mutual consent for specified terms.
7. The bidder shall provide maintenance services during the period of warranty without any additional cost. After the warranty period, the successful bidder will do maintenance of the entire system, during the contract period by deputing qualified maintenance engineer under the contract.
8. All software components must be licensed on a perpetual basis. The bidder shall disclose any open-source components used, along with their licenses and compliance measures. IDRBT reserves the right to audit license compliance at any time during the contract period.
9. The bidder shall establish a project governance structure comprising a Project Manager, Technical Lead, and OEM SPOC. Weekly progress reports must be submitted during implementation. A 3-tier escalation matrix with contact details and response timelines must be provided before project initiation.

#### 15. Penalty for Delay

For any delay in installation and commissioning of the equipment beyond the specific period, 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 vendor is still unable to complete successful Installation, the Institute reserves the right to cancel the order, and no payment will be made to the vendor.

#### 16. Penalty for downtime

Any equipment via (Web Application Firewall and Load Balancer) that is reported to be down should be either fully repaired or replaced by temporary substitute (of equivalent configuration) within 1 working days. In case vendor fails to meet the above standards of maintenance, there will be a penalty chargeable as specified in the table below.

SI.No	Item	Response Time	Penalty chargeable per day (Rs)
1	Web Application	≤ 1 day	No Penalty
	Firewall and Load Balancer	>1 and ≤ 4 days	2,500/-
		≥ 4 days	10,000/-

#### 17. Service Level Agreement (SLA)

The successful bidder shall adhere to the following SLA metrics during the warranty and support period:

- 99.95% monthly uptime of the total solution availability
- Incident response time: ≤ 2 hours
- Resolution time: ≤ 24 hours for critical issues

- Patch deployment: ≤ 7 days from OEM release
- SLA compliance reports must be submitted monthly. Non-compliance will attract penalties at 0.25% of the quarterly support value per SLA breach, subject to a maximum of 5% per quarter.
- Bidder shall implement configuration drift detection mechanisms to monitor unauthorized changes in solution. Alerts must be integrated with SEM and SIEM tools.

### 18. Repeated failure

1. During the warranty period if any system as a whole or any subsystem has any failure on two or more occasions in a period of 3 months, it shall be replaced by equivalent new equipment, or any alternative steps are to be taken which would serve the purpose to the Institute. Every quarter engineer has to visit and check the Total Solution performance, or any corrective maintenance or patch updates required for smoother operation and also as and when desired by the institute for technical help or installation help.
2. The bidders are required to adhere to tendering norms and no undue explanation, request for change in due date of bid submission, etc. will be offered by the Institute. Any request of any kind from the bidder before the bid submission due date must be forwarded to the undersigned in writing. The Institute reserves the right to accept or reject the bidder request without offering any explanation or reason for the acceptance or rejection. However, in case of any change/amendment in the tender content, all bidders participating in the tendering process would be informed in writing and sufficient time would be provided to adhere to such change/amendment.

### 19. Business Continuity plan

The bidder shall submit a Business Continuity and Disaster Recovery (BC/DR) plan for the proposed solution. The plan must define RTO ≤ 4 hours and RPO ≤ 1 hour. Annual DR drills must be conducted and documented. The Total Solution must support seamless failover between DC and DR sites.

### 20. Training

1. Comprehensive training shall be the key to successful Operations and Maintenance; hence, the successful bidder is required to provide training (for three days) to IDRBT nominated Officials at IDRBT, Hyderabad. The training documents, including Operating Manuals and Standard Operating Procedures (SOP) for the proposed solution shall be prepared and shared by the successful bidder with IDRBT. The successful Bidder is free to propose the training plan. However, at a minimum, the plan shall include the following:

Sr No	Training Description
1	Overview of the components Installed
2	Technical Architecture with HA
3	Operating procedure of the Software including, but not limited to: <ol style="list-style-type: none"> <li>Common Use Cases</li> <li>System Installation and Configuration</li> <li>Basic Configuration</li> <li>High Availability</li> </ol>

Sr No	Training Description
	v. Backup and Restore Methods vi. Troubleshooting vii. Audit and Logging viii. Disaster Recovery, including drills and test of data integrity
4	Technical and Operational Manual of the solution
5	Handling worst case scenarios

2. The above plan is only indicative; the final training plan shall be finalized between the successful bidder and IDRBT.
3. The bidder shall provide a two-week shadow support period post-installation, during which IDRBT's internal team will co-manage the Total Solution infrastructure. Knowledge transfer sessions must be conducted covering operational procedures, troubleshooting, and escalation handling.
4. No separate charges will be paid for training.
5. The training documents, including Operating Manuals. The bidder shall provide a comprehensive documentation pack including:
  - System architecture diagrams
  - Configuration and administration guides
  - Backup and restore procedures
  - Solution lifecycle management SOPs
  - Escalation matrix and contact directory

Documentation must be reviewed and signed off by IDRBT prior to project closure.

## 21. User Acceptance Test

1. IDRBT, prior to the initiation of the Operationalization phase, shall undertake a detailed UAT process, including Interoperability Testing with existing systems/setup.
2. The User acceptance test will be carried out as per mutually agreed Acceptance Test Plan (ATP) against system requirements.
3. The system will be considered accepted (supplied, installed and operationalized) only after ATP is completed as per the agreed plan and is duly signed/certified by the IDRBT and the successful bidder.
4. Bidder shall conduct interoperability testing with at least five enterprise applications; a Signed test reports must be submitted as part of UAT closure

## 22. 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 **one year**.

## 23. Correction of Errors

Arithmetic errors in bids will be treated as follows:

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

govern.

2. 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.
3. Where there is a discrepancy between the amount mentioned in the bid and the line item total present in the Bill of Quantity, the amount obtained on totaling the line items in the Bill of Materials will govern.
4. 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.

#### **24. Confidentiality**

Bidder agrees that all mails, data, financial, mail, security architecture and personnel data relating to IDRBT's business and other information identified as confidential by the IDRBT, the same shall be kept confidential and shall not be shared with any third party without prior written approval from IDRBT.

The bidder must certify that all the hardware supplied/software is free from malware, covert channels, or vulnerabilities. An integrity certificate must be submitted in IDRBT's prescribed format.

#### **25. Right to Verification**

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

#### **26. Insurance**

1. Insurance of all the software components supplied under the contract shall be arranged by the Bidder at his own risk and cost throughout the period of delivery, implementation and final acceptance process.
2. IDRBT will not be responsible for any loss/damage/theft of any systems/goods due to any reasons whatsoever, claims etc., if the Bidder himself will deal any. Evidence of the insurance policy shall be submitted to IDRBT.

#### **27. Payment Terms**

1. A payment of 90 percent (90%) of the contracted sum would be payable on successful installation, integration and issue of acceptance certificate by the Institute.
2. 10 percent (10%) would be payable after successful warranty period is over from the date of acceptance or payment against PBG valid as per warranty period.
3. Installation and Implementation Charges (100%) after successful completion of UAT.
4. All payments will be released based on the invoices submitted to the Institute by the vendor.
5. Bidders shall ensure that the quoted commercials remain firm and valid for the following durations:
  - **Initial procurement:** Six (6) months from the date of bid submission.
  - **Re-orders with identical specifications:** Twelve (12) months from the date of original PO.
6. In the event of downward price fluctuations due to currency exchange rate adjustments (including

USD), reduction in component costs, OEM price revisions, or market dynamics during this validity period, bidders shall pass on the entire price benefit to IDRBT for any repeat or partial orders. Conversely, under no circumstances shall the bidder claim price escalation during this period.

7. Bidder shall ensure IDRBT is granted role-based access to OEM's official support portal, including rights to log incidents, track tickets, download updates, and audit warranty claims independently

## **28. Obligations of Successful Bidder**

1. The successful bidder must supply all the components, services and licenses to make the solution complete and operational.
2. The successful bidder shall be fully responsible for ensuring that all components—are integrated, supported, and operationalized as part of the solution. Any gaps between the RFP and OEM documentation must be addressed by the bidder at no additional cost to IDRBT.
3. The successful bidder shall hand over the complete and operational solution to IDRBT for monitoring, maintenance and management.
4. The successful bidder shall deploy their own computing resources, trained and experienced engineers for implementing, managing and maintaining the system.
5. 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.
6. The successful bidder to ensure that during the implementation, the critical services hosted at IDRBT, Hyderabad and Mumbai shall not face any downtime due to improper configuration.

## **29. Order Cancellation / Modification**

The TCO will be calculated on the BoM as mentioned this RFP. Post-L1 identification IDRBT reserves its right to update the bill-of-material based on price discovered for acquiring optimal value and effective solution for the Institute.

IDRBT also reserves the right to cancel the order in the event of delay in delivery and installation beyond the stipulated time.

## **30. 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.

## **31. Indemnification**

1. 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.

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

### **32. 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, operationalization, 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.

### **33. 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.

### **34. Jurisdiction**

The jurisdiction of the courts shall be Hyderabad. For any questions/clarifications related to requirements, please contact us at [itprocurement@idrbt.ac.in](mailto:itprocurement@idrbt.ac.in).

### Document Submission Checklist

The bidder has to ensure that the following have been submitted as a part of the RFP submission process. Failure to provide any of the documents as detailed below could lead to the disqualification of the bidder from the bid.

The following documents/items need to be submitted:

Sr.No	Description	Submitted (Bidder)	Verified (IDRBT)
1	Bidder's application Form	<input type="checkbox"/>	<input type="checkbox"/>
2	Bidders profile Form	<input type="checkbox"/>	<input type="checkbox"/>
3	Bidders Eligibility Format	<input type="checkbox"/>	<input type="checkbox"/>
4	Technical Bid Forms - BILL OF MATERIAL WITHOUT PRICES	<input type="checkbox"/>	<input type="checkbox"/>
5	Deviations from Technical Specifications and Terms and Conditions of the RFP	<input type="checkbox"/>	<input type="checkbox"/>
6	Bidders Queries Pro-forma	<input type="checkbox"/>	<input type="checkbox"/>
7	Bidder's Undertaking	<input type="checkbox"/>	<input type="checkbox"/>
8	Manufacturers' Authorization Form	<input type="checkbox"/>	<input type="checkbox"/>
9	Signed Non-Disclosure Agreement	<input type="checkbox"/>	<input type="checkbox"/>
10	Commercial Bid	<input type="checkbox"/>	<input type="checkbox"/>
11	Performance Bank Guarantee	<input type="checkbox"/>	<input type="checkbox"/>

**Bidder's application Form**

Place:  
Date:

[On the Letterhead of the Applicant]

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

Dear Sir,

**Tender No: IDRBT/SYS/ES/32/2026 – 2027 dated 22<sup>nd</sup> April 2026.**

**Request for Proposal (RFP) for Supply, Installation and Maintenance of “On-Premises” Virtual Application based Web Application Firewall and Load Balancer.**

Being duly authorized to represent and act on behalf of ..... (hereinafter referred to as “the Applicant”), and having reviewed and fully understood all of the qualification requirements and information provided, the undersigned hereby apply **Request for Proposal (RFP) for Supply, Installation and Maintenance of “On-Premises” Virtual Application based Web Application Firewall and Load Balancer at IDRBT Locations.** The details as per the requirements of the RFP enquiry are enclosed for your consideration.

Yours faithfully,

(Signature of Authorized Signatory)  
<NAME, TITLE AND ADDRESS>

FOR AND ON BEHALF OF  
<NAME OF THE APPLICANT ORGANISATION>

## Bidders profile Form

Tender No: IDRBT/SYS/ES/32/2026 – 2027 dated 22<sup>nd</sup> April 2026.

BIDDER DETAILS		
1	The registered name of the bidding company	
2	Business address for correspondence	Location:
		Street:
		Locality:
		City:
		Pin Code:
		Country:
		Telephone:
		Facsimile:
		Email:
	Other:	
3	Name of the Bidder's Contact Person	
4	Contact's position with Bidder	
5	Contact addresses if different from above	Location:
		Street:
		Locality:
		City:
		Pin Code:
		Country:
		Telephone:
		Facsimile:
		Email:
	Other:	
6	Business structure	
7	Bid Company's registered address	
8	Details of company registration	
9	Names of Directors	Chairman President/Managing Director Directors
10	Include a structure chart reflecting the organization	

11	<b>Experience in Similar Projects:</b> (Give details with respect to Virtualized environment and Infrastructure Management projects– a minimum of two projects.)	
12	<b>Project Name:</b>	
13	<b>Project Location:</b>	
14	<b>Client Name:</b>	
15	<b>Client address:</b>	
16	<b>Client contact/reference person(s):</b>	Name:
		Address – if different from above:
		Telephone Facsimile:
		Mobile Phone:
		Email address:
17	<b>Project started (month/year):</b>	
18	<b>Project elapsed time – months- vis-à-vis Project schedule:</b>	
19	<b>Name of senior project staff:</b>	Project Director:
		Project Manager:
		Other:
20	<b>Nature of the Project:</b>	
21	<b>Details of deliverables, other than “Deliverables” specified by the Bank, the bidder proposes with specific reference to the scope of work.</b>	

## Format for Bidder Eligibility Criteria

Tender No: IDRBT/SYS/ES/32/2026 – 2027 dated 22<sup>nd</sup> April 2026.

Sr.No	Basic Requirement	Bidders Eligibility Criteria	Documentary evidence required	Complied (Yes/No)
1	Legal Entity	Bidder must be a Government Organization / PSU / PSE / partnership firm / LLP or private / public limited company in India at least for the last 5 years. (As on RFP date)	Documentary Proof to be attached (Certificate of Incorporation)	
2	General	Bidder must not be blacklisted / debarred by any Statutory, Regulatory or Government Authorities or Public Sector Undertakings (PSUs / PSBs) since 1st April 2024 till date.	Letter of confirmation from Bidder.	
3	Duration of past experience	The Bidder should have experience in the following fields: Supply, Installation and Maintenance of “On-Premises” Virtual Application based Web Application Firewall and Load Balancer for the organizations across India.	The Bidder should submit documentary evidence in support of minimum experience of 3 years (Copies of Purchase Order and Completion certificate to be attached).	
4	Annual Turnover	The OEM / Bidder should have a minimum annual turnover of at least Rs. 3 Crores in each of the last three financial years (i.e. 2022-2023,2023-2024 & 2024-2025).	Certificate from the statutory auditor	
5	Net worth	The Bidder should have positive net worth in the last three financial years (i.e. 2022-2023,2023-2024 & 2024-2025).In cases where the Bidding Company has resulted from a merger or acquisition and has been operational for less than three years, the financial credentials, namely net worth, minimum annual turnover, and profit after tax of the merged or acquired entity shall be duly considered for eligibility assessment. The determination of such eligibility shall rest solely with IDRBT, whose decision shall be final and binding, with no further correspondence entertained on the matter.	Certificate from the statutory auditor	

Sr.No	Basic Requirement	Bidders Eligibility Criteria	Documentary evidence required	Complied (Yes/No)
6	Technical Capability	Bidder must have successfully completed in the last three years at least the following numbers of similar IT infrastructure Implementation engagement(s) of value specified herein: One project of similar nature not less than the amount Rs.75 Crore OR Two projects of similar nature not less than the amount equal Rs.50 Lakhs OR Three projects of similar nature not less than the amount equal Rs.25 Lakhs	Copies of POs and completion certificate from client	
7	General Legal Status	The company should not be blacklisted by any Government agency / Banks / Other Financial Institutions in India.	Self-declaration on the company letter head signed by Company Secretary or Board approved Authorized Signatory.	
8	OEM's Authorization	Bidder should be a OEM Authorized partner/System Integrator/ Representative with top rating.	Bidder has to provide an Ink Signed MAF for the quoting OEM along with Technical Bid	
9	Support	Bidder should have a local entity in Hyderabad to provide better support during the warranty period.	Documentary proof to be enclosed.	
10	Experience & Support Infrastructure	Bidder/OEM must ensure that the product to be supplied will not be End of Support in next 07 years.	Letter of undertaking from the OEM.	



**Bidder's Undertaking**  
**(On letterhead of the Bidder)**

Date:

To,

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

Dear Sir,

**Tender No: IDRBT/SYS/ES/32/2026 – 2027 dated 22<sup>nd</sup> April 2026**

We, the undersigned, as bidder, having examined the complete RFP document (along with its annexes), do hereby offer to produce, deliver, install, support and maintain Board Meeting Solution in full conformity of your requirements as elaborated in above said RFP for the amounts mentioned by us in the Commercial Bid or such other sums as may be agreed to between us.

We hereby agree to all the terms and conditions stipulated in the RFP except for the variations and deviations of requirements as mentioned by us in the Compliance Statement, submitted along with our Technical Proposal.

We further undertake that the proposed solution shall fully support the existing setup listed in the RFP. In case of any incompatibility, we shall provide compatible alternatives and ensure seamless integration and HA functionality without any additional cost to IDRBT.

We agree to abide by our Offer for a period of **180 days** from the date of last day of Bid submission and it shall remain binding on us for acceptance at any time before the expiration of this period.

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

We undertake, if our Bid is accepted, to provide Performance Bank Guarantee as per the prescribed format within the times stipulated in the RFP.

We undertake as a part of this contract for successful operation of the **for Supply, Installation and Maintenance of “On-Premises” Virtual Application based Web Application Firewall and Load Balancer at IDRBT Locations** during the warranty period (if contracted).

Yours faithfully,

(Authorized Signatory)

In the capacity of \_\_\_\_\_

Duly authorized to sign the Bid for and on behalf of \_\_\_\_\_

**Manufacturer’s Authorization Form (MAF)**

Tender No. \_\_\_\_\_ Dated \_\_\_\_\_

To

**IDRBT/SYS/ES/32/2026 – 2027 dated 22<sup>nd</sup> April 2026 for Supply, Installation and Maintenance of “On-Premises” Virtual Application based Web Application Firewall and Load Balancer at IDRBT Locations.**

We \_\_\_\_\_ who are established and reputable manufactures of \_\_\_\_\_ having offices at \_\_\_\_\_ and \_\_\_\_\_ do hereby authorize

M/s \_\_\_\_\_ (Name and address of Agent /Dealer) to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

We hereby extend our full guarantee and warranty as per the terms and conditions of the tender and the contract for the equipment and services offered against this invitation for tender offer by the above firm.

Yours faithfully,

(Name) for and on behalf of M/s \_\_\_\_\_ (Name of manufacturers)

Note: This letter of authority should be on the letterhead of the manufacturing concern and should be signed by a competent person of the manufacturer.

***Non - Disclosure Agreement***

(On the Letterhead of the bidder company)

Date:

To,

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

[Salutation]

**Confidentiality Undertaking**

We acknowledge that during the course of bidding for Request for Proposal (RFP) floated for **IDRBT/SYS/ES/32/2026 – 2027 dated 22<sup>nd</sup> April 2026 for Supply, Installation and Maintenance of “On-Premises” Virtual Application based Web Application Firewall and Load Balancer at IDRBT Locations.** 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 Confidential Information solely for the preparation of our response to the RFP and not for any other purpose.
3. The bidder shall not withhold or omit any technical limitations or compatibility gaps related to the solution. Any such omission that impacts operational readiness shall be considered a breach of this agreement
4. We shall not disclose any Confidential Information to any other person or firm, other than as permitted by item 5 below.
5. We shall not disclose or divulge any of the Confidential Information to any other client of [name of product vendor / implementation partner]
6. 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 **Supply, Installation and Maintenance of “On-Premises” Virtual Application based Web Application Firewall and Load Balancer at IDRBT Locations.** 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.
7. 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.
  8. This Agreement shall not apply to Confidential Information that:
    - Is in the public domain at the time 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.
  9. This Agreement shall continue perpetually unless and to the extent that you may release it in writing.
  10. We acknowledge that the Confidential Information will not form the basis of any contract between you and us
  11. We warrant that we are acting as principal in this matter and not as agent or broker for any person, company, or firm.
  12. 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.
  13. 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 Hyderabad 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 :

### Technical Specifications

Tender No: IDRBT/SYS/ES/32/2026 – 2027 dated 22<sup>nd</sup> April 2026

#### Technical Specification and bid format for “On-Premises” Virtual Application - Web Application Firewall, Load Balancer, API Gateway and Security.

Sr.no	Technical Specifications	Compliance (Yes/No)
	<b>API Gateway Architecture</b>	
1	The proposed solution should be software-based solution which can be installed on bare metal or on VM and should be capable of Managing API platform from central window.  The WAF solution should be a high performance and should be able to handle the traffic, and the Software License must not limit the maximum throughput of the solution.	
2	The proposed solution should support installation on latest version of RHEL distribution	
3	In proposed architecture data plane should deliver minimum but not limited to following functions: 1. API Traffic routing 2. API end-points load balancing 3. Application security and API Security 4. Integration with third party solution if required.	
4	The proposed API Gateway solution should be modular as separate API control plane & Data Plane for programmable and faster API communication between API Endpoints and API Consumers.	
5	The solution should not have any capping on the no. of API calls	
6	The API Gateway should be lightweight and efficient software to reduce latency to every API request	
7	API gateway should support latest protocol HTTP/2 server push, PROXYv2, TLS 1.3	
8	API gateway should support gRPC for last mile end-point computing in mobile and web client by using HTTP/2 transport to allow and traverse proxies and firewalls.	
9	The API Gateway should support Reverse Proxy, JWT/OpenID.	
10	The API Gateway Solution should have Active-active and active-passive High-Availability with API Session State sharing with session persistence and API key-value.	
11	The API Gateway should support Configuration synchronization.	
12	The API Gateway should support Dynamic reconfiguration without restarting API process.	
	<b>API definition &amp; publication</b>	
13	The proposed solution should support to create upstream groups and backend servers	
14	The proposed solution should support for Route resources to upstream groups	
15	The proposed solution should manage configuration of API gateway	
16	The proposed solution should support deep visibility into Application and API GW health	
	<b>Rate limiting</b>	
17	Protect API endpoints and ensure SLAs for API consumers	

Sr.no	Technical Specifications	Compliance (Yes/No)
18	Define multiple rate limiting policies based on the varying needs of API consumers	
19	Specify the maximum request rate for each client, consumer, or resource	
20	Enforce two-stage rate limits: delay and reject	
	<b>Authentication &amp; Authorization</b>	
21	The proposed solution can create and manage API keys for API consumers in order to authenticate and provide access to resources	
22	The proposed solution should import API keys from external systems	
23	The proposed solution should share with API consumers	
	<b>Performance Monitoring &amp; Analysis</b>	
24	The proposed solution should provide deep visibility and insights into KPIs on a per-API GW basis	
25	The proposed solution should have feature to troubleshoot performance issues.	
26	The proposed solution should provide real-time traffic and system stats	
27	The proposed solution should analyse usage and performance trends	
	<b>Environment Tagging</b>	
28	The proposed solution should organize and manage configurations from a single powerful tool	
29	The proposed solution should categorize API Gateways based on location, person, purpose, environment	
30	The proposed solution should support filter configuration by Tags	
	<b>API Security</b>	
31	The solution must have at least enterprise grade WAF engine with threat signature update feature from OEM.	
32	The solution must have app security beyond the OWASP Top 10 along with advanced waf signatures, bot signatures, and threat protection signature.	
33	The solution must have app security for Layer-7 DDOS protection.	
34	The solution must support encryption like SSLv2, SSLv3, TLSv1.2 & TLSv1.3 etc.	
35	The solution must have app security protection for traditional HTTP/S and HTTP/2 applications as well as gRPC bi-directional streaming.	
36	The solution must have security protection for API gateways for API security.	
37	The solution should support evasion techniques to protect from directory traversal, bad escaped character and more.	
38	The solution should support Data Masking to detects and masks credit card and/or NID numbers in responses.	
39	The solution should support PCI DSS security policy requirements to avoid regulatory non-compliance.	
40	The solution should support disallowed meta-characters to detected in parameter names, parameter values, URLs, headers and in JSON and XML content which will indicate suspicious traffic, but not necessarily an actual threat. This can be combination of meta characters, attack signatures and other violations that indicates an actual threat that should be blocked and this is determined by violation Rating.	
41	The solution should support Disallowed file type extension to any file type like bak, bat, bck, bkp, cfg, conf, config, ini, log, old, sav, save, temp, tmp, bin, cgi, cmd, com, dll, exe, msi, sys, shtm, shtml, stm, cer, crt, der, key, p12, p7b, p7c, pem, pfx, dat, eml, hta, htr, htw, ida, idc, idq, nws, pol, printer, reg, wml	

Sr.no	Technical Specifications	Compliance (Yes/No)
42	The solution should support Cookie enforcement by adding specific cookies, wildcards or explicit, that will be enforced for integrity, set the cookie attributes like HttpOnly, Secure and SameSite for cookies found in the response.	
43	The solution should support Sensitive Parameters masks the "password" parameter in the security log. It is possible to add more such parameters.	
44	The solution should be capable to check HTTP allowed methods.	
45	The solution should support Deny & Allow IP listing to manually define denied & allowed IP addresses.	
46	The solution should support enforcement by violation rating to block requests that are declared as threats, tby Violation Rating is 4 or 5. It should support either disable enforcement by Violation Rating or block request with higher Violation Rating number.	
47	The solution should support Malformed cookie protection to block requests with cookies that are not RFC compliant are blocked by default.	
48	The solution should support status code restriction Illegal status code in the range of 4xx and 5xx.	
49	The solution should support authentication as a Relying Party in OpenID Connect solution.	
50	The solution should support Blocking and Transparent mode for Policy Enforcement.	
51	The Solution should support user-defined URL feature to define a protected URL configuration both explicitly and by wildcards, allowed/disallowed methods per-URL list to override the list defined in the policy level, define a content-type: json/xml/form-data on a user-defined url, define an Allowed/Disallowed user-defined URL, configure user- defined URL to the Signature/Metacharacters override list.	
52	The Solution should support User-Defined Parameters to create unique parameters and specify attributes, define what data type the parameter should contain, define the allowed location where you expect to see a parameter, define minimum/maximum values and minimum/maximum lengths for a parameter, define whether a parameter is mandatory or not, define whether the parameter can have empty values or not.	
53	The Solution should support User-Defined Parameters to inspect a parameter for violations, attack signatures, or meta-characters and defined to exclude certain violations, attack signatures, or meta-characters for a parameter.	
54	The Solution should support to create an API protection policy is using an Open API Specification file to import the details of the APIs and it should support automatically create a policy based on Methods, URLs, Parameters, JSON profiles properties.	
55	The Solution should support fail open or fail closed mode during any downtime.	
56	The Solution should support Syslog to log illegal requests.	
57	The Solution should support multi-environment multi-cloud including on-prem private cloud etc.,	
58	The solution should support security policy integration via the Kubernetes API to keep developers agile in future if required with container based WAF security solution.	
<b>Central Management and Dashboard</b>		
59	The central management solution should be able to scan the network and provide an accurate count of your organization's existing instances in any environment from edge to Kubernetes cluster.	

Sr.no	Technical Specifications	Compliance (Yes/No)
60	Should be able to generate tables of discovered instances with detailed certificate information	
61	Apply one configuration to multiple instances and control access to configurations at the individual or team level using RBAC	
62	Simplify and standardize configurations with Config Templates	
63	Centralize WAF management, create and deploy policies, integrate into CI/CD, control via GUI or REST API, and gain policy tuning insights.	
64	Update expiring certificates, see which versions and signature packages have been applied, learn if the version have potential exposure to CVEs, and push out fixes for active CVEs.	
65	Enable developer teams to create, modify, and publish traffic management configurations and security policies, as well as update attack signatures and threat campaigns.	
66	Discover configuration problems and get suggested fixes	
67	Enable seamless deployment on VMs, Docker containers, and Kubernetes with Helm charts for quick and easy setup	

**Deviations from Technical Specifications**

**Tender No: IDRBT/SYS/ES/32/2026 – 2027 dated 22<sup>nd</sup> April 2026 for Supply, Installation and Maintenance of “On-Premises” Virtual Application based Web Application Firewall and Load Balancer at IDRBT Locations.**

**Format for Deviations from Technical Specifications and Terms and Conditions of the RFP**

S.No.	RFP Clause	Technical Specification or terms and conditions in the Tender document	Deviation offered	Reasons and whether deviation adds to the operational efficiency in case of the systems
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

**Note:**

- i. Above information in detail should be furnished in case of each system offered separately.
- ii. Also in case of deviations from any of the terms and conditions of the tender document should be specified.
- iii. If any deviations from the technical specifications are warranted, reasons for such variations should be specified and
- iv. Whether such variations add to improvement of the overall performance of the systems, if any, should be specifically mentioned and supported by relevant technical documentation as required above

## Commercial Bid Format

Tender No: IDRBT/SYS/ES/32/2026 – 2027 dated 22<sup>nd</sup> April 2026 for Supply, Installation and Maintenance of “On-Premises” Virtual Application based Web Application Firewall and Load Balancer at IDRBT Locations.

(Amount in Rs.)

Table I – Web Application Firewall and Load Balancer “On-Premises” Virtual Application							
S.No	Description	Qty (a)	Unit Price (INR) (b)	Total (INR) c=a*b	Taxes (%) (d)	Total incl. with Taxes (INR) e=d*c	Total f=(e+c)
1	“On-Premises” Virtual Application – Web Application Firewall (WAF), Load Balancer with API Gateway and Security with one year warranty (Including all license accessories, Includes DDoS protection, Bundle Component, Technical support 12x5, as part of Total Solution for 12 months) - As per SoW and Specifications defined in Annexure – IX above.	2					
2	One Time - Installation and Implementation Charges two locations.	2					
<b>TCO = Total Cost in ₹</b>							

**NOTE:** Bidders shall ensure that all components required to make the solution fully operational are included in the commercial bid to the latest stable versions, any omissions in the above table must be proactively added by the bidder, and it shall be the sole responsibility of the bidder to deliver a complete, functional solution within the quoted commercials, without any additional cost to IDRBT.

Definitions for the term “Accessories” in each pricing table must be explicitly specified by the bidder. Any hardware or software components essential to the operational readiness of the proposed solution, even if not individually listed—must be included under Accessories and explained with line-item descriptions. IDRBT will not bear cost for any component not explicitly priced at the time of bid submission.

**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/ES/32/2026 – 2027 dated 22<sup>nd</sup> April 2026 for Supply, Installation and Maintenance of “On-Premises” Virtual Application based Web Application Firewall and Load Balancer at IDRBT Locations.**

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 **Supply, Installation and Maintenance of “On-Premises” Virtual Application based Web Application Firewall and Load Balancer at IDRBT Locations.** 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 favor 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 favor.

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.
3. 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 ..... 2026.

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.

⌘ ⌘ ⌘ END of RFP ⌘ ⌘ ⌘