Request for Proposal (RFP)
For
Network & Security Design Consultancy Service

RFP Reference No. IFT/Comp/210518
RFP Date: 18-05-2021

Indian Financial Technology and Allied Services (IFTAS),
Unit No. 4, 3rd floor, D Wing, 'Times Square'- Tower D,
Andheri - Kurla Road, Marol,
Andheri (East),
Mumbai - 400 059

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1 Introduction

1.1 Background

IFTAS, a wholly owned subsidiary of Reserve Bank of India (RBI). IFTAS, was formed in 2015 as a Section-8, not-for-profit organization, was entrusted with the responsibility of pioneering the use of technology in banking and offering cutting-edge services to financial sector in India. Major technology initiatives from IFTAS include setting up of the Next generation INFINET (INFINET 2.0) network, managing the nationwide communication backbone for the Central Payment System, managing SFMS Central Payment System (Structured Financial Messaging System) and a host of Cloud solutions from IBCC (Indian Banking Community Cloud).

1.2 Objective

IFTAS intends to appoint the well qualified and well experienced network & security architect to review IFTAS' existing network security design and propose/suggest the new design as per the industry best practices followed in highly critical datacenter environment of typical BFSI organization. The consultant/architect shall assist and monitor the implementation of the proposed design as well.

2 RFP Procedure

2.1 Errors and Omissions

Each bidder should notify IFTAS of any error, fault, omission, or discrepancy found in this RFP document but not later than five business days prior to the due date for pre-bid meeting.

2.2 Important Dates

Indicative time frame for the overall process is as shown below.

S. No	Particulars	Description
1	Issuance of RFP document	18-05-2021
2	Last date for submission of queries / clarifications on the RFP	22-05-2021
3	PreBid Meeting	25-05-2021
4	Response to queries / clarifications	27-05-2021
5	Last date for submission of Technical and Commercial Bid (Softcopy)	01-06-2021 before 5:00 PM
6	Opening of Technical bids	01-06-2021
7	Opening of Commercial bids	To be Communicated
8	Name and address for Communication	Indian Financial Technology and Allied Services (IFTAS), Unit No. 4, 3rd floor, D Wing, 'Times Square'- Tower D, Andheri - Kurla Road, Marol, Andheri (East), Mumbai - 400 059.
9	Bid Related to be mailed to	RFP@iftas.in

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2.3 Two-Stage Bidding Process

The response to the present RFP shall be submitted in two parts i.e., the technical bid and the commercial bid. The bidder shall have to submit the 'technical bid' and 'commercial bid' at the same time. The 'technical bid' shall contain the eligibility criteria and exhaustive, comprehensive solution details and Scope of Work, whereas the 'commercial Bid' shall contain the pricing information (Commercial bid format included as an ***Annexure II***. The technical bid shall not contain any pricing or commercial information and in case of such commercial / pricing information being included by the bidder in the technical bid, the bid will be summarily rejected without any reason whatsoever.

In the first stage, only the 'technical bids' shall be evaluated. Those bidders satisfying the eligibility and technical requirements of the solution, as determined by IFTAS, shall be short-listed.

In the second stage, the commercial bids of only those bidders that are short-listed earlier based on evaluation of their technical bids will be opened.

3 Correction of Errors

Correction of Errors Arithmetic errors in bids will be treated as follows:

a) Where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern; and
b) Where there is a discrepancy between the part-wise quoted amounts and the total quoted amount, the part-wise rate will govern.
c) If there is a discrepancy between percentage and amount, the amount calculated as per the stipulated percentage basis shall prevail.
d) If there is discrepancy between unit price and total price, the unit price shall prevail for calculation of the total price.
e) If there is a discrepancy in the total, the correct total shall be arrived at by IFTAS.

The amount stated in the bid form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall bid price to rise, in which case IFTAS will be free to accept the amounts as mentioned in the commercial bid.

4 General Guidelines

4.1 Instruction to Bidders

Bidders shall send the bid through mail with Subject "Bid for appointment of Consultant for Network Security - RFP Reference No. IFT/Comp/210518

The bidder shall submit following documents during the bidding:

i. Annexure- I: Details of Bidder

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ii. Annexure- II: Commercial (Quotation) Format ** This must be protected by password and bidders should not share the password for commercial bid unless it is requested by RFP@iftas.in.
iii. Annexure- III: Bidder's undertaking certificate
iv. Annexure - IV: Non-Disclosure Agreement
v. Annexure - V: Conformation to Terms and Conditions
vi. Technical Proposal Document
vii. Curriculum Vitae of key personal
viii. Other Attachments (if Any)

All the mails to be sent by authorised personnel of the bidder to IFTAS' email address RFP@iftas.in.

All the PDF documents should be digitally signed by the Authorized person of the bidder.

5 Scope of Work

i. The bidder shall appoint the network and security experienced architect as consultant to IFTAS to review existing network & security architecture and propose the best design as per industry practice.
ii. The Consultant must review the various network and security technologies deployed in IFTAS, including but not limited to P2P link, MPLS Links, DC-DC/DR replication connectivity, L2/L3 Switching, Spine-leaf architecture, ToR and Aggregation switching, Routers, Firewall, load-balancer, WAF, IPS, DDoS, DC network, WAN Network, extranet network, External Network, DMZ, network segregation, etc.
iii. The Consultant shall thoroughly review the proposed network and security architecture of ongoing projects (Cloud Revamp, PCR, NG SOC).
iv. The Consultant must design and propose the State-of-the-Art network and security architecture as per industries best practices which will be scalable (horizontally and vertically), resilient and futuristic.
v. The Consultant shall provide the consultancy reports, High-Level Design and Low-Level Design documents to IFTAS along with the recommendations and assist in creation of network blueprint documents.
vi. The Consultant shall assist, monitor and supervise the implementation of network & security architecture.
vii. Post implementation, the Consultant shall review and certify the design.
viii. The Consultant may visit IFTAS' Mumbai/Hyderabad location whenever needed to perform the work.
ix. For any new upcoming projects, the bidder must provide the man-days consultancy service cost as price discovery which can be used for existing/upcoming projects architecture reviews.
x. The selected Bidder shall appoint a single point of contact with whom IFTAS shall deal for any activity pertaining to the requirements of this RFP.

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6 Project Milestones

Activity	Key Activities	Timelines
1	Project Kick-off	Within 2 days from the date of the PO
2	Study the IFTAS' existing architecture in detail and the ongoing projects ((Cloud Revamp, PCR, NG SOC).	Within 10 days from the date of the PO
3	Submit the draft – Proposed architecture design and required documents	Within 21 days from the date of the PO
4	Submit the Final– Proposed architecture design and required documents	Within 7 days after IFTAS' sign-off on draft architecture

The timeline mentioned for the activities is tentative in nature. The exact dates of completion of various activities shall be further firmed up in discussion with the successful bidder.

7 Eligibility Criteria

S N	Eligibility Criteria	Documentation Required/Compliance/Non-Compliance
1	Bidder must have registration under companies Act, 1956 / 2013, also registered with the Goods & Service Tax authorities, and must have completed 3 years of existence as on Bid calling date.	Attested copy of the Certificate of Incorporation/Registration of the Bidder/RoC.
2	The Bidder should have a minimum annual turnover of at least Rs. 1 Crore (One Crore) in each of the last three financial years (i.e. 2018-19 & 2019-20, 2020-21).	Audited financial statement for the 3 years is required. Exception- if the Statutory Audit for FY 2020-21 only is not complete, an un-audited statement shall be furnished. However Chartered Accountant certificate is required for certifying the Revenue for FY 2020-21 if un-audited.
3	The Bidder/OEM must be an 3rd party company which is not providing network and security support or services to IFTAS.	Self-declaration
4	The Bidder's staff appointed as Consultant should have minimum of 15 years of experience in Network and Security domain (preferred in BFSI & IT Industries) and have CCIE or equivalent certification.	Self-declaration, and resume of appointed consultant
5	The Consultant appointed by the Bidder should have carried out the network and security architecture designing work for at least three customers in India within last three financial years.	Self-declaration, and resume of appointed consultant

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8 Evaluation Process

a. For the purpose of evaluation and selection of bidder for this project, a two-stage bidding process will be followed. The stages are (1) Technical Bid and (2) Commercial Bid.
b. The technical part of the bid will comprise of a compliance statement to our Scope of Work mentioned in Section 5 above. IFTAS internal team will evaluate the bidders experience and capabilities. The Bidders who can deliver the requirement as specified in the RFP document shall be shortlisted for opening of Commercial Bid.
c. In the commercial evaluation phase, the lowest commercial bidder (L1) will be identified.

9 Payment Terms and Conditions

The following are the payment terms and conditions after the contract between IFTAS and the selected bidder is signed:

a) All payments will be released based on submission of invoices along with necessary SLA evidence/reports of rendering of service as required.

b) Price shall remain fixed during the contract period. There shall be no increase in price for any reason whatsoever and therefore no request for any escalation of the cost / price shall be entertained.

c) The awardee is required to quote GST No. on the invoice submitted for the payment.

9.1 Payment Schedule

a) Phase 1 - 100% of the Consultancy & OPE Charges will be released after completion of Phase 1 and receiving the final – proposed architecture design.

b) Phase 2 - 100% of Consultancy charges will be released after completion of Phase 2 and sign-off on the implementation work.

c) On-Need Basis - 100% of Consultancy charges will be released after completion of work and sign-off.

10 Termination of Purchase Order/Contract:

IFTAS by written notice may terminate the contract in whole or in part at any time by giving 30 days prior notice without assigning any reason.

11 Force Majeure

The bidder or IFTAS 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, 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 shall promptly notify IFTAS in writing of such conditions and any change thereof. Unless otherwise directed by IFTAS in writing, the bidder shall continue to

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perform its 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.

12 Governing Law and Disputes

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

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

13 Disqualification Parameters in Bid Evaluation

a) IFTAS at its discretion may reject the quotation of the Bidder without giving any reason whatsoever, if in the IFTAS opinion, the quotation was not made appropriately to meet the performance criteria or technical requirements as stipulated by IFTAS.
b) IFTAS at its discretion may reject the quotation of the Bidder, in case the responses received from the reference sites are negative.
c) IFTAS reserves the right to disqualify any bidder, who is involved in any form of lobbying/ influencing/ canvassing etc., in the evaluation / selection process and any other disqualification criteria mentioned in this RFP.
d) The commercial bid shall be submitted strictly as per the commercial format enclosed in the RFP. It shall be submitted in clear printed form. Handwritten bids, any modification in format etc. will be disqualified.

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Annexure- I: Details of Bidder

1	Name of the Bidder (Prime)			
2	Address of the Bidder			
3	Status of the Company (Public Ltd/ Pvt. Ltd)			
4	Details of Incorporation of the Company.		Date:	
			Ref#	
5	Valid GST Registration Number			
6	Permanent Account Number (PAN)			
7	Name & Designation of the contact person to whom all references shall be made regarding this tender			
8	Telephone No. (with STD Code)			
9	E-Mail of the contact person:			
10	Website			
Financial Details (as per audited Balance Sheets) (in Cr)				
11	Year	2018-19	2019-20	2020-21
12	Net worth			
13	Turn Over			
14	Profit After Tax			

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Annexure - II: Commercial Bid Format
(On letterhead of the Bidder)

**Commercial details to be submitted in the below mentioned format only.

S No	Phases	Service Description	Total Charges in INR (Exclusive of Taxes)
A	Phase 1	Consultancy Charges - Study the IFTAS' existing architecture, Submit the draft – Proposed architecture & Submit the Final – Proposed architecture design	
B	Phase 1	Out of Pocket Expenses (Accommodation, Travelling etc.)	
C	Phase 2	Consultancy Charges - Assist, Monitor and Supervise the implementation of proposed network & security architecture	
D	On-Need Basis	5 Man-days Consultancy Service Charges - any new upcoming projects	
E	On-Need Basis	10 Man-days Consultancy Service Charges - any new upcoming projects	
F	On-Need Basis	15 Man-days Consultancy Service Charges - any new upcoming projects	
G		(Please add if any line item is required / proposed by the bidder)	
H		Total (TCO) = (A+B+C+D+E+F+G)	

Note:

1. In case of work is done Remotely, Out of Pocket expenses cost will not be applicable.
2. Service mentioned in the row D, E & F are optional Items, IFTAS reserves the right to avail them as per requirement.

[Name of Authorized Signatory]
[Name of Organization]
[Designation] [Place]
[Date and Time] [Seal & Sign]
[Business Address]

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Annexure - III: Bidder's Guarantee Certificate
(On the letterhead of Bidder)

Place:
Date:

To
Indian Financial Technology and Allied Services (IFTAS),
Unit No. 4, 3rd floor, D Wing, 'Times Square'- Tower D,
Andheri - Kurla Road, Marol,
Andheri (East),
Mumbai - 400 059

Dear Sir,

Sub: Request for Proposal (RFP) for Network & Security Design Consultancy Service

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 Network & Security Design Consultancy Service. 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>

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Annexure - IV: Non-Disclosure Agreement
(On INR 100 stamp paper)

To
Indian Financial Technology and Allied Services (IFTAS),
Unit No. 4, 3rd floor, D Wing, 'Times Square'- Tower D,
Andheri - Kurla Road, Marol,
Andheri (East),
Mumbai - 400 059

[Date]
[Salutation]
Confidentiality Undertaking
We acknowledge that during the course of contract period of Network & Security Design Consultancy Service 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 IFTAS 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 Network & Security Design Consultancy Service.
    - 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 advisors 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;

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- 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 quotation) – Implementation Partner]
Name:
Position:
Date:

Authorized Signatory Designation Bidder's corporate name

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Annexure - V: Conformation to Terms and Conditions

(On letterhead of the Bidder)

To
Indian Financial Technology and Allied Services (IFTAS),
Unit No. 4, 3rd floor, D Wing, 'Times Square'- Tower D,
Andheri - Kurla Road, Marol,
Andheri (East),
Mumbai - 400 059

Dear Sir,

Sub: Request for Proposal (RFP) for Network & Security Design Consultancy Service

Further to our quotation dated _____, in response to the Request for Proposal (RFP) for "Network & Security Design Consultancy Service" issued by IFTAS we hereby covenant, warrant and confirm as follows:

We hereby agree to comply with all the terms and conditions / stipulations as contained in the RFP and the related addenda, other documents and if required including the changes made to the original bid documents issued by IFTAS, shall form a valid and binding part of the aforesaid RFP document. IFTAS is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our quotation or any subsequent deviations sought by us, whether orally or in writing, and IFTAS's decision not to accept any such extraneous conditions and deviations will be final and binding on us.

Yours faithfully,

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