

Indian Financial Technology and Allied Service (IFTAS) Request for Proposal (RFP)

For

Procurement, deployment and management of L2 Switches

RFP Reference No. IFT/SW/RBIRO-191110-2 RFP Date: 22 nd Nov 2019
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Indian Financial Technology and Allied Services (IFTAS),
Unit No. 201, B2 Building, Kanakia Boomerang,
Chandivali Farm Road, Chandivali, Andheri (East),
Mumbai- 400072, India.

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The specification for components of the proposed solution are defined in generic terms on best effort basis. Reference of any term proprietary to an OEM in the RFP is incidental and has no other meaning other than specifying the nature and classification of the particular component of the proposed solution. The proposal in response to the RFP should be signed and submitted by a person duly authorized to bind the bidding company to the details submitted in the proposal in response to the RFP. The signatory should give a declaration and through authenticated documentary evidence establish that he/she is empowered by the competent authority to sign the necessary documents and bind the bidding. All pages of the RFP documents are to be signed by the authorized signatory. Any clarification sought can be mailed to rfp@iftas.in

All clarifications sought shall be replied in pre-bid meeting or immediately thereafter through an addendum if necessary.

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1 Introduction

Background

IFTAS, a 100% subsidiary of Reserve Bank of India (RBI), invites competitive technical and commercial proposals from qualified organizations with proven experience and record of accomplishment, for procurement, deployment and managing of switches as per description provided in subsequent sections of this RFP.

IFTAS, is a Section-8, not for profit organization, 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).

IFTAS invites competitive technical and commercial proposals from reputed organizations for **“Procurement, deployment and maintenance of L2 switches at specified RBI locations”** for a period of 5 years. The network is aimed to improve availability, security and agility to RBI users, and major and reliable organizations in the country are requested to propose their resilient and stable services which are feasible at all the required locations of RBI. The respondents shall appropriately estimate and design the network, meeting the requirements mentioned in this document, which shall guide the bidder in proposing an optimal system.

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 lodgement of Response to RFP.

2.2 Acceptance of Terms

A bidder will, by responding to the RFP, be deemed to have accepted the terms as stated in this RFP document.

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

No	Particulars	Date
1	Name of the Project	Request for Proposal for procurement of L2 Switches.
2	Tender Reference Number	IFT/SW/RBIRO-191110-2
3	Issuance of RFP document	22 nd Nov 2019
4	Last date for submitting clarifications to the tender	29 th Nov 2019
5	Pre-bid meeting	6 th Dec 2019
6	IFTAS response to clarifications sought	10 th Dec 2019
7	Last date of submission of Technical bids	16 th Dec 2019, 16:00 hrs
8	Last date of submission of Commercial bids	16 th Dec 2019, 15:00 hrs

9	Opening of Technical bids Presentation by bidders	16 th Dec 2019 15:30 hrs Presentation – will be communicated
10	Opening of Commercial bids	Will Be Communicated
11	Name and address for Communication	Indian Financial Technology and Allied Services (IFTAS), Unit No. 201, B2 Building, Kanakia Boomerang, Chandivali Farm Road, Chandivali, Andheri (East), Mumbai- 400072, India.
12	Bid related queries to be mailed to	rfp@iftas.in

3 Annexes seeking Response for Evaluation

A detailed set of annexes is provided to the Bidder for formulation of responses covering sections such as technical bid form, commercial bid form, etc. The list of such

S.no	Annexure	Content
1	Annexure-I	RBI locations
2	Annexure-II	Technical Specifications.
3	Annexure-III	Technical Bid order and Format
4	Annexure-IV	Commercials Bid format
5	Annexure-V	Deviations from Technical Specifications and Terms and Conditions of the RFP.
6	Annexure-VI	Bidder's Application Form
7	Annexure-VII	Undertaking from Bidder on Support
8	Annexure-VIII	Undertaking on support
9	Annexure-IX	Letter of Authority
10	Annexure-X	Performance Bank Guarantee
11	Annexure-XI	Manufacturer's Authorization Form
12	Annexure-XII	Conformation to Terms and Conditions
13	Annexure-XIII	Non-Disclosure Agreement

4 Terminology

Following terms are used in the document interchangeably. Meaning of the same is elaborated below:

No	Term	Expansion / Description
1	Bidder	Respondent to the RFP document.
2	BG	Bank Guarantee
2	LAN	Local Area Network
3	OEM	Original Equipment Manufacturer.
4	RFP	Request for Proposal
5	PBG	Performance Bank Guarantee
6	SLA	Service Level Agreement
7	IFTAS	India Financial Technology & Allied Services
8	RBI	Reserve Bank of India
9	Applicants/Participants	Bidder who shall place their technical and commercial bid as per the conditions of this RFP
10	Tender	RFP response document prepared by the bidder and submitted to IFTAS
11	COB	RBI Central Office Building, Mumbai
12	MRO	RBI Mumbai Regional Office, Mumbai
13	RO	RBI Regional Offices
14	Proposal/Bid	Bidder's written reply or submission in response to this RFP
15	"System" or "solution"	Includes hardware, software, etc., required for operationalising the proposed solution and to provide the Services as mentioned in the RFP
16	Agreement	The contract signed between the IFTAS and the Selected Bidder and all the attached documents. The "Agreement" includes the RFP, subsequent modifications to the RFP, response of the selected vendor to the RFP and the contract document itself.
17	Warranty	The Bidder will be required to provide on-site support during the 3 years of Warranty Period, applicable for hardware and software. Warranty shall commence from the date of User acceptance and shall continue for a period of 36 months or such extended period mutually agreed between the IFTAS and the vendor
18	Authorized Signatory	The person authorized by the company's Board/ Managing Director/ Director for signing the bid documents on behalf of the company. The authorized signatory should give a declaration and through authenticated documentary evidence to establish that he/she is empowered to sign the bid documents and bind the bidder.
19	Installation	The installation of equipment/software/appliance at the customer's premises or at such other location as may be specified by the customer which will be considered complete only after successful sanity testing and integration with existing setup, centralized Network management solution, SOC, Enterprise Monitoring system and any other existing solution/components.
20	Implementation	The implementation of equipment/software/appliance at the customer's premises or at such other location as may be specified by the customer which will be considered complete only after successful sanity testing and integration

		with existing setup, centralized Network management solution SOC, Enterprise Monitoring system and any other existing solution/components.
21	Commissioning	The System shall be considered to have been commissioned, when the entire job, including supply, installation, integration, configuration, testing and deployment of all hardware & software is executed to the satisfaction of the Purchaser
22	Incident	Any event / abnormalities in the functioning of the any of the components of the "Total Solution" that may lead to disruption in normal operations
23	Availability	The time for which the services offered are available for conducting operations from the equipment / total solution hosted in IFTAS/RBI.
24	Downtime	Accumulated time during which any of the components/total solution is inoperable within the Scheduled Operation Time but outside the scheduled maintenance time.

In case of a difference of opinion on the part of the Bidder in comprehending or interpreting any clause / provision of the Bid Document after submission of the Bid, the interpretation by Purchaser and decision of Purchaser in this behalf shall be final, conclusive and binding on the Bidder.

5 Background and Objective of the Project

IFTAS periodically makes an assessment of its IT Infrastructure deployed in RBI and takes steps to upgrade/refresh them with the latest technology available to meet the requirements. As part of this exercise, IFTAS proposes to undertake L2 Switch connectivity in RBI's network infrastructure with the current up-to-date technology available.

IFTAS/RBI has decided to upgrade its RBI's inside and outside switches with the total solution to align with the latest technology as per the requirements of the IFTAS. The upgraded infrastructure should be integrated with the existing infrastructure of the RBI/IFTAS. Post integration and operationalization, the selected Bidder is expected to provide warranty support for 3 years followed by maintenance support for 2 years including facilities management support during entire duration of project i.e. for five years.

This document is a Request for Proposal (RFP) for Bidders to quote for Supply, Delivery, Installation, Configuration, Integration, Test, Install, Commission, Operationalization, Warranty, Maintenance, Support/Services and Facilities Management Services of the total solution across all RBI locations indicated in Annexure-I for a period of 5 years.

6 Scope of work

6.1 Proposed L2 devices features

Details of work to be performed for the engagement but not limited to, are as follows:

- a) The scope of work includes supply, installation, commissioning, and integration of Network switches with onsite support for a period of 5 years (3 years of Comprehensive Warranty followed by 2 years of Comprehensive AMC)
- b) Bidder to have comprehensive back-to-back support with OEM for supply, install, configure and maintain the solution through the term of the contract.
- c) The bidder should provide onsite support for all the devices deployed under this contract, till the duration of the contract.
- d) Successful bidder shall supply, install, configure and integrate L2 Switches included in RFP of switches along with all necessary passive components with existing infrastructure.
- e) **RBI/IFTAS will ONLY provide space, power, cooling and rack space.** Anything else needed for the solution has to be provided by the Bidder.
- f) Provide documentation and template for conducting UAT (User Acceptance test).
- g) Bidder should have its offices with trained field support engineers (FE) (i.e. call basis support engineer) capable of reaching all RBI locations (other than COB and MRO) within a maximum 4 hours from the logging in of trouble ticket. The resolution time for such issues, which requires Field support activity, shall be a total of maximum 6 hours, which includes the maximum 4 hours timeline for the FE to reach the location. SLA and penalty conditions will apply as mentioned in Section 10, SLA conditions.
- h) Bidder should have its offices with trained Field support engineers (FE) (i.e. call basis support engineer) capable of reaching RBI COB and RBI MRO locations within a maximum 2 hours from the logging in of trouble ticket. The resolution time for such issues, which requires field support activity, shall be a total of maximum 4 hours, which includes the maximum 2 hours timeline for

the FE to reach the location. SLA and penalty conditions will apply as mentioned in Section 10, SLA conditions.

- i) Bidder should ensure 24x365 TAC support directly from the proposed OEM for any issue against the products supplied within this RFP. The bidder shall submit the authorization letter from the OEM to that effect.
- j) The equipment quoted by bidder should not be declared as EOL (End of life) and EOS (End of support) by the OEM within the contract period. In the event of the supplied equipment being declared as EOL and EOS within the period of 5 years from the date of commissioning of the equipment, the bidder has to replace the equipment with an equipment of equivalent or higher configuration at no additional cost.
- k) Proposed switches should be compatible with existing RBI LAN setup, which is as follows:
Existing LAN network operates on Cisco Catalyst 9300 series switches and integrates with SD-LAN environment. The entire setup is managed and monitored by central SD Campus SD-LAN controller deployed at DC and DR sites.
- l) The solution proposed by the bidder should integrate with the SD Campus viz. centralized network monitoring solution available at RBI for monitoring, management and analytic reports.
- m) Switches should have the capability to support software defined segmentation or any other technically competent equivalent functionality.
- n) Switches should have built in indicator which can be turned on and off centrally by the network administrator. This should allow easy identification of the switches especially for the field support engineers when instructions are passed on from central administration. Any equivalent functionality that can provide the required identification of the switches may also be proposed.
- o) Switch should be certified as per common criteria version 3 and above.
- p) Field engineer (FE) support is required to be provided by the bidder for the full tenure of the contract across all RBI locations for any onsite infrastructure activities such as switch replacement, IOS upgradation etc without any additional cost.
- q) Successful bidder shall provide OEM login credentials of the proposed devices to IFTAS.
- r) OEM recommendations for software upgradation/bug fixing should be implemented after approval from IFTAS.
- s) Selected bidder to depute Project management team for implementation of the IT Infrastructure components included in RFP and validate the total solution with respective OEM as appropriate.
- t) Bidders should be ready to give 5 years product support for active components from the OEM and maintain the "Total Solution" for 5 years both from the date of successful deployment. If, Bidder is unable to provide support for the said period then the Bidder shall upgrade the component/ sub-component with an alternative that is acceptable to the IFTAS at no additional cost to IFTAS, and without causing any performance degradation and/or project delays. Accordingly, a written undertaking may be submitted as given in Annexure-VII & Annexure-VIII.
- u) Comprehensive training and necessary hand holding with proper training material for the total solution (for each of the component as part of the total solution) must be provided by the bidder to identified users of the IFTAS at the time of roll-out in each of the sites.
- v) Detailed documentation in the form of user guide and manual as applicable should be provided to help IFTAS users for each of the components installed and their overall integration to understand the purpose, functionality, configuration control and troubleshooting (step by step instructions for commonly experienced issues/incidents/service requests).
- w) The bidder shall arrange the required passive components including cables for installation and also arrange to remove any unwanted cables or other peripheral devices, at his own cost at the site locations of the RBI, as required.

- x) Installation of new/existing hardware, software and other equipment required to build the total solution, uninstallation and relocation of new/existing hardware, software and other infrastructure is under the scope of total solution.
- y) The bidder shall plan and schedule Installation and Commissioning across the RBI locations as per the timelines/installation schedule specified in RFP.
- z) As part of the overall technical architecture of the solution, the bidder shall analyse and present if any associated risks and corresponding substitution/mitigation strategies for any of the components to be procured individually and overall under the solution. The IFTAS reserves its right to not avail any of the component or pursue any other alternative if the associated risk is beyond acceptable threshold levels for the IFTAS.
- aa) The entire solution should be integrated with SIEM and PIM solution deployed in RBI.
- bb) The Bidder shall use existing ticketing tool available in IFTAS/RBI for all incident management, change management and problem management of IT Infrastructure included in RFP.
- cc) Bidders should give the detailed requirements in terms of pre-requisite, infrastructure etc. to implement the Total solution offered by them.
- dd) The selected bidder shall submit a detailed project plan covering entire scope of the project as mentioned above. On acceptance of such plan by IFTAS and issue of purchase order, the bidder is required to carry out the supply, implementation and operationalization as applicable.
- ee) The selected Bidder shall deploy a competent Project manager for supply, installation, testing and commission of complete solution.
- ff) The Bidder has to ensure that the solution shall work as desired and the Bidder is also responsible to supply and install any other components that is inadvertently missed out but required for the overall solution to work, by adding line item in the Bill of Material.
- gg) As per RBI's requirement successful bidders should be ready to shift, occasionally, the equipment from one place to other place, uninstall and reinstall all the equipment without any additional cost to RBI.
- hh) The OEM should certify the bill of material for all Products and the Support component on their Letter Head for all the equipment and supports quoted by the bidders as per the requirement given in the RFP.
- ii) The Bidder should collaborate with the OEM and get the solution implementation validated by the OEM.
- jj) The selected Bidder should submit detailed Technical architecture of the total solution as implemented in each of the sites at the time of commissioning.

6.2 Switch IPv6 Schema

- a) The entire Switch setup shall be operational using IPv4 from the day of implementation of Switch connectivity and migrate to IPv6 when decided by IFTAS.
- b) The proposed devices should be support for IPv6 and shall be migrated to IPv6 as required with minimal configuration changes without additional cost.
- c) The bidder shall clearly specify timelines and Plan for migration from IPV4 to IPV6 without additional cost.

6.3 Bidder Eligibility Criteria

S.No	Eligibility Criteria	Documentation Required/Compliance/Non-Compliance
1	The Bidder should be a Registered Indian entity under the respective Acts of India and can be OEM or System integrator.	Attested copy of the Certificate of Incorporation/Registration of the Bidder
2	The Bidder should have a minimum annual turnover of at least Rs. 50 Crores in each of the last three financial years (i.e. 2016-17, 2017-18 & 2018-19). The Bidder should have made positive net worth in each of the last three financial years (i.e. 2016-17, 2017-18 & 2018-19)	Audited financial statements indicating the net profit and the net worth as required set forth in the eligibility criteria. and Auditor / Chartered Accountant Certificate in support of the criterion
3	The Bidder should be in the Top Rating Classified Authorized Partner with the OEM (Original Equipment Manufacturer) as per their assessment criteria, whose product they are proposing, as on the date of issue of RFP.	<ol style="list-style-type: none"> 1. Necessary documentation to this effect shall be enclosed by the bidder along with the RFP submission. 2. Manufacturers Authorization letter from OEM in favor of Bidder must be enclosed (Annex-IV).
4	The bidder should have experience in executing similar composite solution in at least 4 Projects with each project <ol style="list-style-type: none"> i. Consisting of 15-20 locations, and ii. more than 50 similar switches in each project in last three years.	The Purchase Order/ Reference Letter in support of the same should be enclosed in Technical Bid. The experience with regard to each component and level of engagement must be indicated explicitly in the Technical Bid. The onus of proving the credential via documentary evidence will fall on the Prime Bidder.
6	Bidder proposed OEM should have 24x365 days technical assistance center to provide telephonic support in India with toll free number or 24x365 web-based support.	OEM to provide support center details
7	Bidder proposed OEM should have minimum 10 services depots in the country.	OEM to provide services depot detail
9	OEM should be part of the leader's quadrant as per latest Gartner Wired and Wireless Magic quadrant for the specific product category.	Provide Compliance/Non-Compliance and share the required documents.

6.4 Evaluation process

Bids qualifying the Eligibility criteria mentioned under Section 6.3 shall proceed to the next stage of evaluation process. The objective of this stage of the evaluation process is to evaluate the bids to select an effective and best fit solution at competitive prices. The evaluation by IFTAS will be undertaken under the guidance of the Technical Advisory Group (TAG) formed by the IFTAS which would have IFTAS Official's and external experts. The decision of the TAG shall be final.

- Only bids from bidders meeting the eligibility criteria and which are complete and responsive will proceed to the stage of being fully evaluated and compared. The evaluation criteria shall be based on the requirements, stated in the tender document.
- Bidders meeting the evaluation criteria will proceed to the next stage of the RFP process. For the purpose of the 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.
- The Technical Bid will contain the exhaustive and comprehensive technical details, whereas the Commercial Bid will contain the pricing information. The Technical Bid shall NOT contain any pricing or commercial information at all and if the Technical Bid contains any price related information, then that Technical Bid would be disqualified and will NOT be processed further.
- The bidder shall submit the technical and commercial bids separately as per the timelines specified in this RFP.

6.5 Technical Evaluation Matrix

- Technical Bids will be opened and evaluated based on the technical bid submissions and presentations.
- Bidders would be invited to IFTAS to make an exclusive presentation detailing the proposed architecture, implementation approach, rollout strategy, facility management services for the solution.
- An overall cut-off score of 75 marks will be essential for the bidders to be qualified for the next stage of the selection process i.e. commercial evaluation.
- The bidder is required to present details of the proposed hardware and its related environment, configuration etc. keeping in view of the requirements of the solution.

S.No	Parameter	Details	Maximum Score
1.	Implementation experience	Number of switches deployed and number of locations per project	40
2.	Location presence of bidders / OEM	Presence in RBI locations	20
3.	Presentation	Technical coverage, solution compatibility and quality of presentation	25
4.	Number of certified support engineers available with bidder	Total certified support engineers	15

6.6 Disqualification Parameters in Technical Bid Evaluation

- e) IFTAS at its discretion may reject the proposal of the Bidder without giving any reason whatsoever, if in the IFTAS opinion, the solution was not made appropriately to meet the performance criteria or security requirements as stipulated by IFTAS.
- f) IFTAS at its discretion may reject the proposal of the Bidder without giving any reason whatsoever, if in the opinion of IFTAS, the Bidder could not present or demonstrate the proposed solution as described in the proposal.
- g) IFTAS at its discretion may reject the proposal of the Bidder, in case the responses received from the reference sites are negative.
- h) 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.

7 Commercial Bid Evaluation

- a) Commercial bids of only those eligible bidders who qualify in the technical evaluation shall be opened. Commercial bids of the other bidders shall not be opened and the lowest commercial bidder L1 will be selected as the winner
- b) Bidders shall submit the Commercial bid in the format Annexure-IV. The commercial format provided in Annexure –IV shall be strictly adhered to by the bidder. Any deviations in the format or incomplete format submissions shall be disqualified without providing any further reasons whatsoever.
- c) Prices quoted by bidder in commercial bid shall be reasonable and as per industry standards. If any extreme abnormalities/discrepancies observed in prices, IFTAS at its discretion will disqualify the commercial Bid.
- d) IFTAS may call for any clarifications/additional particulars required, if any, on the technical/ commercial bids submitted. The bidder has to submit the clarifications/ additional particulars in writing within the specified date and time. The bidder's offer may be disqualified, if the clarifications/ additional particulars sought are not submitted within the specified date and time. T
- e) The Technically Qualified bidder with the lowest Commercial Bid (TCO) after scrutiny would be declared as L1 price.

8 Warranty

- a) The selected Bidder shall give warranty for three (3) years from the date of acceptance of the systems by IFTAS. During the warranty period, the bidder will have to undertake comprehensive maintenance of the Total Solution including hardware and software part of the solution.
- b) During the warranty period the vendor should maintain the systems and shall be responsible for all costs relating to maintenance.
- c) During the Warranty Period, the selected bidder will have to provide at no additional cost to the IFTAS all software updates, releases, version upgrades, new versions etc within 30 days of their availability.
- d) The selected bidder shall provide preventive maintenance on monthly basis.
- e) The hot swappable parts should be replaced immediately for which the selected bidder should store all the critical and hot swappable spares at the site. The bidder shall guarantee the

availability of spares/Software for a period of at least Five years in respect of all the equipment supplied by them, from date of Acceptance Test of the total solution.

- f) Besides the above, the bidder will have to conform to the terms and conditions mentioned in the tender.
- g) 24x365 telephonic and online support should be made available by the OEMs for all the equipment for online troubleshooting to address any technical issues including configuration and breakdowns.
- h) IFTAS should be able to log calls directly by web/email or over phone to the bidder/OEMs 24x365 during the warranty period. Accordingly, escalation matrix of each OEM and confirmation letter from OEM should be submitted.
- i) After expiry of the warranty, IFTAS shall have sole discretion to enter into Annual Maintenance Contract (AMC) either in full or in part for maintenance of Total Solution. Thereafter, IFTAS, at its discretion, may renew the AMC in full or in part yearly.

9 Post Warranty Annual Maintenance

- a) After completion of warranty period, bidder has to give Comprehensive Annual Maintenance Service Contract (AMC) for Two years.
- b) As a part of the maintenance contract, the selected Bidder will have to provide software updates, releases, version upgrades, New Versions etc. of all the Application Software and Custom Software included in the Products. The supplier will also undertake to carry out implementation / operationalization / customization of software updates, releases, version upgrades, new versions etc. The maintenance contract shall also require that the selected Bidder maintain all supplied documentation in such a state as to correctly reflect the state of the Products at any point in time.
- c) The AMC can be extended beyond 2 years, after 5 years of contract on mutually agreed terms and conditions.
- d) The selected bidder shall provide preventive maintenance on monthly basis.
- e) The hot swappable parts should be replaced immediately for which the selected bidder should store all the critical and hot swappable spares at the site. The bidder shall guarantee the availability of spares/Software for a period of at least Five years in respect of all the equipment supplied by them, from date of Acceptance Test of the total solution.
- f) Besides the above, the bidder will have to conform to the terms and conditions mentioned in the tender.
- g) 24x365 telephonic and online support should be made available by the bidder for all the equipment for online troubleshooting to address any technical issues including configuration and breakdowns.
- h) IFTAS should be able to log calls directly by web/email or over phone to the bidder/OEM 24x365 during the annual maintenance period. Accordingly, escalation matrix of the bidder/OEM and confirmation letter from bidder and OEM should be submitted.

10 Payment Terms and Conditions

- a) The total commercial value will be spread over 20 quarters equally and paid in arrears, after deducting the penalty amount, and on successful discharge of service by the bidder.
- b) All payments will be released based on submission of invoices along with necessary SLA evidence/reports of rendering of service as required.
- c) The bidder is required to quote GST No. on the invoice submitted for the payment.

10.1 SLA Conditions

The time taken to resolve any problem at any location (RBI COB, MRO and RBI ROs) is immediate and device replacement, if required, shall be done promptly.

The device uptime is calculated as mentioned below.

a) RBI RO SLA: Daily calculation

$$\text{Availability (\%)} = \frac{(\text{Total Minutes in a day} - \text{Total Outage Minutes in a day}) \times 100\%}{(\text{Total No of Minutes in a day})}$$

S.No	Level of Network Uptime (per switch)	Penalty on agreed amount per switch (calculated on daily basis)
1	>99.9975% to 100%	0 % Penalty
2	>99.99% to <=99.9975 %	10 % Penalty
3	> 99% to <=99.99%	20% Penalty
4	<=99%	No Payment of rental charges

Note: Amongst other issues, the downtime includes device going faulty, logical, no data/transmission or partial data transfer/ throughput issues. Per switch amount will be derived by dividing entire TCO value by number of switches provided.

b) Other Penalties:

S.No	Parameter	Penalties applicable
1	Project delay	Charges at the rate of 1% of the total contract value inclusive of all taxes, duties, levies etc., per week or part thereof subject to a maximum of 10% shall be applicable.
2	Non- delivery at individual location after receiving the PO	Metro location - 20 Lakhs & Non-Metro - 15 Lakhs
3	Any switches found to be out of OEM AMC during the contract period	Charges at the rate of 1% of the total contract value inclusive of all taxes, duties, levies etc., per week subject to a maximum of 10% shall be applicable.

10.2 SLA Calculation process

- The successful bidder shall collect incidents in respect of the switches at each location using state of art NOC tools on a real-time basis and provide consolidated monthly reports as required by IFTAS.
- IFTAS will collect incidents from all the sources including IFTAS NOC and other sources on monthly basis.

- c) IFTAS shall share the consolidated SLA compliance report with successful bidder who shall compare all the incidents captured and convey their remarks based on logs, emails, evidence and etc., This process shall be carried out for all links every month till the list of “agreed SLA incidents” are concluded effectively calculating the downtime/ outages.
- d) Final Downtime will be calculated by IFTAS based on final SLA compliance sheet and payment will be made based on the final downtime confirmation.
- e) SLA conditions specified in this RFP should be adhered to by the bidder. Penalty will be levied for not meeting the device uptime/security compliance/misbehaving aspects etc, and it is not just limited to device outages / issues.
- f) The bidder shall submit SLA compliance for the services rendered period along with invoice based on SLA conditions.
- g) SLA compliance report shall be finalized by IFTAS.
- h) On any of the incidents covered under SLA, a FIR (First-hand Information report) shall be sent by the bidder in the approved format within 2 hours of the occurrence of the problem. Detailed Root cause/RCA/RFO for the incidents shall be submitted in T+1day time frame.

11 General Guidelines

11.1 General conditions

- a) OEMs may also directly participate in the RFP. In such case, all records including implementation experience, compliance etc should be of the bidding OEM alone.
- b) The Bidder should have a valid e-waste certificate (management, handling and disposal) in possession OR should have a back to back arrangement with any authorized agency with valid e-waste certificate
- c) In-case the bidding Company is the result of a merger/acquisition, at least one of the merging companies should have been in operation for at least four years as on date of submission of the bid. The bidder shall provide evidence that it is a current legal entity permitted by law to provide all the technical, functional and operational scope of work detailed in this RFP.
- d) In-case the bidding company is the result of a merger/acquisition, due consideration shall be given to the past financial results of the merging entity for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should be Bidding company be in operation for a period of less than three years. For this purpose, the decision of IFTAS will be treated as final and no further correspondence will be entertained on this.
- e) The bidder must assure that key project personnel to be employed in this project have been sufficiently involved in similar past installations.
- f) The bidder shall maintain all the necessary spare equipment required to provide the services mentioned in this RFP, at its service centres close to RBI locations. The bidder shall share the list of depots where spares required under this RFP shall be maintained.
- g) The bidder should be able to arrange spares as per location criticality to ensure high uptime as per SLA and they should provide complete details of service set-ups.

- h) The bidder must demonstrate that it has been engaged in the provision of similar services for other large National / International Financial / Banking Institutions in India. Necessary documents to prove this requirement shall be provided along with the bid submission.
- i) The bidder should have experience in designing and implementing Switch architecture, policy, standards, procedures etc. for various large organizations in India. Necessary documents to prove this requirement shall be provided along with the bid submission.
- j) The bidder must organize the bid in accordance with the format specified in the tender document. Any commercial bids deviating from the format provided will be summarily rejected.
- k) The cost of bidding and submission of tender documents is entirely the responsibility of the bidder, regardless of the conduct or outcome of the tendering process.
- l) The bidder should deploy EAL Level 4 certified network equipment or equivalent for designing Switch network. The principal company should certify the same.
- m) A large proven project execution capability and experience (documents demonstrating capability of the bidder to execute large similar projects of corporate Switch for locations spread across India).
- n) Bidder should submit the detail Bill of Material without prices with part number, along with the Technical bid.
- o) Extend the time for submission of all proposals and such an extension would be duly and publicly notified on IFTAS website.
- p) Select the next eligible Bidder (L2) if the first successful Bidder (L1) evaluated for selection fails to result in an agreement within a specified time frame.
- q) IFTAS reserves the right to conduct an audit/ongoing audit of the services provided by the successful Bidder.
- r) No legal binding relationship: It may be noted that no binding legal relationship will exist between any of the Respondents of this RFP and the IFTAS, until execution of a contractual agreement.
- s) IFTAS reserves the right to ascertain information from any of the Institutions which the Bidders have rendered their services for execution of similar projects.
- t) OEM should have local sales offices in India

11.2 Termination of Purchase Order/Contract:

- a) IFTAS by written notice sent a successful Bidder may terminate the contract in whole or in part at any time for this convenience giving one-month prior notice. The notice of termination shall specify that the termination is for convenience the extent to which successful Bidder's performance under the contract is terminated and the date upon which such termination become effective.

11.3 Right to Verification

- a) IFTAS reserves the right to verify any or all statements made by the Bidder in the tender document and to inspect the Bidder's facilities, if necessary, to establish to its satisfaction about the Bidder's capacity to perform the job. The technical evaluation will be based on such information.
- b) IFTAS, if deemed fit, will inspect any or all of the equipment at OEM's manufacturing site before shipment to the IFTAS, to verify that the equipment supplied to RBI are as per the technical specification specified in the tender document or purchase agreement.

11.4 Obligations of successful bidder

- a) The bidder shall supply all necessary components and licenses to make solution complete and shall not be limited by the material requirements in this RFP.
- b) The bidder is liable to supply and provide one-time installation at any new location(s) which may come up in future anywhere in the country under this RFP, within the contract period. The bidder shall clearly specify warranty period and AMC for the remaining period of the contract period. The warranty/any benefit from the OEM shall be passed on to IFTAS directly.
- c) The successful bidder shall deploy their own computing resources for implementing system.
- d) The successful bidder will always deploy trained and experienced engineers to provide service at the required location(s) for implementation and FM support activities. The names contact address and phone nos. will be advised in writing to IFTAS.
- e) Change and configuration management will be carried out by IFTAS, however one-time (First time) installation shall to be under the scope of the successful bidder.
- f) Successful bidder shall be responsible for any act of its employees that may result in security breach in respect IFTAS network.
- g) The successful bidder shall ensure that during implementation of switch connectivity, the critical services hosted at RBI shall not face any downtime due to security breach, security incident, improper configuration of security units/ appliances/ components.

11.5 Switch acceptance test requirements

- a) Demonstrate switch parameters.
- b) Demonstrate speed, ports and access to required sites easily.
- c) Ensure integration in RBI network successfully.
- d) In case of event switches and all necessary components are delivered and RBI/IFTAS site is not ready, than point a and b above will be considered for acceptance. And as and when site is ready, bidder has to ensure the integration else SLA/Penalties as per Section 10 will be applicable.

11.6 Instructions to bidders

11.6.1 Bid Submission

- a) The response to the present tender will be submitted in two parts, the technical bid and the commercial bid. The technical bid shall cover the technical requirements, specified in the tender document. The commercial bid shall be as per the format for the commercial bid, specified in the tender document. Both the bids shall be sealed and submitted separately. The technical and commercial bids shall be submitted in separate sealed envelopes clearly super-scribing on the envelope “ ‘Bidder name’ Technical bid for setting up L2 switches connectivity at RBI locations against RFP No. IFT/SW/RBIRO-191110-2” and “ ‘Bidder name’ commercial bid for setting up L2 switches connectivity at RBI locations against RFP No. IFT/SW/RBIRO-191110-2” respectively. All bids shall be sealed and sent by registered post or hand delivered to the following address:

The Procurement team,

Indian Financial Technology and Allied Services (IFTAS),

Unit No. 201, B2 Building, Kanakia Boomerang, Chandivali Farm Road,

Chandivali, Andheri (East), Mumbai- 400072, India.

- b) The bidder is requested to submit a version of their technical and commercial responses on separate USB pen drives. The USB pen drives should be sealed within the respective technical and commercial bid envelopes.
- c) Authorized representative of the bidder may be present at the time of the opening of the technical and commercial bids. Only one person per bidder will be allowed to be present at the time of opening the bids.

11.6.2 Eligible Goods

The bidder is required to demonstrate its technical capabilities and regulatory approvals to provide switch solution along with the response to this tender. Wherever contractual arrangements are necessary, it will be the sole responsibility of the bidder to make all necessary contractual arrangements across all components of the solution.

All equipment to be supplied in response to this tender and under the resultant contract must be eligible for import to India as per existing Indian government regulations. It shall also be eligible for export to India for use as per the contract, under the existing regulations of the country(s) of origin. The bidder is responsible for obtaining all necessary legal and regulatory clearances and permits for use of the equipment and any other components supplied by the bidder as per contract, during the tenure of the contract.

11.6.3 Bidding

Bidders shall be permitted to lodge only a maximum of one bid. In the event of multiple bids by a bidder, IFTAS reserves the right to disqualify the bidder.

Each bid should be numbered serially, initialled and date highlighted on the first page. Each page of every bid should also be numbered serially and initialled.

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

11.6.4 Site Visits

Site visits may be sought at the discretion of the IFTAS. The bidders shall provide, in addition to customer sites, an invitation to the Organization to visit the bidder's own development site.

11.6.5 Clarification on the Tender Documents

- d) Written requests for clarification should be submitted to the IFTAS through email / letter and the same should reach IFTAS on or before the dates as given in the time-table section of this RFP.
- e) Separate forms should be used for multiple clarification requests.
- f) The pre-bid meeting will be held at IFTAS as per given in the time-table section of this RFP.
- g) Both questions and responses will be circulated to all prospective bidders i.e., those that have obtained the tender document after the pre-bid meeting as per the timetable mentioned in this RFP.
- h) Any pre-bid queries can be sent to the designated email id (rfp@iftas.in) as per the timelines mentioned in the timetable in this RFP. The questions/points of clarification and the responses will be published on website under the Tender Notice for the benefit of all prospective bidders the source (identity) of the bidder seeking points of clarification will not be revealed. Alternatively, IFTAS may at its discretion, answer all such queries in the Pre-bid meeting. It may be noted that all queries, clarifications, questions, relating to this RFP, technical or otherwise, should be only to the designated email id as stated earlier. For this purpose, communication to any other email id or through any other mode will not be entertained.
- i) The IFTAS reserves the right to pre-pone or post-pone the pre-bid meeting date and/or change its venue. The Bidders will be informed of any changes to the date / venue of pre-bid meeting on the IFTAS website in advance to submit their queries to the IFTAS seeking clarification.
- j) All points discussed during the pre-bid meeting, if need be, may be posted on the website along with their responses.
- k) For the pre-bid meeting, bidders are required to inform IFTAS at least a day in advance via email at email rfp@iftas.in, with participant details such as name, details of electronic devices if any, company name and mobile number
- l) No queries will be entertained after the pre-bid meeting.
- m) Bidders must acquaint themselves fully with the conditions of the tender. No plea of insufficient information will be entertained at any time.

11.6.6 Language of Bids

All bids and supporting documentation shall be submitted in English.

11.6.7 Documents comprising the bid

All bidders shall submit the RFP response duly completed with all the required details. Wherever formats have been specified, the bidder shall submit the response in such format only. Any deviation from the format shall entail disqualification of the bid and IFTAS reserves the final right in this matter.

11.6.8 Bid currency

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

11.6.9 Period of bid validity

The bids shall be valid for a period of 3 months from the closing date of the submission of the bid.

11.6.10 Subcontracting

The Bidder shall not subcontract or permit anyone other than its personnel and the parties enlisted in the response to perform any of the work, service or other performance required of the Bidder under the contract without the prior written consent of the IFTAS.

11.6.11 Format and signing of bid

- a) The original and all copies of the bids shall be typed or printed in a clear typeface. Copies may be good quality photocopies of the original. An accompanying letter is required, to be signed by an authorized signatory of the bidder, committing the bidder to the contents of the original response.
- b) Each tender shall be made in the legal name of the bidder and shall be signed by the authorized legal representative or a person duly authorized to sign on behalf of the bidder.
- c) The bidder's signature on the tender shall be deemed to imply unqualified acceptance of all the terms and conditions specified in this Request for Proposal.
- d) IFTAS reserves the right to terminate the process of the tender at any stage, without assigning any reasons and no liability shall rest with IFTAS or IFTAS officials for doing so.

11.6.12 Opening of Bids

- a) Bids shall be accepted as per the timetable mentioned in this RFP.
- b) No bids will be accepted after the given deadline.
- c) All bidders shall be invited to attend the opening of the technical bids and the date will be intimated to the bidders.
- d) No bid shall be rejected at bid opening, except for late bids.

11.6.13 Correction of errors

Arithmetic errors in bids will be corrected as follows:

- a) Where there is a discrepancy between the amounts in figures and in words, the amount in words shall be reckoned; and where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate will govern unless, in the opinion of the IFTAS, there is obviously a gross error such as a misplacement of a decimal point, in which case the line item total will govern.
- b) Where there is a discrepancy between the amounts mentioned in the bid and the line item total present in the Bill of Material (BoM), the amount obtained on totalling the line items in the BoM will govern.
- c) 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.

Bids with alterations or changes to commercial bid format will be rejected.

11.6.14 Domestic Presence of Bidders

The bidder shall have nation-wide, multi-location presence for implementation and for providing support services in terms of the contract. Location presence of the bidder against the RBI required locations shall be provided by the bidder.

11.6.15 Acceptance or rejection of bid

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

11.6.16 Notification of award

The acceptance of a tender, subject to contract, will be communicated in writing at the address or email id supplied by the bidder in the tender response. Any change of address of the bidder, shall therefore be promptly notified to:

Indian Financial Technology and Allied Services (IFTAS),
Unit No. 201, B2 Building, Kanakia Boomerang,
Chandivali Farm Road, Chandivali, Andheri (East), Mumbai- 400072, India.

An email to this effect shall also be sent to rfpresponse@iftas.in.

11.6.17 Signing of Contract

The successful bidder shall be required to enter into a contract with IFTAS, within thirty (30) days of the award of the tender or within such extended period, as may be specified by IFTAS. The successful bidder shall initiate and complete the implementation of the Switch solution based on the tender document, upon receipt of letter of intent or such other document/s indicating the acceptance of the bid.

11.6.18 Performance Bank Guarantee

The bidder shall at its own expense deposit with IFTAS within thirty (30) working days of the date of notice of award of the tender, a Performance Bank Guarantee from a scheduled commercial bank, payable on demand in terms of Annexure-X Form "A", for an amount equivalent to ten percent (10%) of the contract price for the due performance and fulfilment of the contract.

Performance Bank Guarantee may be discharged by IFTAS upon being satisfied that there has been due performance of the obligations of the bidder under the contract. Performance Bank Guarantee shall be valid till the end of the contracted period.

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

11.6.19 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., IFTAS and the bidder) 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, India.

11.6.20 Content and Form of Responses

This chapter contains the table of contents for the tender response.

In order to facilitate evaluation and comparison of tender responses, the bidder shall strictly submit their response in the specified format. A failure to do so may result in the tender being eliminated at the examination stage as unresponsive.

Should the bidder have additional information to submit that cannot be encompassed by the current table of contents, additional sections may be added separately. If any use of this option is made in method that is unwarranted in the opinion of the IFTAS, it will be regarded unfavourably

Any deviations in any terms and conditions of this RFP will be permitted on specific approval of CEO/COO, IFTAS on submission of valid justifications.

12 RFP Response

12.1 Technical Bid

The technical bid should follow the order and format provided in Annexure-II.

Technical deviations statement should be as provided in Annexure-V.

12.2 Commercial Bid

The commercial bid shall be submitted strictly as per Annexure-IV and should be submitted in separate sealed envelope for both DC's and RO's separately. It shall be submitted in clear printed form. Handwritten bids, any modification in format etc will be disqualified.

Evaluation of lowest cost bidder (L1) in the commercial section shall be arrived at after comparing the TCO mentioned as required in Annexure-IV.

The bidder is required to submit a copy of the technical bid highlighting the features to be supplied along with the commercial bid.

12.3 Costs

- a. Commercials for any additional requirement of switch/s in between the contract period shall be calculated based on the cost provided in the commercial bid, per device, spread equally over the remainder of the said contract period. Warranty and AMC shall be applicable as mentioned in the Warranty and AMC sections 8 and sections 9 respectively to the extent of the remainder of the contract period.

b. Schedule of tendered prices:

A copy of the schedule of tendered prices in the RFP document duly completed and signed by the bidder's authorized representative shall be included.

All the prices have to be quoted item-wise. The prices should include all costs except Goods and Services tax ("GST") which should be levied separately as indicated in Annexure-IV as per the rates in force. Octroi (if applicable at any given point in time) will be paid on actuals upon submission of relevant documents. Once the prices have been tendered to IFTAS, no change / modification will be entertained for any cause whatsoever. The prices once provided by the bidder will be valid for the entire period of validity of the bid as defined in the present document and only downward revisions for the same scope shall be permitted.

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

- i) If benefits realized by the bidder due to lower rates of taxes, surcharges or levies, then the bidder shall pass on such benefits to the IFTAS.
- ii) Any increase in rates of GST will be borne by IFTAS.

c. Notes on the Schedule of Tendered Prices:

Any notes or comments that the bidder wishes to make related to the schedule of tendered prices, shall be made in a separate document without altering the formats of the commercials. The bidder should note that a fixed price is required to be quoted and that anything that seeks to limit or qualify such a fixed price is likely to be regarded unfavourably.

13 Broad terms and conditions of the contract

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

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

The bidder will have to enter into a purchase agreement directly with IFTAS for supply, implement Switch connectivity at the given locations. The purchase agreement will contain various terms and conditions relating to payment, delivery, installation, operationalization, training, commissioning, acceptance, support during period of maintenance, penalty due to delay in performance etc. All the specifications and other related literature & information, provided by the bidder agreed by the IFTAS, will also form a part of the purchase agreement.

Bill of material containing item-wise details in respect of for supply, implement Switch connectivity for IFTAS offered by the bidder, must be furnished along with the prices thereof, as per the terms and conditions contained in this document. The bidder will undertake to ensure that the prices are reasonable and in the range of prices for similar / same services available in the market. If any irregularity is detected anytime in respect of the above, the IFTAS will have the right to take appropriate action against the bidder, as deemed fit by IFTAS.

13.1 Standards

The equipment supplied under the contract shall conform to the standards mentioned in the technical specifications, and additionally approved by IFTAS, if any. Where no applicable standard is mentioned, the equipments shall be supplied under the authoritative and appropriate international standards of the equipments and such standards shall be the latest issued by the concerned institution/s.

13.2 Arbitration

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

The venue for arbitration shall be at Mumbai, India.

13.3 Applicable Law

The contract shall be governed and interpreted in accordance with the Indian laws.

13.4 Notices

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

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

13.5 Use of Contract Documents and Information

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

Any document, other than the contract itself, shall remain the property of IFTAS and all copies thereof shall be returned to IFTAS on termination of the contract.

The bidder shall not, without IFTAS's prior written consent, make use of any document or information except for the purposes of performing the contract.

The provisions of Section 13.6 shall survive termination / expiry of the contract for a period of one year thereafter, and shall not apply to information which:

- a) Now or hereafter enters the public domain through no fault of that party.

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

13.6 Indemnification

The bidder shall, at its own cost and expenses, defend and indemnify IFTAS 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.

The bidder shall expeditiously meet any such claims and shall have full rights to defend itself there from. If FTAS 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.

IFTAS will give notice to the bidder on any such claim and shall provide reasonable assistance to the bidder in disposing of the claim.

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

13.7 Delays in Bidder's Performance

The bidder must strictly adhere to the implementation schedule, for performance of the obligations, arising out of the purchase contract and any delay in completion of the obligations by the bidder will enable the IFTAS to resort to any or all of the following:

- a) Claim liquidated damages
- b) Termination of the purchase agreement fully or partly and claim liquidated damages.
- c) Recover the sum of the money equal to TCO amount of RFP from the bidder.

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

13.8 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 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.

13.9 Documents

- (i) The bidder shall arrange for and provide the following additional documents:
 - a) Bidder's invoice(s) indicating the goods description quantity, unit rent and total rent.
 - b) Manufacturer's/bidder's guarantee certificate
 - c) Bidder's factory inspection report
 - d) Insurance certificate
 - e) Certificate of origin
 - f) Bidder's invoice indicating costs of services
 - g) IFTAS's acceptance certificate.
- (ii) For goods supplied and services rendered, five (5) clearly legible copies of the documents indicated shall be provided by the bidder to IFTAS.

13.10 Local Conditions

It will be imperative on each Bidder to fully acquaint himself with the local conditions and factors, which would have any effect on the performance of the contract and / or the cost. It will be imperative for each Bidder to fully inform themselves of all legal conditions and factors which may have any effect on the execution of the contract as described in the Bid Documents. IFTAS shall not entertain any request for clarification from the Bidder regarding such local conditions. It is the responsibility of the Bidder that such factors have properly been investigated and considered while submitting the bid proposals and that no claim whatsoever including those for financial adjustment to the contract awarded under the Bid Documents will be entertained by IFTAS and that neither any change in the time schedule of the contract nor any financial adjustments arising thereof shall be permitted by IFTAS on account of failure of the bidder to appraise themselves of local laws / conditions.

13.11 Information Security

- a) The Bidder and its personnel shall not carry any written material, layout, diagrams, CD/DVD, floppy diskettes, hard disk, storage tapes or any other media out of Purchaser's premise without written permission from the Purchaser.
- b) The Bidder personnel shall follow The IFTAS information security policy and instructions in this behalf.
- c) Bidder shall, upon termination of this Contract for any reason, or upon demand by The IFTAS, whichever is earliest, return any and all information provided to Bidder by The IFTAS, including any copies or reproductions, both hardcopy and electronic.
- d) Bidder, shall provide certificate/assurance from application providers/OEMs that the application is free from embedded malicious / fraudulent code.

- e) The Bidder shall ensure that the equipment / application / software and future upgrades being supplied shall be free from malicious code (Viruses, Trojan, Spyware etc.) and shall be liable for any loss (information, data, equipment, theft of Intellectual Property Rights, network breach, sabotage etc.) incurred to the IFTAS arising due to activation of any such embedded malware / malicious code.
- f) The bidder shall ensure that subsequent patch, hot fixes and upgrades are also free from malicious code.

13.12 Ancillary Services

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

13.13 Insurance

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

13.14 Inspections and Acceptance Tests

- a) The successful bidder shall provide a draft final project plan to IFTAS within 7 days of receipt of purchase order. The draft final project plan shall show the tasks required to be undertaken to complete the supply of the equipment to IFTAS in a timely manner including the acceptance testing. The draft final project plan shall become the final project plan only when it has been accepted by IFTAS.
- b) The bidder shall draw up a proposed acceptance test plan for review by IFTAS, within 7 days from the date of purchase order.
- c) The acceptance test plan required as explained in earlier sections, shall identify the tests that the bidder proposes to conduct to demonstrate to IFTAS that the services are performed as required by the contract specifications as well as specifying the criteria by which such tests should be judged to be successful. IFTAS shall review the acceptance test plan and shall identify to the bidder in writing within 7 days the areas in which IFTAS considers the acceptance test plan to be deficient. The bidder shall rectify deficiencies in the acceptance test plan and shall resubmit it to IFTAS within 2 days.
- d) At least 7 days prior to the planned date of acceptance testing as shown in the project plan the bidder shall supply to IFTAS a further copy of the acceptance test plan, updated to show in detail the test scripts proposed by the bidder for the tests identified in the acceptance test plan. IFTAS shall review the updated acceptance test plan and shall identify to the bidder in writing within 3 days the areas in which IFTAS considers the updated acceptance test plan to be deficient. The bidder shall rectify deficiencies in the updated acceptance test plan and shall resubmit it to IFTAS within 2 days.
- e) IFTAS shall conduct the acceptance tests with the full co-operation of the bidder and shall advise the bidder promptly in writing of any failure of the equipment to comply with the contract specifications. On receipt of such advice, the bidder shall advise IFTAS in writing of its proposals for

the rectification of such failure within 2 working days. Rectification of failures shall be at the service provider's cost only, and shall be carried out within the next 3 working days.

- f) Acceptance by IFTAS of the total solution shall occur when all acceptance tests have been conducted sequentially and no failure of the security service to comply with the contract specifications has been found. At this time, a certificate shall be issued by IFTAS, that the correct work has been completed to the entire satisfaction of the IFTAS.
- g) Nothing in present in the sections/clauses of this RFP shall in any way release the bidder from any other obligations under this contract or limit the IFTAS's ability to seek other remedies as specified in the contract.

13.15 Bidder's Obligations

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

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

13.16 Contract Amendments

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

13.17 Delivery

- a) The bidder shall supply and install the required devices at the locations detailed under Annexure-I of this RFP.

- b) The successful bidder should prepare a detailed project Plan, action plan and submit to IFTAS within 15 days from the date of PO and initiate the Project Kick-off meeting seven days from the date of submission of the plans.
- c) All passive components other than rack, space, power and cooling, such as cables etc., should be supplied by the bidder and shall integrate the switch connectivity with RBI COB/MRO/RO LAN and WAN environment.
- d) The bidder should deliver all equipment and any other components involved in the delivery of the proposed solution within 3 to 4 weeks from the date of purchase order.
- e) The proposed bill of material shall be insured from all risks and shall be under AMC by the bidder during the contract period.
- f) The successful bidder should provide Industry qualified and trained engineers at the IFTAS office during the process of installation and configuration and ensure that the activity is carried out strictly as required by IFTAS.
- g) All delivery, integration and other activities activity should be carried out during non-session/non-peak/night hours and adequate engineer support should be provided as required by IFTAS.
- h) The bidder should provide product training at least yearly once.
- i) All devices shall be procured with latest OS, security and stability versions for this project. Suitable evidence has to be furnished to demonstrate purchase of new devices. The bidder shall be responsible to provide the latest, relevant and tested upgrades on all devices used for providing services under this RFP.
- j) Proactive replacement device should be arranged in case of any suspected hardware issues with the supplied equipment.

13.18 Delivery, Installation and Commissioning at Final Destination

- a) The bidder shall be responsible for delivery of the goods as per the bill of material of the purchase order within 3 to 4 weeks from the date of the purchase order. The successful implementation of the overall project, UAT, etc., should be completed within 5 weeks from the date of acceptance of purchase order.
- b) The bidder shall be responsible for delivery of all equipment to final destination as specified by IFTAS. Transport of the equipment until delivery to the final destination including loading, unloading, handling and storage, shall be arranged and paid for by the bidder and the cost thereof shall be specified and included in the contract price.
- c) Delivery of the equipment to the final destination shall be made by the bidder as per terms of contract and the bidder shall be responsible for the equipment until their acceptance by IFTAS.
- d) The delivered goods shall be installed and commissioned by the bidder, so as to achieve the requirements, specified in the tender document.
- e) Acceptance by IFTAS of all the delivered goods and services under the contract shall be deemed to have taken place when the bidder, in accordance with the contract, has completed their supply, installation and successful end to end commissioning, and IFTAS has thereafter certified to the bidder in writing, the IFTAS acceptance of the successful completion of the project. Acceptance certificate from IFTAS for the supplied goods shall in no way release the bidder from any of its obligations under the contract.

Annexure-I: RBI Locations

RBI DC, COB, MRO and RBI RO addresses:

No	Location	Address	No. of L2 devices required
1	Agartala	Reserve Bank of India, Old Municipal Road, 2nd Floor Jackson Gate Building, Tirupura West, Agartala	4
2	Ahmedabad RO	Reserve Bank of India, P. B. No.1, Ashram Road, AHMEDABAD - 380 014.	2
3	Aizawl	Reserve Bank of India, IT Cell, F. Kapsanga Building (3rd Floor), Opp. Assam Rifle Gate, Dawrpui, Aizawl (Mizoram) Pin-796001	4
4	Bangalore RO	Reserve Bank of India 10/3/8 Nrupathunga Road, P.B.No. 5467, BANGALORE – 560001. Tel.No : 080 – 2227 5020	2
5	Belapur Office	Belapur Navi Mumbai Office Reserve Bank of India 2nd Floor. Plot No. 3, Sector 10, H.H. Nirmaladevi Marg, CBD Belapur, Navi Mumbai- 400 614.	2
6	Bhopal RO	Reserve Bank of India, Hoshangabad Road, P. B. No. 32, BHOPAL - 462 011	2
7	Bhubaneswar RO	Reserve Bank of India, Pt. Jawaharlal Nehru Marg, P. B. No. 16, BHUBANESWAR - 751 001.	2
8	Byculla	Reserve Bank of India, PB No. 4528, 3rd floor Opp. Mumbai Cental Railway Station, Mumbai Central Post Office, Byculla, Mumbai - 400	2
9	Chandigarh RO	Reserve Bank of India, Central Vista, Opp. Telephone Bhawan, Sector 17, CHANDIGARH - 160 017.	2

No	Location	Address	No. of L2 devices required
10	Chennai RBSC	Reserve Bank Staff College 359, Annasalai, Teynampet, CHENNAI – 600018	2
11	Chennai RO	Reserve Bank of India Fort Glacis, No. 16 Rajaji- Salai, P.B.No.40, CHENNAI – 600001.	2
12	Dehradun	Reserve Bank of India, 97, Rajpur Road, DEHRADUN - 248 001.	4
13	Delhi RO	Reserve Bank of India 6, Sansad Marg, NEW DELHI – 110 001. Tel.No. 011 - 2371 0538-42 Fax : 011 -2371 1250	2
14	Gangtok	The Officer-in-Charge, Reserve Bank of India, NH-31 A, Gupta Building, 1st Floor, 31 A, National Highway, Opposite Sikkim Police HQ, Gangtok-737101,Sikkim	4
15	Guwahati RO	Reserve Bank of India Station Road, Pan Bazar, P.B.No.120, GUWAHATI – 781001.	2
16	Hyderabad RO	Reserve Bank of India 6-1-56, Secretariat Road, Saifabad, P. B. No. 1, HYDERABAD - 500 004.	2
17	IMPHAL	Opp. Manipur Legislative Assembly, Lilashing Khongnakhong Imphal, Manipur - 795 001 Architecture	4
18	Jaipur	Reserve Bank of India, Rambagh Circle, Tonk Road, P. B. No 12, JAIPUR- 302 004.	2
19	Jammu RO	Reserve Bank of India, Rail Head Complex, JAMMU - 180 012.	2

No	Location	Address	No. of L2 devices required
20	Kanpur	Reserve Bank of India, Mahatma Gandhi Road, P. B. No. 82/142, KANPUR- 208 001.	2
21	Kochi RO	Reserve Bank of India, Foreign Exchange Department Emakulam North, P. B. No. 3065, KOCHI - 682 018.	2
22	Kolkata RO	Reserve Bank of India 15, N.S. Road, KOLKATA – 700 001 Tel.No : 033 – 22308331/ 2230 4321 Fax : 033 – 2230 9589/ 22313645	2
23	Lucknow RO	Reserve Bank of India Building, 8-9, Vipin Khand, Gomti Nagar, LUCKNOW- 226 010.	2
24	Mumbai BKC	Bandra Kurla Complex (BKC) Officer-in-Charge, Reserve Bank of India, DESACS, C-8, 3rd Floor Bandra (E), MUMBAI - 400 051	2
25	MRO (Mumbai regional office)	Reserve Bank of India Main Building, P. B. No. 901, Shahid Bhagat Singh Road, Fort Mumbai-400 001. Ph.No. 022 - 2266 0500 Fax No. 022 – 22660 817	2
26	Nagpur AOB Office	Nagpur Additional Office Building Reserve Bank of India, Additional Office Building, 1st Floor, East High Court Road, P.B. No 118, Nagpur – 440 001	2
27	Nagpur RO	Reserve Bank of India Main Office Building, Dr. Raghavendra Rao Road, P.B.No.15, Civil Lines, NAGPUR – 440 001.	2

No	Location	Address	No. of L2 devices required
28	Panaji RO	Reserve Bank of India, Foreign Exchange Department, 3A-3B, Sesa Ghor, 3rd Floor, P. B. No. 20, EDC Complex, PANAJI- 403 001.	4
29	Patna RO	Reserve Bank of India South Gandhi Maidan, P.O.No. 162, PATNA – 800 001. Tel.No. 0612 – 268 5851	2
30	Pune	Reserve Bank of India, College of Agriculture Banking, University Road, Ganeshkhind Road,PUNE - 411 016	2
31	Raipur RO	Reserve Bank of India, Shubhashish Parisar 54/949, Satya Prem Vihar Mahadev Ghat Road, Sunder Nagar, RAIPUR - 492 013	4
32	Ranchi CCU	Reserve Bank of India, R.R.D.A Building, Pragathi Sadan (4th Floor), Kutchery Road, RANCHI – 834001	4
33	Shillong	The Officer-in-Charge, Reserve Bank of India, Aphira Building, Fruit Garden, Shillong Jowai Road, P.O. Laitumkhrah Shillong-793003	4
34	Shimla RO	Reserve Bank of India, B-478, Sector IV New Shimla - 171 009 (Himachal Pradesh)	4
35	Trivandrum	Reserve Bank of India, Trivandrum Regional Office, Bakery Junction, Post Box No. 6507, Thiruvananthapuram -695 033.	2

No	Location	Address	No. of L2 devices required
36	WTC Mumbai	Reserve Bank of India, Department of Banking Operations and Development, Center 1, World Trade Center, Post Box No. 1107, 5th floor Cuffe Parade, Colaba, Mumbai - 400 051	2
37	ZTC kolkatta	"Reserve Bank of India Zonal Training Centre 8, Council House Street Kolkata-700001 e-mail : ztckolkata@rbi.org.in Ph: 033-22135508	4
38	COB (Central Office Building), Mumbai	MUMBAI – Central Office Reserve Bank of India Department of Information Technology, Central Office Bldg, 14th Floor, Shahid Bhagat Singh Road, MUMBAI – 400 001.	4
39	Ahmedabad NCC/LGC (To be Migrated to Hudco Building)	New Address	2
Total			102

Annexure-II (a): Technical Specifications for RBI RO's

Item description	Compliance (Complete/Partial/No)	Deviation if any	Remarks
General Features			
Proposed switch should be enterprise grade switch with x86 based CPU architecture or equivalent			
Minimum 24 x10/100/1000 BaseT ports and 4x1Gig SFP uplink ports.			
Switch should have slot/ports for minimum 40 Gbps of stacking bandwidth with dedicated stacking ports. It should possible to connect up to 8 switches in a stack			
The Switch stack should be based on Distributed forwarding Architecture or any other equivalent architecture, where in each stack member forwards its own information on network.			
Performance Features			
Switch should have non-blocking architecture and provide line rate performance			
Switch should have 2 GB RAM and 4 GB Flash			
Shall have minimum 16K MAC Addresses and 1000 VLAN ids			
Switch should be able to support 2000 IPV4 & 1000 IPV6 routes			
Switch should support minimum 100 Switched Virtual Interfaces.			
The switch should support Jumbo frames of 9216 bytes			
Switch should support static, RIP, OSPF/ access OSPF Policy based routing from day 1			
High availability & Resiliency			
Switch should support redundant field replaceable power supplies. Switch needs to provide with single power supply from day-1.			
Switch should support redundant fans.			
Switch should support cross-stack etherchannel or any other equivalent IEEE standard. .			
L2 Features			
The switch should support Automatic Negotiation of Trunking Protocol, or equivalent technology to help minimize the configuration & errors			
The switch should support IEEE 802.1Q VLAN encapsulation, Private VLAN			
The switch should support Spanning-tree PortFast and PortFast guard for fast convergence			
The switch should support UplinkFast & BackboneFast technologies or equivalent technology to help ensure quick failover recovery, enhancing overall network stability and reliability			
The switch should support Spanning-tree root guard to prevent other edge switches becoming the root bridge.			
The switch should support Voice VLAN to simplify IP telephony installations by keeping voice traffic on a separate VLAN			

The switch should support Auto-negotiation on all ports to automatically selects half- or full-duplex transmission mode to optimize bandwidth			
The switch should support Automatic media-dependent interface crossover (MDIX) to automatically adjusts transmit and receive pairs if an incorrect cable type (crossover or straight-through) is installed.			
The switch should support Unidirectional Link Detection Protocol (UDLD) or equivalent to allow for unidirectional links caused by incorrect fiber-optic wiring or port faults to be detected and disabled on fiber-optic interfaces.			
The switch should support IGMP v1, v2 Snooping			
Switch should support IPv4 and IPv6. The Switch should be able to discover (on both IPv4 & IPv6 Network) the neighboring device giving the details about the platform, IP Address, Link connected through etc, thus helping in troubleshooting connectivity problems.			
Quality of Service			
Switch should support 802.1p Class of Service (CoS) and Differentiated Services Code Point (DSCP) field classification, Shaped Round Robin (SRR) scheduling or equivalent, Committed Information Rate (CIR), and eight egress queues per port.			
Network security features			
Switch should have unique secure identity so that it's authenticity and origin can be confirmed with OEM. Switch BIOS, software image should be cryptographically signed to ensure integrity and switch should not boot with modified software regardless of user's privilege level.			
The switch should support IEEE 802.1x providing user authentication, authorization and CoA.			
Switch should support dynamic ACL or equivalent			
Switch should support CPU protection from DOS attacks			
Switch should support MacSec with encryption			
Switch should support CLI and WebGUI management			
Network Management			
The switch should support SSHv2 and SNMPv3 to provide network security by encrypting administrator traffic during Telnet and SNMP sessions.			
The switch should support TACACS+ and RADIUS authentication enable centralized control of the switch and restrict unauthorized users from altering the configuration.			
The switch should support MAC address notification to allow administrators to be notified of users added to or removed from the network.			
Switch should support scripting, NETCONF, RESTCONF or any equivalent.			
Switch should support netflow/Sflow, SPAN, RSPAN or any equivalent.			
Switch should have dedicated Ethernet management port and USB mini type B console port or any equivalent.			

Annexure-II (b): Technical Specifications for RBI MRO and COB

Item description	Compliance (Complete/Partial/No)	Deviation if any	Remarks
General Features			
Proposed switch should be enterprise grade switch with x86 based CPU architecture or equivalent			
Minimum 24 x10/100/1000 BaseT ports and 4x10 Gig SFP uplink ports and also required multi-port transistors.			
Switch should have slot/ports for minimum 40 Gbps of stacking bandwidth with dedicated stacking ports. It should possible to connect up to 8 switches in a stack			
The Switch stack should be based on Distributed forwarding Architecture or any other equivalent architecture, where in each stack member forwards its own information on network.			
Performance Features			
Switch should have non-blocking architecture and provide line rate performance			
Switch should have 2 GB RAM and 4 GB Flash or higher.			
Shall have minimum 16K MAC Addresses and 1000 VLAN ids			
Switch should be able to support 2000 IPV4 & 1000 IPV6 routes			
Switch should support minimum 100 Switched Virtual Interfaces.			
The switch should support Jumbo frames of 9216 bytes			
Switch should support static, RIP, OSPF/ access OSPF Policy based routing from day 1			
High availability & Resiliency			
Switch should support redundant field replaceable power supplies. Switch needs to provide with single power supply from day-1.			
Switch should support redundant fans.			
Switch should support cross-stack etherchannel or any other equivalent IEEE standard. .			
L2 Features			
The switch should support Automatic Negotiation of Trunking Protocol, or equivalent technology to help minimize the configuration & errors			
The switch should support IEEE 802.1Q VLAN encapsulation, Private VLAN			
The switch should support Spanning-tree PortFast and PortFast guard for fast convergence			
The switch should support UplinkFast & BackboneFast technologies or equivalent technology to help ensure quick failover recovery, enhancing overall network stability and reliability			
The switch should support Spanning-tree root guard to prevent other edge switches becoming the root bridge.			
The switch should support Voice VLAN to simplify IP telephony installations by keeping voice traffic on a separate VLAN			

The switch should support Auto-negotiation on all ports to automatically selects half- or full-duplex transmission mode to optimize bandwidth			
The switch should support Automatic media-dependent interface crossover (MDIX) to automatically adjusts transmit and receive pairs if an incorrect cable type (crossover or straight-through) is installed.			
The switch should support Unidirectional Link Detection Protocol (UDLD) to allow for unidirectional links caused by incorrect fiber-optic wiring or port faults to be detected and disabled on fiber-optic interfaces.			
The switch should support IGMP v1, v2 Snooping			
Switch should support IPv4 and IPv6. The Switch should be able to discover (on both IPv4 & IPv6 Network) the neighboring device giving the details about the platform, IP Address, Link connected through etc, thus helping in troubleshooting connectivity problems.			
Quality of Service			
Switch should support 802.1p Class of Service (CoS) and Differentiated Services Code Point (DSCP) field classification, Shaped Round Robin (SRR) scheduling or equivalent, Committed Information Rate (CIR), and eight egress queues per port.			
Network security features			
Switch should have unique secure identity so that it's authenticity and origin can be confirmed with OEM. Switch BIOS, software image should be cryptographically signed to ensure integrity and switch should not boot with modified software regardless of user's privilege level.			
The switch should support IEEE 802.1x providing user authentication, authorization and CoA.			
Switch should support dynamic ACL or equivalent.			
Switch should support CPU protection from DOS attacks			
Switch should support MacSec with encryption			
Switch should support CLI and WebGUI management			
Network Management			
The switch should support SSHv2 and SNMPv3 to provide network security by encrypting administrator traffic during Telnet and SNMP sessions.			
The switch should support TACACS+ and RADIUS authentication enable centralized control of the switch and restrict unauthorized users from altering the configuration.			
The switch should support MAC address notification to allow administrators to be notified of users added to or removed from the network.			
Switch should support scripting, NETCONF, RESTCONF or equivalent.			
Switch should support netflow/Sflow, SPAN, RSPAN or equivalent.			
Switch should have dedicated Ethernet management port and USB mini type B console port or any equivalent.			

Annexure-III: Technical Bid Order and Format

Technical Bid Order and Format

Table of contents

- Introduction
 - Purpose.
 - Objectives.
 - Detailed Scope.
 - Technical statements.
 - Technical deviation statement.
 - Bidder should submit the detail Bill of Material without prices with part number, along with the Technical bid.
 - Details of any legal action on the bidder and declaration that the services to IFTAS shall not be impacted on account of such actions.
 - List of sales, service & support offices, warehouses related to the RFP requirement, with address and contact details.
 - Letter stating the number of certified engineers available at the NOC for managing the support activities detailed in the RFP.
 - Self-certified letter to be submitted for meeting the delivery schedule and accepting the LD clause along with the copy of the respective OEM's confirming to adhere the delivery schedules.
 - Details of experience in two similar project implementation (minimum 50 switches) across a minimum 15-20 locations, with proof.
 - OEM categorization in the Gartner quadrant for the product segment.
 - Service depot details of the OEM
- Management summary
 - Overview of the bidder, financial, management and operational hierarchy and relevant details
 - Overview of proposed time-table and project management provisions
 - Overview of proposed maintenance and support arrangements

Bidder Details		
The registered name of the bidding company		
Business address for correspondence	Location	
	Street	
	Locality	
	City	
	Pin Code	
	Country	
	Telephone	
	Facsimile	
	Email	
Other		

Contact name of the bidder's representative		
Contact's position with bidder		
Contact person's addresses if different from above	Location	
	Street	
	Locality	
	City	
	Pin Code	
	Country	
	Telephone	
	Facsimile	
	Email	
Other		
Business structure (top to bottom)		
Project management structure (top to bottom)		
Support and NOC structure (top to bottom)		
Bidder's registered address		

Details of company registration		
Names of Directors	Chairman	
	President/Managing	
	Director	
	Directors	
	CEO	

Include a structure chart reflecting the organization			
Chart			
Financial standing of the bidder	1. Turnover for the past 3 financial years 2. Net profit for the past 3 financial years		
(Information is designed to give provide confidence in the financial competence of the bidder)			
Audited financial accounts for past three years should be included under Annexure-1.			
Total current employees			
	2016-2017	2017-2018	2018-2019
Sales Turnover			
Net profit before tax			
Company Profile(s)			
Reference Sites (Use separate schedule formats for this response)		[Details of at least two similar implementations in the recent past (including contact details)]	
Designated Staff	Name	Position	Project Designation
(Detailed profiles of key staff shall be included in appendix)			
Experience in Similar Projects			
(Give details about the following with respect to the methodology followed by your organization in projects of similar nature and complexity – a minimum of two projects to be elaborated.)			
Project Name:			
Project Location:			
Client Name:			

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

Annexure-IV: Commercial Bid format for COB, MRO and RO's

(On the letterhead of Bidder)

Commercial Bid format for participating as Bidder:

The TCO for 5 years for RBI locations, inclusive of all levies as required under RFP IFT/SW/RBIRO-191110-2, are as under:

S.no	Description	locations	Unit price per device per year (without taxes) in Rs.	Applicable GST per device per year in Rs.	Unit price per device per year (inclusive of taxes) in Rs.	Cost for 5 years per device (with taxes) in Rs.	No. of devices Nos.	TCO for 5 years with taxes
			A	B	C=A+B	D=C*5	E	G=D*E
1	Commercials for solution as required in RFP No. IFT/SW/RBIRO-191110-2 with OEM AMC, Field support, 24x365 Technical support and other requirements mentioned in RFP	COB and MRO					6 devices	
		RBI RO's					96 devices	
Total								

[Name of Authorized Signatory]

[Name of Organisation]

[Designation] [Place]

[Date and Time] [Seal & Sign]

[Business Address]

Annexure-V: Deviations from Technical Specifications and Terms and Conditions of the RFP

(On the letterhead of Bidder)

S.no	RFP section/clause And Page No. of RFP	Technical Specification or terms and conditions in the Tender document	Deviation Offered	Reasons and whether deviation add to the operational efficiency in case of the systems
1				
2				
3				
4				
5				
6				

Place: Date:

Signature of Authorized signatory with seal

Note:

- Above information in detail should be furnished in case of each component offered separately.
- Also in case of deviations from any of the terms and conditions of the tender document should be specified.
- If any deviations from the technical specifications are warranted, reasons for such variations should be specified and
- 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

Annexure-VI: Bidder's Application Form

(On the letterhead of Bidder)

Place:

Date:

To,

Indian Financial Technology and Allied Services (IFTAS), Unit No. 201, B2 Building, Kanakia
Boomerang, Chandivali Farm Road, Chandivali, Andheri (East), Mumbai- 400072, India.

Dear Sir,

Sub: Request for Proposal (RFP) for Switches procurement at IFTAS

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 RFP for procurement of L2 Switches at IFTAS . 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>

Annexure-VII: Undertaking from Bidder on Support

(To be furnished by the Bidders)

(On the letterhead of Bidder)

Place:

Date:

Indian Financial Technology and Allied Services (IFTAS),

Unit No. 201, B2 Building,

Kanakia Boomerang,

Chandivali Farm Road,

Chandivali, Andheri (East),

Mumbai- 400072, India.

Dear Sir,

Sub: Request for Proposal (RFP) for Switch procurement at IFTAS

In compliance with the requirement of the tender document, we hereby undertake to give 5 years product support for all components from the OEM and maintain the 'Total Solution' for 5 years from the date of Acceptance. If, we are unable to provide support for the said period then we shall upgrade the component/ sub-component with an alternative that is acceptable to IFTAS at no additional cost to and without causing any performance degradation and/or project delays.

Yours faithfully, (Signature with designation)

Annexure-VIII: Undertaking on Support from OEM

(To be furnished by the OEM on its Letter head)

Place:

Date:

Indian Financial Technology and Allied Services (IFTAS),
Unit No. 201, B2 Building,
Kanakia Boomerang, Chandivali Farm Road,
Chandivali, Andheri (East),
Mumbai- 400072, India.

Dear Sir,

Sub: Request for Proposal (RFP) for Switch procurement at IFTAS

In compliance with the requirement of the tender document, we hereby undertake to give 5 years product support for active components and maintain the 'Total Solution' for 5 years from the date of Acceptance. If, we are unable to provide support for the said period then we shall upgrade the component/ sub-component with an alternative that is acceptable to the Bank at no additional cost to and without causing any performance degradation and/or project delays.

Yours faithfully, (Signature with designation)

Annexure-IX: Letter of Authority

(This 'Letter of Authority' should be issued on the letterhead of the OEM)

Place:

Date:

Indian Financial Technology and Allied Services (IFTAS),
Unit No. 201, B2 Building,
Kanakia Boomerang, Chandivali Farm Road,
Chandivali, Andheri (East),
Mumbai- 400072, India.

Dear Sir,

Sub: Request for Proposal (RFP) for Switch procurement at IFTAS

Dear Sir,

Subject: Letter of Authority

We have been approached by M/s _____ in connection with your RFP name _____ with No. _____ dated _____.

We confirm having offered to them the hardware and required software in line with your requirement. Our offer to them is for the following software/hardware for which we are the OEM and have back to back support agreement with the bidder. We confirm that we will make available all necessary components/sub-components required for providing seamless service during the tenure of the service as required in the RFP. In case if the required components/sub-components are not available, alternate and compatible components will be made available for smooth functioning of the equipments, as required by IFTAS.

- | | |
|--------------|----------|
| 1. _____ | 2. _____ |
| 3. _____ | 4. _____ |
| 5. _____ ... | |

The authorized agency would independently support and service the above-mentioned software / hardware during the contract period.

(Authorized Signatory) For _____

Annexure-X: Performance Bank Guarantee

Performance Bank Guarantee

The COO,
Indian Financial Technology and Allied Services,
Unit No. 201, B2 Building, Kanakia Boomerang,
Chandivali Farm Road, Chandivali,
Andheri (East), Mumbai- 400072, India.

Dear Sirs,

PERFORMANCE BANK GUARANTEE – for

WHEREAS

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

- a) 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.
- b) 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.

- c) 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.
- d) 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.
- e) We further agree that the termination of the said Agreement, for reasons solely attributable to our constituent, virtually empowers you to demand for the payment of the above said amount under this guarantee and we have an obligation to honour the same without demur.
- f) 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.
- g) 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.
- h) 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.
- i) 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 (IFTAS)
- j) 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.
- k) 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.
- l) We hereby confirm that we have the power/s to issue this Guarantee in your favour under the Memorandum and Articles of Association/ Constitution of our bank and the undersigned is/are the recipient of authority by express delegation of power/s and has/have full power/s to execute this guarantee under the Power of Attorney issued by the bank in his/their favour.

We further agree that the exercise of any of your rights against our constituent to enforce or forbear to enforce or any other indulgence or facility, extended to our constituent to carry out the contractual obligations as per the said Agreement, would not release our liability under this guarantee and that your right against us shall remain in full force and effect, notwithstanding any arrangement that may be entered into between you and our constituent, during the entire currency of this guarantee.

Notwithstanding anything contained herein:

- a) Our liability under this Performance Bank Guarantee shall not exceed Rs. (in words and figures); and
- b) this Performance Bank Guarantee shall be valid only up to (date, i.e., completion of contracted period for the Total Solution); and
- c) 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 2015.

Yours faithfully,

For and on behalf of the Bank,

(Signature)
Designation
(Address of the Bank)

Note:

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

Annexure-XI: Manufacturer's Authorization Form

(On OEM's letter head)

No. _____ Date: _____

TO,
CEO,
Indian Financial Technology and Allied Services (IFTAS),
Unit No. 201, B2 Building, Kanakia Boomerang,
Chandivali Farm Road, Chandivali, Andheri (East),
Mumbai- 400072, India.

{Ref: Request for Proposal (RFP) for IT Infrastructure Refresh - Supply, Installation, Integration, Maintenance and Facilities Management at Reserve Bank of India}

Sub: Manufacturer Authorization for your procurement needs

Dear Sir/ Madam:

We wish to take the opportunity to inform you that as a policy, <Name of OEM> business associates/Partners/System Integrator in each country carry out all the commercial transactions for <OEM products> with the customers directly and enter into contracts independent of OEM. OEM is the sole manufacturer of products like -----, etc. which can be procured through <Name of OEM> business associates/Partners/System Integrator.

We confirm that the business associates/Partners/System Integrator (Name) having its registered office at (Address) is one such "business associates/Authorised Partners/System Integrator" for <OEM> products in India business associates/Partners/System Integrator Name , among others, possesses the requisite expertise and resources to supply, renew, upgrade, install and maintain <OEM> products to you.

The "Business associates/Authorised Partners/System Integrator" has been a partner with us (please mention the level of partnership) Continually for the last years in India

Trust that the above points suffice your requirements. Should you need any further information or clarification in this regard, please feel free to contact us.

Thanking You,

For <OEM> Authorised signatory Name : Designation:

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. The Bidder in its Bid should include it.

Annexure-XII: Conformation to Terms and Conditions

(On letterhead of the Bidder)

To

Indian Financial Technology and Allied Services (IFTAS),
Unit No. 201, B2 Building,
Kanakia Boomerang, Chandivali Farm Road,
Chandivali, Andheri (East),
Mumbai- 400072, India.

Dear Sir,

Sub: Request for Proposal (RFP) for Switch Procurement at IFTAS

Further to our proposal dated _____, in response to the Request for Proposal (RFP) for Switch Procurement (hereinafter referred to as "RFP") 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, provided that only the list of deviations furnished by us in the relevant Annex, which are expressly accepted by IFTAS and communicated to us in writing, 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 proposal 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,

Annexure-XIII: Non-Disclosure Agreement

(On INR 100 stamp paper)

To

Indian Financial Technology and Allied Services (IFTAS),
Unit No. 201, B2 Building,
Kanakia Boomerang, Chandivali Farm Road,
Chandivali, Andheri (East),
Mumbai- 400072, India.

[Date]

[Salutation]

Confidentiality Undertaking

We acknowledge that during the course of bidding for Switch Procurement at IFTAS, 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 RBI 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 Supply, Delivery, Installation, Support/ Services, Training, Testing, Commissioning, Warranty & Maintenance of IT Infrastructure Refresh in RBI;
 - With your prior written consent, such consent not to be unreasonably withheld;
 - To the extent that such disclosure is required by law;
 - To the extent that such disclosure is required by any rule or requirement of any regulatory authority with which we are bound to comply; and
 - To our professional advisers for the purposes of our seeking advice. Such professional advisers will be informed of the need to keep the information confidential.
6. Upon your request we shall arrange delivery to you of all Confidential Information, and copies thereof, that is in documentary or other tangible form, except:
 - For the purpose of a disclosure permitted by item 5 above; and
 - To the extent that we reasonably require to retain sufficient documentation that is necessary to support any advice, reports, or opinions that we may provide.
7. This Agreement shall not apply to Confidential Information that:
 - Is in the public domain at the time it is acquired by us;
 - Enters the public domain after that, otherwise than as a result of unauthorized disclosure by us;
 - Is already in our possession prior to its disclosure to us; and
 - Is independently developed by us.
8. This Agreement shall continue perpetually unless and to the extent that you may release it in writing.

IFTAS Confidential

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9. We acknowledge that the Confidential Information will not form the basis of any contract between you and us
10. We warrant that we are acting as principal in this matter and not as agent or broker for any person, company, or firm.
11. We acknowledge that no failure or delay by you in exercising any right, power or privilege under this Agreement shall operate as a waiver thereof nor shall any single or partial exercise thereof or the exercise of any other right, power, or privilege.
12. This Agreement shall be governed by and construed in accordance with Indian law and any dispute arising from it shall be subject to the exclusive jurisdiction of the Mumbai courts.

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

Yours sincerely

Signature and Stamp of Company
[Authorized Signatory (same as signing the proposal) – Implementation Partner]
Name:
Position:
Date:

Authorized Signatory Designation Bidder's corporate name