

Request for Proposal (RFP) of INFINET v3.0 Connectivity

For

Setting Up and Managing the Nation-wide
Secure WAN Connectivity at various
locations of IFTAS and RBI. IDRBT, CCIL
and INFINET CUG Member Banks

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The specifications of the components of the proposed solution are defined in generic terms on best effort basis. Reference to 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 relevant documents and bind The Bidder. All the pages of the RFP documents are to be signed by the authorized signatory along with the office seal. Any clarification sought may be mailed to rfp@iftas.in All clarifications sought shall be given in pre-bid meeting or immediately thereafter through an addendum, if necessary.

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1. Introduction

1.1. Background

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

The **INDian Financial NETWORK** (INFINET) is a Closed User Group (CUG) network specifically built for the purpose of ensuring a highly secure and reliable communication backbone for National Financial Transactions across Participants, Banks, and Reserve Bank of India. The INFINET Network in its proposed version 3.0 is expected to bring very high degree of stability, flexibility of operation, improved service standards, better technological innovation, and enhanced security standards.

1.2. Objective

- 1.2.1. IFTAS invites technically viable and commercially competitive proposals from authorized classified ISPs/Network Integrators having prior experience in design, supply, implementation, monitoring, and maintenance of similar solutions for Banks/Financial Institutes for the last three years.
- 1.2.2. This RFP is not an offer by the IFTAS, but an invitation to receive responses from The Bidders. No contractual obligation shall arise from the RFP process unless and until a formal contract is signed and executed by the duly authorized official(s) of the IFTAS with the selected Bidder.
- 1.2.3. IFTAS may modify any/all the terms of this RFP by giving due notification to all The Bidders through email or website.
- 1.2.4. The IFTAS shall enter a mutually agreeable contract with the successful Bidder. The RFP along with its amendments and clarifications if any, will be a part of the contractual obligation of The Bidder.

1.3. Definition of Terms

Throughout this RFP/Bid Document / Contract, the following terms shall have the meanings, as given below and shall be interpreted accordingly only.

- i. "RFP" means the request for proposal (this document) in its entirety, inclusive of any addenda that may be issued by the IFTAS.
- ii. "Proposal/ Bid" means The Bidder's written reply or submission in response to this RFP.
- iii. "Services" means all services, scope of work and deliverables, to be provided by a Bidder as described in the RFP and all ancillary services, necessary for the supply, design, delivery at the specified destinations, installation, testing, Implementation, Integration, putting into satisfactory operation, support & comprehensive maintenance, project management and facilities management services (FMS).

- iv. “System” or “solution” means and includes all the hardware, software, etc., required for operationalizing the proposed solution / Project and to provide the Services as mentioned in the RFP.
- v. “Bidder/Service Provider/System Integrator/Vendor” means an eligible entity/firm submitting a Proposal/Bid in response to this RFP. The legal entity who signs and submits the bid.
- vi. “Successful Bidder” or “Vendor” means any firm / company, etc., to whom work has been awarded and whose Bid has been accepted by IFTAS and shall include its authorized representatives, successors and permitted assignees.
- vii. “Acceptance of Bid” means the letter/email or any memorandum communicating to The Bidder the acceptance of its Bid.
- viii. “Agreement” means 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/s of the selected Bidder to the RFP and the contract document itself.
- ix. “Audit, Validation & Certification by OEM”: The Bidder is required to ensure that the competent team of OEM conducts an audit of the implemented solution (production environment or test environment as decided by IFTAS), in order to confirm that implementation and configuration has been done as per OEM best practices and the design is suitable to deliver the required uptime, and the required performance before Final Acceptance Testing i.e., Stabilization certificate is issued by the OEM.
- x. “Contract Period” means the period of 5 years from the date of satisfactory UAT and completion of audit along with validation and certification by all the OEMs for their respective products, constituting the overall solution. Start date for the contract period will be from the date on which certifications from all OEMs are submitted by The Bidder.

- xi. Support & Comprehensive Annual Maintenance Contract (AMC) is a post acceptance support of the solution/project for the Contracted Period. Under AMC, The Bidder shall provide comprehensive support and services for all the hardware, software and any other components which comprise the proposed solution at all the project locations.
- xii. Annual Technical Support (ATS) is post general warranty for comprehensive software maintenance. Under ATS, The Bidder shall provide comprehensive support for all the software of the proposed solution at all the project locations of IFTAS. The ATS shall be for the Contracted Period.
- xiii. “Authorized Signatory” means the person authorized by the Competent Authority of the respective Bidder (say Board, in terms of applicable statutory provisions), for signing all the documents for purpose of this bid and to enter into contract thereafter, if successful in the bidding process. The documentary evidence to establish the identity and the authority of authorized signatory must be submitted along with the bid document.
- xiv. “Installation” or “Implementation” or “Commissioning” means the installation of the hardware equipment/software/appliance at IFTAS premises or at such other location/s, as may be specified by the IFTAS implementation team and which will be considered complete only after successful sanity testing and integration of the installed solution with other existing IT/Non-IT infrastructure including security layers/components of the solution.
- xv. “Operationalization” means when all the components of the proposed solution are successfully commissioned, tested, and implemented. Thereafter, certification/s by the respective OEMs in full working conditions at to meet day-to-day operational requirements. The solution is to be designed by The Bidder to deliver wire speed performance at peak load. All micro parameters of the SLA should be designed to provide committed performance at peak bandwidth and load, throughout the contract period.
- xvi. “Site” means the place where the product/service/solution is to be delivered and commissioned or places approved by the IFTAS for the purposes of the Contract together with any other places designated in the Contract as forming a part of the Site.
- xvii. “One Time Cost” if indicated in the RFP means first year cost which includes the cost of Supply, Design, Installation, Integration, Testing, Training and Implementation of Hardware, software, and any other required component of the proposed solution.
- xviii. “Recurring Cost” means AMC/ATS for hardware, software, licenses, etc. including Resource/FMS cost and any other recurring cost defined specifically.
- xix. “Uptime” of the solution/project means the duration of time all the services are available and operational. Guaranteed required uptime as specified in SLA and calculated on quarterly in arrears basis.
- xx. “Incident” refers to any event /malfunctioning/ abnormalities in the functioning of any of the components of the proposed solution that may lead to disruption in normal operations.

- xxi. “Availability” means the time for which the services offered are available for conducting operations from the equipment / proposed solution hosted in IFTAS.
- xxii. “Support” means the 24x7 support which shall handle Change Management and resolution of Fault/incident Reporting, Trouble Ticketing, and related enquiries during the contracted period.
- xxiii. “Planned downtime/Scheduled downtime” means any time when any of the subsystems/proposed solution is/are unavailable because of Urgent Maintenance activities and any other scheduled maintenance or upgradation activities that may or may not be periodic. The approval for planned downtime shall be requested to IFTAS at least 48 hours in advance, and shall be performed only after written consent from IFTAS.
- xxiv. “Urgent Maintenance” activities are maintenance activities that cannot be postponed until the next available or scheduled maintenance window, and may include, but not limited to, restarting the applications, rebooting the servers, applying patches or fixes, reconfiguration, reloading of data etc., and must be performed post approval by IFTAS.
- xxv. “Response time” is defined as the time between the receipt of the incident report by the support team and its logging / generation of the ticket on the system.
- xxvi. “Restoration/Resolution Time” means the time taken (after the incident has been reported to the support system) till resolution subject to acceptance by IFTAS.
- xxvii. “Delivery Completion / Delivery” is considered completed on the Confirmation of delivery of all items as per the Purchase Order and successful Power-On-Self-Test (POST) at the respective sites / locations of IFTAS.
- xxviii. Man-day – 8 hours of work of a qualified person.
- xxix. Man-Month → 22 working days.
- xxx. T – Technical Score of The Bidder
- xxxi. T High – The Bidder with the highest technical score shall be ranked as T1 and shall be considered as T High for the techno-commercial score.
- xxxii. C – The final price quoted by The Bidder.
- xxxiii. C Low – The lowest Commercial Bid.
- xxxiv. TC1 – The successful Bidder after completion of the ‘techno-commercial’ Bidding process.
- xxxv. NET - Network.
- xxxvi. BG – Bank Guarantee.
- xxxvii. Bidder – Respondent to the RFP document.
- xxxviii. LAN – Local Area Network.
- xxxix. OEM – Original Equipment Manufacturer.
- xl. PBG - Performance Bank Guarantee.
- xli. SLA - Service Level Agreement.

- xlii. CUG - Closed User Group
- xlili. CCIL - Clearing Corporation of India Limited
- xliv. NI - Network Integrator; The Bidder who participates in the RFP as a complete solutions provider, across multiple networks as per the scope outlined in this RFP.
- xliv. RBI DC - Reserve bank of India Data Centers at Belapur, Kharghar, Nagpur and Bhubaneswar. Any new DC locations which may get added on shall also be classified under this definition.
- xlvi. IFTAS DC - Indian Financial Technology and Aligned services Data Centers at Mumbai and Hyderabad.
- xlvii. MB DC – This includes the RBI Data Center locations where member bank links aggregate, CCIL Data Centers, IFTAS Data Centers, IDRBT Data Centers etc.
- xlviii. P2P Links – Point to Point circuits
- xlix. INFINET Participants/Member Banks (MB) – Includes RBI Regulated Banks, Financial Entities, and any other entities approved by IFTAS.

1.4. Purpose and High level Scope of RFP

- 1.4.1. IFTAS proposes a Network Integrator model for INFINET v3.0 connectivity, which essentially indicates that all the components of the service including bandwidth links, CPE, deployment/implementation, PoC, management & monitoring, total SLA ownership and its management & administration with all other providers, including all major and minor works mentioned in the scope, are to be provided by The Bidder as a single responsible entity.
- 1.4.2. Bidder shall design, build, implement and operate a technologically advanced WAN network with high availability, high redundancy, secure, and superior architecture for all participants, members, nodal points and RBI/IFTAS, and shall deliver services as per the INFINET v3.0 framework.
- 1.4.3. The Network Integrator shall be responsible for the end-to-end solution for RBI Network (RBI-NET), Member Bank Network (MB-NET), Point to Point circuits, and any other network as required, including other ISP networks as per solution, Customer Premise equipment (CPE) and other devices required under this scope.
 - Note:**
 - a. The Bidder shall provide separate end-to-end solution (i.e., physical and logical) for each NET as mentioned above.
 - b. The Bidder shall provide a solution for communication between all the different NETs i.e., between RBI-NET, MB-NET and Point to Point circuits, as per IFTAS/RBI requirements.
- 1.4.4. Bidder shall provide 3 Tiers of SLA Terms and Conditions for MBs as required in this RFP. Participants may choose their tier level for each of the individual links they procure, and The Bidder shall be responsible to deliver as per the chosen tier combination.
- 1.4.5. Period of contract shall be for 5 years and may be extendable by another 2 years based on mutual agreement.
- 1.4.6. Bidder shall provide all the services on a Services model only.
- 1.4.7. Bidder shall provide 2 ISP links with dual last mile each, and one BSNL link at RBI DCs and RBI ROs for RBI-NET Connectivity. Any additional requirements shall also be delivered by The Bidder as required.

- 1.4.8. Bidder shall provide 4 ISP links with dual last mile each and one BSNL link at MB DCs for MB-NET Connectivity. Any additional requirements shall also be delivered by The Bidder as required. Member Banks will be provided with options to connect from these ISPs.
- 1.4.9. Bidder shall provide 2 ISP links and one BSNL link for Point-to-Point requirements at RBI Data Centers.

2. RFP Procedure

2.1. Errors and Omissions

Each Bidder shall notify IFTAS for any error, fault, omission, or discrepancy found in this document on or before the Last date for submission of queries / clarifications on the RFP.

2.2. Important Dates

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

S. No	Particulars	Description
1	Issuance of RFP document	19/01/2023
2	Last date for submission of queries / clarifications on the RFP	27/01/2023
3	Pre-Bid Meeting	02/02/2023 @ 3 pm
4	Response to queries / clarifications	13/02/2023
5	Last date for submission of Technical and Commercial Bid (Softcopy)	01/03/2023 @5 pm
6	Opening of Technical bids	02/03/2023
7	Opening of Commercial bids	To be communicated later
8	Name and address for Communication	Indian Financial Technology and Allied Services (IFTAS), 10 th Floor, C – Wing, Times Square, Andheri-Kurla Rd, Andheri East, Mumbai - 400059
9	Bid to be mailed to	RFP@iftas.in

2.3. Bidding Process

The response to the present RFP shall be submitted in two parts i.e., the technical bid and the commercial bid. The Bidder shall submit the 'technical bid' and the 'commercial bid' at the same time. The 'technical bid' shall, inter alia, contain the eligibility criteria and exhaustive, comprehensive solution details, whereas the 'commercial Bid' shall, inter alia, contain the pricing information (Commercial bid format included as at **Annexure III**). The technical bid shall not contain any pricing or commercial information and in case such commercial / pricing information is included by The Bidder in the technical bid, the bid shall be summarily rejected without assigning any reason whatsoever.

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

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

3. General Guidelines

3.1. Obligations of successful Bidder

- a. The Bidder shall supply all necessary components, services, and licenses to make the solution complete and shall not be limited by the material requirements in this RFP.
- b. The successful Bidder shall deploy their own resources for implementing the system.
- c. Successful Bidder shall be responsible for any act of its employees, staff, contractors, or consultants that may result in security breach with respect to IFTAS network.
- d. In case The Bidder is not able to deliver the complete solution within the specified timelines and/or operate the solution, as committed by The Bidder in this bid, The Bidder shall be liable to pay a sum of money, equal to the TCO amount, to IFTAS immediately.
- e. The successful Bidder will always deploy duly qualified, trained, & experienced personnel to provide services at the required location(s) for implementation, maintenance, and support activities. The names, identification proofs, COVID Vaccination report or any other health reports as required, contact numbers etc; of these personnel will be provided in writing to IFTAS, before their deployment at site, for performing any specific planned or unplanned approved activity.
- f. Changes to the set up should be carried out by the successful Bidder as per IFTAS requirements.
- g. IFTAS does not bind itself to accept the solution of the lowest Bidder or any tender and reserves the right to reject all or any bid or cancel the Tender without assigning any reason whatsoever. IFTAS also reserves the right to re-issue the Tender without The Bidders having the right to object to such a re-issue.
- h. The Bidder has to engage OEM's Professional Services for Designing, Deploying, Configuring, Implementing, Integration of the Solution at RBI-NET, MB-NET and P2P circuits. No subcontracting for resources from Bidder and OEM is permitted for the above services. Bidder should also engage their own resources along with the Project Manager resources during the implementation and commissioning processes.

3.2. Instruction to Bidders

Bidders shall send technical and commercial bids in separate mails with Subject "Technical bid for RFP "INFINITE v3.0" and "Commercial bid for RFP "INFINITE v3.0".

All Bid documents i.e., both Technical Bid and Commercial Bid shall be in PDF format and Commercial Bid shall be password protected. All the mails shall be sent by the authorised personnel of The Bidder to RFP@iftas.in.

The Bidder shall arrange for and provide the following documents during the bidding:

1. Annexure – I: Technical Bid – Order and Format in PDF
2. Annexure – II: Technical Specifications in PDF
3. Annexure - III: Commercial Bid in PDF **** This shall be protected by password and Bidders shall not share the password for commercial bid unless it is requested by IFTAS using RFP@iftas.in**
4. Annexure - IV: Commercial Bid - with Masked Prices in Technical Submission
5. Annexure - V: Deviations from Technical Specifications and Terms and Conditions of the RFP
6. [Annexure - VI: Conformation to Terms and Conditions](#)
7. [Annexure - VII: Non-Disclosure Agreement](#)
8. [Annexure- VIII: Integrity Pact](#)
9. [Annexure - XI: Performance Bank Guarantee](#)
10. [Annexure- X: Response from OEM through Bidder](#)
11. [Annexure- XI: Letter of Authority](#)
12. [Annexure- XII: OEM Undertaking](#)
13. [Annexure-XIII: Manufacturer’s Authorization Form](#)
14. [Annexure-XIV: Bidder’s Application Form](#)
15. [Annexure-XV: Declaration Letter regarding Blacklisting](#)
16. [Annexure - XVI: Bidder’s Guarantee Certificate](#)
17. [Annexure- XVII: Statement of Absence of Conflict of Interest](#)
18. [Annexure – XVIII: Procurement from a Bidder from a Country Sharing Land Border with India](#)
19. [Annexure-XIX RBI Addresses](#)

All the PDF documents shall be digitally signed by the Authorized person/s of The Bidder.

****Bidders shall not share the password for the commercial bid unless it is requested by IFTAS using RFP@iftas.in.**

4. Correction of Errors

Correction of errors in bids will be treated as follows:

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

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

5. Scope of work

- a. The Scope of this RFP is to supply, install, manage and maintain a comprehensive SD-WAN (Software Define Wide Area Network) solution for INFINET v3.0 connectivity. The Bidder is required to provide end-to end solution for RBI-NET, MB-NET and P2P links. The existing composition of each segment of network is provided below. This may change during the contract as per requirements.
 - i. RBI-NET: Consists of RBI Data Centers and RBI Regional Offices locations.
 - ii. MB-NET: Consists of RBI Data Centers for MB segment, IFTAS Data Centers, IDRBT Data Centers, Data Centers of Clearing Corporation of India (CCIL), other Institutional participants and Member Bank Data Centers/locations.
 - iii. P2P links: Point to point network connectivity between RBI DCs.
- b. The Bidder shall provide separate end-to-end solution (i.e., physically and logically) for each NET as mentioned in clause-5.a.
- c. Bidder shall supply, install, monitor, maintain and manage the entire solution for the said duration.
- d. A Network Integrator model as explained under Section 1.4 above is envisaged for the INFINET v3.0 network.
- e. The Bidder shall propose the complete solution on a services model only, during the tenure of the contract.
- f. The Bidder shall submit the solution architecture with the entire components, and this should include detailed description about the solution including the architecture diagram.
- g. The Bidder shall provide end-to-end solution for communication between the various network segments such as RBI-NET, MB-NET, P2P links or any other segments which may be created. Seamless application performance and communication between the NETs is to be ensured. Provided solution for such communication should be with zero downtime and no impact.
- h. The Bidder shall provide end-to-end services for INFINET v3.0 solution including implementation, configuration, customization, building interfaces/connectors, operationalization, management, addition/deletion of INFINET v3.0 Members for the duration of contract period.
- i. The Bidder shall provide end-to-end WAN connectivity for MB-NET with latest encryption technology, with separate tunnels created at spoke locations to access Central MB-Net DCs, where all tunnels shall be active, and all locations shall be able to reach Central MB-Net DCs without any configuration changes.
- j. The Bidder shall provide End-to-End services for INFINET v3.0 solution including implementation, configuration, customization, building interfaces/connectors, operationalization, management, addition/deletion of INFINET v3.0 Members for the duration of contract period. The proposed solution should support HUB-Spoke model for MB-to-MB DC's, Full mesh topology between MB DCs on MB-NET and shall support multi-casting.
- k. The proposed solution shall support for Full mesh Topology for RBI-NET.
- l. The Bidder shall provide proactive monitoring, management, support, and resolution services across 24 hours a day for 7 days a week across 365 days a year, herein referred to as 24x7 in the RFP.
- m. The Bidder shall propose a solution which will adhere to Cybersecurity guidelines published by RBI and other regulatory bodies including Government and shall maintain and update the same from time to time. Globally recognized guidelines shall also to be adhered to as required.
- n. The solution proposed by Bidder shall support role-based administration which can be linked to groups of WAN Virtualization appliances. Depending on their assigned roles users and administrators may have read-only or read-write access, or as required.

- o. The solution proposed by Bidder shall have the capability of Path MTU Discovery.
- p. Different QoS shall be configured for real time applications, core business applications and others.
- q. The Bidder shall provide warranty/Annual Maintenance Contract (AMC), ATS and subscriptions for devices supplied for INFINET v3.0 solution and take appropriate measures in meeting uptime levels and scalable for further requirements during the contract period.
- r. The Bidder shall provide all maintenance services that will be required for the maintenance of the Hardware and Software supplied and commissioned by them. Support and maintenance for all purposes means support for all the applications and third-party software provided, quoted, and developed by The Bidder and/or any third party and all other costs necessary and incidental for the maintenance and support of such licensed Software. Bidder shall provide such support services at all the locations covered under this INFINET v3.0 network.
- s. The Bidder shall provide training to IFTAS resources yearly twice or as per IFTAS requirement.
- t. The Bidder shall enable Tier wise SLA as mentioned in clause 12 for MB Users to choose as per their financial and technical requirement.
- u. The Bidder shall arrange and provide the following documents to IFTAS:
 - i. Invoice(s) indicating the goods description quantity, unit rent and total rent.
 - ii. Manufacturer's/Bidder guarantee certificate.
 - iii. Bidder factory audit report.
 - iv. Insurance certificate.
 - v. Certificate of origin.
 - vi. Performance Bank Guarantee.
 - vii. Bidder invoice indicating costs of services.
 - viii. IFTAS's acceptance certificate.
 - ix. Telecom Service Providers' Authorization Form (TSPAF) Certificate.
 - x. High Level Design document (HLD)
 - xi. Low Level Design document (LLD)
 - xii. Configuration template.
 - xiii. Solution document.
 - xiv. Standard Operation Procedure (SOP), i.e., to be submitted post implementation.
 - xv. Location wise Blueprint document, i.e., to be submitted post implementation.
 - xvi. Migration plan.
- v. The Bidder shall submit the above-mentioned documents, failing which IFTAS shall have the rights to withhold payment till such submission or terminate the contract with liquidation of Performance Bank Guarantee amount.
- w. The Bidder shall submit the Performance Bank Guarantee in favor of IFTAS.
- x. Notwithstanding anything contained elsewhere in this RFP, the IFTAS reserves the sole right to accept or reject the acceptance of any product/service in the event that the agreed acceptance and completion criteria are not met by The Bidder.
- y. The Bidder shall give an option to Member Banks to select any of the Service Providers identified by IFTAS, which are approved under the INFINET v3.0 framework.
- z. Site/Link Decommissioning and Bandwidth upgrade/downgrade to be followed by The Bidder as mentioned below.
 - **Site (and/or) Link decommission/ Bandwidth downgrade:**
 - a. Date reckoned shall be One week in respect of The Bidder's own link. This is valid even if The Bidder primary network/link is delivered through the last-mile of another Service Provider.
 - b. Date reckoned shall be 30 days in respect of the second/third Service provider link.

- **Bandwidth upgradation:** Date reckoned shall be from the date of the bandwidth upgrade and successful bandwidth testing (with documentary proof for ex: mails/certificate/logs). However, in case of unsuccessful bandwidth testing, the date reckoned would be from the date of the next successful bandwidth testing.
 - **Dynamic bandwidth upgradation:** (applicable for RBI-NET, MB-DC and P2P links) In view of important activities/emergency business requirements of IFTAS/RBI which demand additional bandwidth, The Bidder shall upgrade the bandwidth by an additional 50% of the capacity provisioned at a location. Such additional upgrades shall be capped at a maximum of 5 times per month per location, and shall not incur any additional charges to IFTAS/RBI. The Bidder shall ensure sufficient network capacity is planned accordingly.
 - Beyond the above-mentioned provision of bandwidth increment at every location, in case of additional bandwidth upgrade requirements beyond 5 times in a month for a location, the same shall be provided by the NI at additional commercials i.e., “Unit Price per link” which are mentioned in the commercial section, or unit per-Mbps rate derived from the respective location’s running bandwidth. Such additional commercials shall be applicable for a minimum of 7 days and charges shall be prorated accordingly.
- aa. Bidder shall provide dedicated Senior program manager (i.e., SPOC for all types of issues) throughout the contract period.
- bb. The Bidder shall ensure that the proposed solution is comprehensive and shall accommodate future requirements during the contracted period as mentioned below, but not limited to.
- Hosting new applications
 - Enabling network protocols
 - Fine tuning network parameters
 - Software/Firmware upgrades etc.,
 - MIS and Dashboarding as required
- cc. The Bidder shall provide simulation in Lab environment, followed by field PoC before implementing the solution at INFINET locations.
The lab environment may be continued post implementation phase of the project, and later converted to UAT setup in IFTAS premises for change management and training purposes.
- dd. The Bidder shall design the overall solution using a single OEM based solution for the SD-WAN components.
- ee. The Bidder shall ensure proper hardening of the hardware and software components of the solution as per the best industry practices and the security policy of IFTAS/RBI. The Bidder shall ensure updated OS/SD-WAN software versions on all the devices across INFINET locations throughout the period of the contract, and will follow the change management approval process for any upgrades.
The Bidder shall be responsible to inform IFTAS on any new OS/SD-WAN software versions or any patch updates which may be released by the OEM from the time to time and seek necessary approval from IFTAS for implementation within INFINET network. Proper simulation and thorough UAT shall be conducted before any such recommendation to IFTAS.
- ff. Delivery, configuration management, performance management, uptime and SLA management of the overall solution and reporting shall be the responsibility of the Network Integrator i.e., successful Bidder.
- gg. SLA management of the overall solution comprising of links from all service providers/multiple ISPs, hardware, software etc, i.e., the end-to-end service management shall be the responsibility of The Bidder.

- hh. The Bidders NOC shall collaborate with other ISP NOCs to deliver the overall NOC and reporting requirements elaborated in this RFP.
- ii. All the sections of this RFP detailing the requirements from The Bidder including technical, commercial, legal, general and others will be applicable to The Bidder for the overall solution, as well as each component of the solution proposed by The Bidder, and this shall be binding. By placing a Network Integrator bid, it is implied that The Bidder shall adhere to all the SLAs and penalties detailed in this RFP for each of the individual ISPs and solution components proposed by The Bidder, and The Bidder shall provide a single integrated view for all components of the solution.
- jj. The proposed solution shall be integrated seamlessly with systems like SIEM for log capture, monitor platforms, ITSM ticketing platforms for incident management, PIM for privileged access, etc.
- kk. The Bidder should submit Bill of material without mentioning the commercials, which shall include all the part numbers and quantities in the format provided under Annexure-IV along with the Technical Proposal. The line items on the bill of material that is submitted with the technical proposal should exactly match with the Bill of material in the Commercial Proposal.
- ll. The technology, service & management, commercial & penalty and all guidelines and instructions provided under this RFP, herein called as the INFINET framework, will be applicable to the entire INFINET v3.0 network including RBI-NET, MB-Net, P2P links and any new segments created in the future. The purchase orders related to RBI-NET, P2P links, IFTAS, IDRBT and CCIL locations shall be provided by IFTAS and necessary payments may also be collected from IFTAS, as per commercial terms. The purchase orders related to all other INFINET Participants shall be provided by the respective entities and necessary payments may also be collected from these entities as per commercial terms. It may be noted that the INFINET framework shall be applicable for all members of INFINET v3.0 irrespective of source of purchase order or payments made.

For any new additions in the INFINET v3.0 network, IFTAS will indicate the source of purchase order/payment entities, and The Bidder shall oblige as required.
- mm. In case for two consecutive quarters the uptime is found to be below 95% for RBI ROs and 98% for RBI, IFTAS, IDRBT, CCIL Data Center locations for a particular service provider, IFTAS reserves the right to discontinue the services of that service provider by giving 2 month notice and Bidder shall replace with alternate service provider as required by IFTAS.
- nn. In case for two consecutive quarters the uptime is found to be below 95% for INFINET Participant locations for a particular service provider, IFTAS/INFINET Participant reserves the right to discontinue the services of that service provider by giving 2 month notice and Bidder shall replace with alternate service provider as required by IFTAS/INFINET Participant.
- oo. The Bidder shall sign a Master Services Agreement (MSA) incorporating all the terms and conditions of this RFP and any amendments there in, within 2 months from the date of the purchase order.
- pp. All bandwidth configurations requested under this RFP shall be provisioned for equal amount of ingress and egress capabilities on a bi-directional basis. For e.g., a bandwidth of 10 Mbps required under this RFP indicates a concurrent availability of 10 Mbps ingress and 10 Mbps egress bandwidth.

5.1. Implementation Phase Scope of Work

- a. Bidder shall Supply, Install, Configure and Maintain INFINET v3.0 solution as mentioned in Clause 5.a at RBI DCs, RBI ROs, IFTAS DCs, IDRBT DCs, CCIL and INFINET CUG MBs locations through Multi Telecom service providers (TSP) to access INFINET applications via INFINET v3.0 smoothly and securely.
- b. The Bidder shall provide last mile connectivity through terrestrial fiber at RBI-NET, P2P locations, IFTAS locations, CCIL Data Centers, locations of other Institutions, and ensure that the last mile is delivered through redundant ring paths. Any temporary deviation on the fiber last mile requirement shall be made only after written approval from IFTAS. Such deviation, if required, shall be requested to IFTAS in writing, with complete technical details and compensating controls of the alternate solution proposed, and the duration for which such deviation may be considered. IFTAS reserves the right to accept/partially accept/accept with additional technical or commercial conditions/or summarily reject such requests.
- c. If the site/location (existing or new) is a third-party building, The Bidder is responsible to arrange necessary permissions from all relevant authorities including the building authorities for laying the cable, cross connections and any necessary works related to building premises. IFTAS/RBI shall be responsible for providing permission for server room and related works only.
- d. The Bidder shall provide each bandwidth link with dual ring protected last miles from different telecom companies/ISPs for RBI-NET, IFTAS locations, CCIL Data Centers, and locations of other institutions. The dual last miles per link should be on different ring paths, preferably terminating on different ISP POPs, with complete protection and auto-restoration features. Necessary last mile design documents shall be submitted with field representation diagrams of POPs, fiber routes and terminating locations.
- e. The Bidder shall deploy, maintain, and configure the SD-WAN controllers or any other devices to manage and maintain the SD-WAN solution at DC and DR locations in active-passive mode. SD-WAN solution failover between DC and DR shall happen without any manual intervention and without any impact to the services.
- f. The proposed INFINET v3.0 solution shall be built on the ISP/s fully meshed, “carrier-agnostic”, IPv6-ready, state-of-the-art tier-1 network backbone, which comprises of multiple high-capacity circuits. The proposed INFINET v3.0 solution would connect RBI sites on a highly redundant, secure, scalable level (i.e., bandwidth, link, SD-WAN devices including all components) via multiple last-mile circuits comprising of fiber.
- g. The Bidder shall enable re-routing of traffic for seamless connectivity between all Data Centers.
- h. The Bidder shall enable Bi-directional communication between RBI Data Centers and RBI locations; and from RBI to Member Bank locations.
- i. The Bidder shall provide their own IPV4 address (i.e., WAN only) space for INFINET v3.0.
- j. The Bidder shall enable UDP multicasting at locations indicated by IFTAS.
- k. The Bidder shall maintain sufficient spares and related equipments at its warehouses, in order to ensure high uptime as per SLA terms and conditions.
- l. The Bidder shall maintain its support centers with necessary hardware and critical components at all important locations like Mumbai, Delhi, Chennai, Bangalore, Hyderabad, Kolkata, Nagpur etc.
- m. The Bidder shall deploy CPEs (i.e., SD-WAN devices) at RBI DCs, RBI ROs, IFTAS DCs, IDRBT, CCIL and INFINET CUG MBs locations.
- n. All minor components like cables etc., shall be supplied by The Bidder and shall integrate INFINET v3.0 connectivity with RBI DC/RBI ROs/IFTAS/IDRBT/CCIL/MB user locations up to LAN devices.

- o. The Bidder shall be responsible for all the cross connections at RBI/IFTAS/IDRBT/CCIL locations. Necessary permissions will be obtained by the above said entities as required, however any cost and other physical activities shall be the responsibility of the bidder.
- p. The Bidder shall provide the feasibility reports across all RBI/IFTAS/IDRBT/MB/CCIL within 1 week from the date of receipt and location. None of the locations shall be claimed as not feasible, and necessary network extension shall be undertaken by The Bidder to ensure connectivity.
- q. Bidder shall provide advanced digital platform to IFTAS to track the delivery, monitor the project, change management, device management and incident management.
- r. The Bidder shall deploy at least EAL 3 certified network equipment for designing and configuring the INFINET v3.0 network. The OEM security certification to be provided requires to be at-least EAL 3 of the common criteria (CC) specifications. The Bidder will comply with the specifications as advised by Govt bodies.
- s. The Bidder shall have a multi-tiered architecture both for Intra-city as well as Inter-city network and shall offer redundancy at all levels from PE-to-PE.
- t. The Bidder shall assign dedicated Senior Project manager and resources during implementation phase of the project, and these resources shall be available at IFTAS premises. In case of absence by the assigned resource, handover to next in charge shall be made and disruptions in implementation schedule shall be ensured.
- u. The Bidder shall ensure that network architecture and configuration will support an uptime of 99.9975% for each physical/logical link. Any two or more telecom service providers shall be paired up for auto failover configuration, The Bidder is responsible and shall ensure Auto failover configuration at all INFINET network deployed locations.
- v. The Protocol integration, router integration and integration with LAN shall be done by The Bidder. The Bidder shall decide the suitable protocols for WAN and LAN integration for proposed the INFINET v3.0 connectivity, after necessary approval from IFTAS.
- w. All devices and softwares shall be procured with latest and stable versions. Suitable evidence is to be furnished to demonstrate purchase of new devices, with all details of the assets like date of purchase, warranty, AMC contracts etc.
- x. Auto failover (AFO) facility shall be provided between all the available ISPs at each location and the same shall be tested at periodic intervals at all INFINET locations by The Bidder. Periodic quarterly reports are to be provided by The Bidder after AFO testing at all locations. The Bidder shall demonstrate a capability of generating standard pre-formatted SLA compliance/customized reports.
- y. The Bidder shall provide write credentials for all the routers with industry practice solution (such as AAA) to IFTAS, which shall be deployed in INFINET v3.0 solution.
- z. The Bidder should detail out the pre-requisites which are required by IFTAS, such as availability of power, access permission for site etc., for the implementation phase of the project, along with the bid. Additional pre-requisites from IFTAS during implementation phase will not be entertained.

5.2. Post Implementation Scope of Work:

- a. In case of Network disruptions, IFTAS reserves the right to make any service provider interface/link/CPE down based on business requirements, after due consultations with The Bidder as The Bidder is responsible for the overall SLA. In such a scenario the link that is force configured to be down will be treated as down for SLA computation.
- b. The detailed Root Cause Analysis (RCA) of RBI, IFTAS, CCIL, IDRBT and locations of institutions, for incidents on The Bidder supplied network shall be submitted within T+1 daytime frame. Under exceptional cases the RCA may be submitted in T+2 days or more in case the cause has to be examined by the OEM. If RCA is not shared by The Bidder, then

IFTAS reserves the right to consider it as down time till RCA is received. RCA/RFO shall be submitted in the IFTAS's suggested format.

- c. For RCA/RFO of link outages, persistent issues and issues where RCA/RFO is demanded by the participant bank, The Bidder shall oblige proactively with detailed analysis and remedial action taken, within a maximum timeframe of T+2 days.
- d. The Bidder shall deliver all new requirements of IFTAS as per the provisions of this RFP.
- e. The Bidder shall coordinate with OEM and OEM shall audit the INFINET v3.0 Network after its implementation as required under this RFP. All suggestions provided by OEM must be implemented by The Bidder without additional cost. On the identification of any new threats/ vulnerabilities The Bidder shall conduct the Network Audit and address such threats/vulnerabilities.
- f. Whenever any new threats/vulnerabilities become public, successful Bidder shall bring this to the notice of IFTAS immediately and help/guide IFTAS in the same. The Bidder shall put their maximum efforts and deploy their best resources to resolve all issues at the earliest possible time frame (high risk- immediate, medium – 4 days, low risk – one month) at all locations and ensure appropriate uptime. If for the three consecutive months, a particular link uptime is 0% then Bidder shall replace the respective Service Provider at no additional cost.
- g. If a particular link is not stable or is providing less uptime even after deploying systematic network improvement plans (SIP) for 3 times, then Bidder shall rearrange the existing fiber connectivity in a different path or shall deploy alternate ISP last mile.
- h. The Bidder's Network Operation Centre (NOC) shall be made available on a 24x7 basis to meet the network management requirements with the uptime of 99.9975%. The NOC support provided by The Bidder shall comprise of highly qualified technical resources with adequate ITIL processes maintained there-in.
- i. All cost towards providing NOC services shall be borne by The Bidder including equipment charge, bandwidth, obtaining network approval, license fees etc.
- j. The Network Operations Centre shall be running a 24x7 Technical Assistance Centre (TAC) with dedicated number.
- k. The Network Operation Centre shall have direct access with OEM TAC for raising and resolving technical issues.
- l. All the processes followed by the Network Operation Centre shall be based on ISO standards and should be ITIL compliant.
- m. 24x7 telephonic technical support shall be provided by The Bidder for online troubleshooting and addressing of technical issues, if any, including configuration, breakdowns, etc. under the supervision of IFTAS. Onsite support for hardware replacements, or for any troubleshooting and support which are not possible remotely from Bidder NOC shall be arranged promptly.
- n. IFTAS should be able to log calls directly by web/email or over phone, with The Bidder and OEM on a 24x7 basis, during the contract period. The Bidder shall confirm and submit its escalation matrix for smooth conduct of the project and prompt resolution of issues, as required by IFTAS.
- o. The Bidder shall provide and install all software updates/enhancements, releases, bug fixes, upgrades, version upgrades, subscription etc. for all the hardware and software covered under the proposed solution during Warranty and AMC/ATS period with OEM without any additional cost to IFTAS. The AMC shall include support, upgrades, new release (Minor/Major) versions; security and bug fixes, etc. for the hardware / software with the necessary documentation.
- p. Configuration management: All SD WAN read-write access will be under the change management process of IFTAS. Necessary tool be is to be deployed on IFTAS premises and

used exclusively for INFINET, for the purpose of managing the access privileges. Password generation for read-write access is expected to be generated by the tool for every login/access, for the purpose of configuration/other changes. Providing such access will be as per IFTAS change management policy.

- q. Providing such centralized tool is the responsibility of the bidder under the overall scope of the project, and the bidder shall ensure that no data loss shall occur (i.e., Historical logs, reports, etc., shall be made available) in the event of down time. Necessary HA/redundancy based system shall be deployed by the bidder.
- r. The Bidder shall undertake thorough analysis of all OS/software versions/vulnerabilities/patch upgrade/firmware upgrade requirements, once every 6 months or as per the availability of new versions from OEMs or threat perceptions from the intel sources. Detailed report shall be submitted to IFTAS with suggestions and recommendations on upgrade requirements.
- s. If an INFINET CUG member/participant faces issues that are not getting resolved through remote NOC, and the participant requests the presence of onsite engineer at their locations, The Bidder shall arrange the same within the timelines as mentioned below:
 - Metro Site: within 2 hours
 - Non-metro Site: within 4 hours
 - Rural Site: within 8 hours
- t. The Bidder shall enable report customization (i.e., date, timings, circuit, tickets, etc.,) in their monitoring tool to export/download the reports as per requirement.
- u. The Bidder shall arrange for at least one Operations Committee meeting every month and the same shall be attended by Senior Project Management/Service Management personnel from The Bidder's end. The Bidder shall also arrange for a minimum of one Governance/Steering Committee meeting every quarter, and the same be attended by the Senior Management team of The Bidder. Detailed presentation on service, support, performance, and improvement plans will be presented by The Bidder, with action taken reports (ATR) on issues and other relevant matters.
- v. Bidder shall shift the devices/location/last mile connectivity in building/in city/out city without any additional cost.
- w. The Bidder shall assign minimum 2 resources at IFTAS premises during the implementation phase of the project.
- x. UAT shall be performed for complete INFINET v3.0. solution i.e., including SD-WAN parameters (i.e., application awareness routing, Voice over traffic prioritization, AFO, Load balancing, application wise routing based on bandwidth throughput, link flapping, packet loss, latency, etc., not limited to mentioned parameters), IFTAS shall provide approval after successful UAT testing and after submitting Acceptance Test Plan (ATP) document for each location with required logs.
- y. If any INFINET user including RBI/IFTAS/CCIL/IDRBT/MBs are not satisfied with the performance of any ISP, IFTAS/MBs reserve the right to cancel the PO and change the Service Provider within 2 months and the NI shall enable and facilitate smooth transition. However, in exceptional cases IFTAS may at its discretion extend this period up to 3 months.
- z. Bidder shall perform cabling, tagging, and dressing activities yearly once if required, and submit the report with interface details.
- aa. If RBI/MB terminates the services at a location, then Bidder shall collect the devices from that particular location within 7 working days.

- bb. IFTAS will carry out VAPT testing periodically and submit the reports to Bidder if any vulnerabilities are identified. Bidder shall fix the vulnerabilities immediately for all critical observations, within a week for medium/low observations.
- cc. IFTAS/RBI reserve the rights to perform any audit by itself or by external agencies, on The Bidder provided hardware, software components or on entire solution. The Bidder is responsible to ensure remedial fixes for the audit observations within the timelines specified by IFTAS.
- dd. As and when new office is proposed to be annexed by IFTAS/RBI, the order would be placed with the successful Bidder as per the contracted rate and terms and conditions under this RFP, for providing the end-to-end services or as required. The successful Bidder is required to deliver, install, terminate the transport media, and configure the devices without any additional / one time cost to IFTAS. All charges for the new locations shall be as per prices discovered under this RFP.
It may also be noted that a new Data Center location is proposed near Bhubaneswar Info valley park currently, for which the delivery of links is expected to be completed by around the year 2023/24. Bidder may take note of the same and consider necessary network provisions for on time delivery.

5.2.1 Performance tracking and Reporting

The Bidder shall be bound by the Service Levels specified in this RFP for – Delivery, Project Implementation, On-site Support Services, etc. at all sites of IFTAS.

- i. Centralized Dashboard with state art Integrated Performance Management (IPM) is required to be provided by The Bidder, and the same shall be enabled with various levels of access based on customizable roles and responsibilities.
- ii. The Bidder shall provide reports on all issues which are logged, open and closed with details of Downtime as per SLA matrix. The frequency of the report will be Weekly, Monthly, Quarterly, or as agreed to between IFTAS and The Bidder.
- iii. Bidder will generate reports of incident response including resolution or workaround.
- iv. The Bidder shall share reports in specified reporting format. Frequency of reports shall be communicated by IFTAS as required.
- v. A Bidders Network Operation Centre (NOC) shall be available on a 24x7x365 basis in order to meet the network uptime requirements as specified under the various SLA Tiers. This NOC shall operate as a Technical Assistance Center (TAC) and provide technical services on a 24x7x365 basis. This NOC is required to be placed at The Bidder's premises, owned and operated by The Bidder, and connected to IFTAS network through links provided by The Bidder.
- vi. All cost towards providing the NOC support services as mentioned above shall be borne by The Bidder including equipment charge, bandwidth, obtaining network approval, license fees etc.
- vii. The Bidder shall provide dedicated monitoring tool to monitor all network level parameters including uptime, performance as per technical requirements, bandwidth utilization, IP/application wise monitoring, and for monitoring all the SD-WAN features such as AFO, Load balancing etc.
- viii. The Bidder shall provide the below mentioned system generated reports for all locations:

- Daily report of tickets with status including RFO/RCA shall be shared twice a day (morning and evening) or as per IFTAS preferred timings.
- Monthly uptime report of all locations shall be shared by the 2nd calendar day of every consecutive month.
- Bidder shall submit the Asset/Inventory details which includes hardware make, model, serial number, installed firmware version, new firmware available with the OEM, warranty details, AMC details, health of the device, any alarms or alerts triggered during the month etc.
- Utilization and latency daily report of all locations shall be shared on consecutive day.
- The Bidder shall enable report customization (i.e., date, timings, circuit, tickets, etc.,) in their monitoring tool to export/download the reports as per requirement.
- Centralized Dashboard: Bidder shall provide customized portal for viewing real-time performance of all links with necessary statistics as required by IFTAS. Dashboards should be comprehensive and provides for management, performance/uptime, MIS report (canned and dynamic) as per required parameters shall be a part of such portal view.

5.3. IP Schema

- a) The Bidder shall design the overall solution with dual stack option (IPv4 & IPv6), and ensure conversion whenever required, with minimal configuration changes, at no additional cost to IFTAS. The plan of action and timelines for such migration shall be provided by The Bidder as required.
- b) The Bidder shall comprehensively design the IP schema for INFINET v3.0 using IPv4 and IPv6 address format for all locations.
- c) The IP Schema shall be simple and scalable, with the capability to address future requirements as well.
- d) The entire INFINET v3.0 setup shall be operational using IPv4 from the day of implementation and should migrate to IPv6 as decided by IFTAS.

5.4. User Acceptance Tests and Criteria for completion

Acceptance of the solution deployment will be provided after completion of the two phases of solution deployment.

In Phase-1, the successful Bidder shall deploy the network and demonstrate actual functioning of all the design features and capabilities of SD-WAN and the overall solution, as required under this RFP across at all locations.

In Phase-2, the successful Bidder shall ensure smooth migration of production traffic onto The Bidder deployed SD-WAN network.

- i. The successful Bidder shall demonstrate the capabilities and perform complete testing at each site/location mentioned in the RFP.
- ii. The UAT format shall be communicated by IFTAS.
- iii. UAT acceptance signoffs from IFTAS will be considered as completion of UAT.
- iv. Bidder shall demonstrate the below parameters during the UAT.

- Demonstrate all the functions and features as required under this RFP.
- Deliver wire-speed performance during peak load.
- All features and functionalities of the SD-WAN solution should be demonstrated at design capacity of the solution.
- All bandwidth performance parameters such as latency, packet loss, jitter etc are to be demonstrated and assured at 100% capacity of the provisioned bandwidth at every location/link.
- Hardware & license verification
- Support contract date confirmation
- Solution configuration
- Demonstrate the Bandwidth
- AFO testing
- Application awareness routing and testing
- HA configuration and testing between head-end devices (Controllers)
- Required feature enabling and show case
- OEM should audit and certify the deployed solution for technical, design, functional, operational and security considerations, after implementation across all locations.
- Demonstrate full and clear bandwidth throughput.
- Demonstrate speed and access to required sites consistently.
- Integrate the solution provided by The Bidder on-to The Bidder's remote management NOC and demonstrate all required reports including dashboard for IFTAS/RBI. IFTAS will physically inspect the remote NOC and personnel managing the same, before approval.

The above test cases listed are indicative and IFTAS may add more test cases during the UAT stage based on requirements.

For any new location which may come up during the tenure of the contract, after the initial phase of project delivery, similar UAT and ATP tests will be applicable.

6. Existing Setup

Details of the existing INIFNET v2.0 can be provided to The Bidders upon request.

7. Project Milestones

The detailed break-up of project delivery milestones are as tabulated below:

Activity	Key Activities	Timelines
1	Project kick-off	Within 1 week from the date of the Purchase Order.
2	HLD and LLD, implementation plan, blueprint documents, detailed architecture documents etc.	Within 3 weeks from the date of Purchase Order.
3	Hardware and Software delivery	Within 20 weeks from the date of Purchase Order

4	Installation, Configuration, Integration, Testing and Implementation of Phase -1 of the solution	Within 25 weeks from the date of Purchase Order
5	Phase – I Acceptance Testing	Within 27 weeks from the date of the Purchase Order.
6	Phase -II Migration	Within 30 weeks from the date of the Purchase Order.
7	Completion of Phase – II Acceptance Testing, Training, Documentation and Signoff	Within 32 weeks from the date of the Purchase Order.

- Any exigency due to unforeseen conditions may be discussed with IFTAS for consideration. The decision on extending the timelines will be under the sole discretion of IFTAS.

8. Eligibility Criteria

Those Bidders, who satisfy all the eligibility criteria as mentioned herein below, may only respond. Documents in support of all eligibility criteria are required to be submitted along with the Technical Bid. Offers received from The Bidders who do not fulfill any of the following eligibility criteria are liable to be rejected.

S. No	Eligibility Criteria	Documentation Required/Compliance/Non-Compliance
1.	Bidder must have registered under the Companies Act, 1956/2013, registered with the Goods & Services Tax Authorities and must also have completed 3 years of experience/ operations as on the Bid calling date.	Attested copy of the Certificates of Incorporation and Registration of the Bidder with ROC and GST Authorities.
2.	The Bidder shall have a minimum annual turnover of at least Rs. 100 Crore in each of the last three financial years (for e.g., 2019-20 & 2020-21,2021-22). The Bidder shall have positive net worth in each of the last three financial years.	1. Copies of Certified Audited Balance Sheets for the last 3 years are required. If the Statutory Audit for the current financial year is not yet complete, an un-audited statement shall be furnished. However, Chartered Accountant certificate shall be required for certifying the Revenue for the current financial year. 2. Proof of Annual Filings i.e., Company's Current Master Data as

		reflected on the Ministry of Corporate Affairs and/or the Payment Challans of the Annual Filings done for the immediately 02 financial years.
3.	The bidder shall have highest/second highest level of Partnership with the OEM for all the primary components of the solution as determined by IFTAS	Partner certificate copy shall be enclosed. A copy of MOU / Agreement between OEM and the bidder or necessary endorsement from bidder for the same shall be enclosed.
4.	Bidder must have a minimum of 4 successful live installations with service delivery, of SD-WAN based MPLS services. A minimum of 1 such implementations should be across 750+ sites.	Details of the projects and the PO to be submitted along with the technical bid.
5.	The proposed Bidder should possess Category - A ISP and NLD Licenses from respective regulator.	Necessary copy of such license to be provided
6.	Bidder & OEM should have direct support offices in India with technically qualified engineers who have expertise and track record in installations and support of the proposed solution.	Details to be provided as per Annexure I and Annexure XII
7.	The bidder and proposed solution should not be from countries which share a land border with India unless registered with the Competent Authority constituted by the Department for Promotion of Industry and Internal Trade (DPIIT) in accordance with General Financial Rules 2017 of Government of India.	Details to be provided as per Annexure - XIV

- a) The Bidder shall demonstrate superior experience and strength in MPLS deployments across the country using SD-WAN.
- b) The Bidder should have extensive and hands on experience in MPLS technologies with well-trained manpower and ability to provide technical support across the country.
- c) The OEM proposed by the bidder for SD-WAN solution shall be mature, stable, and well proven, with good experience in similar critical projects in BFSI.

- d) The Bidder should have experience in designing, deploying and managing the proposed SD-WAN solution of the quoted OEM against this RFP, for a period of at least three (3) years, in large organizations having branches across India. The Bidder shall provide references (including Referee names and contact details) to substantiate the deployments.
- e) 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.
- f) The Bidder must warrant that key project personnel to be employed in this project have been sufficiently involved in similar past installations.
- g) The Bidder shall demonstrate its proven expertise and shall give site reference and, organize visits to facilitate the same.
- h) 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/IFTAS locations. The Bidder shall share the list of depots where spares are maintained.
- i) The Bidder should be able to arrange spares as per location criticality and other related equipment's to ensure high uptime as per SLA and they should provide complete details of their service set-ups.
- j) The Bidder shall provide previous three financial year's audited Balance Sheet and Profit and Loss reports.
- k) The Bidder must demonstrate that it has been engaged in the provision of SD-WAN technology for other large National / International Financial / Banking Institutions.
- l) The Bidder shall provide references (including Referee names and contact details) in respect of major projects of similar technology completed in the last three (3) years by The Bidder in any large organization and having its offices / branches across India.
- m) The Bidder should have experience in designing and implementing WAN architecture, policy, standards, procedures etc. for various large organizations in India.
- n) The Bidder must warrant that there is no legal action being taken / pending against it for any cause in any legal jurisdiction. If such an action exists and The Bidder shall provide all the necessary details to ensure that it does not affect its ability to deliver and service, the RFP requirements.
- o) The Bidder must organize the bid in accordance with the format specified in the RFP document.
- p) The cost of bidding and submission of RFP documents is entirely the responsibility of The Bidder, regardless of the conduct or outcome of the RFP process.
- q) The Bidder shall work in close association with other service providers working for INFINETv3.0 solution, and provide detailed documentary proof of collaboration, if required.
- r) The Bidder shall have professional service support MAF certification from the original equipment manufacturer (format attached in the subsequent part of this RFP).
- s) The Bidder shall have large proven project execution capability and experience (documents demonstrating capability of The Bidder to execute large similar projects of corporate internet for locations spread across India to be submitted).
- t) The Bidder shall submit periodic confirmatory reports that they are operating in line with DoT and other Government regulations and possess certifications laid down by the regulator.
- u) The Bidder shall deploy network equipments/software cleared by security agencies and other relevant agencies of the Government of India.

- v) Only one bid shall be permitted from a Bidder, as a response to this RFP. Multiple bids from the same bidding company or its group companies will not be entertained.
- w) Failure to adhere to any of the conditions specified in the Eligibility Criteria will lead to disqualification of the bid and the decision of IFTAS on this matter will be final.

9. Evaluation of BIDs

9.1. Evaluation Process

- a. For the purpose of the evaluation and selection of Bidder, a three-phase bidding process will be followed as mentioned below:
 - ✓ Phase 1 – Eligibility Criteria Evaluation
 - ✓ Phase 2 – Technical Bid Evaluation
 - ✓ Phase 3 – Commercial Bid Evaluation
 - ✓ Phase 1 and Phase 2 will be part of Technical Bid stage
- b. The Final Bidder will be selected, on basis of Techno-Commercial evaluation.
- c. In the first phase, Bidders will be evaluated based on the Eligibility Criteria provided in Section 8.
- d. In the second phase, only the 'Technical Bids' of those who are found eligible in Phase 1, will be evaluated as per Technical Evaluation Matrix below and a technical score would be arrived at. Bidders scoring a minimum score of 75 marks or more will be declared technically qualified. The Commercial Bid(s) of only those Bidders, who are short-listed after technical evaluation, would be opened. In the event of adequate number of bidders not qualifying for opening of the Commercial Bid, IFTAS may, at its sole discretion, reduce the minimum threshold technical score / mark criteria to select adequate number of bidders for Commercial bid evaluation.
- e. During evaluation and comparison of Bids, IFTAS may, at its discretion, ask the Bidders for clarification on the Bids received. The request for clarification shall be in writing and no change in prices or substance of the Bid shall be sought, offered, or permitted. No clarification at the initiative of the Bidder shall be entertained after bid submission date. 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 would NOT be processed further.
- f. In the third phase, the Commercial Bids of only those bidders shall be evaluated who have qualified in the technical evaluation. The remaining Commercial Bids, if any, shall not be opened.
- g. While the technical score carries a weight of 70 %, the commercial score carries a weight of 30 %.
- h. All the Technical Bids received up to the specified time and date will be opened for initial evaluation on the time and date mentioned in the schedule of events. The Technical Bids will be opened in the presence of representatives of the Bidders who choose to attend the same.

9.2 Technical Evaluation Matrix

- Technical Bids will be opened and evaluated based on the technical bid submissions and presentations.
- An eligible Bidder will be invited to IFTAS to make an exclusive presentation detailing the proposed solution, implementation approach, rollout strategy etc. for the solution.
- The Bidder is required to present details of the solution including proposed hardware/software and its related environment, configuration etc., keeping in view the requirements of the RFP.
- IFTAS may interact with the Customer references submitted by the Bidder, if required.
- An overall cut-off score of 75 marks or above (as decided by IFTAS) will be essential for a Bidder to qualify for the next stage of the selection process i.e., commercial evaluation.

The following parameters (illustratively) will constitute the evaluation criteria:

S. No	Parameter	Details	Maximum Score
1	Experience of a Bidder in implementing similar projects.	<ul style="list-style-type: none"> Number of similar projects completed, implemented, and operationalized in the past 5 years. 	20
2	Functional & Technical Requirements	<ul style="list-style-type: none"> Adherence to Technical and Functional specifications as per Annexure II and scope of work. Detailing the Technical Architecture and Design of the solution offered, meeting IFTAS requirements. Administrative ease (GUI vs CLI) and Support: <ul style="list-style-type: none"> Efforts for setting up & configuration of the solution. Visibility, tracking and log formation. Support. SD-WAN features and functionalities Reporting – Type, nature, and quality of reporting/reports/dashboards etc. 	20
3	Implementation and Management	<ul style="list-style-type: none"> Expertise & capability to complete project on time Post implementation support TAC/NOC quality (First time right) Speed and quality of Field support Patching frequency and Bug/issue resolution quality 	20
4	Product Demo and Proof of Concept	<ul style="list-style-type: none"> Demonstration of technical capabilities as per technical specifications required in the RFP 	20
5	Technical Presentation	<ul style="list-style-type: none"> Presentation based on the understanding of IFTAS requirement. The extent to which the plan for the implementation of the solution conforms to the objectives mentioned in the RFP. Implementation Plan along with support for IFTAS SLA requirements. 	20
Total			100

In the event of only one responsive Bidder or only one Bidder emerging successful after the completion of the technical evaluation process, IFTAS reserves the rights to continue or discontinue with this RFP process. The decision by IFTAS shall be final.

9.3 Techno-Commercial Evaluation

Bids will be evaluated as per Combined Quality Cum Cost Based System (QCBS). The Technical bids will be allotted weightage of 70 % while Commercial bids will be allotted weightage of 30 %.

A combined score will be arrived at after considering the nominal commercial quote and the marks obtained in technical evaluation with relative weights of 70 % for Technical Bid and 30 % for Commercial Bid according to the following formula:

$$\text{Total Score} = [(T\text{Bidder}/T\text{Highest}) * WT] + [TCO\text{Lowest}/TCO\text{Bidder}] * WC$$

TBidder = Technical score of the respective qualified bidder

THighest = Highest Technical score out of all qualified bidders

WT = Weight for Technical Evaluation (as mentioned in the RFP/Tender Document)

TCOBidder = TCO of the respective qualified bidder

TCOLowest = Lowest TCO out of all qualified bidders

WC = Weight for Commercial Evaluation (as mentioned in the RFP/Tender Document)

The Bidder obtaining the highest total score in evaluation of technical and commercial bids will be ranked H-1 followed by bidder securing lesser marks as H-2, H- 3, etc. The Bidder securing highest combined marks and ranked H- 1 shall be declared as the Successful bidder and be eligible for award of contract.

Sl. No.	Bidder	Technical Marks	Absolute Commercial (in INR)	Weighted technical score (TBidder/THighest)* WT	Weighted commercial score TCOLowest/TCOBidder)*WC	Total Score	Rank
1	A	90 (THighest)	60	90/90 *70 = 70	50/60*30 = 25	95.00	H-1
2	B	80	70	80/90*70 = 62.22	50/70*30 = 21.43	83.65	H-3
3	C	75	50 (TCO Lowest)	75/90*70 = 58.33	50/50*30 = 30	88.33	H-2

In the above example, 'A' with the Highest Total score becomes the successful bidder.

10 RFP Response

10.1 Technical Bid

The technical bid should follow the order and format provided in **Annexure I**.

Should there be any technical deviations / clarifications / queries, a deviation from technical specifications document as per **Annexure V** shall be provided.

10.2 Commercial Bid

The commercial bid shall be submitted strictly as per **Annexure III** and shall be submitted in separate mail as a **password protected** file. It shall be submitted in clear printed form. Any handwritten bid and any bid in a modified format shall be rejected.

The lowest cost (L1) Bidder will be identified after completion of the due commercial evaluation process including comparison of all the components, as per **Annexure III**.

11 Warranties, AMC and Support

- a. All products/software licenses/firmware etc shall be of Enterprise class and category, from the OEM. The Bidder is responsible and shall ensure that all hardware/software/firmware etc which are part of the solution provided by The Bidder shall be within Enterprise class warranty/AMC throughout the contract period.
- b. The cost of warranty, AMC, ATS, licensing cost etc shall be included within in the Total Cost of ownership mentioned in the Commercial bid sections, and no additional amounts shall be payable by IFTAS towards Warranties, AMC or support during the period of this contract.
- c. The successful Bidder shall provide 24x7x365 support during the contract period.
- d. The Bidder shall have detailed call logging procedures with the OEMs including the escalation procedures for maintenance throughout the contract.
- e. Bidder agrees that during the tenure of the contract, should there be any new release of features or upgrades, the same shall be implemented in the solution without any additional cost.
- f. Without prejudice to the Warranties or AMC given for individual products or services under the solution, The Bidder shall warrant to IFTAS that:
 - i. The Total environment, emerging from integration of the proposed solution with existing environment, represents a complete, integrated solution meeting IFTAS requirements as detailed in the signed contract, (including this RFP), and shall provide for meeting the stipulated service levels and the performance set forth therein. The Bidder shall accept responsibility for the overall integration in accordance with the requirements.
 - ii. The Bidder also warrants that all the systems / products supplied under the contract shall have no defect arising from design or from any act of omission by the OEM. The Bidder shall make necessary efforts (including replacement of the systems/ products) to correct the

- defects in the systems / products that constitute deviations from the technical specifications.
- iii. Any defective equipment/software supplied by The Bidder shall be replaced by The Bidder at no additional cost to IFTAS, including all incidental costs of the upgrades, new release (Minor/Major) versions, bug fixes, etc. for the software. In such a situation, all the necessary documentation shall also be supplied to IFTAS at no extra cost.
 - iv. If the deliverable(s) is declared End of Life (EOL) or End of Support anytime during the contract period, the successful Bidder shall forthwith replace the equipment at no additional cost to IFTAS, post seeking approval from IFTAS in writing.
 - v. If The Bidder fails to remedy a defect within reasonable period or does not provide support as per the terms of RFP, IFTAS may invoke the applicable penalties and/or proceed to take reasonable remedial actions as may be necessary after giving due notice within the overall framework of the contract and the SLA within. Notice can be through letter, email, etc. or any other acceptable mode of electronic communication.
 - vi. The Bidder shall ensure that the AMC contract with the OEM is of highest category throughout the contract period.
 - vii. Under AMC / ATS, The Bidder shall offer comprehensive support for hardware, System software etc. supplied at all the sites. The AMC/ ATS should commence upon successful completion of the warranty period as per the specifications, terms and conditions specified in the RFP.
 - viii. The Bidder shall provide and install all software updates/enhancements, releases, bug fixes, upgrades, version upgrades, subscription etc. for all the hardware and softwares covered under the proposed solution during the contract period without any additional cost to IFTAS. The Warranty/AMC shall include support, upgrades, new release (Minor/Major) versions; security and bug fixes, etc. for the hardware / software with the necessary documentation.
 - ix. The Bidder shall provide all Maintenance Services that will be required for the maintenance of the Software supplied and commissioned by them. Support and maintenance for all purposes means support for all the applications and third-party software provided, quoted, and developed by The Bidder and/or any third party and all other costs necessary and incidental for the maintenance and support of such licensed software. Bidder shall provide such support services at all the deployment locations under INFINET.
 - x. Bidder shall ensure compatibility of the software and hardware releases to the implemented solution.
 - xi. Bidder shall ensure hardening of the hardware and software as per the best industry practices and the security policy of IFTAS.
 - xii. Bidder shall ensure that all the vulnerabilities, being detected, are duly addressed periodically as per the agreed timelines and business requirements.
 - xiii. The Bidder proposal shall support on 24x7x365 basis.
 - xiv. 24x7x365 telephonic and online support shall be provided by The Bidder for online troubleshooting to address technical issues, if any, including configurational and breakdowns, under the supervision of IFTAS.

- xv. IFTAS will be able to log calls directly by web/email or over phone with The Bidder and OEM 24x7x365 during the contract period. The Bidder conforms and shall submit its escalation matrix for the unresolved issues, if any.

12 SLAs and Penalty

12.1 Definition for Operational SLAs

For maintaining the highest standard of operational requirements, the SLA definitions and terms are herein specified in this contract which shall have the meanings set-forth below:

- i. **“Service Requests”** are the requests raised by IFTAS for support, information, advice, or documentation, and is not related to any failure in the solution provided by The Bidder.
- ii. **“Incident Requests”** refer to any event / occurrence of abnormality in function of the proposed solution, or failure of any component of the proposed solution that may lead to disruption from or a behavior other than the normal or expected operations. Should there be an incident due to the underlying hardware and The Bidder made known of it, The Bidder necessarily needs to restore the device (hardware) within the defined timelines. IFTAS has the discretion to define the incident severity, which are as below:
 - iii. **“Support”** shall mean the 24x7 coverage to handle Change Management and resolution of Faults/incidents raised by IFTAS which are logged, tracked, attended to immediately with the capability of remote testing, troubleshooting, and identifying the cause, and provide workaround or resolution to incident or issues Trouble Ticket by providing patch updates, upgrades, organizing and delivering parts at IFTAS DC sites, as required and as per the contract.
 - iv. **“Availability”** shall mean the time for which the services offered are available for conducting operations of the equipment / solution hosted in IFTAS.
 - v. **“Business Operation Hours”** for IFTAS shall be 24x7 minus the planned downtime, urgent maintenance taken up by IFTAS, as per recommendation by Bidder or otherwise as necessitated under mutual consent of IFTAS and The Bidder.
 - vi. **“Business Downtime”** is the actual duration for which the proposed solution is not able to service IFTAS business, due to failure of solution or any component of infrastructure thereof as defined by IFTAS in the RFP and agreed to by The Bidder. The "Business Downtime" will be calculated on daily monthly basis and for all performance appraisals, and the downtime will form part of core measurement for assessment / escalation/ penalty, etc.
 - vii. **“Response time”** is defined as the time between receipt of the incident raised by IFTAS and logged by The Bidder support team on their system to the acknowledgement by the ticket logging team. Response time shall be within **15 minutes** for all categories of incidents.
 - viii. **“Resolution Time”** shall mean the time taken (after the incident has been reported to the support team) until its original functionality is restored by fixing the root cause. The severity parameters have been defined above.

- ix. **“Workaround Time”** shall mean the time taken (after the incident has been reported to the support team) until the equivalent functionality is restored without fixing the cause but using other options.
- x. **Planned Downtime:** Planned downtime shall mean any time when any or all the subsystems/solution are unavailable because of Urgent Maintenance, upgrade activities and any other scheduled maintenance that may or may not be periodic. The planned downtime will be notified at least 48 hours in advance or as practicable.
- xi. **Urgent Maintenance** activities are maintenance activities that cannot be postponed until the next available or convenient maintenance window, and may include but not limited to restarting applications, rebooting servers, applying patches or fixes, reconfiguring, reloading data etc.

12.2 SLA Terms and Conditions

The time taken to resolve any problem at any location (RBI DC’s/RBI RO’s/ IFTAS/CCIL/MB) is immediate and router replacement, if required, shall be done without delay.

Router replacement:

S.No	Description	Duration to complete the Router replacement
1	<ul style="list-style-type: none"> a. All Data Center locations of RBI/IFTAS/IDRBT/CCIL/RBI COB/RBI MRO and any new critical classified locations b. All sites which are in Metro locations of RBI/IFTAS/IDRBT/CCIL and Member Banks 	<2 hours
2	<ul style="list-style-type: none"> a. RBI ROs in non-Metro locations b. Member Bank sites in non-Metro locations 	<4 hours
3	Member bank Data Center locations in rural areas	<8 hours

- i. Penalty on end-to-end circuit will be applicable as per penalty slab in the tier-wise penalty section mentioned below, and there shall be no relaxation based on the above-mentioned router replacement timelines.
- ii. The network uptime is calculated based on tier level SLA service opted/contracted by RBI/IFTAS/MB/CCIL users. Details of the tier levels are mentioned below.
- iii. Mumbai, Delhi, Chennai, Kolkata, Hyderabad, Bangalore, Pune, Nagpur, Bhubaneshwar will be considered as Metro location for the purpose of this RFP.
- iv. All other major cities and RBI RO locations which do not fall into the Metro location category, will be considered as non-Metro Locations.
- v. Locations with less than 10 lakh population will be classified as rural location.

SLA and Penalty Stipulations:

a) Tier-1 SLA Slab: Day-wise calculation per link

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

S.No	Level of Network Uptime per link	Penalty per link on contract amount
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

Penalty Stipulations:

Penalties applicable for Tier1 services are as mentioned below:

- Downtime includes Non-availability of INFINET v3.0 Infrastructure and INFINET v3.0 services or business impact (due to Latency/bandwidth/other reasons).
- The penalty will be levied for not meeting network level uptime parameters as under and is not limited to (Considered as link down till restoration):
 - Packet Loss > 0.5% continuously for more than 3 minutes.
 - Avg Latency > 50 msec for more than 3 minutes till 100% of bandwidth consumption
 - Link/Protocol/route Flapping.
 - Last mile/Router outages
 - CPE related outages/issues
 - Configuration issues and Maintenance issues
 - Traffic/ Application not passing via link due to WAN devices/Cloud/link issues/any reason
- Business outages on account of cloud connectivity issues on-resolution of outstanding issues affecting the business.

b) Tier-2: SLA Slab: Day-wise calculation per link

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

S.no	Level of Network Uptime (per link wise)	Penalty per link on contract amount
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

Penalty Stipulations:

Penalties applicable for Tier2 services are as under mentioned below:

- Downtime includes Non-availability of INFINET v3.0 Infrastructure and INFINET v3.0 services or business impact (due to Latency/bandwidth/other reasons).
- The penalty will be levied for not meeting network level uptime parameters as under and not limited to (Considered as link down till restoration):
 - Packet Loss > 0.5% continuously for more than 3 minutes.

- Avg Latency > 100 msec for more than 3 minutes till 100% of bandwidth consumption
- Link/Protocol/route Flapping.
- Last mile/Router outages
- CPE related outages/issues
- Configuration issues and Maintenance issues
- Traffic/ Application not passing via link due to WAN devices/Cloud/link issues/any reason
- Business outages on account of cloud connectivity issues on-resolution of outstanding issues affecting the business.

c) Tier-3: SLA Slab: Day-wise calculation per link

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

S.no	Level of Network Uptime (per link wise)	Penalty per link on contract amount
1	>=99% to 100%	0 % Penalty
2	>98% to <=99%	10 % Penalty
3	> 95% to <=98%	30% Penalty
4	<95%	No Payment of rental charges

Penalty Stipulations:

Penalties applicable for Tier2 services are as under mentioned below:

- Downtime includes Non-availability of INFINET v3.0 Infrastructure and INFINET v3.0 services or business impact (due to Latency/bandwidth/other reasons).
- The penalty will be levied for not meeting network level uptime parameters as under and not limited to (Considered as link down till restoration):
 - Packet Loss > 0.5% continuously for more than 3 minutes.
 - Avg Latency > 100 msec for more than 3 minutes till 100% of bandwidth consumption
 - Link/Protocol/route Flapping.
 - Last mile/Router outages
 - CPE related outages/issues
 - Configuration issues and Maintenance issues
 - Traffic/ Application not passing via link due to WAN devices/Cloud/link issues/any reason
- Business outages on account of cloud connectivity issues on-resolution of outstanding issues affecting the business.

Note: - Amongst other issues, the downtime includes device going faulty, logical, configuration issues and no data/transmission or partial data transfer/ throughput issues/reachability issues even if the link is still up.

Other Penalties: SLA for Dynamic bandwidth allocation for RBI-NET and MB-DC locations:

- a. Dynamic bandwidth allocation for RBI-NET, MB-DCs & P2P links is to be done within 4 hours post intimation by IFTAS/RBI. A penalty of 0.5% of the corresponding daily circuit

charge will be levied for every 15 minutes delay in allocation, subject to maximum penalty of 10% of the quarterly cost of the circuit.

Penalty will be computed on the daily circuit pay-out amount (i.e., the quarterly amount divided by the number of days in the quarter).

12.3 SLA Calculation process

- b. The Successful Bidder shall collect Incidents in respect of all the links at the location from all the sources viz All Service Providers NOC tools and NOC real-time basis and submit the consolidated monthly report.
- c. IFTAS shall collect incidents from all the sources and IFTAS NOC on monthly basis.
- d. 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.
- e. Final Downtime will be calculated based on Final SLA Compliance sheet and payment will be made based on the Final Downtime confirmation.

12.4 Penalties

12.4.1 Late Delivery

Late delivery of the requirements under this RFP shall be treated for Penalty as described below:

12.4.1.1 During the current on-going semiconductor shortage period:

Sr. No.	Service Area – RBI-NET, P2P links, MB-NET	Target
1	Hardware and Software delivery	25 weeks from the date of PO
2	End to end delivery of service including cables, SD WAN Hardware, Software, Commissioning, Testing, UAT, Training, Documentation and Sign-off, across all locations.	40 weeks from the date of PO

Penalty for not meeting End to end delivery timelines: A penalty of 0.5% per week for first two weeks and 1% per week for every subsequent week subject to a maximum of 10% of the annual cost of impacted location/s.

12.4.1.2 After the semiconductor shortage period:

Sr. No.	Service Area – RBI-NET, P2P links, MB-NET	Target
1	Hardware, Software delivery and End to end delivery of service including cables, SD WAN Hardware, Software, Commissioning, Testing, UAT, Training, Documentation and Sign-off, across all locations.	6 – 8 weeks from the date of PO

Penalty for not meeting End-to-end delivery timelines: A penalty of 0.5% per week for first two weeks and 1% per week for every subsequent week subject to a maximum of 10% of the annual cost of impacted location/s.

12.4.2 Obligations of successful Bidder

- a) In case The Bidder is not able to deliver the complete solution within timelines and/or operate the solution as committed by The Bidder in this bid, The Bidder shall be liable to pay a sum of money equal to the TCO amount to IFTAS. The Bidder shall submit an undertaking to this effect as part of the technical bid submission.

13 Payment Terms and Conditions

The following are the payment terms and conditions which shall be applicable for this RFP, and shall be in force after the MSA between IFTAS and the selected Bidder is signed and all deliverables as per the RFP is met.

1. IFTAS/INFINET Participants shall pay the contracted amount on a quarterly basis in arrears, after deducting the penalty amount and on successful discharge of service by The Bidder.
2. All payments will be released based on submission of invoices along with necessary SLA evidence/Reports of rendering of service as per stipulated in the requirements.
3. The Bidder is required to quote GST No. on the invoice submitted for the payment.
4. Prices should be quoted in INR only.
5. Price shall remain fixed during the contract period. There shall be no increase in price for any reason whatsoever and therefore no request for any escalation of the cost / price shall be entertained.
6. Payment will be released within 30 days of receipt of correct invoices along with necessary documents / certificates duly signed by authorized IFTAS official.

14 Fall Clause:

The Bidder certifies that they had not supplied/is not supplying similar products/systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry / Department of the Government of India or PSU or any other entity and if it is found at any stage that similar products/systems or sub systems were supplied by The Bidder to any other Ministry/Department of the Government of India or a PSU or any other entity at a lower price, that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by The Bidder to IFTAS, if the contract has already been concluded.

Bidder shall submit the PO issued for the same / similar solution/ device to any PSU/ Govt. Authority / other entity without names to substantiate the Fall Clause.

- a. Written requests for clarification will be submitted to IFTAS through email / letter and the same should reach IFTAS on or before the dates as given in the Important dates and Project timeline sections of this RFP.

- b. Any pre-bid queries may be sent to the designated email id (RFP@iftas.in) as per the timelines mentioned in the Important Dates- Section in this RFP. The queries and responses thereto will be shared among all The Bidders. IFTAS may clarify all such queries in the Pre-bid meeting. It may be noted that all the queries/questions relating to this RFP, technical or otherwise, will have to be sent 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.
- c. Pre-Bid Queries and responses thereto will be circulated among all The Bidders / published on IFTAS website for the benefit of all The Bidders.
- d. IFTAS reserves the right to reschedule the date/s, as mentioned in the above section 2.2. The Bidders will be informed of any such change by way of mail and publication on IFTAS website.
- e. No queries will be entertained after the last date for receiving queries.
- f. Bidders shall acquaint themselves fully with the terms and conditions of the tender as per this RFP. No plea of insufficient information will be entertained at any time subsequently.
- g. In case of a difference of opinion on the part of The Bidder in comprehending or interpreting any clause / provision in the RFP after submission of the Bid, the interpretation by IFTAS and decision of IFTAS shall be final, conclusive, and binding on The Bidder.
- h. The specifications of the components of the proposed Solution are defined in generic terms on best effort basis. Reference to any term, which is proprietary to an OEM, in the RFP is incidental and has no other meaning other than specifying the nature and classification of the particular components of the proposed Solution.

15 Limitation of Liability

- a. Circumstances may arise where, because of any default directly attributable to The Bidder, IFTAS may be entitled to recover damages from The Bidder. Notwithstanding anything to the contrary mentioned herein, the aggregate of all such liabilities of The Bidder hereunder, whether in contract, torts or any other theories of law, irrespective of the cause, on account of which IFTAS is entitled to claim damages from The Bidder, shall only be limited to and shall in no event exceed the Total Project Cost.
- b. Bidder shall however be liable for:
 - i. bodily injury (including death) and damage to real property and tangible personal property and for which The Bidder is legally liable due to reasons directly attributable to The Bidder; and
 - ii. subject to the above limits of liability.
- c. The Bidder shall not be liable for:
 - i. IFTAS's failure to perform IFTAS's responsibilities.
 - ii. Third party claims against IFTAS for losses or damages (other than those in "i" and "ii" above).
 - iii. Any indirect, special, punitive or consequential losses, damages or loss of profits/business/revenue or loss of Goodwill or Reputation, whether in contract, tort or other theories of law, and even if such other party has been advised of the possibility of such damages.
 - iv. Damages arising out of Force Majeure.

- d. The above sets forth The Bidder's entire liabilities to the exclusion of any provisions mentioned elsewhere herein.

16 Sub-Contracting Clause

As per the scope of this RFP, sub-contracting is permitted after taking prior permission from IFTAS in writing.

- a. Bidder shall obtain written consent from IFTAS before contracting any work to sub-contractor/s. IFTAS at its own discretion may permit or deny the same.
- b. In case sub-contracting is permitted, The Bidder shall remain responsible for all the services provided to IFTAS from all points of view. Bidder shall also remain responsible for ensuring that the sub-contractor/s comply with all security/confidentiality requirements and other terms and conditions as applicable to The Bidder under this RFP. IFTAS reserves the rights to conduct independent audit of The Bidder including any sub-contractor in this regard.
- c. Before engaging any sub-contractor, The Bidder shall carry out due diligence on the sub-contractor to the satisfaction of IFTAS and IFTAS shall have access to all such records on demand.
- d. In the event of sub-contracting, The Bidder shall ensure that suitable documents including confidentiality agreement are obtained from the sub-contractor and The Bidder shall ensure that the secrecy and the confidentiality of IFTAS's data/processes is maintained.
- e. Bidder shall provide sub-contracting details to IFTAS. Notwithstanding approval of IFTAS for sub-contracting, The Bidder shall solely remain liable to IFTAS for all acts and omissions of the sub-contractor/s under this RFP.

IFTAS reserves the rights to ask The Bidder and The Bidder shall change / amend the contractual provisions / clause(s) entered into between The Bidder and the sub-contractor to the satisfaction of IFTAS.

17 Performance Bank Guarantee

The Bidder shall at its own expense deposit with IFTAS within forty-five (45) working days from the date of notice of award of the tender, a Performance Bank Guarantee from a scheduled commercial bank as per **Annexure – IX**, payable on demand, for an amount equivalent to ten percent (10%) of the contract price for the due performance 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 for the contract period.

Failure of The Bidder to comply with the above requirement or failure of The Bidder to enter into a contract within 45 days or within such extended period, as may be specified by IFTAS, shall constitute sufficient grounds, among others, if any, for the annulment of the award of the tender.

18 Termination of Purchase Order/Contract:

IFTAS, by written notice, may terminate the contract in whole or in part, as per the under-noted reasons, at any time by giving 90 days prior notice in writing to The Bidder. The notice for termination shall specify the extent to which the contract is terminated, and the date from which such termination becomes effective.

- The selected Bidder goes into liquidation voluntarily or otherwise.
- The selected Bidder commits a breach of any of the terms and conditions of the contract.
- The progress regarding execution of the contract, made by the selected Bidder is found to be unsatisfactory.
- If deductions on account of penalties exceed more than 10% of the total contract price.
- After the award of the contract, if the selected Bidder does not perform satisfactorily or delays execution of the contract, IFTAS reserves the rights to get the remaining part of the contract executed by another party of its choice. Under such circumstances, the selected Bidder (existing Bidder) shall be liable to pay a sum of money, equal to the TCO amount, to IFTAS immediately.
- IFTAS reserves the rights to recover any dues payable to the selected Bidder (existing Bidder) from any amount outstanding to the credit of the selected Bidder, including the pending bills and/or invoking Bank Guarantee, if any, under this contract or any other contract/order. Work, Study Reports, documents, etc. prepared under this contract will become the property of IFTAS.
- OEM obligation against Bidder failure to supply or install or implement or operate or support. Necessary guarantee or certification is to be obtained from the OEM as per Annexure XII.

The Bidder shall deliver all the requirements and complete all necessary documentation/s as per the requirements mentioned in this RFP. In the event of an unforeseeable delay, The Bidder shall approach IFTAS for an approval to extend the timelines with complete justification and reasoning. The discretion to extend the timelines shall rest solely on IFTAS, and in the event that extension is provided, it will be at no extra cost to IFTAS.

19 Right to Verification

IFTAS reserves the rights 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 and complete the contractual obligations under the contract. The technical evaluation will also include such information.

20 Right to Audit / Inspection

Upon reasonable notice, The Bidder shall allow IFTAS to inspect/ audit the services being provided by The Bidder under this contract at its office / sites and such inspection shall be carried out in a pre-agreed manner and during normal business hours (minimum once a year). For avoidance of doubt, such inspection by IFTAS will not be considered as breach of organizational confidentiality requirements of The Bidder in any manner. Suitable office space shall be provided to IFTAS wherein

such inspection will be carried out by IFTAS and/ or its authorized representatives. IFTAS will comply with any other Non-Disclosure terms and conditions with The Bidder, which are mutually acceptable.

21 Anti-Bribery Clause

The Bidder shall comply with all applicable laws, statutes, regulations, and codes relating to anti-bribery and anti-corruption including but not limited to the applicable legislations in India. Further, The Bidder shall maintain adequate policies and procedures at their end to ensure compliance with the said legislations. It is agreed that The Bidder will not engage in any activity or practice which constitutes an offence under the said legislations, including but not limited to offer, pay, consider or benefit, either directly or indirectly an inducement or reward of any kind for any services, or possible services in relation to this order. Breach of this clause shall be deemed as a material breach under this contract.

22 Late Submission of Bid

Bid will be received by IFTAS on or before the date and time and at the address, as specified in the RFP for the purpose. Any bid received by IFTAS after the last date for receipt of bids, as specified by IFTAS, will be rejected and/or returned unopened to The Bidder. IFTAS shall not be responsible for non-receipt of any bid at the address within the given date and time specified in the RFP due to any reason whatsoever.

23 Bid Currency

Prices shall be quoted in Indian Rupee (INR).

24 Demerger

In case the Bidding Company is the result of a demerger / hiving off, due consideration shall be given to the past financial results of the demerged company for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of IFTAS will be treated as final and no further correspondence will be entertained on this.

25 Integrity Pact

- i. As a part of the implementation of Integrity Pact program in IFTAS, all bids will be covered under the Integrity Pact and the vendors are required to sign the Integrity Pact document and submit the same to IFTAS along with the bids.
 - a. Bids without the signed Integrity Pact are liable to be rejected.
 - b. Only those vendors who have signed the Integrity Pact and submitted the bid can send their queries, if any, to rfp@iftas.in.
 - c. Bidders are required to sign the Integrity Pact as per the **Annexure VIII**.
- ii. The Integrity Pact envisages, if required, the appointment of an Independent External Monitor (IEM) who would independently review the extent to which the two parties to the contract (The Bidder and IFTAS) have complied with their obligations under the Integrity Pact.

26 Cyber Security Compliance Certificate

The Bidder unconditionally certifies that it has created a robust cyber security posture for its office/work environment, complying with various cyber security guidelines/instructions, issued by the Banking and other Regulators and relevant Government Authorities from time to time, detecting, preventing and remedying cyber security threats and ensuring authorized physical and logical access to its systems, applications, data bases and networks, irrespective of whether installed and operational on-premise, co-location data centers or on the cloud. Further, it also unconditionally certifies that its cyber security posture for its office/work environment is continuously monitored, reviewed, and strengthened, both manually and through use of digital cyber security tools and measures, continually ensuring confidentiality, integrity and availability of its information/data. The Bidder certifies that the IFTAS work environment shall not get adversely affected on account of interactions with its own work environment.

27 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.

28 Indemnification

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

The Bidder shall expeditiously meet any such claims and shall have full rights to defend itself thereagainst. If IFTAS is required to pay compensation to a third party resulting from such infringement, if any, The Bidder shall be solely and fully responsible therefor, including providing for 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. However, The Bidder shall be solely and fully responsible for meeting all such claims.

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.

29 POSH

In accordance with the requirements of the Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act, 2013 (“POSH Act”) along with the Rules made thereunder, IFTAS has in place a policy which mandates no tolerance against any conduct amounting to sexual harassment of women at workplace. The Company has constituted Internal Committee(s) (“ICs”) to redress and resolve any complaints arising under the POSH Act. POSH policy is available on the website of the Company.

The Bidder shall be solely responsible for full compliance with the provisions of “the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013”. In case of any complaint of sexual harassment against the Bidder’s employee/staff within the premises/work place of IFTAS, the complaint will be filed before Internal Complaints Committee constituted by the IFTAS, which shall ensure appropriate action under the said Act in respect to the complaint.

Any complaint of sexual harassment from any aggrieved employee of the Bidder against any employee of the IFTAS shall be taken cognizance of by the Complaints Committee constituted by the Bidder under the said Act. The Bidder shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the IFTAS. The Vendor shall be responsible for educating its employees/staff about prevention of sexual harassment policy of IFTAS.

30 Governing Laws and Disputes

The bid and the contract signed by both the parties (IFTAS and Bidder) will be governed by and construed and interpreted in accordance with applicable laws of India in the courts of Mumbai or Hyderabad.

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 to 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 arbitrators, as the case may be, is obtained. The place and seat of arbitration shall be Mumbai or Hyderabad, India.

31 Disqualification Parameters in Bid Evaluation

- a) IFTAS at its discretion may reject the bid of any Bidder without giving any reason whatsoever, if in IFTAS's opinion, the bid was not made appropriately to meet the performance criteria or technical requirements, as stipulated by IFTAS.
- b) IFTAS at its discretion may reject the bid of any Bidder, in case the responses received from the relevant reference sites are negative.
- c) The Bidders who do not qualify in the Eligibility criteria.
- d) IFTAS reserves the rights 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, as mentioned in this RFP.
- e) IFTAS may call for clarifications/ additional information required, if any, on the technical bid submitted. The Bidder has to submit the clarifications/ additional information in writing within the specified date and time. The Bidder offer may be disqualified, if the clarifications/ additional information sought are not submitted within the specified date and time.
- f) The Technical Bid shall NOT contain any pricing or commercial information at all. If any Technical Bid contains any price related information, The Bidder concerned will be disqualified.
- g) The commercial bid shall be submitted strictly as per the commercial bid format specified in the RFP. It shall be submitted in a separate sealed envelope. It shall be submitted in clear printed form. Handwritten bids, modification of the commercial bid format, if any, will lead to disqualification of the bid / Bidder.

32 Confidentiality of Information

- a) Bidder acknowledges that during the performance of this contract, IFTAS may disclose certain confidential information to The Bidder to further the performance of the contract. For the purpose of the contract, the term "Confidential Information" means any and all oral or written information that is not generally known (non-public information) and which the receiving Party has obtained pursuant to the contract. The term "Confidential Information" shall include, but not be limited to, papers, documents, writings, emails, classified information, inventions, discoveries, knowhow, ideas, computer programs, source codes, object codes, designs, algorithms, processes and structures, product information, research and development information and other information relating thereto, financial data and information and processes of a business, commercial, technical, scientific, operational, administrative, financial, marketing or of intellectual property nature or otherwise and any other information that IFTAS may disclose to The Bidder, or The Bidder may come to know by virtue of the contract.
- b) The successful Bidder shall not, without IFTAS's prior written consent, 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 Successful 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 contractual performance.

- c) Any document, other than the Contract itself, shall remain the property of IFTAS and all copies thereof shall be returned to IFTAS on termination / expiry of the Contract.
- d) The successful Bidder shall not, without IFTAS's prior written consent, make use of any document or information as above except for the purpose of performing the Contract.

33 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 strict 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 / expiry of the contract.

The Bidder shall not, without IFTAS's prior written consent, make use of any document or information except for the purpose 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.

34 Full Insurance Cover for all Bidder's Personnel and Components of the Solution

The Bidder shall provide full insurance cover of all types to all its personnel working in IFTAS. Such personnel or their legal heirs shall not claim any insurance benefit and compensation from IFTAS in case such personnel of The Bidder suffers any loss or damage to their life or person or property while working in IFTAS.

The Bidder also unconditionally undertakes to provide for comprehensive Insurance cover for all the components of the solution (hardware, software, etc.) under procurement. This insurance cover will be from the point of transportation (i.e., beginning of transportation) till delivery at specified location/s of IFTAS and thereafter, till all such components become a part of the inventory list of IFTAS (i.e., after completion of acceptance testing).

Annexure- I: Technical Bid Format

Technical Bid Format

Table of contents

- Introduction
 - Purpose.
 - Objectives.
 - Detailed Scope.
 - Technical statements.
 - Technical deviation statement.
 - 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 service & support offices, warehouses related to the RFP requirement, with address and contact details.
 - Self-certified letter to be submitted for meeting the delivery schedule and accepting the penalty clause to adhere to the delivery schedules.
 - Details of experience in similar project implementations, with proof.

- Management summary
 - Overview of The Bidder, financial, management and operational hierarchy and relevant details
 - Overview of proposed timetable 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 representative		
Contact's position with Bidder		
	Location	

Contact person's addresses if different from above	Street	
	Locality	
	City	
	Pin Code	
	Country	
	Telephone	
	Facsimile	
	Email	
Other		
Business structure (top to bottom)		
Project management structure (top to bottom)		
Support Team structure (top to bottom)		
Bidder 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	<ol style="list-style-type: none"> 1. Turnover for the past 3 financial years 2. Net profit for the past 3 financial years 	
(Information is designed to 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		

(For Example, Only)	FY 19-20-	FY 20-21	FY 21-22
Sales Turnover			
Net profit before tax			
Company Profile(s)			
Reference Sites (Use separate schedule formats for this response)		[Details of at least three similar implementations in the recent past (including contact details) which will demonstrate The Bidder's ability to perform and complete all the activities under this project.]	
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 3 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:		
Project detail		

Annexure- II: Technical Specifications

Sr No	Specifications	Complied (Y/N)	Variations/ Remarks, if any
1	<p>The network should be implemented as true software defined network architecture, INFINET v3.0 network architecture should have clear separation of management, control and data plane functions. Management and control plane should be centralized with capability to be separated for each tenant in such a way that management, control and data traffic are not intermingled. All Component of SD-WAN should be on premise.</p> <p>Management plane: management plane is responsible for configuration of INFINET v3.0 policies including routing, security, SLA etc.</p> <p>Control Plane: Control plane is responsible to maintain centralized routing table, controls route advertisement as per policy, creates end to end segments on network, instruct data plane to change traffic flow as per policy.</p> <p>Data Plane: Data plane is responsible to forward traffic in encrypted tunnels, apply local policy like QoS, ACL etc. The network should be implemented as true software defined network architecture with a centralized control plane residing in the Central Controller.</p> <p>The Data Plane and Control Plane should be virtually and logically separate end-to-end.</p>		
2	<p>The Bidder shall specifically mention the make and model of all the items including hardware, software components etc, offered as a part of the requirements under this RFP. Bids failing this condition shall be summarily rejected.</p>		
3	<p>The solution components should include Centralized Network Orchestrator, Software Defined Network Controller, edge devices running in the remote branch locations, Hub/gateway device running in central location.</p>		
4	<p>Proposed solution should be designed and delivered as follows:</p> <ol style="list-style-type: none"> 1. Centralized Controller hardware and Centralized SD-WAN software from respective OEMs. 2. SD-WAN edge hardware and software at all SPOC locations which will communicate with Centralized Controller. <p>All hardware delivered at RBI, IFTAS, CCIL, IDRBT, NSCCL and other institutions must be rack mountable with dual power supply.</p> <p>All hardware delivered at Participant bank locations will be as per their choice of dual/single power supply, as specified under the commercial sections. The hardware for Participant bank locations should be rack mountable.</p>		

Sr No	Specifications	Complied (Y/N)	Variations/ Remarks, if any
5	The software defined network centralised components need to be installed on-premises. None of the organization data should go to OEM cloud/premises for any reason		
6	SD-WAN solution should support the ability to divide the architecture of the SD-WAN overlay network into multiple regional networks that operate distinctly from one another, and a central core-region network for managing inter-regional traffic.		
7	SD-WAN solution should support minimum 5000 devices in a fabric and scalable to support up to 7000 devices		
8	The data plane at the branch locations, data center & DR should be programmable from the central software defined network controller.		
9	SD-WAN solution should support full- mesh, hub-spoke, spoke-hub-hub-spoke and partial mesh topology per VRF/ segments which are to be created within the network as per IFTAS requirements.		
10	The communication between the software defined network controller and the branch device running on the remote entity should be secure and encrypted.		
11	The tunnel creation should be automatic without any manual configuration on the edges and the controller.		
12	The Proposed solution which includes hardware, SD-WAN software and other necessary components proposed by The Bidder under this RFP, should be able to measure latency, packet loss, jitter, utilization, and bandwidth congestion of WAN links on a continuous basis, in order to determine quality of WAN Links.		
13	The WAN path selection should be based on the real time analytics or defined parameters such as Packet loss, Latency, Jitter, utilization etc.		
14	The selection of WAN links to anchor the traffic flows for an application traffic should be dynamic and policy driven.		
15	The system architecture should be transport agnostic and should support MPLS, ILL, Broadband, LTE, VSAT and other transports.		
16	The architecture should ensure that a particular application flow is always anchored on a single WAN link terminated on the branch device at any point in time based on defined criteria/SLA.		
17	The INFINET v3.0 should be able to load share across links simultaneously or leverage the secondary link for spill-over if the bandwidth required for one session exceeds the available bandwidth on the best link. This lets high bandwidth applications have as much bandwidth as they need to perform optimally.		
18	The INFINET v3.0 should support SNMP V3, IPFix, Syslog exporter, Netflow, SFlow etc for monitoring and reporting purpose		
19	The INFINET v3.0 solution must be able to apply QoS policies to all the traffic seen in network (underlay and overlay), including both		

Sr No	Specifications	Complied (Y/N)	Variations/ Remarks, if any
	optimized and non-optimized traffic flows, including TCP, UDP and other non-TCP traffic types.		
20	The INFINET v3.0 solution should include a QoS mechanism that is able to protect delay sensitive flows like Voice, Video, and VDI.		
21	The INFINET v3.0 should support IPv4 & IPv6 dual stack from day one		
22	The INFINET v3.0 should support 802.1Q		
23	<p>The INFINET v3.0 should support following IPv6 capability</p> <ul style="list-style-type: none"> * IPv6 addressing architecture, IPv6 name resolution, IPv6 statistics, IPv6 neighbour discovery * ICMPv6, IPv6 DHCP *Support for the following IPv6 features: OSPFv3, BGP Routing support for IPv6, IPv6 Dual Stack 		
24	The software defined network controller must have REST APIs available for 3rd party integration or integration with custom automation tools		
25	INFINET v3.0 solution should support minimum 5 multi-tenants Or minimum 5 separate segments (VRFs); with separate management plane.		
26	<p>The solution proposed by Bidder should support Hybrid deployment where Non SD-WAN sites and SD-WAN enabled sites would interoperate in the SD-WAN topology.</p> <p>The solution proposed by Bidder should support route manipulation on LAN, WAN and Overlay to achieve various hybrid network integration requirements.</p>		
27	The proposed solution must have ability to reorder any packets that are retransmitted during a failover.		
28	<p>The proposed SD-WAN solution should be capable of Application Aware policies.</p> <p>All the necessary licenses for various features including application awareness, load balancing, Auto-failover, reporting, optimization, etc; should be a part of the solution proposed by The Bidder.</p> <p>IFTAS will not be liable to pay any additional license charges beyond the commercial TCO for any features of SD-WAN.</p>		
29	<p>The solution should be able to leverage multiple paths seamlessly, for providing superior steering of application traffic and efficient application management.</p> <p>If a link carrying the application traffic begins to exhibit loss, latency or degrade in any of the technical parameters such that the quality of the application begins to degrade, then the application traffic on the degraded link should be shifted to a better performing link without any interruption in application continuity or lost packets.</p> <p>The SD-WAN system should have provision to define the priority for each application in terms of link characteristics and parameters, and</p>		

Sr No	Specifications	Complied (Y/N)	Variations/ Remarks, if any
	accord preference while performing application steering operations, as per the priority set.		
30	If a link carrying the application traffic fails, the application traffic must be moved from the failed link to a functioning link in a matter of milliseconds, without any application timeouts, disconnections, or impact to the application performance.		
31	During the failure on one link, the critical traffic should automatically migrate to the other Service Provider Link without any manual intervention and without session disconnect. QOS also should be maintained during the failure of the WAN link.		
32	The solution should support Link failover due to packet loss, Latency, Jitter, link flap & Etc; without TCP/UDP session failover.		
33	The solution provided by The Bidder should be able to define the traffic priority level (critical level) based on different criteria such as application, Destination TCP/UDP port Number, Destination IP address and Source IP address.		
34	The solution provided by The Bidder should be able to define Guaranteed Bandwidth base on different criteria such as application, destination TCP/UDP port Number, destination IP address and source IP address.		
35	The solution must be able to allocate a maximum bandwidth usage cap to each class of traffic/application. The solution must allow usage to burst above the maximum bandwidth usage cap if no other traffic classes attempt to utilize the available bandwidth.		
36	<p>The solution must be capable of sending duplicate data over both links for guaranteed delivery of all applications like data, video, etc.,</p> <p>This feature will be enabled as required by IFTAS, and necessary provisions for easy enablement/disablement of this feature shall be made available.</p>		
37	All IP-based traffic such as CIFS, MAPI, HTTP, NFS, SMTP, SNMP, SSL, Oracle, TCP, UDP, and VoIP etc should be supported by the solution proposed by The Bidder, and all features and functionalities of the SD-WAN solution should function seamlessly.		
38	The solution proposed by The Bidder must support TCP packet order correction.		
39	Interfaces Must support virtual interface (IEEE 802.1Q).		
40	<p>The solution should support multiple VLANs & SVI (Switched Virtual Interface)</p> <ul style="list-style-type: none"> ● RBI ROs, MB Devices: Minimum 10 VLANs & SVI ● RBI DCs, IDRBT, IFTAS, CCIL etc: Minimum 35 VLANs & SVI 		
41	INFINET v3.0 solution should support Site to Site IPsec tunnel on LAN/WAN side with any third party IPSEC capable appliance for hybrid deployments.		

Sr No	Specifications	Complied (Y/N)	Variations/ Remarks, if any
42	INFINET v3.0 solution must come with deep Analytical capabilities with support for on prem deployment for detailed logging and audit purpose.		
43	INFINET v3.0 solution should build dynamic IPSEC/encrypted tunnels using Asymmetric encryption (DH group) and should generate unique key for each site for better security.		
44	INFINET v3.0 solution should have capability to mitigate the effect of packet drop in underlay upto some extent for specific or all applications using Forward Error Correction and Packet Replication to improve end-user experience		
45	There has to be minimum two factor authentication between Controllers and central and branch devices before they established communication with each other. Out of two factors, one factor has to be PKI (certificate). The communication between the software defined network controller and the branch device running on the remote entity should be secure and encrypted		
46	The solution should allow Branch sites without a common WAN provider to communicate with each other. (Ex. Branch1 has WAN1 connectivity and Branch 100 has WAN2 connectivity only, then they should be able to communicate with each other)		
Virtual Private Network			
47	The system should allow creation of multiple virtual private networks/segments as a collection of local area networks present at each branch location and DC HUB location.		
48	The system should allow automated, and policy driven refresh of the encryption key per virtual private network		
49	The system should allow time-based refresh of the encryption key for each virtual private network		
50	The system should only allow dynamic tunnels to be created without any static overlays between branch devices and the hub device.		
51	The system should allow for alternate hub destinations to be created for application specific traffic using a policy defined for it.		
52	The system should be able to retrieve the LAN network information without any peering protocols like BGP, OSPF or any other routing protocol over WAN.		
53	The system should ensure that the virtual private network specific configuration is not attached to physical or logical WAN or LAN Links or IP addresses or physical interfaces on the branch device.		

Sr No	Specifications	Complied (Y/N)	Variations/ Remarks, if any
54	The system should ensure that any change in physical connectivity (Link 1 to Link 2 connectivity in case of multiple links being terminated on the branch device) or any change in physical connectivity type (Link 1 connectivity changed from internet broadband to MPLS or vice versa, in case of multiple WAN links being terminated on the Branch device) does not require any change in virtual private network configuration in the controller or physical/virtual device at location.		
55	The system should support the following encapsulation types: A. IPSEC B. GRE C. UDP D. No Encapsulation		
56	The system should support the following authentication algorithms for Data Integrity: a. SHA-512 b. SHA-384 c. SHA-256		
57	The system should support the following encryption algorithms for Data Security a. AES-256 or higher c. Any other FIPS approved encryption		
58	The system should support policy driven automatic refresh of the encryption keys		
59	The system should ensure that virtual private network configuration and policy is performed in the controller. The addition of one or more branch devices into the network should not require any changes in the virtual private network configuration in software defined network controller.		
Network Performance, Traffic Management & Path Steering			
60	The system should be able to prioritize inbound and outbound traffic.		
61	The system should be able to select the optimum path based on the network parameters like Latency, Jitter, packet loss and network capacity.		
62	The system should be able to identify business critical applications and should prioritize this traffic over others during congestion.		
63	The system should support end-to-end packet classification, marking, and bandwidth allocation.		
64	The system should be able to automatically steer traffic flows to the optimum path, based on policy definition in the software defined network controller.		
65	The system should always ensure granularity at a flow level while steering traffic to a given path.		
66	The system should employ a centralized policy driven traffic management to steer traffic.		

Sr No	Specifications	Complied (Y/N)	Variations/ Remarks, if any
67	The system should ensure that the session is not impacted when switching between paths.		
68	The system should be capable of fine grain load balancing and shall ensure that the available bandwidth links are utilized optimally. The solution may be built on flow-based design.		
69	Based on N/W analysis of the current setup the solution must select best path based on link Quality, Policy, and link Capacity.		
70	The SLA management should have fallback mechanism in place i.e., in case if both the links at a branch location fail to meet SLA, the traffic should not drop.		
Authentication, Authorization and Accounting (AAA)			
71	The central management system should authenticate and authorize every administrator/user accessing the Central/branch device using the RADIUS/TACACS+ in the backend for the user authentication and authorization.		
72	All the admin activities should be logged and stored for audit purpose		
73	The solution should be able to integrate with customer's existing Security Information and Event Management (SIEM) solution.		
Security			
74	The system should implement a stateful firewall with Access Lists and/or Time-based Access lists to provide supervision and control on the branch device that can be centrally provisioned and managed from the software defined network controller.		
75	The system should have URL filtering, Intrusion Prevention System (IPS), TLS/SSL support with SD-WAN, at all INFINET locations with the ability to update the all signatures centrally from the software defined controller on a need basis or on a periodic basis. Daily and periodic security intel updates shall be downloaded from The Bidder proposed OEM cloud, onto separate internet facing devices and uploaded into central SD-WAN controller/management console for further dissemination as required. Necessary arrangements shall be organized by The Bidder.		
76	Controller and the device should be able to access only through web based for configuring and controlling. SSH, USB port and telnet should be disabled by default and console should be password protected.		
77	INFINET v3.0 devices should have authentication and authorization only with the preconfigured Controller/Management server/Management Console which is placed in DC/DR.		
78	INFINET v3.0 Devices should not communicate with cloud controller which is placed by the OEM in cloud. All the updates and operations should be carried from DC/DR Controller/Management server/Management Console.		
Visibility, Analytics, Monitoring & Reporting			

Sr No	Specifications	Complied (Y/N)	Variations/ Remarks, if any
79	The system should provide a mechanism to monitor the performance for Links and Virtual Private Network.		
80	The polling interval used for trapping and collecting data for various measurements such as packet loss, latency, link status, jitter and environmental parameters, IP/application-based monitoring shall be at least one second. This feature should be configurable for higher intervals as required.		
81	The system must be able to monitor ISP link parameters like link quality, link usage and link congestion and should be able to provide historical data on the same for a period of minimum 180 days. Backup of all data (logs, Reports, Utilizations etc.) should maintain for minimum 7 years and appropriately sized hardware shall be factored in by The Bidder.		
82	The system should support application-level monitoring and traffic control to improve business-critical application performance, facilitate capacity management and planning, and reduce network operating costs.		
83	The system should have the ability to provide visualization of traffic flows.		
84	The system should support the ability to automatically detect applications, report the application traffic, and allow for marking and filtering via policy.		
85	The system should allow user to define custom application based on multiple parameters such as protocol values, ports, patterns etc and tag application by family and sub-family like business, non-business, SaaS, by Risk categories etc. It should have capability to define traffic policies for such applications and categories and analytics report should capture all custom names and tags as defined by administrators		
86	The system should actively measure the link capacity without impacting more than 10% of the capacity of the link to carry traffic.		
87	The system should allow administrators of the network to be grouped with well-defined roles assigned to them. The system should support monitoring only user role, network change administrator role and a overall system administrator role with permissions to manage the software defined network controller.		
88	The system should allow monitoring of Packet loss ratio, Delay, Jitter, and Bandwidth utilization of each WAN link		
89	The INFINET v3.0 should support granular Real-Time/near real time Monitoring and Historical Reporting like: a. Statistic bandwidth usage of available links b. Network statistics, including continuous performance monitoring of loss, latency, and packet ordering for all network paths and link utilization		

Sr No	Specifications	Complied (Y/N)	Variations/Remarks, if any
90	The INFINET v3.0 should be able to generate report for a. Traffic statistics of all the included path b. Specific application utilization c. Path performance		
91	The INFINET v3.0 MUST provide following reports of Individual Link Quality on daily, weekly, monthly, yearly or configurable period basis. a. Packet loss in the links b. Jitter on the links c. Latency of Links		
92	The solution must be able to generate notifications for 1.Link Flaps at the remote branch location 2.ISP link quality degrade 3.Link utilization along with threshold 4. CPU, Memory and Disk Utilization of the Branch Device		
93	The notifications generated by the software defined network controller must be forwarded as email to a pre-configured email address. Moreover, same should also be reflected on Dashboard.		
94	The system must be able to monitor and report all applications by usage across all branch locations, in a branch locations along with the data rate and flow usage. This data must be stored by the controller for a minimum of 180 days.		
95	The system must be able to monitor and report all LAN users by bandwidth usage/applications accessed by them in a branch location along with the data rate and flow usage. This data must be stored by the controller for a minimum of 180 days.		
96	The administration should be able to drill down these reports for troubleshooting. for e.g., application accessed by a specific user along with bandwidth consumed during defined amount of time.		
97	The solution must be able to monitor and report top talkers in the network with respect to applications by usage, branch users utilizing maximum bandwidth and top access circuits utilized in the network. The administration should be able to drill down these reports for troubleshooting. For e.g., application accessed by specific users along with bandwidth consumed during defined amount of time.		
98	The data traffic from branch sites must not be impacted in case of failure to reach any of the controllers (headless situation). Data paths must be maintained for at least 12 hours without reachability to central management system (controller, orchestrator).		
99	It should be possible to create end to end segmentation within network where traffic in different segment will be separated at layer 3 level. Segmentation should be done from central controller. Branch devices should support minimum 10 segments and DC/DR devices should support minimum 30 segments.		

Sr No	Specifications	Complied (Y/N)	Variations/ Remarks, if any
100	The INFINET v3.0 controller should contain single dashboard which includes all other device status like CPU, Link status, event logs etc.		
Management & Orchestration			
101	The system should support a centralized single plane of management system to allow device configuration, policy provisioning, software updates and assurance capabilities for all components provided in the solution.		
102	The Solution should have simplified orchestration which should be placed in DC and DR for provisioning, automation to control and to push configurations for all the devices.		
103	The solution should come with a web-based administration interface and GUI.		
104	Central Management Console to be provided in DC & DR. Both DC and DR INFINET v3.0 controllers should be in active-active for routing purposes and active-standby mode for monitoring and reporting purposes.		
105	The Centralized SD-WAN console should have the capacity and scalability to integrate and manage a minimum of 5000 edge SD-WAN devices.		
106	The system should support application visibility, application reporting, marking, filtering, and policy.		
107	The system should provide a dashboard that provides state of appliances (Online, Offline, Not connected)		
108	The system should support Zero Touch provision/minimum touch provisioning for Rapid site provisioning, Rapid deployment of new policies, configuration in a way that is secure and offers high performance.		
109	The system should be able to notify external systems of events such as faults/alarms as Syslog messages, SNMP (SNMPv3) traps, Telemetry		
110	The system must be able to send e-mail and SMS notification for events and alerts. The valid email addresses and numbers for receiving the SMS notifications should be configurable centrally.		
Network wide Policy Enforcement			
111	The system should support centralized application of policies network wide or across subset of branch locations from the centralized software defined network controller.		
112	The policy should include the traffic steering based on the WAN link type (MPLS, Internet, or any of the type of WAN link) available at the branch location.		
113	The system should allow definition and enforcement of traffic forwarding policies on the basis of application(s), application categories, from specific subnet(s), to specific subnet(s) and custom IP Address(es) for traffic from LAN to WAN on a branch.		

Sr No	Specifications	Complied (Y/N)	Variations/ Remarks, if any
114	The system should allow definition and enforcement of traffic forwarding policies that allow encapsulation of the traffic with IPSEC or UDP or GRE or no Encapsulation for all traffic going from the LAN to WAN or from WAN to LAN.		
115	The system should allow monitoring of Packet loss ratio, Delay, Jitter, and Bandwidth utilization of each WAN link. Administrator should be able to use these parameters to define traffic steering policies and monitor policy violations during threshold breach		
116	The INFINET v3.0 should have the ability to bind multiple MPLS links on a single device. . Each bandwidth link is delivered on a separate SD-WAN enabled CPE/device and necessary solution should be designed by The Bidder for seamless performance of all SD-WAN functions. Please note: There may be some locations where multiple bandwidth links/ISP links are terminated onto a single SD-WAN device. Such provisions shall also be designed by The Bidder for effective management.		
117	During the implementation phase the SD-WAN based INFINET v3.0 must integrate and work seamlessly along with the existing routing infrastructure (INFINET v2.0). The solution should have capability to coexist with existing routing protocols (e.g. OSPF, BGP (iBGP and eBGP), IPSEC etc.) and ensure that the application performance and traffic flow between the two networks are without any error/flaws or issues.		
Others			
1118	If The Bidder feels that certain features offered are superior to what has been specified in the RFP, The Bidder shall highlight such features separately. Information regarding any modifications required in the proposed configuration to meet the intent of the specifications, and state-of-the-art technology shall be evaluated by IFTAS. However, IFTAS reserves the right to accept such modifications/superior features suggested/offered.		
119	The Bidder shall provide technical data sheets with technical and functional details of appliance, software, security, or any other parameters as required, of the solution proposed.		
Specifications for Bandwidths up to 19 Mbps			
120	Each SD-WAN appliance should support a minimum bidirectional WAN bandwidth of 20 Mbps (unidirectional WAN traffic of 10Mbps), scalable up to 38 Mbps bidirectional on same hardware platform through additional software license upgrade.		
121	Branch router should have 2x 1G Base-T Ethernet WAN ports and minimum 2x1Gig Base-T LAN ports where one WAN port should have option to connect last mile connectivity on copper/ ethernet or fiber ports		
122	Router should support minimum 100 IPSec/encrypted tunnels with a minimum of 50,000 routes.		

Sr No	Specifications	Complied (Y/N)	Variations/ Remarks, if any
123	Router should have RJ45/Micro USB console port		
124	Multiple options – single power supply and dual power supply to be provided as per commercial annexure		
125	SD-WAN device should support UDP multicasting configuration.		
Specifications for Bandwidths up to 39 Mbps			
126	Each SD-WAN appliance should support a minimum bidirectional WAN bandwidth of 40 Mbps (unidirectional WAN traffic of 20 Mbps), scalable up to 78 Mbps bidirectional on same hardware platform through additional software license upgrade.		
127	Branch router should have 2x 1G Base-T Ethernet WAN ports and minimum 2x1Gig Base-T LAN ports where one WAN port should have option to connect last mile connectivity on copper/ ethernet or fiber ports		
128	Router should support minimum 100 IPSec/encrypted tunnels, with a minimum of 50,000 routes.		
129	Router should have RJ45/USB console port		
130	Multiple options – single power supply and dual power supply to be provided as per commercial annexure		
131	Router should be support UDP multicasting configuration.		
RBI location specifications – Bandwidth up to 99 Mbps			
132	Each SD-WAN appliance should support a minimum bidirectional WAN bandwidth of 100 Mbps (unidirectional WAN traffic of 50 Mbps), scalable up to 198 Mbps bidirectional on same hardware platform through additional software license upgrade.		
133	Regional router should have 3x 1G Base-T Ethernet WAN ports and 3x1Gig Base-T LAN ports.		
134	The proposed device should be support dual Power supply.		
135	Router should support minimum 3000 IPSec/encrypted tunnels, with a minimum of 2,00,000 routes.		
136	Router should have RJ45/USB console port		
RBI location specifications – Bandwidth up to 299 Mbps			
137	Each SD-WAN appliance should support a minimum bidirectional WAN bandwidth of 200 Mbps (unidirectional WAN traffic of 100 Mbps), scalable up to 598 Mbps bidirectional on same hardware platform through additional software license upgrade.		
138	Regional router should have 3x 1G Base-T Ethernet WAN ports and 3x1Gig Base-T LAN ports.		

Sr No	Specifications	Complied (Y/N)	Variations/ Remarks, if any
139	Router should support minimum 3000 IPSec/encrypted tunnels, with a minimum of 2,00,000 routes.		
140	Router should have RJ45/USB console port		
141	The proposed device should be support dual Power supply.		
RBI location specifications – Bandwidth up to 1.9 Gbps			
142	Each SD-WAN appliance should support a minimum bidirectional WAN bandwidth of 600 Mbps (unidirectional WAN traffic of 300 Mbps), scalable up to 3.8 Gbps bidirectional on same hardware platform through additional software license upgrade.		
143	The SD-WAN device should have minimum: a. Minimum 6x1G Ports which should support LAN and WAN Connectivity b. Minimum 6x10G SFP+ Ports which should support LAN and WAN Connectivity c. OOB management Port d. Console Port for local device access		
144	Router should support minimum 6000 IPSec/encrypted tunnels, with a minimum of 5,00,000 routes.		
145	Router should have RJ45/USB console port		
146	Router should be support UDP multicasting and having the UDP Multicast licenses.		
147	The proposed device should be support dual Power supply.		
RBI location specifications – Bandwidth up to 5 Gbps			
148	Each SD-WAN appliance should support a minimum bidirectional WAN bandwidth of 4 Gbps (unidirectional WAN traffic of 2 Gbps), scalable up to 10 Gbps bidirectional on same hardware platform through additional software license upgrade.		
149	The SD-WAN device should have minimum: a. Minimum 6x1G Ports which should support LAN and WAN Connectivity b. Minimum 6x10G SFP+ Ports which should support LAN and WAN Connectivity c. OOB management Port d. Console Port for local device access		
150	Router should support minimum 6000 IPSec/encrypted tunnels, with a minimum of 5,00,000 routes.		
151	Router should be support UDP multicasting and having the UDP Multicast licenses.		
152	The proposed device should be support dual Power supply.		

Annexure - III: Commercial Bid Format

Commercial Bid format for INFINET v3.0

The commercial bid formats are divided into various tier level requirements across the following:

- 1) Single power supply (Section 1, TCO 1)
- 2) Dual power supply (Section 2, TCO 2)

While various requirements under TCO 1 and TCO 2 across tier 1, tier 2, tier 3 have been required in the commercial formats the same are for the purpose of discovering the bandwidth-wise service-wise commercials. IFTAS/INFINET Participants will choose form any of the given combinations as per their requirements.

The Total TCO which shall decide the winning Bidder shall be the summation of TCO 1 and TCO 2.

Total TCO = TCO 1 + TCO 2

Section 1 (Single Power Supply):

a) Table 1

Unit bandwidth charges across various tiers

b) Table 2

Bandwidth charges for number of links across various tiers.

S.no	Bandwidth	No. of links	TIER-1 SLA Commercials per annum for all links	TIER-2 SLA Commercials per annum for all links	TIER-3 SLA Commercials per annum for all links
		D	E=D*A	F=D*B	G=D*C
1	1 Mbps	1500			
2	2 Mbps	1500			
3	4 Mbps	300			
4	6 Mbps	150			
5	8 Mbps	150			
6	10 Mbps	50			
7	20 Mbps	50			
8	30 Mbps	50			
9	40 Mbps	50			
10	50 Mbps	50			
11	75 Mbps	25			
12	100 Mbps	25			
Total			H = SUM(E)	I = SUM(F)	J = SUM(G)
TCO 1 K Without Tax (H+I+J)					

Section 2 (Dual Power Supply):

a) Table 1

Unit bandwidth charges across various tiers

23	900 Mbps												
24	1Gbps												
25	1.5 Gbps												
26	2 Gbps												
27	2.5 Gbps												
28	3 Gbps												
29	4 Gbps												
30	5 Gbps												
31	700 Mbps (P2P)												
32	1 Gbps (P2P)												
33	1.5 Gbps (P2P)												
34	2 Gbps (P2P)												
35	3 Gbps (P2P)												

b) Table 2
Bandwidth charges for number of links across various tiers.

S.no	Bandwidth	No. of links	TIER-1 SLA Commercials per annum for all links	TIER-2 SLA Commercials per annum for all links	TIER-3 SLA Commercials per annum for all links
		Q	R=Q*N	S=Q*O	T=Q*P
1	1 Mbps	100			
2	2 Mbps	100			
3	4 Mbps	50			
4	6 Mbps	50			
5	8 Mbps	50			
6	10 Mbps	50			
7	20 Mbps	50			
8	30 Mbps	40			
9	40 Mbps	30			
10	50 Mbps	30			
11	75 Mbps	30			
12	100 Mbps	10			
13	150 Mbps	5			
14	175 Mbps	5			
15	200 Mbps	5			
16	250 Mbps	5			
17	300 Mbps	5			
18	400 Mbps	5			
19	500 Mbps	5			
20	600 Mbps	5			
21	700 Mbps	5			
22	800 Mbps	10			
23	900 Mbps	5			
24	1Gbps	2			
25	1.5 Gbps	2			
26	2 Gbps	2			
27	2.5 Gbps	2			
28	3 Gbps	2			
20	4 Gbps	2			
30	5 Gbps	2			
31	700 Mbps (P2P)	6			
32	1 Gbps (P2P)	6			
33	1.5 Gbps (P2P)	6			
34	2 Gbps (P2P)	2			
35	3 Gbps (P2P)	2			
Total			U =SUM(R)	V =SUM(S)	W =SUM(T)
TCO 2 X (U+V+W)					

Section 3 (TCO) -

TCO 2 for Dual power supply components.

Total TCO Amount for 5 year			
S.No	Particulars	Annual Amount (in INR)	Amount for 5 year
1	TCO1 Amount (K)		K*5
2	TCO2 Amount (X)		X*5
3	TCO Amount (Y) (K+X) without tax		

Note:

1. The commercial bid format shall not be altered, modified, changed, or any additional conditions applied therein. Any changes to this format will lead to disqualification and all discretion on the same will be with IFTAS.
2. The bandwidths mentioned above are for MPLS, unless specifically specified as P2P (Point-to-Point).
3. The total TCO value for commercial evaluation purpose will be the value under “Y” in section 3 table 1.
4. All prices need to be quoted in INR.
5. The commercial bids shall be password protected. Passwords to be shared by the bidder on rfp@iftas.in email ID strictly after an email intimation from the procurement team of IFTAS. Any violation to this process will lead to rejection of bid.

[Name of Authorized Signatory]

[Name of Organization]

[Designation] [Place]

[Date and Time] [Seal & Sign]

[Business Address]

Annexure-IV: Unpriced Bill of material

S.no	Current Bandwidth	Make	Model
1	1 Mbps		
2	2 Mbps		
3	4 Mbps		
4	6 Mbps		
5	8 Mbps		
6	10 Mbps		
7	20 Mbps		
8	30 Mbps		
9	40 Mbps		
10	50 Mbps		
11	75 Mbps		
12	100 Mbps		
13	150 Mbps		
14	175 Mbps		
15	200 Mbps		
16	250 Mbps		
17	300 Mbps		
18	400 Mbps		
19	500 Mbps		
20	600 Mbps		
21	700 Mbps		
22	800 Mbps		
23	900 Mbps		
24	1Gbps		
25	1.5 Gbps		
26	2 Gbps		
27	2.5 Gbps		
28	3 Gbps		
29	4 Gbps		
30	5 Gbps		
31	Any other equipment 1 (Controller)		
32	Any other equipment 2		
		
35	Any other equipment n		

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

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 deviations adds to the operational efficiency of the systems
1				
2				
3				
4				
5				
6				

Place: Date:

Signature of Authorized signatory with seal

Note:

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

Annexure - VI: Conformation to Terms and Conditions

(On letterhead of The Bidder)

To
Indian Financial Technology and Allied Services (IFTAS),
10th Floor, C - Wing, 'Times Square',
Andheri - Kurla Road,
Marol, Andheri (East),
Mumbai - 400 059.

Dear Sir,

Sub: Request for Proposal (RFP) for INFINET v3.0

Further to our quotation dated _____, in response to the Request for Proposal (RFP) for INFINET v3.0 issued by IFTAS, we hereby covenant, warrant, and confirm as follows:

We hereby agree to comply with all the terms and conditions / stipulations, as contained in the RFP and the related addenda, other documents and if required, including the changes made to the original bid documents issued by IFTAS, shall form a valid and binding part of the aforesaid RFP document. IFTAS is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our quotation or any subsequent deviations / clarifications 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 - VII: Non-Disclosure Agreement

(On letterhead of The Bidder)

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

[Date]

[Salutation]

Confidentiality Undertaking

We acknowledge that during the course of the contract period of INFINET v3.0, we may have access to and be entrusted with Confidential Information. In this letter, the phrase "Confidential Information" shall mean information (whether of a commercial, technical, scientific, operational, administrative, financial, marketing, business, or intellectual property nature or otherwise), whether oral or written, relating to IFTAS and its business, that is provided to us pursuant to 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 for the preparation of our response to the RFP and also performance and completion of all the contractual obligations arising out of the contract.
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 INFINET v3.0at IFTAS location;
 - 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, other than as a result of unauthorized disclosure by us;
 - Is already in our possession prior to its disclosure to us; and
 - Is independently developed by us.
 8. This Agreement shall continue perpetually unless and to the extent that you may release it in writing.
 9. We acknowledge that the Confidential Information will not form the basis of any contract between you and us.
 10. We warrant that we are acting as principal in this matter and not as agent or broker for any person, company, or firm.
 11. We acknowledge that no failure or delay by you in exercising any right, power or privilege under this Agreement shall operate as a waiver thereof nor as any single or partial exercise thereof or as the exercise of any other right, power, or privilege.
 12. This Agreement shall be governed by and construed in accordance with Indian law and any dispute arising from it shall be subject to the exclusive jurisdiction of the Mumbai courts.

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

Yours sincerely

Signature and Stamp of Company

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

Name:

Position:

Date:

Authorized Signatory Designation Bidder's corporate name

Annexure- VIII: Integrity Pact (On INR 100 stamp paper)

1. General

This Agreement (hereinafter called the Integrity Pact) is made on this Day ofMonth, 20...., between, Indian Financial Technology and Allied Services, (IFTAS), a company incorporated under section 8 of the Companies Act, 2013, with Corporate Identity Number CIN: U74900TG2015NPL097485 and having its registered office at, NCC House, 4th Floor, Western Wing, Sy. No 64, Madhapur, Hyderabad- 500 081, and having its Corporate office at Unit No. 4, 3rd floor, D Wing, 'Times Square'- Tower D, Andheri - Kurla Road, Marol, Andheri (East), Mumbai - 400 059 (hereinafter called the "BUYER", which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Part and M/s.....represented by Mr. / Mrs., Chief Executive Officer / Authorized Representative (hereinafter called the "BIDDER / Seller" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the BUYER proposes to purchase services and goods for providing services under INFINET v3.0at IFTAS and The Bidder is willing to offer / has offered the said services. The BUYER needs to adhere to all the relevant laws of land, rules, regulations, economic use of resources and of fairness in its relations with The Bidder. In order to achieve these goals, the Buyer may appoint an Independent External Monitor (IEM), who will monitor the bidding process and the execution of the contract for compliance with the principles mentioned above.

WHEREAS The Bidder is a Private Company / Partnership / LLP / LLC, constituted in accordance with the relevant laws in the **matter and the BUYER is** IFTAS.

NOW,

THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence / prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to:-

Enabling the BUYER to obtain the desired said services at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

Enabling BIDDER to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

2. Commitments of the BUYER

- a. The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favor or any material or immaterial benefit or any other advantage from The Bidder, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.
- b. The BUYER will treat all BIDDERS alike and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.
- c. All the officials of the BUYER will report to the office of Competent Authority any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.
- d. In case any such preceding misconduct on the part of such official(s) is reported by The Bidder to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER, the proceedings under the contract will not be stalled.

3. Commitments of the Independent External Monitor (IEM)

- I. The Buyer may appoint a competent and credible Independent External Monitor for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
- II. The Bidders accept that the Monitor has the right to access without restriction all project documentation of the Buyer including that provided by The Bidder. The Bidder will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Sub-Bidder's (if any). The Monitor is under contractual obligation to treat the information and documents of The Bidder's / Sub-Bidder's with confidentiality.
- III. The Buyer will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have impact on the contractual

relations between the Buyer and The Bidder. The parties offer to the Monitor the option to participate in such meetings.

- IV. As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of the Buyer and request the Management to discontinue or to take corrective action, or to take other relevant action. The Monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
- V. The Monitor will submit a written report to the **CEO or COO of IFTAS** within 8 to 10 weeks from the date of reference or intimation to him by the Buyer and, should the occasion arise, submit proposals for correcting problematic situations.
- VI. If the Monitor has reported to the **CEO or COO of IFTAS**, a substantiated suspicion of an offence under relevant IPC/PC Act, and the **CEO or COO of IFTAS** has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to **the Central Vigilance Commissioner**.
- VII. The word 'Monitor' would include both singular and plural.

4. Commitments of BIDDER

- a. The Bidder commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following: -
- b. The Bidder will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favor, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
- c. The Bidder further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favor, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favor or disfavor to any person in relation to the contract or any other contract with the Government.

- d. BIDDER shall disclose the name and address of Agents and Representatives and Indian BIDDER shall disclose their foreign Principals or Associates.
- e. BIDDER shall disclose the payments to be made by them to Agents / Brokers or any other intermediary, in connection with this bid / contract.
- f. The Bidder further confirms and declares to the BUYER that The Bidder is the original manufacturer / service provider / system integrator and has not engaged any individual or firm or company whether Indian or Foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to The Bidder, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.
- g. The Bidder, either while presenting the bid or during negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members, Agents, Brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.
- h. The Bidder will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.
- i. The Bidder will not accept any advantage in exchange of any corrupt practice, unfair means and illegal activities.
- j. The Bidder shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The Bidder also undertakes to exercise due and adequate care lest any such information is divulged.
- k. The Bidder commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- l. The Bidder shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- m. If The Bidder or any employee of The Bidder or any person acting on behalf of The Bidder, either directly or indirectly, is a relative of any of the officers of the BUYER, or alternatively, if any relative of an officer of the BUYER has financial interest/stake in The Bidder's firm, the same shall be disclosed by The Bidder at the time of filing of bid. The term 'relative' for this purpose would be as defined in Section 6 of the Companies Act 1956.

- n. The Bidder shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER.

5. Previous Transgression

- a. The Bidder declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public-Sector Enterprise in India or any Government Department in India that could justify BIDDER's exclusion from the bid process.
- b. The Bidder agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the bid process or the contract, if already awarded, can be terminated for such reason.

6. Sanctions for Violations

- a. Any breach of the aforesaid provisions by The Bidder or any one employed by it or acting on its behalf (whether with or without the knowledge of The Bidder) shall entitle the BUYER to take all or any one of the following actions, wherever required: -
 - To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to The Bidder. However, the proceedings with the other BIDDER(s) would continue.
 - The Security Deposit / Performance Bank Guarantee (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefor.
 - To immediately cancel the contract, if already signed, without giving any compensation to The Bidder.
 - To recover all sums already paid by the BUYER with interest thereon at 1% higher than the prevailing Base Rate of a Scheduled Commercial Bank, while in case of a BIDDER from a country other than India with interest thereon at 1% higher than the most relevant rate in this regard. If any outstanding payment is due to The Bidder from the BUYER in connection with any other contract for any other services, such outstanding payment could also be utilized to recover the aforesaid sum and interest.
 - To encash the Performance Bank Guarantee / Warranty Bond, if furnished by The Bidder, in order to recover the payments, already made by the BUYER, along with interest.
 - To cancel all or any other Contracts with The Bidder. The Bidder shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation / rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to The Bidder.
 - To debar The Bidder from participating in future bidding processes of IFTAS for a

minimum period of five years, which may be further extended at the discretion of the BUYER.

- To recover all sums paid in violation of this Pact by Bidder(s) to any middleman or Agent or Broker with a view to securing the contract.
 - In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with The Bidder, the same shall not be opened.
 - Forfeiture of Performance Bank Guarantee in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
- b. The BUYER will be entitled to take all or any of the actions mentioned above also on the Commission by The Bidder or any one employed by it or acting on its behalf (whether with or without the knowledge of The Bidder), of an offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.
- c. The decision of the BUYER to the effect that a breach of the provisions of this Pact has been committed by The Bidder shall be final and conclusive on The Bidder. However, The Bidder can approach the Independent Monitor(s) appointed for the purposes of this Pact.

7. Fall Clause

- a. The Bidder certifies that they had not supplied/is not supplying similar product/systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry / Department of the Government of India or PSU / or third party and if it is found at any stage that similar product/systems or sub system was supplied by The Bidder to any other Ministry/Department of the Government of India or a PSU /or any third party at a lower price, that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by The Bidder to IFTAS, if the contract has already been concluded.

Bidder must submit PO released with the same solution/ device to any PSU/ Govt. Authority / or third party without names to substantiate the Fall Clause. (The solution if any other entity, if found the benefits should be passed on to IFTAS-/similar rates of period of 6 months)

8. Facilitation of Investigation

- a. In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of The Bidder and The Bidder shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

9. Law and Place of Jurisdiction

- a. This Pact is subject to Indian Laws. The place of performance and jurisdiction is the seat of the BUYER, either Mumbai or Hyderabad.

10. Other Legal Actions

- a. The actions stipulated in this **INTEGRITY PACT** are without prejudice to any other legal actions that may follow in accordance with the provisions of the extant laws in force relating to any civil or criminal proceedings.

11. Validity

- a. The validity of this **INTEGRITY PACT** shall be from the date of its signing and shall extend up to 7 years or 10 calendar months post last payment to the successful Bidder as part of the overall contract whichever is later. In case BIDDER is unsuccessful, this **INTEGRITY PACT** shall expire after the appointment of the successful Bidder.
- b. Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

The parties hereby sign this Integrity Pact at _____ on _____

IFTAS

BIDDER (legal entity)

Name of the Officer:

Authorized Representative Designation:

Department:

Witness

Witness

Annexure - IX: Performance Bank Guarantee

To CEO,
Indian Financial Technology and Allied Services (IFTAS),
10th Floor, C - Wing, 'Times Square',
Andheri - Kurla Road,
Marol, Andheri (East),
Mumbai - 400 059.

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 INFINET v3.0 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 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 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 honor 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 delivered 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 20....

Yours faithfully,

For and on behalf of the Bank,

(Signature)

Designation

(Address of the Bank)

Note:

- b) This guarantee will attract stamp duty as a security bond under Article 54(b) of the Mumbai Stamp Act, 1958.
- c) 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- X: Response from OEM through Bidder

[On the Letter head of the OEM]

All eligibility criteria as described in the respective Annex are satisfied by the OEM M/s
 of the product The details provided in this document are correct and submitted in the below
 format:

Discloser and declaration

S.no	Description	Response from OEM
1	Name of the OEM	
2	Name of the product	
3	Product Category	
4	Product Name	
5	Product Version	
6	Date of the release version	
7	Appliance-Based/Software-Based solution	
8	Road Map of product including EOS and EOL	
9	Number of certified engineers giving technical support for the product in India	
10	Architectural diagram of the product	
11	Head Quarters address	
12	Address in India & Date of Incorporation in India	
13	Address of Product Development Centre	
14	Address of Product Service Centre	
15	Communication Details of Contact Official(s) – Name, Designation, Phone & Fax Number (with STD/ISD code), Mobile No. & E-mail Address	

Annexure- XI: Letter of Authority

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

Place:

Date:

To,
Indian Financial Technology and Allied Services (IFTAS),
10th Floor, C - Wing, 'Times Square',
Andheri - Kurla Road,
Marol, Andheri (East),
Mumbai - 400 059.

Dear Sir,

Sub: Request for Proposal (RFP) for INFINET v3.0

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 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 equipment's, 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- XII: OEM Undertaking

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

Place:

Date:

To,
Indian Financial Technology and Allied Services (IFTAS),
10th Floor, C - Wing, 'Times Square',
Andheri - Kurla Road,
Marol, Andheri (East),
Mumbai - 400 059.

Dear Sir,

Sub: Request for Proposal (RFP) for INFINET v3.0

Dear Sir,

We _____, official manufacturers/OEM vendors of _____ hereby declare that in the event The Bidder fails to resolve/handle any issue within stipulated time limits, OEM shall take the responsibility of handling the issue directly.

Further, we undertake that in the event The Bidder fails to supply / install / implement / operate / support in any circumstances, OEM(s) shall take the responsibility of handling the issue directly and OEM(s) shall comply with the all the terms and condition applicable under this RFP.

Signed by the Manufacturer/OEM Vendor:

(Authorized Signatory) For _____

Annexure-XIII: Manufacturer's Authorization Form
(On OEM's letter head)

No. _____ Date: _____

To CEO,
Indian Financial Technology and Allied Services (IFTAS),
10th Floor, C - Wing, 'Times Square',
Andheri - Kurla Road,
Marol, Andheri (East),
Mumbai - 400 059.

{Ref: Request for Proposal (RFP) for INFINET v3.0 implementation for RBI INFINET connectivity

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-XIV: Bidder's Application Form

(On the letterhead of Bidder)

Place:

Date:

To

Indian Financial Technology and Allied Services (IFTAS),
10th Floor, C - Wing, 'Times Square',
Andheri - Kurla Road,
Marol, Andheri (East),
Mumbai - 400 059.

Dear Sir,

Sub: Request for Proposal (RFP) for INFINET v3.0 implementation for RBI INFINET connectivity

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 subjected solution 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-XV: Declaration Letter regarding Blacklisting

To
Indian Financial Technology and Allied Services (IFTAS),
10th Floor, C - Wing, 'Times Square',
Andheri - Kurla Road,
Marol, Andheri (East),
Mumbai - 400 059.

Sir/ Madam,

I have carefully gone through the Terms & Conditions contained in the RFP Document [No__ __] regarding "Selection of Implementing Agency for INFINET v3.0 implementation for RBI INFINET v3.0 connectivity I hereby declare that my company has not been blacklisted by any Ministry of Government of India or by Government of any State in India or by Government of INDIA or any of the Government PSUs.

I further certify that I am the Director/Company Secretary and am therefore, competent in my Company to make this declaration.

Name & Designation Seal
DIN/Membership
No.

Yours faithfully,
(Signature of The Bidder)

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

Place:

Date:

To

Indian Financial Technology and Allied Services (IFTAS),
10th Floor, C - Wing, 'Times Square',
Andheri - Kurla Road,
Marol, Andheri (East),
Mumbai - 400 059.

Dear Sir,

Sub: Request for Proposal (RFP) for INFINET v3.0

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 for a copy of the Request for Proposal (RFP) for INFINET v3.0. 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- XVII: Statement of Absence of Conflict of Interest

Place:

Date:

To

Indian Financial Technology and Allied Services (IFTAS),
10th Floor, C - Wing, 'Times Square',
Andheri - Kurla Road,
Marol, Andheri (East),
Mumbai - 400 059.

Dear Sir,

Sub: Request for Proposal (RFP) for "INFINET v3.0 Connectivity"

Being duly authorized to represent and act on behalf of (Hereinafter referred to as "the Applicant"), hereby solemnly declare that we are not and shall not be in any situation which could give rise to a conflict of interest in what concerns the performance and/or implementation of the contract. In the event of the contract being awarded to us, we undertake to act with complete impartiality and in good faith in what concerns its performance and outcome and to immediately declare to IFTAS in writing any situation that might raise concerns with respect to conflict of interest, impartiality or otherwise affect our position/ability to duly and appropriately perform the contract.

Yours faithfully,

(Signature of Authorized Signatory) <NAME, TITLE AND ADDRESS>
FOR AND ON BEHALF OF
<NAME OF THE APPLICANT ORGANISATION>

Annexure – XVIII: Procurement from a Bidder from a Country Sharing Land Border with India
(On letterhead of the Bidder)

To
Indian Financial Technology and Allied Services (IFTAS),
10th Floor, C Wing, 'Times Square',
Andheri - Kurla Road, Marol,
Andheri (East),
Mumbai - 400 059

Dear Sir,

Sub: Request for Proposal (RFP) for "RBI INFINET consolidation Project v3.0 "

We, are a private/public limited company incorporated under the provisions of the Companies Act, 1956/ 2013, having its registered office at hereinafter referred to as "Bidder/Seller" which expression shall mean and include, unless the context otherwise requires, its / his successors and permitted assigns.

This is to certify that we have read the clauses stated in the Office Memorandum issued by Ministry of Finance on the Insertion of Rule 144 (xi) in the General Financial Rules (GFRs), 2017 dated 23 July 2020 and amendments & clarifications hereto regarding restrictions on procurement from a bidder of a country which shares a land border with India and on subcontracting to contractors from such countries.

We certify that the Bidder is not from such a country or, if from such a country, has been registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. We hereby certify that we fulfil all requirements in this regard and is eligible to be considered.

We also accept that if such certificate given by the Bidder if our bid is accepted and is found to be false, this would be a ground for immediate termination and further legal action in accordance with law/ provision of bidding document including suspension/ banning and encashment of PBG.

Yours faithfully,

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

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

Note: Where applicable, evidence of valid registration by the Competent Authority shall be attached.

Annexure-XIX: RBI Addresses

S.No	Location	Address	SLA Tier Level
1	Agartala	Reserve Bank of India, Old Municipal Road, 2nd Floor Jackson Gate Building, Tripura West, Agartala	Tier-2
2	Ahmedabad RO	Reserve Bank of India, P. B. No.1, Ashram Road, AHMEDABAD - 380 014.	Tier-1
3	Aizawl	Reserve Bank of India, IT Cell, F. Kapsanga Building (3rd Floor), Opp. Assam Rifle Gate, Dawrpui, Aizawl (Mizoram) Pin-796001	Tier-2
4	Bangalore RO	Reserve Bank of India 10/3/8 Nrupathunga Road, P.B.No. 5467, BANGALORE – 560001. Tel.No : 080 – 2227 5020	Tier-1
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.	Tier-1
6	Bhopal RO	Reserve Bank of India, Hoshangabad Road, P. B. No. 32, BHOPAL - 462 011	Tier-1
7	Bhubaneswar RO	Reserve Bank of India, Pt. Jawaharlal Nehru Marg, P. B. No. 16, BHUBANESWAR - 751 001.	
8	Byculla	Reserve Bank of India, PB No. 4528, 3rd floor Opp. Mumbai Central Railway Station, Mumbai Central Post Office, Byculla, Mumbai - 400	Tier-1
9	Chandigarh RO	Reserve Bank of India, Central Vista, Opp. Telephone Bhawan, Sector 17, CHANDIGARH - 160 017.	Tier-1
10	Chennai RBSC	Reserve Bank Staff College 359, Annasalai, Teynampet, CHENNAI – 600018	Tier-1
11	Chennai RO	Reserve Bank of India Fort Glacis, No. 16 Rajaji- Salai, P.B.No.40, CHENNAI – 600001.	Tier-1

S.No	Location	Address	SLA Tier Level
12	Dehradun	Reserve Bank of India, 97, Rajpur Road, DEHRADUN - 248 001.	Tier-2
13	Delhi RO	Reserve Bank of India 6, Sansad Marg, NEW DELHI – 110 001. Tel.No. 011 - 2371 0538-42 Fax : 011 -2371 1250	Tier-1
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	Tier-2
15	Guwahati RO	Reserve Bank of India Station Road, Pan Bazar, P.B.No.120, GUWAHATI – 781001.	Tier-2
16	Hyderabad RO	Reserve Bank of India 6-1-56, Secretariat Road, Saifabad, P. B. No. 1, HYDERABAD - 500 004.	Tier-1
17	IMPHAL	Opp. Manipur Legislative Assembly, Lilashing Khongnakhong Imphal, Manipur - 795 001	Tier-2
18	Jaipur	Reserve Bank of India, Rambagh Circle, Tonk Road, P. B. No 12, JAIPUR- 302 004.	Tier-1
19	Jammu RO	Reserve Bank of India, Rail Head Complex, JAMMU - 180 012.	Tier-1
20	Kanpur	Reserve Bank of India, Mahatma Gandhi Road, P. B. No. 82/142, KANPUR- 208 001.	Tier-1
21	Kochi RO	Reserve Bank of India, Foreign Exchange Department Emakulam North, P. B. No. 3065, KOCHI - 682 018.	Tier-1
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	Tier-1
23	Lucknow RO	Reserve Bank of India Building, 8-9, Vipin Khand, Gomti Nagar, LUCKNOW- 226 010.	Tier-1

S.No	Location	Address	SLA Tier Level
24	Mumbai BKC	Bandra Kurla Complex (BKC) Officer-in-Charge, Reserve Bank of India, DESACS, C-8, 3rd Floor Bandra (E), MUMBAI - 400 051	Tier-1
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 - 22660817	Tier-1
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	Tier-1
27	Nagpur RO	Reserve Bank of India Main Office Building, Dr. Raghavendra Rao Road, P.B.No.15, Civil Lines, NAGPUR – 440 001.	Tier-1
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.	Tier-1
29	Patna RO	Reserve Bank of India South Gandhi Maidan, P.O.No. 162, PATNA – 800 001. Tel.No. 0612 – 268 5851	Tier-1
30	Pune	Reserve Bank of India, College of Agriculture Banking, University Road, Ganeshkhind Road,PUNE - 411 016	Tier-1
31	Raipur RO	Reserve Bank of India, Shubhashish Parisar 54/949, Satya Prem Vihar Mahadev Ghat Road, Sunder Nagar, RAIPUR - 492 013	Tier-1
32	Ranchi CCU	Reserve Bank of India, R.R.D.A Building, Pragathi Sadan (4th Floor), Kutchery Road, RANCHI – 834001	Tier-2
33	Shillong	The Officer-in-Charge, Reserve Bank of India, Aphira Building, Fruit Garden, Shillong Jowai Road, P.O. Laitumkhrah Shillong-793003	Tier-2

S.No	Location	Address	SLA Tier Level
34	Shimla RO	Reserve Bank of India, B-478, Sector IV New Shimla - 171 009 (Himachal Pradesh)	Tier-2
35	Trivandrum	Reserve Bank of India, Trivandrum Regional Office, Bakery Junction, Post Box No. 6507, Thiruvananthapuram -695 033.	Tier-1
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	Tier-1
37	ZTC Kolkata	"Reserve Bank of India Zonal Training Centre 8, Council House Street Kolkata-700001 e-mail : ztckolkata@rbi.org.in Ph: 033-22135508	Tier-1
38	Belapur Datacenter (DC)	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.	Tier-1
39	Kharghar Datacenter (DC)	Kharghar Data Center Reserve Bank of India RainTree Marg, Sector 7, CBD Belapur, Navi Mumbai.	Tier-1
40	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.	Tier-1
41	Nagpur Datacenter (DC)	Nagpur Additional Office Building Reserve Bank of India, Additional Office Building, 1st Floor, East High Court Road, P.B. No 118, Nagpur – 440 001	Tier-1
42	Ahmedabad Riverfront	RBI Office, 4th Floor, Riverfront House,,Behind H.K. Arts College, Between Gandhi and Nehru Bridge,,Pujya Pramukh Swami Maharaj Marg, (Riverfront- West),,,00,Ahmedabad, Gujarat, 380009, IN	Tier-1
43	Cuffee Parade Maker Tower	-Maker Tower E, 13th Floor and 20th Floor, Captain Prakash Pethe Marg, Cuffe Parade, Mumbai 400005, Maharashtra.	Tier-1

S.No	Location	Address	SLA Tier Level
44	IDRBT DC	RBI Belapur Navi Mumbai Office, 2 nd Floor, Plot No-3, Sector 10, H.H.Nirmala devi Marg, CBD Belapur, Navi Mumbai-400614.	Tier-1
45	IFTAS Hyderabad	Sify technologies ltd., survey no.11, DC Hall 3 rd Floor, Nanakramguda, financial District, Hyderabad-500089.	Tier-1
46	IDRBT DR	IDRBT, Castle Hills, Road No 1, Masab Tank, Hyderabad-5000057	Tier-1
47	IFTAS GPX Mumbai	GPX India Pvt Ltd., unit A-001, Boomerang, Chandivali Farm Road, near Chandivali Studio, Andheri East, Mumbai-400072.	Tier-1