

PYGB/ITD/RFP/2025-26 dated 12.12.2025 - LIST OF QUERIES/CLARIFICATIONS

S.N o	Page No	Para No	RFP Clause/ Amended clause	Bidder Query	Response Type	Customer Response	Amendment
1	46	Warranty	5 Years 24/7 Warranty with 30 minutes Response Time and 4 hours Call to Resolution including part replacement, access to OEM support portal, OEM technical support on 24X7X365 basis. Successful Bidder must provide documentary proof from OEM post installation of the Hardware. Highest Level of Proactive and Reactive support covering Half yearly Firmware analysis, and Proactive Health analysis. All the disk/SSD/NVME components (Data Drives) including faulty disk components will be property of the bank and will not be returned to OEM/SI.	Since CTR support is available with 6 hours requesting bank for 6 hours CTR	Amendme nt	Please refer to the amendment	5 Years 24/7 Warranty with 30 minutes Response Time and 6 hours Call to Resolution including part replacement, access to OEM support portal, OEM technical support on 24X7X365 basis. Successful Bidder must provide documentary proof from OEM post installation of the Hardware. All the disk/SSD/NVME components (Data Drives) including faulty disk components will be property of the bank and will not be returned to OEM/SI.
2	46	End of Life	The proposed Hardware and Software generation should be less than one year from the date of bid submission and the proposed Hardware and Software should not become End of Sales for two years from the date of the submission of the bid and End of Support for 7 years from the date of submission of the bid. A self declaration shall be submitted by the Bidder along with the annexures during bid submission.	Since the proposed processors are already launched one year before, Herewith requesting below change. The proposed Hardware and Software generation should be less than one year from the date of bid submission and the proposed Hardware and Software should not become End of Sales for one year from the date of the submission of the bid and End of Support for 5 years from the date of submission of the bid. A self declaration shall be submitted by the Bidder alongwith the annexures during bid submission.	Clarificati on	Please adhere to the RFP terms.	
3	17	15. PROCUREMENT THROUGH LOCAL SUCCESSFUL BIDDER/ VENDORS (MAKE IN INDIA)	The bidder (if local Successful Bidder/ Vendor) will have to submit a self-certification that the offered item meets the minimum local content and shall give details of the Locations at which the local value addition is made. The bidder will also submit a certificate from Statutory Auditor or Cost Auditor of the company or from a practicing cost accountant or Chartered Accountant giving the percentage of local content. The bidder has to provide proper break up of local content in all the items quoted with documentary evidence from OEMs.	Requesting to customer: As no format mentioned in the RFP for MII, Kindly provide the required format in Annexure for Make in India Certificate to be provided by Auditor.	Clarificati on	The bidder may refer to their Auditor/Audit firm for further details.	

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4	Amended Clause	OS Support	Certification and compliance (as on date of bid submission): Microsoft Microsoft Windows Server and Hyper-V: OEM Should have certification for all versions of Windows Server Operating System from Windows Servers 2022 and later version. VMWare: OEM Should have certification for VMWare Esxi 8.0, 9.0 and later versions and VCF 4.5.2 and all later/upgraded/higher versions. Also, the supplied hardware should support all version upgrades coming in next 5 years. If hardware supplied by selected OEM is not compatible VMWare releases during 5 years from date of commissioning bidder need to replace	* OS version can be confirmed for current and historical versions. Future version compatibility cannot be confirmed . Request bank to remove " and later versions ". HW OEM like Dell will not have visibility to later versions of OS being released by OS vendors like, Microsoft, Broadcom, RedHat etc. * https://www.dell.com/support/home/en-us/drivers/supportedos/poweredge-r770 * SUSE Linux ver 15 is supported on servers with Xeon 6 support. Request bank to amend requirement for SUSE 12 compatibility	Amendment	Please refer to the amendment	Certification and compliance (as on date of bid submission): Microsoft Microsoft Windows Server and Hyper-V: OEM Should have certification for all versions of Windows Server Operating System from Windows Servers 2022 and 2025 . VMWare: OEM Should have certification for VMWare Esxi 8.x, 9.x and later versions and VCF 5.x and all later/upgraded/higher versions. Also, the supplied hardware should support all version upgrades coming in next 5 years. If hardware supplied by selected OEM is not compatible VMWare releases during 5 years from date of commissioning, bidder need to replace hardware with compatible VMWare release without any additional cost to the Bank. Red Hat-Enterprise Linux (RHEL): OEM Should have certification for RHEL 9.4 and higher versions. For Red hat OpenShift container platform 4.16-4.X and higher should be supported. SUSE Enterprise Linux 15 and Higher (Documentary proof should be attached).
5	9	point no. 7	The bidder should have successfully Installed and maintained VMWare Private Cloud solution (by utilizing Esxi/vCloud Suite/vSphere/NSX/Aria suite) with a minimum of 300 Virtual Machines deployed and managed at Customer's DC/DR in Indian Market in the last 3 Financial years 2022-23, 2023-24, 2024-25 for a minimum of 1 (one) Scheduled Commercial Bank in India. and should have supplied a minimum of 3 full-time resident engineers for supporting the solution.	The bidder should have successfully Installed and maintained VMWare Private Cloud solution (by utilizing Esxi/vCloud Suite/vSphere/NSX/Aria suite) with a minimum of 300 Virtual Machines deployed and managed at Customer's DC/DR in Indian Market in the last 5 Financial years for a minimum of 1 (one) Scheduled Commercial Bank/corporate/private/ manufacturing / government institutions unit in India. and should have supplied a minimum of 3 full-time resident engineers for supporting the solution.	Clarification	Please adhere to the RFP terms.	
6	9	point no.8	The bidder should have supplied and managed micro-segmentation in a VMWare Private Cloud with a minimum deployment of 1000+ cores managed cumulatively at Customer's DC and DR in India in the last 3 years for a minimum of 1 Scheduled Commercial Bank in India.	The bidder should have supplied and managed micro-segmentation in a VMWare Private Cloud with a minimum deployment of 1000+ cores managed cumulatively at Customer's DC and DR in India in the last 5 years for a minimum of 1 Scheduled Commercial Bank/ corporate/private/ manufacturing/ government institutions in India.	Clarification	Please adhere to the RFP terms.	
7	9	point no. 10	The bidder should have successfully supplied minimum 20 Servers (Rack server or Blade servers) and its associated software cumulatively deployed at Customer's DC and DR in India in the last 3 Financial years for a minimum of 1 (one) Scheduled Commercial Bank	The bidder should have successfully supplied minimum 19 Servers (Rack server or Blade servers) and its associated software cumulatively deployed at Customer's DC and DR in India in the last 5 Financial years for a minimum of 1 (one) Scheduled Commercial Bank.	Clarification	Please adhere to the RFP terms.	

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8	Amended Clause	OS Support	<p>Certification and compliance (as on date of bid submission):</p> <p>Microsoft Microsoft Windows Server and Hyper-V: OEM Should have certification for all versions of Windows Server Operating System from Windows Servers 2022 and later version.</p> <p>VMWare: OEM Should have certification for VMWare Esxi 8.0, 9.0 and later versions and VCF 4.5.2 and all later/upgraded/higher versions. Also, the supplied hardware should support all version upgrades coming in next 5 years. If hardware supplied by selected OEM is not compatible VMware releases during 5 years from date of commissioning bidder need to replace</p>	<p>* OS version can be confirmed for current and historical versions. Future version compatibility cannot be confirmed . Request bank to remove " and later versions ". HW OEM like Dell will not have visibility to later versions of OS being released by OS vendors like, Microsoft, Broadcom, RedHat etc.</p> <p>*</p> <p>https://www.dell.com/support/home/en-us/drivers/supportedos/poweredge-r770</p> <p>* SUSE Linux ver 15 is supported on servers with Xeon 6 support. Request bank to amend requirement for SUSE 12 compatibility.</p>	Amendment	Please refer to the amendment	<p>Certification and compliance (as on date of bid submission): Microsoft Microsoft Windows Server and Hyper-V: OEM Should have certification for all versions of Windows Server Operating System from Windows Servers 2022 and 2025.</p> <p>VMWare: OEM Should have certification for VMWare Esxi 8.x, 9.x and later versions and VCF 5.x and all later/upgraded/higher versions. Also, the supplied hardware should support all version upgrades coming in next 5 years. If hardware supplied by selected OEM is not compatible VMware releases during 5 years from date of commissioning, bidder need to replace hardware with compatible VMware release without any additional cost to the Bank.</p> <p>Red Hat-Enterprise Linux (RHEL): OEM Should have certification for RHEL 9.4 and higher versions. For Red hat OpenShift container platform 4.16-4.X and higher should be supported.</p> <p>SUSE Enterprise Linux 15 and Higher (Documentary proof should be attached).</p>

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1	9	3. PRE-QUALIFICATION CRITERIA OF THE BIDDER	The bidder should have successfully Installed and maintained VMware Private Cloud solution (by utilizing Esxi/vCloud Suite/vSphere/NSX/Aria suite) with a minimum of 300 Virtual Machines deployed and managed at Customer's DC/DR in Indian Market in the last 3 Financial years 2022-23, 2023-24, 2024-25 for a minimum of 1 (one) Scheduled Commercial Bank in India, and should have supplied a minimum of 3 full-time resident engineers for supporting the solution.	The bidder should have successfully Installed and maintained VMware Private Cloud solution (by utilizing Esxi/vCloud Suite/vSphere/NSX/Aria suite) with a minimum of 300 Virtual Machines deployed and managed at Customer's DC/DR in Indian Market in the last 3 Financial years 2022-23, 2023-24, 2024-25 for a minimum of 1 (one) Scheduled Commercial Bank in India, and should have supplied a minimum of 2 full-time resident engineers for supporting the solution (Two PO Copies allowed for same customer).	Amendment	Please refer to the amendment.	The bidder should have successfully Installed and maintained VMware Private Cloud solution (by utilizing Esxi/vCloud Suite/vSphere/NSX/Aria suite) with a minimum of 300 Virtual Machines deployed and managed at Customer's DC/DR in Indian Market in the last 3 Financial years 2022-23, 2023-24, 2024-25 for a minimum of 1 (one) Scheduled Commercial Bank in India, and should have supplied a minimum of 2 full-time resident engineers for supporting the solution.																
2	14	8. BIDDING PROCESS	For the purpose of the present job, a two part bidding process will be followed. The response to the present tender will be submitted in two parts: → Technical Bid → Commercial Bid Bidders are required to strictly submit their bids in electronic form on GeM Portal followed by Submission of Hardcopy of Earnest Money Deposit (EMD) and Integrity pact documentations, on address as mentioned above . The Commercial Bid has to be submitted in online form only through GeMPortal	Kindly specify the date and time for submission of hard copy. Atleast by 3PM of next day of online submission of BID.	Amendment	Please refer to the amendment.	Bidders are required to strictly submit their bids in electronic form on GeM Portal followed by Submission of Hardcopy of Earnest Money Deposit (EMD) and Integrity pact documentations, on address as mentioned above within 1 week from the Bid submission timeline.																
3	20	26. PAYMENT TERMS	10% of [A] will be retained as retention money and will be released to the vendor at the beginning of 4th year of the contract subject to satisfactory performances and compliance as per RFP terms.	While we are submitting PBG for 5% on the contract value and the resource cost are scheduled to be paid end of quarter, the 10% retention money is not hustified. This only is contributing to increase of bidder's finance cost. Request to release after completion of cintallation.	Clarification	Please adhere to the RFP terms.																	
4	21	28. SERVICE LEVEL AGREEMENT(SLA)	f) All proposed Onsite Support resources as per RFP, must be on the company payroll. Resources from franchise/partners on outsourcing mode are not acceptable. Before replacing/ changing the existing resources, a minimum 2-month (60 Days) notice is required to the bank by the bidder , and Bank's consent is to be obtained for relieving the resource from the project.	Request to consider 30 days notice period for replacing/ changing the resource as a market standard practice.	Clarification	Please adhere to the RFP terms.																	
5	36	2. ONSITE TECHNICAL SUPPORT(FACILITY MANAGEMENT SERVICES	<p>Successful Bidder has to deploy Onsite Support resources in the following manner:</p> <table border="1"> <thead> <tr> <th>S. No</th> <th>PURPOSE</th> <th>LEVEL</th> <th>COUNT</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>VMware Administration</td> <td>L2</td> <td>1</td> </tr> <tr> <td>2</td> <td>VMware Administration</td> <td>L1</td> <td>1</td> </tr> <tr> <td>Total Onsite resource to be engaged in the contract</td> <td></td> <td></td> <td>2</td> </tr> </tbody> </table>	S. No	PURPOSE	LEVEL	COUNT	1	VMware Administration	L2	1	2	VMware Administration	L1	1	Total Onsite resource to be engaged in the contract			2	Kindly confirm the location of resource deployment	Amendment	Please refer to the amendment.	The bidder to Deploy Onsite Engineers, who will be working from 9.30 AM to 6.30 PM at Bank's Site - Project office, Chennai on day-to-day basis for hardware and software management.
S. No	PURPOSE	LEVEL	COUNT																				
1	VMware Administration	L2	1																				
2	VMware Administration	L1	1																				
Total Onsite resource to be engaged in the contract			2																				
6	37	4. ONSITE TECHNICAL SUPPORT-GENERAL REQUIREMENTS	• The bidder to Deploy Onsite Engineers, who will be working from 9.30 AM to 6.30 PM at Bank's Site (DC at Chennai/ DR, Hyderabad/Head Office, Puducherry) on day-to-day basis for hardware and software management .	Kindly confirm if resources are to be deployed at DC as well as DR sites?	Amendment	Please refer to the amendment.	The bidder to Deploy Onsite Engineers, who will be working from 9.30 AM to 6.30 PM at Bank's Site - Project office, Chennai on day-to-day basis for hardware and software management.																

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7	40	4. ONSITE TECHNICAL SUPPORT-GENE RAL REQUIREMENTS	• The cost agreed upon for the resource will be fixed for the period of 5 years and purchase order will be issued based on the requirement of the bank. However, charges for onsite resources will be applicable from the date of acceptance/Project Sign off the solution of the bank.	resource cost need to be increased year on year basis . Hence kindly consider 8% incremental cost every year for resources as a standard practice, instead of fix price for 5 years.	Clarification	Please adhere to the RFP terms.	
8	41	5. DELIVERY TIMELINE	Hardware: Hardware along with the required accessories should be delivered within Six (6) Weeks from the date of Purchase Order at all the specified locations	Kindly consider 10 weeks of delivery timeline for hardware.	Amendment	Please refer to the amendment.	Hardware along with the required accessories should be delivered within Eight (8) Weeks from the date of Purchase Order at all the specified locations
9	32	1. SCOPE OF WORK SECTION 3 - SCHEDULE OF REQUIREMENTS	In addition to the above specified standard cabling for Network and Storage connectivity, the Bidder shall lay additional OFC - 5 nos. and CAT 6e cables - 5 nos from Server racks of the Bank to the Network Rack within the cage area.	“Kindly confirm the required cable lengths for the following: OFC cables (5 numbers) CAT 6e cables (5 numbers) Please specify whether the lengths should be 40 meters, 50 meters, or any other standard length	Amendment	Please refer to the amendment.	In addition to the above specified standard cabling for Network and Storage connectivity, the Bidder shall lay additional OFC - 5 nos. and CAT 6e cables - 5 nos from Server racks of the Bank to the Network Rack within the cage area. Approximate required length of cables - 20meters.
10		1. SCOPE OF WORK SECTION 3 - SCHEDULE OF REQUIREMENTS	Performing DC and DR Drill on periodic basis as per Bank's requirement	Kindly confirm the frequency of DC-DR drills conducted in the bank's data centers (for example, twice a year, three times a year, or quarterly	Clarification	Planned DC/DR drills will be conducted as per regulatory guidelines and further to meet the adhoc requirements of the Bank. Unplanned DC/DR drills will be taken up based on exigencies/ adhoc requirements of the Bank.	
11	33	1. SCOPE OF WORK SECTION 3 - SCHEDULE OF REQUIREMENTS	1. Multiple virtual machines of same configuration across single and multiple sites in single request for High availability - deployment of multiple VMs in any of the 2 sites	Kindly confirm how many VMs need to be created by the bidder, and whether any existing VMs need to be migrated to the new environment	Clarification	Bidder must be able to create/ migrate any number of VMs as per Bank's requirement as a part of infra management.	
12	33	1. SCOPE OF WORK SECTION 3 - SCHEDULE OF REQUIREMENTS	5. The management software wherever applicable, like Chassis, Rack-server, iPDUs, Tape libraries, SAN Switch and VMware shall be configured and handed over to the Bank team in-full by activating all the necessary licenses.	Kindly confirm whether the Bank is looking for any third-party monitoring software, or if the OEM's native monitoring tools are sufficient to monitor the new devices	Clarification	The monitoring/ management facilities bundled in the solution/hardware proposed by the bidder as a part of this RFP, must be activated and configured in full while handing over to the Bank.	
13	33	1. SCOPE OF WORK SECTION 3 - SCHEDULE OF REQUIREMENTS	1. Multiple virtual machines of same configuration across single and multiple sites in single request for High availability - deployment of multiple VMs in any of the 2 sites	Kindly confirm whether licenses for any new VMs, other than Red Hat (such as Microsoft), will be provided by the Bank or by the bidder	Clarification	Bidder must be able to create/ migrate any number of VMs as per Bank's requirement as a part of infra management.	

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14	33	1. SCOPE OF WORK SECTION 3 - SCHEDULE OF REQUIREMENTS	User should be able to choose combination of OS, Application (MSSQL Standalone, Oracle RAC, Apache, Weblogic, Tomcat), T-shirt size and Platform (VMware) while deploying.	Request your confirmation on whether VM creation and OS installation are part of the bidder's scope. Additionally, please confirm whether the installation and configuration of third party applications, databases, and WebLogic will be performed by the bank's resources	Clarification	Installation/Creation/configuration/management/Troubleshooting of the solutions/hardware proposed as a part of this RFP must be done by bidder. The resources deployed must be able to support Bank in installation/configuration of 3rd party applications.	
15	34	1. SCOPE OF WORK SECTION 3 - SCHEDULE OF REQUIREMENTS	The bidder/OEM should ensure Design and Deployment of network virtualization Solution for 2 sites. The network virtualization solution should provide micro- segmentation.	Please confirm the existing network segmentation used in the bank premises. Any upgrade is required during implementations (for example, NSX-v or NSX-T)	Clarification	Firmware/OS/Component upgrades to latest version as per OEM release notes, must be taken up by bidder subject to the compatibility of Bank's application. NSX-T is implemented in current infra.	
16	36	ONSITE TECHNICAL SUPPORT 3.1 RHEL Administration (L2)	Implement and manage system services such as web servers (Apache, Nginx), databases (MySQL, PostgreSQL), and application servers.	Will any bank resources or application/DB team members assist with the application and database tasks? The activities mentioned, such as database administration, are not part of OS administration task	Clarification	The onsite resources must actively coordinate with DBAs/Bank team for managing the applications not part of scope.	
17	37	3.2 VMWare Administration (L1)	Troubleshooting and managing NSX.	Any NSX resources already in the bank . This Vmware engineer to assist them for NSX configurations or The requested L2 Vmware need to configure and manage NSX environment .	Clarification	Onsite resource deployed by the bidder must cover this scope.	
18	37	ONSITE TECHNICAL SUPPORT 3.2 VMWare Administration (L1)	FMS resources must be ready to work in shifts and should be adequate to ensure the unhindered 24x7x365 operations and support.	Request your confirmation that the resource shift timing is from 9:30 AM to 6:30 PM. In case 24x7x365 support is required, please clarify whether the same resources will provide extended support or if additional resources will be required in the bank environment	Clarification	The general shift timing is from 9:30 AM to 6:30 PM. However, the onsite engineers are expected to support in other shifts as well during any planned activities/unplanned exigencies.	
19	37	ONSITE TECHNICAL SUPPORT 3.2 VMWare Administration (L1)	The bidder to Deploy Onsite Engineers, who will be working from 9.30 AM to 6.30 PM at Bank's Site (DC at Chennai/ DR, Hyderabad/Head Office, Puducherry)	Request your confirmation on the onsite engineer location for the FMS resources (DC / DR / Head Office). The requirement is as follows: RHEL Administration – L2: 1 resource VMware Administration – L1: 1 resource	Amendment	Please refer to the amendment.	The bidder to Deploy Onsite Engineers, who will be working from 9.30 AM to 6.30 PM at Bank's Site - Project office, Chennai on day-to-day basis for hardware and software management.
20	43	Motherboard	Motherboard Latest Intel chipset compatible with Intel Xeon 6th Gen or later Scalable processors	Latest 12th Gen Hpe servers are System on chip design because Intel has moved away from PCH since Xeon 6th gen processors, so no will chipset name like earlier will be available Amendment: Motherboard based on latest System-on-chip (SoC) architecture to support latest Intel Xeon 6th Gen or latest scalable processors or we can be ask to remove this point too	Amendment	Please refer to the amendment.	Motherboard based on latest System-on-chip (SoC) architecture compatible with Intel Xeon 6th Gen or later Scalable processors
21	43	SCSI Controllers	Integrated Hardware RAID Controller to supports RAID 0, 1 and higher	While our MR Raid controller cards are factory integrated but they are removable modules too. Amendments: Embedded / PCIe based x16 RAID controller supporting RAID 0, 1, 10. Must support mix-and-match SAS, SATA, and NVMe drives to the same controller.	Clarification	Please adhere to the RFP terms.	

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22	44	OS Support	OEM Should have certification for RHEL 8.0, 9.0 and higher versions	RHEL support for Gen12 is 9.4 onwards Amendments: OEM Should have certification for RHEL 9.4 and higher versions	Amendment	Please refer to the amendment.	Certification and compliance (as on date of bid submission): Microsoft Microsoft Windows Server and Hyper-V: OEM Should have certification for all versions of Windows Server Operating System from Windows Servers 2022 and later version. VMWare: OEM Should have certification for VMWare Esxi 8.0, 9.0 and later versions and VCF 5.x and all later/upgraded/higher versions. Also, the supplied hardware should support all version upgrades coming in next 5 years. If hardware supplied by selected OEM is not compatible VMware releases during 5 years from date of commissioning, bidder need to replace hardware with compatible VMware release without any additional cost to the Bank. Red Hat-Enterprise Linux (RHEL): OEM Should have certification for RHEL 9.4 and higher versions. For Red hat OpenShift container platform 4.16-4.X and higher should be supported. SUSE Enterprise Linux 12 and Higher (Documentary proof should be attached).
23	44	OS Support	For Red hat OpenShift container platform 4.8-4.12 and 4.16-4.X should be supported.	Openshift version 4.8 to 4.12 not supported and is EOL Since we support from 9.4 onwards aligned RHOCP version is 4.16 onwards. Amendment: Remove version 4.8 to 4.12	Amendment	Please refer to the amendment.	Certification and compliance (as on date of bid submission): Microsoft Microsoft Windows Server and Hyper-V: OEM Should have certification for all versions of Windows Server Operating System from Windows Servers 2022 and later version. VMWare: OEM Should have certification for VMWare Esxi 8.0, 9.0 and later versions and VCF 5.x and all later/upgraded/higher versions. Also, the supplied hardware should support all version upgrades coming in next 5 years. If hardware supplied by selected OEM is not compatible VMware releases during 5 years from date of commissioning, bidder need to replace hardware with compatible VMware release without any additional cost to the Bank. Red Hat-Enterprise Linux (RHEL): OEM Should have certification for RHEL 9.4 and higher versions. For Red hat OpenShift container platform 4.16-4.X and higher should be supported. SUSE Enterprise Linux 12 and Higher (Documentary proof should be attached).
24	44	OS Support	VCF 4.5.2 and all later/upgraded/higher versions.	VCF version 5.2 is the first major version to align with ESXI 8.0 U3. Amendment: Change the VCF version from 5.2 and later	Amendment	Please refer to the amendment.	Certification and compliance (as on date of bid submission): Microsoft Microsoft Windows Server and Hyper-V: OEM Should have certification for all versions of Windows Server Operating System from Windows Servers 2022 and later version. VMWare: OEM Should have certification for VMWare Esxi 8.0, 9.0 and later versions and VCF 5.x and all later/upgraded/higher versions. Also, the supplied hardware should support all version upgrades coming in next 5 years. If hardware supplied by selected OEM is not compatible VMware releases during 5 years from date of commissioning, bidder need to replace hardware with compatible VMware release without any additional cost to the Bank. Red Hat-Enterprise Linux (RHEL): OEM Should have certification for RHEL 9.4 and higher versions. For Red hat OpenShift container platform 4.16-4.X and higher should be supported. SUSE Enterprise Linux 12 and Higher (Documentary proof should be attached).
25	33	1. SCOPE OF WORK	The bidder needs to integrate the Proposed Hardware and Software solution with Bank's existing hardware and software tools such as Existing Servers, SAN Storage, VMs, Networking switches, Antivirus Software, Firewall etc. for smooth functioning of the project	Request to confirm existing storage details in order to verify compatibility with the new server hardware.	Clarification	The servers are expected to be integrated with 'HPE Alletra Storage MP'	
26	33	1. SCOPE OF WORK	The bidder needs to integrate the Proposed Hardware and Software solution with Bank's existing hardware and software tools such as Existing Servers, SAN Storage, VMs, Networking switches, Antivirus Software, Firewall etc. for smooth functioning of the project	Kindly confirm if any data migration activities are required as part of the new server implementation, or if the scope is limited to platform readiness and VM creation only	Clarification	The servers must be seamlessly integrated with the existing ESXI clusters and must support all VM related actions without any issues.	

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27	33	1. SCOPE OF WORK	Broad Scope of Work for Supply, Installation and Maintenance of IT Infrastructure (Hardware and Software licenses) on CAPEX basis using x86 based servers	Kindly confirm whether the bank requires the same existing OEM (Dell) servers, or if any x86 OEM servers can be supplied by the bidder	Clarification	The supplied servers must be fully compatible with Bank's existing hypervisor and must seamlessly integrate with existing ESXI clusters.	
28	34	1. SCOPE OF WORK	Bidder and OEM should arrange the OEM training for all the technologies quoted as part of the proposed solutions for 3 batches with 8 members of Bank during the contract period (one batch each - 1st year, 2nd year & 4th year).	Kindly confirm the scope of training to be provided by the bidder and the OEM, such as platform readiness training by the bidder and OEM training for OEM-supplied hardware and software	Amendment	Please refer to the amendment.	Bidder/OEM should arrange the training for all the technologies quoted as part of the proposed solutions for 3 batches with 8 members per batch of Bank during the contract period (one batch each - 1st year, 2nd year & 4th year).
29	9	3. Pre qualification criteria	The bidder should have OEM Certified engineers on their payroll, with at least 3 resources who have completed the certifications below.	Request bank to amend :The bidder should have OEM Certified engineers on their payroll, with at least 1 resources who have completed the RHCSA	Clarification	Please adhere to the RFP terms.	
30	20	26.Payment Terms	Software Cost shall be billed by the bidder on yearly-advance basis during the contract period.100% of First year payment will be completed on successful installation and Go-Live of the solution	Request bank to amend and consider the software payment will be 70% against delivery and remaining 30% against installation.	Clarification	Please adhere to the RFP terms.	
31	20	26.Payment Terms	10% of [A] will be retained as retention money and will be released to the vendor at the beginning of 4th year of the contract subject to satisfactory performances and compliance as per RFP terms.	Request bank to relax the clause as we are giving BG cost for this bid and the additional retention money will be additional finance cost for partners	Clarification	Please adhere to the RFP terms.	
32	43	RACK SERVER (2*32) – Server type 1	Certification and compliance (as on date of bid submission): Microsoft Microsoft Windows Server and Hyper-V: OEM Should have certification for all versions of Windows Server Operating System from Windows Servers 2022 and later version. VMWare: OEM Should have certification for VMWare Esxi 8.0, 9.0 and later versions and VCF 4.5.2 and all later/upgraded/higher versions. Also, the supplied hardware should support all version upgrades coming in next 5 years. If hardware supplied by selected OEM is not compatible VMWare releases during 5 years from date of commissioning, bidder need to replace hardware with SUSE Linux ver 15 is supported on servers with Xeon 6 support. Request bank to amend requirement for SUSE 12 compatibility.	OS version can be confirmed for current and historical versions. Future version compatibility cannot be confirmed . Request bank to remove " and later versions ". HW OEM like Dell will not have visibility to later versions of OS being released by OS vendors like, Microsoft, Broadcom, RedHat etc. https://www.dell.com/support/home/en-us/drivers/supportdos/poweredge-r770 SUSE Linux ver 15 is supported on servers with Xeon 6 support. Request bank to amend requirement for SUSE 12 compatibility.	Amendment	Please refer to the amendment.	Certification and compliance (as on date of bid submission): Microsoft Microsoft Windows Server and Hyper-V: OEM Should have certification for all versions of Windows Server Operating System from Windows Servers 2022 and later version. VMWare: OEM Should have certification for VMWare Esxi 8.0, 9.0 and later versions and VCF 5.x and all later/upgraded/higher versions. Also, the supplied hardware should support all version upgrades coming in next 5 years. If hardware supplied by selected OEM is not compatible VMWare releases during 5 years from date of commissioning, bidder need to replace hardware with compatible VMWare release without any additional cost to the Bank. Red Hat-Enterprise Linux (RHEL): OEM Should have certification for RHEL 9.4 and higher versions. For Red hat OpenShift container platform 4.16-4.X and higher should be supported. SUSE Enterprise Linux 12 and Higher (Documentary proof should be attached).
33	10	Point no. 5 (H)	Manufacturer Authorization Form (MAF) from respective OEMs with reference to the RFP no. is to be submitted for all the products quoted in the bid. Server OEM VMware Redhat Microsoft	We request Bank to share the BOQ for Microsoft Licenses It will help us for MAF from Microsoft.	Amendment	Please refer to the amendment.	Manufacturer Authorization Form (MAF) from respective OEMs with reference to the RFP no. is to be submitted for all the products quoted in the bid. Server OEM VMware Redhat
34	41	Point no. 5	Hardware along with the required accessories should be delivered within Six (6) Weeks from the date of Purchase Order at all the specified locations.	Hardware along with the required accessories should be delivered within Six (6) to eight (8) Weeks from the date of Purchase Order at all the specified locations.	Amendment	Please refer to the amendment.	Hardware along with the required accessories should be delivered within Eight (8) Weeks from the date of Purchase Order at all the specified locations
35	41	Point no. 5	Software licenses should be delivered within One (1) Week from the date of Delivery Instruction issued by the Bank	Software licenses should be delivered within One (1) to two (2) Week from the date of Delivery Instruction issued by the Bank	Clarification	Please adhere to the RFP terms.	

S.No	RFP Page No	Para No	RFP Clause	Bidder Query	Response Type	Customer Response	Amendment
36	41	Point no. 5	Onsite Support resources should be deployed at Bank's site within 6 weeks from the date of Purchase Order.	Onsite Support resources should be deployed at Bank's site within 8 to 10 weeks from the date of Purchase Order.	Clarification	Please adhere to the RFP terms.	
37	47	Point no.25	Also, KVM to be provided to manage all the servers	for KVM how many ports required	Amendment	Please refer to the amendment.	Clause removed.
38	N/A	N/A	RACK BOQ	Whether bidder need to provide Rack ?	Clarification	Bidder is required to utilize the rack provided by Bank.	
39	10	Point.no.3; Table Point.11	The bidder should have direct offices and Service Center at Chennai and Hyderabad with a minimum of 50 support engineers available at both locations together with a majority of them located at Bank's DC location, Chennai. The Postal Address of the service center along with proof of address should be provided with the bid. Bank may undertake in-person site visit to the Bidder's offices if required.	we would request the relaxation of the above point so that we can qualify and participate in the tender	Clarification	Please adhere to the RFP terms.	

REQUEST FOR PROPOSAL (RFP)

FOR

AUGMENTATION OF DC/DRS INFRASTRUCTURE

**SUPPLY, INSTALLATION AND MAINTENANCE OF
IT INFRASTRUCTURE (HARDWARE AND SOFTWARE LICENSES) ON CAPEX
BASIS AT DC & DRS**

RFP Reference Number: PYGB/ITD/RFP/2025-26 dated 12.12.2025

Date and Time of Pre-Bid Meeting	23/12/2025, 11:00 Hrs
Last Date and Time for receipt of bids	09/01/2026, 15:00 Hrs
Date and Time of opening of Technical bids	09/01/2026, 15:30 Hrs

DISCLAIMER

The information contained in this Request for Proposal Document (RFP Document) or subsequently provided to Bidder/s, whether verbally or in documentary form by or on behalf of Puducherry Grama Bank or any of their representatives, employees, or advisors (collectively referred to as — Bank Representatives), is provided to Bidder(s) on the terms and conditions set out in this RFP Document and any other terms and conditions subject to which such information is provided. This document shall not be transferred, reproduced or otherwise used for a purpose other than for which it is specifically issued.

Abbreviations used in the RFP

S.No.	Abbreviation	Particulars
1.	AMC	Annual Maintenance Contract
2.	ATS	Annual Technical Support
3.	BCP	Business Continuity Plan
4.	DC	Data Centre
5.	DR/DRS	Disaster Recovery Site
6.	FM	Facility Management
7.	HLD	High-Level Design
8.	HO	Head Office
9.	IRM	Information Rights Management
10.	LLD	Low Level Design
11.	NDR	Near Disaster Recovery Site
12.	OEM	Original Equipment Manufacturer
13.	SSL	Secure Sockets Layer
14.	VAS	Vulnerability Assessment Software
15.	POC	Proof of Concept
16.	TDS	Tax Deducted at Source
17.	TCS	Tax Collected at Source
18.	RBI	Reserve Bank of India
19.	NABARD	National Bank for Agriculture and Rural development
20.	GeM	Government e-Marketplace
21.	EMD	Earnest Money Deposit
22.	NCIIPC	National Critical Information Infrastructure Protection Centre
23.	CERT-IN	Indian Computer Emergency Response Team

GENERAL TENDER DETAILS

AUGMENTATION OF DC/DRS INFRASTRUCTURE

**SUPPLY, INSTALLATION AND MAINTENANCE OF
IT INFRASTRUCTURE (HARDWARE AND SOFTWARE LICENSES) ON CAPEX BASIS
AT DC & DRS**

1	Last date for receipt of queries from bidders for Clarifications	17/12/2025
2	Date and Time of Pre-Bid Meeting	23/12/2025, 11:00 Hrs
3	Address for Pre-Bid meeting	Puducherry Grama Bank Project Office Engineers India Limited EI Bhavan, Plot no. F-9, 1st Main Road, SIPCOT IT Park, Siruseri, Chennai - 603103.
4	Last date and time for Online bid submission (both Technical & Commercial)	09/01/2026 before 15:00 Hrs
5	Date and Time of Technical Bid Opening	09/01/2026, 15:30 Hrs
6	Place of Submission of hard copy of EMD and Integrity pact	The General Manager, Puducherry Grama Bank, Head Office, No 415, Kamaraj Salai, Saram, Puducherry – 605 013.
7	Place of Opening of Bid	Through GeM Portal
8	Address for Communication	The General Manager, Puducherry Grama Bank, Head Office, No 415, Kamaraj Salai, Saram, Puducherry – 605 013.
9	Earnest Money Deposits	Rs. 25,00,000/- (Rupees Twenty Five Lakhs Only) to be submitted in the form of Bank Guarantee (BG) / Demand Draft / Online fund transfer on or before last date of Bid Submission in favour of Puducherry Grama Bank, Puducherry. Bank Guarantee should be valid up to 9 months from the date of submission of the bid with claim period of 12 months. *Valid Registered MSE in the related category only & Startup-India bidders are exempted from payment of Earnest Money Deposit if bidder can furnish requisite proof subject to the satisfaction of Bank. Latest guidelines regarding EMD, published by Ministry of Finance or other regulatory bodies, during the RFP process, will be applicable.
10	Contact Details	Interested bidders are requested to contact if required to following email IDs: senthilkumaranb@pygb.bank.in prabugi@pygb.bank.in

	<p>radhakrishnan@pygb.bank.in</p> <p>Containing below information, in case of any clarification/queries.</p> <p>a) Name of Bidder b) Contact person Name c) Contact No. d) E-mail ID etc.</p>
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NOTE:

1. All the interested Bidders, who have not registered earlier with GeM (Government e-Marketplace) Portal, will have to register with GeM. Bidders to ensure to get themselves registered timely, at least One week before the last date of submission of bids, to avoid last moment issues.
2. Bidders are advised to go through Instructions and Details available on gem.gov.in for registration and submission. If bidder faces any issues regarding registration and participation in bidding process over GeM, bidder should immediately contact GeM Helpdesk at earliest.
3. Bidders are required to strictly submit their bids in electronic form on GeM portal followed by physical submission of Hardcopy of Earnest Money Deposit (EMD) and Integrity pact documentation on the address as mentioned above.
4. Bid received after closing time (as per time schedule provided for bid submission) in the GeM Portal will be auto rejected by the system.
5. Bidders should submit bids well before time rather than waiting for last moment to avoid any technical glitches or networking issues etc. at their end.
6. Bidders are requested to use a reliable internet connection (data cable/ broad band) to safeguard themselves. Bank is not responsible for telephone line glitch, internet response issues, hardware hanging etc., at bidder's end.

The Bank Representatives may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP Document.

Following terms are used in the document interchangeably to mean:

- **“Recipient/Respondent/Bidder”** means the respondent to the RFP document.
- **“RFP”** means the Request for Proposal document.
- **“Proposal/Bid”** means Response to the RFP Document.
- **“Tender”** means RFP response documents prepared by the Bidder and submitted.
- **“Vendor”** means the Successful bidder/ Service Provider.
- **“Purchaser”** means Bank.
- **“Applicable Law”** means the laws and any other instruments having the force of law in India.
- **“Bank”** means Puducherry Grama Bank (PYGB)
- **“Contract”** means the agreement entered into between the Bank and the successful bidder, as recorded in the Contract Form signed by the parties, including all the attachments and appendices thereto and all documents incorporated by reference therein;
- **“Contract Price”** means the price payable to the successful bidder under the Contract for the full and proper performance of its contractual obligations;
- **“Goods”** means all of the deliverable or other materials which the Company should deliver as per this contract;
- **“Party”** means the Bank or the Company, as the case may be and Parties means both of them.
- **“Personnel”** means persons, the employees of the successful bidder and assigned to the performance of the Services or any part thereof.
- **“Project Site”**, where applicable, means the places where equipments will be installed.

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- “**Services**” means those services ancillary to the deliverables of the Company covered under the Contract.
- “**Successful bidder / Supplier**” means the company supplying the Goods and Services under this Contract.

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1. INTRODUCTION

Puducherry Grama Bank (PYGB) (referred as Purchaser or Bank in this document) is a Regional Rural Bank (RRB) which is Government owned scheduled commercial bank sponsored by Indian Bank. PYGB is having 48 branches across U.T of Puducherry with headquarters in Puducherry.

The Bank's Information systems and security processes at DC and DR are regulated by RBI and NABARD. For further details, please visit our bank's website www.pygb.bank.in.

2. BACKGROUND AND PURPOSE OF THE PROJECT

Bank intends to select a Service Provider for Augmentation of existing IT Infrastructure at Data Center and Data Recovery sites through Supply, Installation and Maintenance of Hardware and Software licenses ON CAPEX BASIS for hosting various applications at its Data Centre, Chennai and Disaster Recovery Site, Hyderabad.

The proposed hardware and software are required to meet the growing computational requirements and are required to integrate with the existing x86 Hypervisor Infrastructure of the Bank at DC and DRS.

Bidder has to ensure that all regulatory requirements, advisories, instructions, recommendations, and any other systemic changes or new requirements necessitated out by RBI, NCIIPC, CERT-In, Ministry/ other regulatory bodies or other requirements of the Bank during the entire contract period are complied. The bid proposals should include all necessary appliances, licenses, subscriptions, services, implementation, integration, customization and maintenance of the solutions for the entire contract period.

Bank may renew AMC/ATS/FM Service beyond the contract period at mutually agreed terms, if Bank desires.

3. PRE-QUALIFICATION CRITERIA OF THE BIDDER

Only those Bidders who fulfil the Eligibility criteria mentioned in this RFP are eligible to respond to this RFP. Offers received from the Bidders who do not fulfil any one or more of the eligibility criteria mentioned in this RFP are liable to be rejected. Please note that any deviations mentioned in the bid will not be considered and evaluated by the Bank. Bank reserves the right to reject the bid, if bid is not submitted in proper format as per RFP. Bidder must abide by any changes incorporated to this RFP through any corrigendum, addendum, amendment, notice, etc.,

The Bidder should comply with all the Eligibility Criteria mentioned below:

S.No.	Eligibility	Compliance (Yes/ No)
1	<p>The bidder should be registered as a Limited company (Private/Public) in India as per Company Act and be in existence since last 5 years as on 31/03/2025.</p> <p>A copy of Certificate of Incorporation issued by the ROC and Articles of Association should be submitted.</p>	
2	<p>Bidder should be an ISO 27001:2013 or ISO 27001:2022 certified Company as on 31/03/2025.</p> <p><u>Copy of ISO certificates must be submitted.</u></p>	
3	<p>Bidder should have minimum average turnover of Rs.20 Cr. (Rupees Twenty Crores only) in the last 3 financial years. Bidder must provide the details of</p>	

Ref: PYGB/ITD/RFP/2025-26 dated 12.12.2025

	turnover for last 3 years (FY 2022-23, 2023-24 & 2024-25). Audited Financial Statements certified by CA have to be submitted.	
4	The bidder should have positive net worth and should not have been eroded by more than 30% during the last three consecutive financial years (FY 2022-23, 2023-24 & 2024-25) ending on 31/03/2025. Audited Financial Statements certified by CA have to be submitted.	
5	Bidder should not have been blacklisted by the Government / Government agency / Banks / Financial Institutions in India after 31.03.2022 till date. Self-Certificate/Undertaking is to be provided as per Annexure-V	
6	The Bidder should be an authorized partner of OEM for the products quoted. Authorization letter from OEM in the name of bidder, specific to the tender should be submitted as per the Annexure.	
7	<p>The bidder should have successfully Installed and maintained VMware Private Cloud solution (by utilizing Esxi/vCloud Suite/vSphere/NSX/Aria suite) with a minimum of 300 Virtual Machines deployed and managed at Customer's DC/DR in Indian Market in the last 3 Financial years 2022-23, 2023-24, 2024-25 for a minimum of 1 (one) Scheduled Commercial Bank in India. and should have supplied a minimum of 3 full-time resident engineers for supporting the solution.</p> <p>Purchase order with Installation sign off and performance certificate from the organization must be submitted. Performance certificate must contain the contact details including Email and Mobile of the Official not below the rank of Asst. General Manager, for verification purpose. Supporting documents for Resident engineers must be submitted.</p>	
8	<p>The bidder should have supplied and managed micro-segmentation in a VMware Private Cloud with a minimum deployment of 1000+ cores managed cumulatively at Customer's DC and DR in India in the last 3 years for a minimum of 1 Scheduled Commercial Bank in India.</p> <p>Purchase order with Installation sign off and performance certificate from the organization must be submitted. Performance certificate must contain the contact details including Email and Mobile of the Official not below the rank of Asst. General Manager, for verification purpose.</p>	
9	<p>The bidder should have OEM Certified engineers on their payroll, with at least 3 resources each with VMware Certified Professional on VMware Cloud Foundation.</p> <p>or</p> <p>The bidder should have OEM Certified engineers on their payroll, with at least 3 resources who have completed any one of the certifications below.</p> <ul style="list-style-type: none"> • VMware Certified Professional on Data Center Virtualization • VMware Certified Professional on Network Virtualization • VMware Certified Professional on Cloud Management and Automation. <p>AND</p> <p>The bidder should have OEM Certified engineers on their payroll, with at least 3 resources who have completed the certifications below.</p> <ul style="list-style-type: none"> • Red Hat Certified System Administrator (RHCSA) <p>Documents supporting the above criteria with certificate numbers & validity need to be submitted as a proof for the compliance.</p>	
10	<p>The bidder should have successfully supplied minimum 20 Servers (Rack server or Blade servers) and its associated software cumulatively deployed at Customer's DC and DR in India in the last 3 Financial years for a minimum of 1 (one) Scheduled Commercial Bank</p> <p>Purchase order and Installation sign off from the organization must be submitted</p>	

	by the bidder.	
11	<p>The bidder should have direct offices and Service Center at Chennai and Hyderabad with a minimum of 50 support engineers available at both locations together with a majority of them located at Bank's DC location, Chennai. The Postal Address of the service center along with proof of address should be provided with the bid.</p> <p>Bank may undertake in-person site visit to the Bidder's offices if required.</p>	

4. RIGHT TO AUDIT

Bank shall have the right to conduct audits on the service provider by its internal or external auditors, or by agents appointed to act on its behalf and to obtain any copies of any review reports and findings made on the service provider in conjunction with the services performed for the bank. The bidder should allow RBI/NABARD or persons authorized by RBI/NABARD to access the Bank's documents, records of transactions and other necessary information given to, stored or processed by the service provider / Sub-Service provider within a reasonable time. This includes information maintained in papers and electronic formats. The Service provider shall recognize the right of the regulatory authorities to cause an inspection to be made of their books and account by one or more of its officers or employees or other persons.

5. OTHER CONDITIONS

- a) Bank reserves right to cancel the contract at any time in case system fails to meet any of the requirements as mentioned in the RFP.
- b) The timelines for the bid submission will not be extended/ modified unless for the exceptional cases as decided by the Bank.
- c) Joint bid will not be accepted by the Bank.
- d) No right to employment in the Bank shall accrue or arise, at any point of time under this project.
- e) Bank reserves the right to ask Successful bidder to change any resource in facility management due to their unsatisfactory performance in bank's view and the bidder is expected to deploy suitable resource within a reasonable time of one month.
- f) Before deploying any engineer, the Bank has the right to assess his/her skills and retain the right to refuse/reject if resource does not have requisite skillsets and knowledge. To assess the skillsets and knowledge of the resource to be deployed, the Bank team will conduct the interview of the proposed resource before according the approval. Bank team will conduct periodical reviews to ascertain suitability.
- g) All the resources deployed by the bidder should be in the payroll of the successful bidder.
- h) Manufacturer Authorization Form (MAF) from respective OEMs with reference to the RFP no. is to be submitted for all the products quoted in the bid.
 - Server OEM
 - VMware
 - Redhat
 - Microsoft, etc.,
- i) In addition to the above, to ensure seamless integration of the newly supplied hardware and software with the existing hypervisor infra of the Bank, bidder must submit compatibility certificate from Server OEM and Broadcom certifying that the supplied equipment are fully compatible with the existing hypervisor infra of the Bank.
- j) In case of any performance issues/ compatibility issues encountered during deployment or post-deployment, the Bidder shall promptly replace the Hardware/ Software with the equivalent or higher configuration model that is compliant and compatible with the Bank's existing infra. The replacement must be done by the bidder without any additional cost to the Bank.

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1. POWER OF ATTORNEY/ AUTHORIZATION LETTER OR RESOLUTION COPY

In case of company, Board Resolution in favour of Authorized Person and Power of Attorney/Authorization letter (from authorized person executed on stamp paper of appropriate value), in case the authorized person delegates authority to another person of the company to sign the Bid documents, is to be submitted with bid documents.

2. COST OF BIDDING

The Bidder shall bear all the costs associated with the preparation and submission of their bid and Bank will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

3. BIDDING DOCUMENT

The Bidder is expected to examine all instructions, forms, terms and conditions in the Bidding Documents. Failure to furnish all correct information required by the Bidding Documents or submission of a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidders' risk and may result in the rejection of its bid without any further reference to the bidder. Bidder should submit the bid strictly as per RFP failing which bid will be treated as non-responsive and will be liable for rejection without assigning any reason for rejection.

4. LANGUAGE OF BIDS

The bids prepared by the bidder and all correspondence and document relating to the bids exchanged by the bidder and Bank, shall be written in English.

5. VALIDITY OF BID DOCUMENT

Bid shall remain valid for minimum six months (180 days) from last date of submission of bid prescribed by Bank. A bid valid for shorter period shall be rejected by the Bank as non-responsive. The bidder will be required to extend the validity of the bid, if requested by the Bank.

6. BID CURRENCY

Prices shall be expressed in Indian Rupee (INR) only.

7. BID EARNEST MONEY

Bidder has to submit the Earnest Money Deposit (EMD) of Rs. 25,00,000/- (Rupees Twenty Five Lakhs Only) which should be submitted in the form of Bank Guarantee (BG)/ Demand Draft favoring Puducherry Grama Bank, Head Office, Puducherry. The EMD should have a validity of 9 months from the date of submission of bid with claim period of 12 months. The EMD should be submitted at the time of Bid submission. Alternatively, bidder can submit EMD in the form of Online transfer to the account mentioned below:

Account No: 91190209

Account Name: DEPOSIT PARKING

IFSC: IDIB0PBG001

Exemption from submission of EMD will be applicable as per CVC/ GeM guidelines on submission of required documents.

In case of unsuccessful bidder, EMD will be returned within 30 days of disqualification (Technically/ Commercially) or within 30 days of completion of tender process, as the case will be and no interest

will be payable on EMD amount. The EMD will be returned to the successful bidder upon submission of Performance Bank Guarantee and no interest will be payable on EMD amount.

The physical documents [Earnest Money Deposit (EMD) and Integrity pact] are requested to be submitted at the following address.

*The General Manager,
Puducherry Grama Bank,
Head Office,
No.415, Kamaraj Salai,
Saram,
Puducherry - 605 013.*

8. BIDDING PROCESS

For the purpose of the present job, a two part bidding process will be followed. The response to the present tender will be submitted in two parts:

- **Technical Bid**
- **Commercial Bid**

Bidders are required to strictly submit their bids in electronic form on GeM Portal followed by Submission of Hardcopy of Earnest Money Deposit (EMD) and Integrity pact documentations, on address as mentioned above. The Commercial Bid has to be submitted in online form only through GeM Portal.

Technical Bid:

The Technical bid must be submitted online in GeM Portal. TECHNICAL BID should be fully compliant with this RFP and no deviations will be entertained. TECHNICAL BID shall contain all the supporting documents including eligibility criteria, scope of work, Technical aspects, Compliance statement and Terms & Conditions etc. mentioned in **Annexure-XV (CHECKLIST FOR DOCUMENTS TO BE SUBMITTED WITH TECHNICAL BID)** of this RFP, and should NOT contain any pricing or commercial information at all (Commercial information is to be submitted online only in GeM as part of commercial Bid separately). If any commercial information is quoted in Technical bid, the bid will be disqualified from further process.

The bank will examine the bids to determine whether they are complete, whether any major deviations have taken place in the technical bid which affects the purpose and need of the RFP.

The bank will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required information have been provided as underlined in the bid document, whether the documents have been properly signed, and whether bids are generally in order.

The solutions/products proposed should be compliant with the RFP specifications and the bank reserves the right to call bidder for demonstrating Proof of Concept (POC) of any solution/product proposed by the bidder. If during the POC process bidder fails to demonstrate any of the RFP specifications, the bid will be liable for rejection without any reference to the bidder.

Commercial Bid:

In the second stage, the COMMERCIAL BID of only those bidders who comply with this RFP in technical evaluation stage will be opened followed by Reverse Auction through GeM. Bidder shall quote all the figures in numbers followed by total in words enclosed in brackets in all fields of commercial bid. The bidder shall quote commercial figures in the format prescribed by the bank (as per Section 5- Commercial Bid) in this RFP.

Arithmetical errors will be rectified as follows:

If there is any discrepancy in total amount and multiplication of unit rate and Multiplication factor, unit rates will prevail, and the total amount shall be recalculated on the basis of Unit rate and multiplication factor.

If there is any discrepancy between words and figures, the amount in the words will prevail. AMC/ATS amount, if asked for in specified range, and quoted under or beyond the specified range, would also be recalculated.

The bid determined as not substantially responsive will be liable for rejection by the purchaser and may not be made responsive by the bidder by correction of the non-conformity. The decision of the Bank in this regard will be final.

The purchaser may waive any minor informality or non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such waiver does not prejudice to affect the relative ranking of any bidder.

9. PRE-BID MEETING & PRE-BID QUERIES

Bidders are required to submit pre-bid queries, within the stipulated timelines as given in the General Tender Details, through email. Responses will be uploaded through GeM Portal.

Only two persons per bidder will be allowed to attend the Pre-Bid meeting. OEMs are not permitted to attend the pre bid meeting.

Bidders are required to go through the RFP and submit any subsequent clarifications meticulously and submit their queries timely to avoid any last-minute hassle.

10. SUBMISSION AND OPENING OF BID

Bids must be submitted not later than the specified date and time mentioned in the Bid Document in GeM Portal. The Purchaser may, at its discretion, extend this deadline for submission of bids, in which case all rights and obligations of the Purchaser and bidders, previously subject to the deadline, will thereafter be subject to the deadline extended. All the necessary documents of the RFP should be submitted at the time of submission itself in full, failing which the bid is liable for rejection. The bids will be opened in GeM Portal thirty minutes after the submission on same date.

11. MODIFICATION AND/OR WITHDRAWAL OF BIDS

Bids once submitted will be treated as final and no further correspondence will be entertained on this unless there is any amendment or addendum from bank's side after submission of the Bid. No bid will be modified after submission of bids. No bidder shall be allowed to withdraw the bid without the consent of the bank.

12. PURCHASERS RIGHT TO ACCEPT OR REJECT ANY BID OR ALL BIDS

The Purchaser reserves the right to accept or reject any bid and annul the bidding process or even reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or without any obligation to inform the affected bidder or bidders about the grounds for the purchaser's action. The Purchaser reserves the right to accept or reject any technology proposed by any bidder.

13. CLARIFICATIONS OF BID

To assist in the examination, evaluation and comparison of bids the purchaser may, at its discretion, ask the bidder for clarification and response shall be submitted in writing, duly signed & stamped by the authorized signatory and no change in the price or substance of the bid shall be sought, offered or permitted. The clarification and response received from bidder will be subsequently part of bid submitted by that bidder.

14. EVALUATION AND AWARD CRITERIA

Evaluation of Bids:

The Bank's evaluation will take into account the following factors:

Compliance of terms and conditions of RFP duly supported by certified documentary evidence, review of written reply, submitted in response to the clarification sought by the Bank, if any. Technical Evaluation will be done by Bank's Committee and the decision of the committee will be final.

Proof Of Concept (POC), if required, will be called upon and the bidder shall arrange to demonstrate the RFP compliance of the product/solution. If the bidder fails to show up for the POC within the timeline as given by the bank, the bid shall be liable for rejection.

Determination of L1 Bidder and Awarding of Contract:

The bidders who don't fulfil the eligibility criteria and terms & conditions of the RFP will be disqualified.

On completion of evaluation of supporting documents and based on any other clarification submitted by the bidder in response to the Bank's query, if any, the bank will proceed with the reverse auction (RA). H1 elimination rule will be followed for reverse auction as per GeM guidelines. The bidder who has cleared the technical requirement and quoted the lowest amount in RA shall be declared successful bidder (L1 bidder) through GeM portal as per the extant Govt/GeM guidelines.

The bank reserves the right to negotiate price with L1 bidder (Successful bidder).

The bank at its discretion may remove any of the line items or alter the quantity as per the requirement at the time of issuing Purchase Order.

15. PROCUREMENT THROUGH LOCAL SUCCESSFUL BIDDER/ VENDORS (MAKE IN INDIA)

Procurement through Local Successful Bidder/ Vendor (Preference to Make in India) will be done, as applicable, as per the “Public Procurement (Preference to Make in India) Order 2017 issued vide Department of Industrial Policy and Promotion (DIPP) Notification No. P-45021/2/2017-B. E-II dated 15.06.2017 and thereafter revised vide Notification No. P-45021/2/2017-PP (B.E-II) dated: 28.05.2018, No. P-45021/2/2017-PP(BE-II) dated 04.06.2020 & No. P-45021/2/2017-PP(BE-II) dated 16.09.2020 and any revisions/amendments afterwards. Please also refer to Notification No. F.No.33(1)/2017-IPHW dt:14.09.2017 for the list of Electronic Products that are notified under the Public Procurement (Preference to Make in India) Order 2017.

‘Local Successful Bidder/ Vendor’ means a Successful Bidder/ Vendor or service provider whose product or service offered for procurement meets the minimum local content as prescribed under this Order.

The bidder (if local Successful Bidder/ Vendor) will have to submit a self-certification that the offered item meets the minimum local content and shall give details of the Locations at which the local value addition is made. The bidder will also submit a certificate from Statutory Auditor or Cost Auditor of the company or from a practicing cost accountant or Chartered Accountant giving the percentage of local content. The bidder has to provide proper break up of local content in all the items quoted with documentary evidence from OEMs.

16. CONTACTING BANK OR PUTTING OUTSIDE INFLUENCE

Bidders are forbidden to contact Bank or its Consultants on any matter relating to this bid from the time of submission of bid to the time the contract is awarded. Any effort on the part of the bidder to influence bid evaluation process, or contract award decision may result in the rejection of the bid.

17. FORCE MAJEURE

Notwithstanding anything contained in this RFP, the Successful bidder shall not be liable for penalty or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract (to be executed with successful bidder) is the result of an event of force majeure. For purposes of this clause, “force majeure” means an event beyond the control of the Successful bidder and not involving the vendor's fault or negligence and not foreseeable. Such events may include, but are not restricted to, war or revolution, pandemic and epidemics. If a force majeure event arises, the Vendor shall notify within 30 days the Bank in writing, the vendor shall continue to perform its obligation under the said Contract to the extent possible, mitigate the consequences of the force majeure event and make all necessary alternative arrangements to perform their obligations and accordingly shall seek all alternative means of performance not prevented by the force majeure event.

Provided further that in case of delay of Services, which shall be solely decided by the Bank, the Bank shall not be held liable for non-performance of its obligations under the said Contract and the Bank shall have the right to terminate the said Contract without giving any further notice to the bidder. Bank reserves the right to assign the work to other Vendor without any consequences and claims.

18. CONFIDENTIALITY

Unless provided otherwise, the details in the bid documents submitted by bidders in response to this RFP shall be treated as confidential. The bidder shall not disclose the particulars of bids to any of its competitors and third parties.

19. NON-DISCLOSURE AGREEMENT

By virtue of Contract, as and when it is entered into between the Bank and the Successful bidder and its implementation thereof, the bidder may have access to the confidential information and data of the Bank and its customers. The Successful bidder will enter into a Non-Disclosure Agreement as per Annexure-X to maintain the secrecy of Bank's data.

20. SIGNING OF CONTRACT

The successful bidder(s) shall mandatorily enter into contract for five years and sign the contract form as per Annexure-XIII, Service Level Agreement (SLA) & Non-Disclosure Agreement (NDA) - Annexure X with the Bank, within 30 working days of the acceptance of PO or within such extended period as may be permitted by the Bank. The letter of acceptance and such other terms and conditions as may be determined by the Bank to be necessary for the due performance of the work in accordance with the Bid and the acceptance thereof, with terms and conditions shall be contained in the Contract document. If the contract is not signed within the given period (30 working days), the Earnest Money Deposit (EMD) may be forfeited after a grace period of 15 working days.

The bidder has to accept all terms and conditions of the Bank and should not impose any of its own conditions upon the Bank. A bidder who does not accept any or all conditions of the Bank shall be disqualified from the selection process at any stage as deemed fit by the Bank.

Note: Working days here refers to Bank's working days in Puducherry.

21. PERFORMANCE BANK GUARANTEE

The successful bidder has to submit the Performance Bank Guarantee (PBG), detailed as under:

The successful bidder will have to submit Performance Bank Guarantee amounting to **5% of Contract value** within one month from the date of purchase order, initially valid for a period of 5 years from the date of contract with claim period of another additional 12 months.

The Bank Guarantee should be issued by any Public Sector Bank or scheduled Commercial Bank other than Indian Bank or its Sponsored RRBs.

The Performance Bank Guarantee will be furnished for due performance of the complete infrastructure.

In case successful bidder submits any false information or declaration letter during the tender process or period of contract, Bank shall invoke the Performance Bank Guarantee submitted by the bidder to recover penalty/damages. In case successful bidder fails to perform the contract, Bank shall invoke the Performance Bank Guarantee to recover penalty/damages.

No interest on Performance Bank Guarantee (PBG) amount will be paid by Bank.

22. ACCEPTANCE OF ORDER

Orders will be placed by the Information Technology Department - Head Office through GeM. The Successful bidder shall have to accept and acknowledge orders **within 7 days from the date of the order**. Bank has a right to cancel the order and forfeit the entire EMD amount if the same is not accepted within a period of 7 days from the date of purchase order.

23. REPEAT ORDER

Bank may place repeat order upto a quantity of 25% on the supplied products within 6 months from the successful completion/ signing of the contract. The such order shall have the same terms and conditions of the original purchase order; and also governed by this RFP.

24. DELIVERY & IMPLEMENTATION

Bidder shall be responsible for delivery, installation, configuration, commissioning, implementation, maintenance, management and monitoring of the offered infrastructure and its associated components at DC and DR Site of the Bank as given below:

Data Centre

Puducherry Grama Bank,
C/o Nxtra Data Centre,
Plot No: A32 & 33,
3rd Cross Street,
SIPCOT IT park,
Siruseri,
Chennai – 603 103

Disaster Recovery Site

Puducherry Grama Bank,
C/o STT Global Data Centre,
Software layout area,
CFC-1,
Hitech City,
Madhapur,
Hyderabad – 500 081

The Bank may specify any other alternate site at the time/after issuing Purchase Order based on the Bank's requirement. The date on which all the components of the solution as per Bank's Purchase Order have been delivered at the locations of the Bank, the said date will be treated as delivery date of the components. In case of delayed delivery or incorrect delivery, then date of receipt of the correct and final component shall be treated as delivery date for penalty and other calculation.

In case of delay on part of bidder in completion of project or initiating services will attract a penalty/termination of contract as defined in this RFP.

25. ACCEPTANCE TEST

All the delivered Product/Solution/Software items may be subjected to an acceptance test. Successful bidder has to arrange onsite support personnel at the date and time mentioned by the Bank to assist in the acceptance test. Even if POC has been conducted for a particular solution/product in evaluation stage, acceptance test will be performed and all the product/solution/software items will be accepted subject to the outcome of acceptance test only.

Sign-off will be given only after successful installation, deployment of onsite engineers with required skillset and certifications (including their Background verification report), integration with existing hypervisor infrastructure; and after intimation by the Successful bidder to the Bank about the successful integration and functioning of all the components supplied as part of this RFP.

26. PAYMENT TERMS

The Payments will be made as per below details.

Bank will deduct TDS/TCS as per prevailing Government guidelines.

Payment will be made as per the schedule mentioned below:

A – Hardware Cost; B – Software Cost; C – Implementation Cost; D – Onsite Support Cost

Hardware Cost (A) & Implementation Cost (C):

Payment Terms	Amount
On Delivery of all the Hardware and deployment of Onsite Support resources.	70 % of [A] 70% of 1 year cost of [B]
On successful Installation and Integration of all Devices, Go- Live of solution, deployment of onsite resources and after SIGN-OFF provided by Bank.	20 % of [A] 30% of 1 year cost of [B] 50% of [C]
3 months after Sign-Off and successful running of the solution.	50% of [C]

Software Cost (B):

Software Cost shall be billed by the bidder on yearly-advance basis during the contract period.
100% of First year payment will be completed on successful installation and Go-Live of the solution.

Software licenses must be delivered only after the Hardware installation at DC & DR site and after explicit go-ahead provided by the Bank via Mail/Letter for delivering the licenses. The license period must be valid for a period of 5 years (as requested in Section 4 of this RFP - Technical Specifications of Software Licenses) from the date of delivery of licenses.

Onsite Support Cost (D):

Onsite Support Cost shall be paid quarterly in arrears on submission of Invoices, attendance details and requisite documents; provided that the resources possess valid technical certifications as per RFP and submission of Background Verification reports. Payment will be released on pro rata basis based on the attendance of the Onsite Engineer deployed.

10% of [A] will be retained as retention money and will be released to the vendor at the beginning of 4th year of the contract subject to satisfactory performances and compliance as per RFP terms.

27. LIQUIDATED DAMAGES

Liquidated Damages due to Delayed Hardware/ Software License Delivery, non-deployment of Onsite Technical Support Resources and delay in Implementation.

- I. Inability of the Successful bidder to deliver the required service levels as mentioned in the table below, would result in breach of contract and invoke the LD clause.
- II. Bank shall be entitled to deduct the liquidated damage from amount payable by the Bank under this contract.
- III. The penalties mentioned hereunder will be applicable to the respective solutions for which the delivery/ Implementation/deployment is delayed. The penalties will be applicable even if a part of a solution/product is undelivered/unimplemented owing to which the solution/product is impacted.

IV. Applicable penalties i.e. LD amount due to delayed hardware and license delivery, FM Deployment and implementation are as below:

- A – Hardware Cost
- B – Software Cost
- C – Implementation Cost
- D – Onsite Support Cost

Deliverables	Liquidity Damage	Maximum LD
Delivery of all the Hardware and Software Licenses	0.5% of [A]+[B] for every week's delay or part thereof	Up to 10% of (A+B+C+D)
Installation and Integration of all Devices, Go- Live of solution and SIGN-OFF	0.5% of [A]+[B]+[C] for every week's delay or part thereof	
Deployment of Onsite Support resources	0.5% of [D] for every week's delay or part thereof	

Bank may waive off penalty at its discretion on genuine grounds on a case-by-case basis.

28. SERVICE LEVEL AGREEMENT (SLA)

- a) The Selected Bidder will have to enter into a Service Level Agreement (SLA) for Service Support and Maintenance of solution as per the terms and conditions of the RFP and covering the scope of work and technical requirements.
- b) Within 30 days from the date of acceptance of the Purchase Order, the selected Bidder shall sign and date, the Service Level Agreement (SLA) as defined in this RFP and return it to Bank. Bank expects that the Bidder shall be bound by the Service Levels described in this document. The SLA will be reviewed and calculated monthly.
- c) Service Levels will include Availability measurements & Performance measurements. Availability Report will be provided on quarterly basis and a review shall be conducted based on this report. A quarterly report shall be provided to the Bank by the Service Provider at the end of every quarter containing the summary of all incidents reported and associated bidder's performance measurement for that period. All Availability Measurements will be on a quarterly basis for the purpose of Service Level reporting. Audits will normally be done on monthly/quarterly basis or as required by Bank and will be performed by Bank or Bank appointed third party agencies.
- d) The onsite engineer of the Service Provider shall respond/ attend to any notification of a fault incident immediately to Bank officials. Email and Telephonic Support should also be provided by the back-end experts of bidder to the onsite engineer, for the contract period. The penalty is applicable in respect of non-delivery of services/ support as per the requirement of this RFP.
- e) For the solution implementation or other services, the expert team should be deputed to any location, as per Bank's requirement without any cost to Bank.
- f) All proposed Onsite Support resources as per RFP, must be on the company payroll. Resources from franchise/partners on outsourcing mode are not acceptable. Before replacing/changing the existing resources, a minimum 2-month (60 Days) notice is required to the bank by the bidder, and Bank's consent is to be obtained for relieving the resource from the project.
- g) Replacement resource for the outgoing Onsite resource should be arranged before the relieving of the incumbent resource and Knowledge transfer to be completed before the relieving date and the same is of bidder's responsibility.

- h) The successful bidder shall guarantee to maintain 99.90% uptime and provide the service support and onsite support during the entire contract period.
- i) The successful bidder warrants that the Products supplied under this Contract are new, unused, of the most recent or current model and they incorporate all recent improvements in design and features.
- j) The Vendor further warrants that all the Products supplied under this Contract shall have no defect, arising from design or from any act of omission of the Vendor that may develop under normal use of the supplied Products in the conditions prevailing in India. In case of any manufacturing defect found out during the contract period, the supplier and OEM should replace the defective part or replace the device with a similar or higher configuration as the case may be.
- k) The Bidder will be solely responsible for the maintenance, configuration and fault free operations of supplied Solution and its maintenance during the contract period of 5 years.
- l) There cannot be more than 2 occurrence of same error of whatsoever is the nature. If there happens to be a third occurrence, then the equipment has to be replaced and the new equipment will have the same warranty conditions applicable. Further repetition of this phenomenon will disqualify the purchase order and bank may blacklist the Supplier.
- m) Any technical glitch/ issue in installed infrastructure of the solution (i.e. hardware and software, OS etc.) should be attended on priority and should be covered under Warranty/AMC. OEM AMC and Warranty should have similar scope without disqualifications.
- n) The bidder has to maintain a guaranteed minimum uptime of 99.90% for all systems/ solutions supplied under this RFP to avoid any business disruption due to breakdown of system or degraded performance impacting business or unavailability of data. The calculation of uptime will be on a monthly basis.
- o) The issue/ break down message may be communicated by the Bank team by way over phone / email/ call logging.
- p) For penalty calculation, the total time elapsed between the intimation of break down message from Bank side to the vendor and receipt of rectification message from the bidder to Bank side will be considered
- q) The penalty will be deducted in the next payment due to the bidder. In case, Bank is unable to adjust penalty in subsequent payment, the Bank at its discretion may invoke the Performance Bank Guarantee (PBG) to deduct the penalty amount.
- r) If the support services are not provided on 24*7 basis and/or satisfactory services are not provided, the Bank with its discretion may reject the proposal / terminate the contract, without assigning any reason.
- s) The bidder is required to mandatorily conduct quarterly preventive and breakdown maintenance activities to ensure (without any impact on day-to-day operations) to maintain uptime of 99.90% uptime on monthly basis covering 24*7*365 days.
- t) For calculation of uptime (penalty), planned/ scheduled down time (excluding the scheduled downtime required to rectify the issue) will be exempted. Bank will pay the bidder after deducting the calculated penalty from the payable amount.
- u) If any critical component of the entire configuration setup is out of service, then the bidder shall either immediately replace the defective unit (with new one) or replace it at its own cost or provide a standby, on immediate basis, not more than 4 hours, the bidder should maintain proper inventory of standby components for early resolution of issues
- v) If the bidder, having been notified, fails to remedy the defect(s) within the 4 hours' time duration from the incident, the Bank may proceed to take such remedial action as may be necessary, at the Supplier's risk and expense and without prejudice to any other rights, which the Bank may have against the supplier under the Contract.
- w) For all issues related to installed infrastructure, RCA (Root Cause Analysis) to be provided by the Bidder within 3 working days. The delay in submission will also lead to penalty.

Service Area	Service Level	Penalty
Availability Management		
Uptime of the solution for High availability setup	Uptime % of application calculated on monthly basis for each solution.	Penalty shall be applicable in % of monthly contract value
	99.90% to 100%	NA
	Below 99.90%	1 % deduction of monthly contract value for the solution for every reduction in uptime by 0.01 %. If the uptime is below 98%, the Bank shall have full right to terminate the contract with the Bidder.

Uptime (%) = Sum of total hours during month - Sum of downtime hours during month X 100
Sum of total hours during the month

Total hours during the month = No. of days in a month X 24 hours

Manpower Management		
Penalty pertaining to IT Infrastructure Management Services	If any of the Production Servers, Application, Storage and Other IT Infrastructure hosted AT DC & DRS are down and which has caused business impact/loss to Bank for reasons solely attributable to the Company (i.e. due to deficiency in Services rendered by Company Engineers).	Penalty of Rupees Fifty Thousand per instance will be deducted with cap of 6 instances per quarter (i.e. maximum aggregate penalty is capped Rupees Three Lakhs per quarter). Penalty charges will be deducted from the Quarterly charges payable to Company by Bank. Bank will notify the Company on penalty and the penalty proposed to be deducted from the Quarterly charges. The Company shall be excused and not be liable or responsible for any delay or failure to perform the Services or failure of the Services under the Agreement if such delay or failure is due to reasons attributable to Bank, third party service providers or reasons beyond the control of the Company

Bank has the right to recover or withhold any dues pending or payable by the bidder in case of any breach in the SLA terms.

29. TRAINING

The successful bidder shall arrange on premise free training to the bank team for 2 days for each of the solution deployed. It should cover complete administration and customization & for day-to-day maintenance of the offered solutions for up to 10 officials of the Bank in Chennai office within 1 month after sign-off or before sign-off as per Bank's officer availability. The training should cover all aspects of the solution and should be classroom based.

30. INSURANCE

The hardware/equipment to be supplied under the contract period shall be fully insured (110% of value) by the bidder till sign-off between the Bank and the bidder against loss or damage incidental to manufacture or acquisition, transportation, storage, delivery, installation and integration. Bank will not be responsible for any loss to bidder on account of non-insurance to any equipment or services. All expenses towards insurance shall be borne by the successful bidder.

31. WARRANTY

Hardware:

All the hardware components supplied should be covered under comprehensive onsite warranty with back to back OEM support for a period 5 years from the date of last installation of the devices.

Software:

All the software solutions supplied should be covered under comprehensive onsite warranty/ATS with back to back OEM support for a period of 5 years (as requested in Section 4 of this RFP - Technical Specifications of Software Licenses) from the date of last installation of the solution.

The successful bidder shall be fully responsible for all equipment, accessories, spare parts, including that of software items etc. against any defects arising from design, material, manufacturing, workmanship or any act or omission of the manufacturer and/or successful bidder any defect that may develop under normal use of supplied equipment during Warranty/AMC/ATS period for the items supplied by successful bidder.

AMC and ATS should cover the following:

- a) Service support should be available on 24 x 7 basis.
- b) Any issue with any of the supplied components and its associated firmware/ software should be rectified during the period of the contract.
- c) The support would cover signed updates/ maintenance patches/ bug fixes available from the OEM for system software, and firmware patches/bug fixes, if any, for hardware without any additional cost.
- d) The successful bidder should provide on-site preventive maintenance on regular interval i.e. quarterly, for all the Hardware components under the scope of this RFP.
- e) Free of cost version upgrade/ customization will be done by successful bidder whenever new stable version of firmware/software is released. It should be done within 30 days of new version release notification, after Bank's confirmation.
- f) The successful bidder to note that, the Bank reserves the right to modify/update the parameter files/configuration after feasibility check by the successful bidder. The feasibility of same should be informed to the Bank.
- g) The OEM must provide technical support. The OEM must provide the dedicated login credentials to Bank with highest level permissions to search knowledge base, downloading of the patches, documents and to manage the device. Bank should be able to raise tickets directly to OEMs.
- h) Bank should have a facility to log a call using web interface wherein all the support contract details should be linked. This interface should provide the incident number for monitoring the progress of the call/support ticket. The Bank should also have flexibility to log the calls using either email/telephone also.
- i) The OEM should have a comprehensive known error database or knowledge database in the form a web access which is accessible to Bank team for resolving first level issues. This is not a local

database maintained to track incidents. This repository is the knowledge base of all the incidents resolved worldwide by the successful bidder/ OEMs support teams.

32. TAXES AND DUTIES

The rates quoted by the bidder should be inclusive of all taxes and duties as per GeM requirement. However, the rate of tax applicable for supply of the product/ services should be informed separately.

It will be the responsibility of the Vendor to provide clarifications/particulars/ documents etc. to the appropriate tax authorities for assessment of tax, compliance with labour and other laws, etc. at its cost.

Tax deduction at Source - Wherever the laws and regulations require deduction of such taxes at the source of payment, the Bank shall be within its right to effect such deductions from the payment due to Vendor. The remittance of amounts so deducted shall be made by the Bank as per the laws and regulations in force. Nothing in the Contract shall relieve Vendor from his responsibility to pay any tax that may be levied on income and profits made by Vendor in respect of this contract.

33. CERTIFICATE FOR SOFTWARE/APPLICATION FREE FROM MALICIOUS CODES

The Bidder should upload following certificate in the bid, as per **Annexure- XI** (Undertaking of Information Security from The Bidder) of this RFP.

- a) This is to certify that the Solution and Software being offered, as part of the contract, does not contain Embedded Malicious code that would activate procedures to:
 - Inhibit the desires and designed function of the equipment.
 - Cause physical damage to the user or equipment during the exploitation.
- b) The successful bidder will be considered to be in breach of the procurement contract, in case of physical damage, loss of information or infringements related to copyright and Intellectual Property Right (IPRs) are caused due to activation of any such malicious code in embedded software.

34. INTEGRITY PACT

The bidder should submit Original Executed Integrity Pact along with the technical bid as per Annexure -II. The Integrity Pact must be executed on stamp paper of applicable value and must be signed by all the witnesses also and sent as hard-copy.

35. INDEMNITY

The bidder assumes responsibility for and shall indemnify and keep the Bank harmless from all liabilities, claims, costs, expenses, taxes (except GST) and assessments including penalties, punitive damages, attorney's fees and court costs which are or may be required to be paid by reasons of any breach of the bidder's obligation under these general conditions or for which the bidder has assumed responsibilities under this contract, local or national law or laws, or in respect to all salaries, wages or other compensation to all persons employed/ deployed/services utilized by the bidder or bidders in connection with the performance/ discharge of any system/ obligations covered by the purchase contract. The bidder shall execute, deliver such other further instruments to comply with all the requirements of such laws and regulations as may be necessary there under to confirm and effectuate the purchase contract and to protect the Bank during the tenure of Purchase Order. Where any patent, trademark, registered design, copyrights and/ or intellectual property rights vest in a third party, the bidder shall be liable for settling with such third party and paying any license fee, royalty and/ or

compensation, etc., thereon. In the event of any third party raising claim or bringing action against the Bank including but not limited to action for injunction in connection with any rights affecting the solution supplied by the bidder covered under the purchase contract or the use thereof, the bidder agrees and undertakes to defend and / or to assist the Bank in defending at the bidder's cost against such third party's claim and / or actions and against any law suits of any kind initiated against the Bank. Successful bidder will also assume full responsibility of any loss and/or damages, cost, expenses, etc., caused due to malfeasance/misfeasance of any of its solution and/or due to any of their onsite engineer/representative.

36. EXCHANGE RATE VARIATION

If the contract is extended for any period, beyond its expiry, the prices shall be fixed as per mutually agreed terms between the Bank and the Bidder. However, variation of exchange rate will not be considered.

37. TERMINATION OF CONTRACT FOR CONVENIENCE

- (a) The bank, by 60 days written notice, may terminate the Contract, in whole or in part, at any time for its convenience.
- (b) The notice of termination shall specify that termination is for the bank's convenience, the extent to which performance of the Successful bidder under the Contract is terminated, and the date upon which such termination becomes effective. Bank will pay for the services availed till the date of termination on submission of invoices and documents.
- (c) The equipment maintenance services for which renewals happened within thirty (30) days after the Successful bidder's receipt of notice of termination shall be accepted by the bank at the Contract terms and prices. For the remaining services, the bank may elect:
 - i. to have any portion completed and delivered at the Contract terms and prices; and / or
 - ii. To cancel the remainder and pay to the Successful bidder an agreed amount for partially completed Services.

38. TERMINATION OF CONTRACT FOR DEFAULT

The Bank, without prejudice to any other remedy for breach of contract, by 30 days written notice of default sent to the Successful bidder, may terminate this Contract in whole or in part :

- a. if the Successful bidder fails to deliver any or all of the deliverables within the period(s) specified in the Contract, or within any extension thereof granted by the Bank; or
- b. if the Successful bidder fails to perform any other obligation(s) under the Contract.
- c. if the Successful bidder, in the judgement of the Bank has engaged in corrupt or fraudulent practices or unethical practices in competing for or in executing the Contract.

'For the purpose of this clause:

“Corrupt practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and

“fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Bank, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.

“Unethical practice” means any activity on the part of bidder, which try to circumvent tender process in any way. Unsolicited offering of discounts, reduction in financial bid amount, upward revision of quality of goods etc after opening of first bid.

39. EXIT CLAUSE

In the event of Agreement comes to end on account of termination or by the expiry of the term / renewed term of the Agreement or otherwise, the Successful bidder shall render all reasonable assistance and help to the Bank and to any new vendor engaged by the Bank, for the smooth switch over and continuity of the Services.

The exiting vendor on receipt of exit notice from the bank should commence KT (Knowledge Transfer) to the new team within a month and the KT should be completed in one month. Post one-month new vendor should take over the operation and the exiting vendor should provide shadow support for a month.

Post the two months from start of KT exiting vendor access to the exiting vendor will be removed and the new vendor should operate fully. For next one month the exiting vendor should provide support on call whenever required.

Self-Declaration to this effect should be submitted along with the bid.

40. PUBLICITY

Any publicity/ public announcement relating to the Contract, work to be carried out in Bank towards this project, Services or Deliverable is strictly prohibited. Neither Deliverable nor reference to either Party may be included or made in any prospectus, proxy statement, offering memorandum or similar document or materials prepared for public distribution. No information of any nature related to this project shall be disclosed to any third party unless otherwise necessary prior permission has been taken from other Party.

41. USE OF NAME/LOGO OF THE BANK

Vendor shall not use for publicity, promotion, or otherwise, any logo, name, trade name, service mark, or trademark or any simulation, abbreviation, or adaptation of Bank or any of its affiliate, or the name of any of the bank's employee or agent, without the Bank's prior, written, express consent. The bank may withhold such consent, in case so granted by it, in its absolute discretion. Violation thereof shall constitute a material breach of the terms of this Contract and shall entitle the bank to take appropriate actions as available to it in law and under this Contract.

42. PRIVACY AND SECURITY SAFEGUARDS

Bidder will process Bank's personal data on Bank's behalf as part of the Services, bidder will comply with the Information Technology (Amendment) Act, 2008 and its subsequent amendments, and will comply with all applicable privacy and data protection provisions and applicable laws. The Bidder shall not publish or disclose to third parties in any manner, without the Banks' prior written consent, the details of any security safeguards designed, developed, or implemented by the Bidder or existing at any Bank location. The Bidder shall develop procedures and implementation plans to ensure that IT resources leaving the control the assigned user (such as being reassigned, removed for repair, replaced, or upgraded) are cleared of all Bank Data and sensitive application software. The Bidder shall also ensure that all subcontractors who are involved in providing such security safeguards or part of it shall not publish or disclose in any manner, without the Banks' prior written consent, the details of any security safeguards designed, developed, or implemented by the Bidder or existing at any Bank location.

43. INTELLECTUAL PROPERTY RIGHTS

- a) The Successful bidder claims and represents that it has obtained all the appropriate rights to provide the Deliverable upon the terms and conditions contained in this contract. The Bank agrees and acknowledges that save as expressly provided in this Contract, all Intellectual Property Rights in relation to the Hardware, Software, Services and Documentation and any adaptations, translations and derivative works thereof, whether protect-able as a copyright, trade mark, patent, trade secret design or otherwise, provided by the bidder during, in connection with or in relation to fulfilling its obligations under this contract belong to and shall remain a property of the bidder or its licensor.
- b) The Bank under this Contract shall be granted a license to use the Software. During the term of this project and, if applicable, during the Transition Period, Bank grants Successful bidder a right to use at no cost or charge the Software licensed to the Bank, solely for the purpose of providing the Services.
- c) The Successful bidder shall be responsible for obtaining all necessary authorizations and consents from third party licensors of Software/ appliances used by Successful bidder in performing its obligations under this Project.
- d) If a third party's claim endangers or disrupts the Bank's use of the Software/ appliance, the Successful bidder shall at no further expense, charge, fees or costs to the Bank, (i) obtain a license so that the Bank may continue use of the Software/ Appliance in accordance with the terms of this contract and the license agreement; or (ii) modify the Software/ Appliance without affecting the functionality in any manner so as to avoid the infringement; or (iii) replace the Software/ Appliance with a compatible, functionally equivalent and non-infringing product.
- e) The software bill of materials to this effect may be provided by the successful bidder.

44. LIMITATION OF LIABILITY

Successful Bidder's aggregate liability under the Contract shall be limited to a maximum of the Contract value. For the purposes of this clause, Contract value at any given point of time, means the aggregate value of the purchase orders, paid by Bank to the Successful Bidder that gives rise to claim, under this Contract. In the following circumstances limitation of liability shall not apply and the Successful Bidder shall be liable for amount of cost, damages, compensation, penalty etc. suffered by the Bank:

- a) Liability of Successful Bidder for third party claims for IP Infringement.
- b) Liability of Successful Bidder (including third party claims) in case of bodily injury (including Death);
- c) Liability of Successful Bidder (including third party claims) in case of damage to real property and tangible property caused by the bidder's gross negligence.
- d) Liability of the Successful Bidder in case of gross negligence or willful misconduct attributable to the Successful Bidder while providing services under this Contract.
- e) Liability of the Successful Bidder in case of fraudulent acts or wilful misrepresentation attributable to the Vendor regarding the services provided under this Contract.
- f) Breach of the confidentiality.
- g) Employment liabilities for Successful Bidder's staff relating to the period of their employment within contractual period while working with Bank.
- h) Any liability/penalty/cost/compensation/charges etc. that cannot be capped or is excluded as a matter of applicable laws and imposed by the statutory authority/ government bodies/ court/tribunals etc. in relation to this Contract, owing to the fault of the Successful Bidder.

45. DISPUTE RESOLUTION /ARBITRATION

All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of the said Contract or breach thereof shall be settled amicably. If, however, the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the Arbitration and Conciliation Act, 1996, the matter may be referred to a sole arbitrator nominated by the Bank and the award made in pursuance thereof shall be binding on the parties. The venue of the arbitration shall be Chennai. The Arbitrator/Arbitrators shall give a reasoned award. Any appeal will be subject to the exclusive jurisdiction of courts at Chennai. Successful Bidder Shall continue work under the Contract during the arbitration proceedings unless otherwise directed in writing by the Bank or unless the approval of bank in writing that the events are such where work cannot possibly be continued or until the decision to the contrary of the arbitrator or the umpire, as the case may be, has been obtained by Successful bidder. However, during such a contingency, the Bank shall be entitled to make alternative arrangements in any manner it deems fit, at the cost of the Successful bidder which may also be adjusted by the Bank from the Performance Bank Guarantee, being treated as default so that the business of the Bank is not disrupted. Submitting to arbitration may be considered as an additional remedy and it does not preclude Parties to seek redressal/ other legal recourse.

46. BUSINESS CONTINUITY PLAN

The bidder shall ensure to have effective business continuity and disaster recovery plan. The bidder shall develop and establish a robust framework for documenting, maintaining and periodic testing of business continuity and recovery procedures and shall maintain a record of the same as per applicable law.

47. CONFLICT OF INTEREST

The Bidder shall disclose to the Bank in writing, all actual conflicts of interest that exist, arise or may arise (either for the bidder or the bidder's team) in the course of performing the services as per contract as soon as practical after it becomes aware of that conflict. It is clarified that providing similar services to other clients shall not be construed as a conflict of interest.

48. JURISDICTION

Any dispute arising out of this contract will be under the jurisdiction of courts of law in Chennai.

49. RESTRICTION OF BIDDERS FROM COUNTRIES SHARING LAND BORDERS WITH INDIA

As per Ministry of Finance, Department of Expenditure, Public Procurement Division's office memorandum F.No.6/18/2019-PPD dated 23.07.2020, regarding insertion of Rule 144 (xi) in the General Financial Rules (GFR) 2017, any bidder from a country which shares a land border with India will be eligible to bid either as a single entity or as a member of a JV / Consortium with others, in any procurement whether of goods, services (including consultancy services and non-consultancy services) or works (including turnkey projects) only if the bidder is registered with the Competent Authority. The Competent Authority for registration will be the Registration Committee constituted by the Department for Promotion of Industry and Internal Trade (DPIIT). Political & Security clearance from the Ministries of External and Home Affairs respectively will be mandatory.

However, above condition shall not apply to bidders from those countries (even if sharing a land border with India) to which the Government of India has extended lines of credit or in which the Government of India is engaged in development projects. Updated lists of countries to which lines of

credit have been extended or in which development projects are undertaken are given in the website of the Ministry of External Affairs (MEA).

“The successful bidder shall not be allowed to sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority”

Definitions pertaining to “Restriction of Bidders from Countries sharing Land Borders with India” Clause Bidder” (including the term 'tenderer', 'consultant' 'vendor' or 'service provider' in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated herein before, including any agency, branch or office controlled by such person, participating in a procurement process.

“Bidder from a country which shares a land border with India” means:

- a) An entity incorporated, established or registered in such a country; or
- b) A subsidiary of an entity incorporated, established or registered in such a country; or
- c) An entity substantially controlled through entities incorporated, established or registered in such a country; or
- d) An entity whose beneficial owner is situated in such a country; or
- e) An Indian (or other) agent of such an entity; or
- f) A natural person who is a citizen of such a country; or
- g) A consortium or joint venture where any member of the consortium or joint venture falls under any of the above

“Beneficial owner” will be as under:

- i. In case of a company or Limited Liability Partnership (LLP), the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person(s), has a controlling ownership interest or who exercises control through other means.

Explanation

- a. “Controlling ownership interest” means ownership of, or entitlement to, more than twenty-five per cent of shares or capital or profits of the company;
- b. “Control” shall include the right to appoint the majority of the directors or to control the management or policy decisions, including by virtue of their shareholding or management rights or share-holders agreements or voting agreements;
- ii. In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership;
- iii. In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals.
- iv. Where no natural person is identified under (i) or (ii) or (iii) above, the beneficial owner is the relevant natural person who holds the position of senior managing official.
- v. In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.

“Agent” is a person employed to do any act for another, or to represent another in dealings with third persons.

SECTION 3 - SCHEDULE OF REQUIREMENTS

1. SCOPE OF WORK

Broad Scope of Work for Supply, Installation and Maintenance of IT Infrastructure (Hardware and Software licenses) on CAPEX basis using x86 based servers for hosting various critical and non-critical applications are given below:

- a) Bidder to Supply and Install Servers, RedHat Enterprise Operating System, VMware VCF, at Bank's DC and DR Site. Bidder will have to supply the Product(s) in 'Factory Sealed Boxes' with System OEM seal. Bidder shall provide such packing of the Products as is required to prevent its damage or deterioration during transit thereof to the location given by the Bank. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperature, salt and precipitation during transit and open storage. Size and weight of packing cases shall take into consideration, where appropriate, the remoteness of the Products final destination and the absence of heavy handling facilities at all transit points
- b) The Bidder should deploy and install all the hardware and software at Bank's DC and DR and the deployed Hardware, Software should seamlessly get integrated with the existing hypervisor platform of the Bank.
- c) When the newly supplied hardware are integrated with the existing hypervisor infra, the workload created in the new hardware must be fully visible and manageable using the existing VMware components viz., Aria suite of products, NSX, vCenter etc. All the existing VMware/Hypervisor functionalities & performance shall be seamlessly available for the workload created on the new hardware at par or better, with the existing hardware.
- d) The Bidder must be ready to install the hardware and software on a Greenfield model or Brownfield model as per the requirement of the Bank.
- e) The Bidder must be ready to mix and match/ re-cluster the existing servers with the newly supplied hardware in case of Brownfield deployment. In case of any compatibility/ performance/ functional issues or shortcomings observed in the new hardware for not being harmoniously working with the existing hardware, the bidder shall replace the newly supplied hardware/servers with equivalent or higher configuration without any additional cost to the Bank. The supplied SFP modules must be fully compatible with the existing TOR Switches in DC & DR. The SFP modules must be provided from the same OEM as that of the existing TOR switches. In case the modules are not found to be compatible, the bidder shall duly replace them with compatible models without any additional cost to the bank.
- f) The bidder must supply all the necessary OFC/Copper cables for connecting the supplied servers with Network switches and SAN switches on full redundancy. The bidder shall duly conduct the site survey at DC and DR site and perform the assessment to arrive on the length and quantity of the cables required. The bidder shall lay additional/ buffer cables as per Bank's requirement in DC and DR sites.
- g) The supplied hardware/ software should not be connected with any Public cloud network for functioning or monitoring of deployed hardware at Bank's DC and DR, Replication, Analysis etc. Activation and Patch Management activity to be performed for the installed hardware and software has to be discussed and approved by the Bank. The contract period shall be for 5 years.
- h) The Bidder/OEM should integrate with the existing console (IDRAC) with login access for overall management of deployed Hardware, Hardware's utilization levels etc. Bidder also need to facilitate Bank to generate standard reports from the portal such as Installed Hardware and Software, Current Utilization Levels etc.
- i) Bidder need to submit a report to Bank every month on the current utilization levels.
- j) The bidder needs to maintain 99.95% uptime calculated on 24*7 basis per month for all equipment supplied. Bidder need to provision highest support and direct support from the OEMs proposed for the Project. Bidder to provision 30 minutes' response time for trouble shooting and complaint logged by Bank and 4-hour Call to repair service for the supplied hardware. In case of open-source hardware or software proposed by the OEM or Bidder, the Bidder need to take ownership for the support and compatibility with the proposed Hardware and Software.

k) The bidder should have an active partnership with VMware, Microsoft and Red hat, Other Hardware, and Software solution for offering their solution to Bank. The bidder needs to submit necessary document proofs during the time of RFP submission. Hardware and Software proposed should be compatible for the deployment. The bidder should propose back-to-back support from OEMs for the proposed solution for the entire contract period.

l) The proposed Hardware and Software generation should not be less than one year old from the date of RFP submission and the proposed Hardware and Software should not become End of Sales for 2 years from the date of the submission of the RFP and End of support for 7 years from the date of the submission of the RFP

m) The bidder should manage Bank's DC and DR Environment for the contract tenure with below responsibilities:

- The bidder needs to integrate the Proposed Hardware and Software solution with Bank's existing hardware and software tools such as Existing Servers, SAN Storage, VMs, Networking switches, Antivirus Software, Firewall etc. for smooth functioning of the project.
- The integration must be in such a way that the cabling/ dressing/ tagging/ labeling shall be identical to that of the existing servers.
- The cable connectivity for TOR/Leaf switches, PDU/Power cabling, iDRAC cabling and SAN switch connections shall also be done in an identical manner retaining the redundancy aspects.
- In addition to the above specified standard cabling for Network and Storage connectivity, the Bidder shall lay additional OFC - 5 nos. and CAT 6e cables - 5 nos from Server racks of the Bank to the Network Rack within the cage area.
- Deployment of Tools, Industry Standard Framework and Resources to monitor the deployed Hardware and Software between Bank's DC and DR.
- All the necessary rail kits, accessories viz, screws, rail kits, cables necessary for installing and connecting the hardware with existing infra (brownfield deployment) or as a standalone greenfield deployment; shall be duly supplied by the Bidder.
- The bidder shall use different colour code OFCs for Network and Storage connectivity.
- The cables supplied must be Optical Fibre and must be able to carry data/ utilize the maximum bandwidth/ throughput of the end devices (servers/ switches).
- The bidder may use Copper (CAT6A or above grade) cables for IDRAC/ILO management.
- Upgrading the OS, firmware, patches, and preventive maintenance of hardware and software must be done once a quarter, and reports must be provided to the bank. The bidder needs to integrate with the bank's existing patch management tool for the deployment of patches for the hardware and software supplied to the bank.
- Performing DC and DR Drill on periodic basis as per Bank's requirement.

1.1 Scope of Work – (To be done by the Bidder):

1. Multiple virtual machines of same configuration across single and multiple sites in single request for High availability - deployment of multiple VMs in any of the 2 sites
2. The bidder/OEM should ensure that the deployment of VM should have automation like host name customization, IP address allocation
3. The bidder/OEM should ensure that Load balancing is ensured at all levels of compute provisioning.
4. Bidder/OEM should configure VMware infrastructure in-full including the vSphere, vCenter, vRealize, SRM and micro-segmentation in coordination with the Bank team.
5. The management software wherever applicable, like Chassis, Rack-server, iPDUs, Tape libraries, SAN Switch and VMware shall be configured and handed over to the Bank team in-full by activating all the necessary licenses.
6. Entire workflow should be built considering various scenarios like change in storage (adding disk, removing disk from VM), network, OS flavour, memory i.e., T-shirt sizing has to be provided and user should be able to Choose when requesting VM. User should be able to choose combination of OS, Application (MSSQL Standalone, Oracle RAC, Apache, Weblogic, Tomcat), T-shirt size and Platform (VMware) while deploying.
7. The bidder/OEM should provide a dashboard that renders application wise details, Department / Project wise details about the infrastructure and applications consumed by the bank running on the VMware Platform

8. Existing Dashboards should auto recognize and accommodate addition of new ESXi hosts or clusters added in the vSphere infrastructure.
9. The architecture should be capable of running diverse applications like web applications, databases, etc.
10. The bidder/OEM should design and deploy monitoring and logging solution between DC and DR.
11. The bidder/OEM should ensure Design and Deployment of network virtualization Solution for 2 sites. The network virtualization solution should provide micro- segmentation.
12. The bidder/OEM should design and deploy the configuration management tool for configuration management
13. The solution should provide an agent-less stateful distributed firewall such that the micro segmentation is provided closest to the application/source without any dependency operating system and underlying hardware
14. The solution should have capabilities to define security policies on constructs such as IP address, VM names, objects and tags, MAC addresses, Security tags etc.
15. System should support performing load balancing for Layers 4 through 7 based on source/destination IP, application content, relative weight, CPU – Memory Utilization of load balancer(round-robin), least connections, etc.
16. Implementation & Support for other software viz. GitLab, Redis, CI/CD Pipeline, Workflow automation, Kafka, etc. will have to be provided by the bidder.
17. The bidder/OEM should provide training to Bank's team members on managing the Solution being deployed to the Bank.
18. Bidder and OEM should arrange the OEM training for all the technologies quoted as part of the proposed solutions for 3 batches with 8 members of Bank during the contract period (one batch each - 1st year, 2nd year & 4th year). No additional cost will be borne by Bank on these training.
19. In addition to the above, any necessary user manuals, online study materials and certifications for the bank staff shall be arranged by the bidder for the Bank at no additional cost.
20. The bidder/OEM should provide direct, Prioritized and Proactive Support for enabling expedited issue resolution, minimize downtime, and prevent recurring incidents.
21. The bidder Should provide direct routing to senior-level Technical Support Engineers if the onsite resources are unable to resolve the tickets or any Bank's requirements. For VMware & RedHat, Bank should have the option to raise first level tickets directly with the OEM instead of the bidder.
22. Solution should have Comprehensive cross-product, 24x7 global access with unlimited requests
23. Root cause analysis for any issue to be provided by Bidder/OEM and Onsite Support Team should follow up for root cause for failure/incident/business interruption and validate the same at the request of Bank and inform the actions/ remedial measures taken as per the requirement of the OEMs/third party
24. Provide Access to Self-service planning materials to enable optimum utilization and advancement of the technology investment.
25. Provide personalized workshops with OEM technical subject matter experts to assist with the on-boarding of the technology solutions
26. Bidder should obtain support from OEM wherever necessary for the total period of contract. Necessary proof to be submitted.
27. Provide access to proactive support services like: a. Identify and resolve potential vulnerabilities / issues through b. Proactive alerts c. Environment recommendations

1.2 Existing Hypervisor Infra:

For the benefit of Brownfield deployment, the existing hypervisor infra details of the Bank are furnished below:

- VMware VCF 8.0 with DFW/ Micro-segmentation enabled running on Dell Power edge R760 rack servers.
- Existing rack layout diagram for augmentation of new hardware:

RACK A		RACK B	
42	Occupied	42	Occupied

41	Occupied	41	Occupied
40		40	
39	Occupied	39	Occupied
38	Occupied	38	Occupied
37	Occupied	37	Occupied
36		36	Occupied
35		35	
34		34	Occupied
33		33	
32		32	Occupied
31		31	
30		30	
29		29	
28		28	
27	Occupied	27	Occupied
26		26	
25		25	Occupied
24		24	
23		23	Occupied
22		22	
21		21	Occupied
20		20	
19		19	Occupied
18		18	
17	Occupied	17	
16		16	
15	Occupied	15	Occupied
14		14	
13	Occupied	13	Occupied
12		12	
11	Occupied	11	Occupied
10	Proposed for New Hardware		
9	Proposed for New Hardware		
8	Proposed for New Hardware		
7	Proposed for New Hardware		
6		6	
5	Occupied	5	Occupied
4		4	
3	Occupied	3	Occupied
2		2	
1	Occupied	1	Occupied

2. ONSITE TECHNICAL SUPPORT (FACILITY MANAGEMENT SERVICES)

Successful Bidder has to deploy Onsite Support resources in the following manner:

S. No	PURPOSE	LEVEL	COUNT
1	RHEL Administration	L2	1
2	VMware Administration	L1	1
Total Onsite resource to be engaged in the contract			2

3. RESPONSIBILITIES OF ONSITE TECHNICAL SUPPORT (FACILITY MANAGEMENT SERVICES)

3.1 RHEL Administration (L2)

1. Install, configure, and maintain Red Hat Enterprise Linux systems.
2. Manage user accounts, permissions, and access controls. Implement and automate system administration tasks using scripting.
3. Monitor system performance and optimize configurations. Troubleshoot and resolve issues related to the Linux environment.
4. Apply security patches and implement security best practices.
5. Collaborate with other teams for integrated solutions.
6. Configure server roles and services according to organizational standards.
7. Implement and manage system services such as web servers (Apache, Nginx), databases (MySQL, PostgreSQL), and application servers.
8. Manage user permissions and access control using tools like sudo, PAM, and SELinux.
9. Integrate RHEL systems with directory services (e.g., LDAP, Active Directory) for centralized authentication.
10. Monitoring the system performance, resource utilization, and availability.
11. Analyze system logs using tools like rsyslog, journalctl, and logrotate to identify and troubleshoot issues.
12. Optimizing system performance by tuning kernel parameters and service configurations.
13. Schedule and monitor regular backups, ensuring they are completed successfully as per policies of the Bank.
14. Conduct system hardening according to best practices
15. Conduct periodic security audits and vulnerability assessments.
16. Regularly apply security patches and updates to the RHEL environment
17. Monitoring security advisories and implement recommended actions promptly.
18. Configure and manage network interfaces, routing, and firewalls to ensure secure connectivity.
19. Implement configuration management and automation tools (e.g., Ansible, Puppet) for consistent system configuration across environments.
20. Maintain up-to-date documentation of system configurations, procedures, and troubleshooting guides.
21. Create knowledge base articles for common issues and solutions.
22. Conduct root cause analysis (RCA) for critical incidents and implement preventive measures.
23. Implementing audit recommendations will be done in discussion with Bank team and Application team.
24. Coordinating with other Vendors/Teams as specified by the bank.
25. Mitigating all audit observation within one month of audit and enable audit closure.
26. Synchronization of time for all servers with the NTP server should be performed regularly.
27. Implementing best practices and assisting in redrafting the bank's policies to ensure proper compliance and maintain safety and security standards

3.2 VMWare Administration (L1)

1. Deployment of new virtual machines (VMs) in the VMware environment.
2. Maintain and update VM templates for efficient deployment of new instances.
3. Ensure templates are aligned with organizational standards and best practices.
4. Utilizing VMware tools (e.g., vCenter, Aria Operations) to monitor the health and performance of virtual infrastructure on daily basis.
5. Track resource utilization (CPU, memory, disk, network) and providing rapid resolution.
6. Configuring alerts related to VM performance, capacity issues, or hardware failures.
7. Troubleshooting and escalating performance issues to Level 2 support and M/s Broadcom.
8. Applying patches and updates to VMware ESXi hosts and vCenter Server.
9. Monitor and verify backup jobs for virtual machines, ensuring that backups are completed successfully.
10. Document issues and solutions in a knowledge base for future reference.
11. Create and maintain detailed documentation of VMware configurations, processes, and procedures.
12. Collaborate with bank and other teams to ensure seamless operation of virtual services and resolve cross-functional issues.
13. Dashboard configuration in Aria Suite.
14. Troubleshooting and managing NSX.
15. Implementing audit recommendations should be done in discussion with Bank team and Application team.
16. Coordinating with other Vendors/Teams as specified by the bank.
17. Mitigating all audit observation within one month of audit and enable audit closure.
18. Synchronization of time for all servers with the NTP server should be performed regularly.
19. Implementing best practices and assisting in redrafting the bank's policies to ensure proper compliance and maintain safety and security standards.
20. Perform in-depth troubleshooting and analysis of VCF components such as vSphere, NSX, vSAN, and SDDC Manager
21. Create and maintain detailed documentation, including troubleshooting guides and knowledge base articles.
22. Participate in the development and execution of proactive measures to enhance VCF stability and performance.
23. Conduct root cause analysis (RCA) for critical incidents and implement preventive measures.
24. Stay updated with the latest VMware technologies and certifications to maintain a high level of expertise.
25. Troubleshooting Automation: Utilize automation and scripting skills to troubleshoot complex issues within VMware environments, developing scripts for diagnostic purposes and rapid problem resolution.
26. Implementing audit recommendations should be done in discussion with Bank team and Application team.
27. Coordinating with other Vendors/Teams as specified by the bank.
28. Mitigating all audit observation within one month of audit and enable audit closure.
29. Implementing best practices and assisting in redrafting the bank's policies to ensure proper compliance and maintain safety and security standards.

4. ONSITE TECHNICAL SUPPORT – GENERAL REQUIREMENTS

- The bidder to Deploy Onsite Engineers, who will be working from 9.30 AM to 6.30 PM at Bank's Site (DC at Chennai/ DR, Hyderabad/Head Office, Puducherry) on day-to-day basis for hardware and software management.
- The resources should be trained and certified on the software solutions and should have minimum experience in relevant field (as stipulated below).

- The Onsite resources will be responsible for the complete end-to-end project management, installation, implementation, monitoring, patch management, VA/PT closure until project tenure.
- The FMS team is responsible for maintaining detailed documentation for configurations, procedures, and troubleshooting steps.
- The FMS team must collaborate with other IT teams (Bank team/NOC/SOC/Audit teams) for integrated solutions and problem resolution. Coordinate with other vendors to work as a team to meet the final goals as required by the bank.
- The FMS team must implement automation scripts and tools to streamline repetitive tasks.
- The resources must stay updated with industry trends and technologies and provide knowledge transfer to Bank as and when required.
- Facility management Support team shall publish reports to the Bank team/management as per defined frequency but minimum twice in a day regarding real time factual status of all IT assets and uptime of the solution as per Service Level Agreement.
- Submission of periodical reports on the performance of the proposed Solution and its reviews. Preparation and submission of other MIS related work assigned by the Bank.
- Redesigning of the solution for optimal output of the solution in interest of the Bank
- Defining crisis management and emergency response procedures.
- Installing and testing the OS/ patches and upgrades in the test and productions environment.
- FMS Team shall obtain the necessary approval from the Bank for downtime, if required, for the patches or upgrades implementation.
- FMS Team shall plan “Schedule shutdown of production system”, if required, and inform users proactively and implement the patch upgrades immediately.
- FMS Team shall follow up and coordinate with OEM/ other support vendors for patch deployment.
- Root Cause Analysis (RCA) of the incidents and reporting of Security incidents.
- Prepare and maintain Standard Operating Procedure (SOP) document pertaining to the services/Operations and should be updated whenever there is any change or addition is made.
- The FMS team shall optimize existing processes and recommend changes for optimal functioning of Solution, in-tune with best practices and audit compliance.
- Quality service delivery to match the uptime / SLA.
- Facility management is required for 9.30 am to 6.30 pm on all Bank working days.
- SLA Maintenance / Management, monthly Uptime reports, utilization reports & interface utilization / reporting of all the devices.
- The Bidder shall be responsible for providing the timely resolution of the Servers, Operating System related issue raised by the Bank.
- The bidder has to ensure the support from respective OEM for infrastructure provided to carry out the activity for expansion, upgrade and configuration of proposed solution during the period of contract without any extra cost to bank.
- The bidder will also provide suitable on-site technical staff to supplement the efforts of the onsite support resources during emergencies / contingencies, which might impact the systems, systems and services, covered under this scope.
- The bidder shall provide backup resources in case any of the FMS Team member avails leave.
- In case of exigency, support arrangements should be available during off-hours as a part of the crisis / incident management process.
- Coordinate with all the teams for follow-up for open tickets & activities.
- Resolving technical issues & lodge tickets with OEM, have follow-up for long pending calls.
- Identify and implement best practices / configurations on solutions under their purview.
- The Bank may also reduce/increase the manpower requirements during the project duration if workloads reduce/increases due to any reason.
- In case of absence of a production support engineer, it is the responsibility of the Bidder to provide equivalent skilled resources onsite for the above-mentioned scope of work. Failure may attract penalties.

- Post implementation - Transition plan, takeover process from project team and coordination with all the stakeholders.
- FMS Team shall ensure patching & hardening for all servers, and get the same cleared from the Information Security Cell /SOC of the Bank. The FMS team has to prepare a patching calendar as per the frequency of the patch released by the OEM team and share the same with the bank team. The patch has to be applied in the same month in which OEM has released the patch as per timeline defined in SLA.
- Do periodic preventive health check / version upgrades for solutions under their purview.
- Identify and implement best practices / configurations on servers, databases, and other components under their purview.
- Providing service metrics to help assess how effective Bank's operations are running.
- During the contract, the bidder and its employees shall at all the times comply with & abide by the security policy of the bank, as the same may be applicable to or in respect of the works and the provisions of the contract.
- Confidentiality of the network setup, configurations and all related details including the addressing scheme etc. shall not be disclosed by the vendor to any third parties or persons (except to bidder's own employees and that too only to those employees or representatives who need to know the same).
- FMS Team will follow and comply with the procedures and policies, applicable to the scope of work mentioned above laid down by the Bank vide IS Security Policy, IT Policy and other Bank policies from time to time and also extend full cooperation to the auditors designated by the Bank.
- The deputed personnel at Bank will inform the Bank about any correspondence with external entities pertaining to any point mentioned in the scope of work above.
- Depending on the sensitivity and criticality of the services or data provided, the Bank will consider commissioning or requesting a review of the bidder's internal control structure for ensuring that any confidential/restricted/internal information of the Bank is maintained securely. The vendor will assist and cooperate with the Bank auditors in a way as they are expected to assist and cooperate with their audit.
- All the onsite FMS resources deputed at the bank should have a Police verification report. The bidder needs to submit the Police Verification report including a detailed Background Verification report of FMS resources along with all documents at the time of joining the onsite FMS team.
- The Facility Management charges shall be paid by the bank in equal quarterly installments in arrears within thirty (30) days from the date submission of invoice after completion of respective period, subject to satisfactory services rendered from the date of installation, commissioning and acceptance of the system at the rates quoted in the price schedule.
- Bank at its discretion can terminate the FMS contract in whole or as part thereof with the bidder and discontinue the same without citing any reason by giving 90 days' notice and applicable amount, on a pro-rata basis, for the service rendered shall be payable.
- No subcontracting is allowed
- FMS resources must be ready to work in shifts and should be adequate to ensure the unhindered 24x7x365 operations and support.
- In view of implementing new technologies and existing applications upgrade to new technologies, Bank expects the engineers to constantly keep upgrading their skills.
- The engineers to be deputed will be interviewed by Bank officials prior to deputation. If not found as per Banks' requirement, Bank will not permit the deployment of such resource(s). Bidder should share Engineer's resume along with qualification details, relevant certification and work experience. Engineer should have at least three years for L2 and two years for L1 work experience and should possess the following certifications.
- The successful bidder has to submit attendance, salary, appointment letters, PF details, etc., of all the employees engaged in the project

S. NO	AREA	EXPERIENCE	CERTIFICATIONS REQUIRED	EDUCATIONAL QUALIFICATION
1	RHEL Administration (L2)	3-5 years	Linux – Red Hat Certified System Administrator - RHCSA	Diploma or above in Computer Science/Electronics/IT/Electrical Engineering with experience in the field of IT implementation /support of inscope solutions having good communication skills (oral and written)
2	VMware Administration (L1)	2-3 years	VMware Certified Professional (VCP) or equivalent industry certified and above	Diploma or above in Computer Science/Electronics/IT Engineering/ MCA with experience in the field of IT implementation /support of inscope solutions having good communication skills (oral and written)

- In addition to the above, the onsite resources must have basic knowledge in handling of tools like Postman, WinSCP, Putty, VSCode, Gitlab, MS Office and utilities for drawing the architecture diagrams etc.
- The deputed personnel should be prepared to work for extended hours in case of need at short notice.
- The deputed personnel should abide by timings of the Bank and should be available at Chennai.
- The bidder needs to deploy manpower within 6 weeks from the date of Purchase Order for implementation and deploy manpower at least 1 week before (planned) go-live for maintenance of the deployed infrastructure (warranty period). Any delay in deployment of manpower beyond stipulated time, will attract penalty as per SLA.
- The members of the on-site team should be provided with mobile phones by the vendor and the details like Name, Address (Inclusive of Residential Telephone Number (Residential), Mobile Number should be provided to the Bank.
- Name of emergency contact personnel with relationship and Telephone number should be provided to the Bank.
- Disability if any or suffering for any disease should be informed to the Bank in advance.
- The on-site team shall maintain an attendance register and the same should be sent monthly to the Bank.
 - The on-site team shall not be changed without prior approval from the Bank and adequate notice (minimum two months for L2 and 1 month for L1). Any resigned resource of the on-site team should not be relieved before giving suitable replacement.
 - The absence of any resource must be complemented with an equally skilled resource.
 - If the engineer is found to be not qualified / suitable / his performance is not satisfactory, the vendor will have to replace the engineer within 45 days of written communication from the Bank regarding the same.
 - The cost agreed upon for the resource will be fixed for the period of 5 years and purchase order will be issued based on the requirement of the bank. However, charges for onsite resources will be applicable from the date of acceptance/Project Sign off the solution of the bank.
 - Bank may take additional resource/s as per fixed price through this RFP process.
 - The Bidder must provide complete support for end-to-end installation, implementation and maintenance of the proposed solution during the project tenure and bidder will be responsible for attending complaints during bank working hours or as per the working timings decided by the bank.

- The Support should include advising & helping the bank in implementing controls for the risk advised by bank information security dept./regulators/Govt of India.
- Support must cover to solve day-to-day issue while using the proposed solution in our environment like resolving the issues related to incident, security threat, signature/Pattern updates, daily updates, product related issues and any other issues to the bank as per SOW/SLA at no extra cost.
- The bidder shall be responsible for providing the resolution of the issues and implementation of the same to resolve the issue. If the issue requires OEM's technical person's/product developer's etc. intervention, bidder has to take up suitability with the appropriate level at OEM and obtain the solution and implement it for the resolution of the issue.
- Performing DC and DR Drill on periodic basis for as per Bank's requirement
- Inventory details to be maintained by FMS Team having the support and configuration details of the Hardware & Software as per format provided by the bank and should be provided to bank immediately on requirement.
- Daily Status should be reported to Bank by the Onsite engineers.

5. DELIVERY TIMELINE

Hardware:

Hardware along with the required accessories should be delivered within Six (6) Weeks from the date of Purchase Order at all the specified locations.

Software:

Software licenses must be delivered only after the Hardware installation at DC & DR site and after explicit go-ahead provided by the Bank via Mail/Letter for delivering the licenses. The license period must be valid for a period of 5 years (as requested in Section 4 of this RFP - Technical Specifications of Software Licenses) from the date of delivery of licenses.

Software licenses should be delivered within One (1) Week from the date of Delivery Instruction issued by the Bank, which will be issued after delivery of hardware.

Implementation:

Installation, configuration, integration of all the devices and go live of complete solution as per the requirement of the Bank to be completed within Four (4) weeks from the date of Delivery of Hardware.

Onsite Support Resources:

Onsite Support resources should be deployed at Bank's site within 6 weeks from the date of Purchase Order.

SECTION 4 - SPECIFICATIONS AND ALLIED TECHNICAL DETAILS

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2. SOFTWARE LICENSES	47

TECHNICAL AND FUNCTIONAL SPECIFICATIONS

Functional and technical requirements are listed below for evaluation of this RFP. Bidder to indicate compliance against each item as Yes/No. All items are mandatory and have to be complied without fail.

1. RACK SERVER (2*32) – Server type 1

S. No.	Features	Specifications (All the hardware, software, license components and any other accessories required should be populated from day one)	Compliance (Yes/No)
1	Make	To be provided by Bidder	
2	Model Name	To be provided by Bidder	
3	Physical size	1U / 2U Rack mount Server	
4	Processor	Each server must be provided with minimum 2 latest Intel processors (6 th Generation - Granite Rapid or higher), each having 32 Cores/64 Threads with clock speed at least 2.8 GHz or higher supporting Turbo feature with extended lifecycle support	
5	No of CPU	Machine to be supplied with 2 Processor with core details as specified above	
6	No of Sockets-Max	2	
7	Motherboard	Latest Intel chipset compatible with Intel Xeon 6th Gen or later Scalable processors	
8	Memory Configuration	Should have at least 32 DIMM slots per server and support up to 2TB of DDR5 6400 MT/s memory or higher.	
		The Server should be configured with 1 TB of DDR5 Memory from day one with minimum 64GB DIMMs with 6400 MT/s, Dual rank	
		Support for advanced memory redundant technologies like Advanced error-correcting code (ECC) and memory mirroring	
		Should support scalability up to 2 TB without having to replace the existing DIMMs	
9	SCSI Controllers	Integrated Hardware RAID Controller to supports RAID 0, 1 and higher	
10	Disk Drives	The server should Support atleast 8 hotpluggable drives SAS, SATA SSDs and NVMe or all NVMe disks 2 X 960 GB NVMe SSD or higher. Disks must be configured in RAID 1 using hardware based RAID controller	
11	Ethernet Adapter	Should have 2 x Dual port 10/25G SFP+ Cards each populated with two units of 25G SFP+. Should have 2 x Dual port 10GBaseT Ethernet adaptor. The server should be provided with card level redundancy. All ports need to be independent so as to provide high availability. The ethernet cards should support various kinds of bonding available.	

12	Fiber Channel HBA Connectivity	Should provide minimum of 2 x Single/Dual port having 16/32 Gbps FC HBA with support for failover with Auto negotiation feature and populated with 32 Gbps FC HBA.	
13	Power Supplies	Node must have Redundant Hot Plug High Efficiency Power Supply	
14	Cooling Fans	Redundant Hot Plug High Speed Cooling Fans	
15	Ports	Minimum of 1 VGA/Video Port, 3 x USB 3.0 (2 - rear and 1- internal), 1GbE dedicated Management Ports	
16	Expansion Slots	Minimum of 5x PCIe Gen4 Slots or more	
17	Failure Alerting Mechanism	The server should be able to alert impending failures on maximum number of components. The components covered under alerting mechanism should at least include Processor, memory, power supply, Fans, RAID and HDDs	
18	OS Support	<p>Certification and compliance (as on date of bid submission):</p> <p>Microsoft Microsoft Windows Server and Hyper-V: OEM Should have certification for all versions of Windows Server Operating System from Windows Servers 2022 and later version.</p> <p>VMWare: OEM Should have certification for VMWare Esxi 8.0, 9.0 and later versions and VCF 4.5.2 and all later/upgraded/higher versions. Also, the supplied hardware should support all version upgrades coming in next 5 years. If hardware supplied by selected OEM is not compatible VMware releases during 5 years from date of commissioning, bidder need to replace hardware with compatible VMware release without any additional cost to the Bank.</p> <p>Red Hat-Enterprise Linux (RHEL): OEM Should have certification for RHEL 8.0, 9.0 and higher versions. For Red hat OpenShift container platform 4.8-4.12 and 4.16-4.X should be supported.</p> <p>SUSE Enterprise Linux 12 and Higher (Documentary proof should be attached).</p>	

19	System Security	<p>Should have a cyber resilient architecture for a hardened server design for protection, detection & recovery from cyber-attacks. Should protect against firmware which executes before the OS boots</p> <ul style="list-style-type: none"> - Hardware based Root of Trust - Signed firmware updates - Secure default passwords - Secure alerting - Automatic BIOS recovery - Rapid OS recovery - System Drift Detection - Configuration upgrades should be only with cryptographically signed firmware and software. 	
20	Server management	<p>Should support out of band upgrades, Agentless out-of-band management, integrated diagnostics, Power monitoring and reporting.</p> <p>One 1-Gbps RJ-45 management port should be provided.</p> <p>The server should support industry standard management protocols like IPMI v2 and SNMP v3.</p> <p>The OEM must have a management software which will manage all the servers from single GUI at physical level.</p> <p>The management software must have the capability of providing proactive alerting wherever possible.</p> <p>Should help to proactively identify out-of-date BIOS, drivers, and Server Management agents and enable the remote update of system software/firmware components.</p> <p>The Server Management Software should be of the same brand as of the server supplier.</p> <p>The Dashboard minimum should display a health summary of the following:</p> <ul style="list-style-type: none"> • Server Profiles • Server Hardware • Appliance alerts <p>Management software should support integration with popular virtualization platform management software like Vmware vCenter & vRealize Operations, and Microsoft System Center & Admin Center.</p>	
21	Remote Management and firmware security	<ol style="list-style-type: none"> 1. System remote management should support browser based graphical remote console along with Virtual Power button, remote boot using USB/CD/DVD Drive. It should be capable of offering upgrade of software and patches from a remote client using Media/image/folder; It should support server power capping and historical reporting and should have support for multifactor authentication. 2. Server should have dedicated 1Gbps remote management port. 3. Server should have storage space earmarked to be used as a repository for firmware, drivers and software components. The components can be organized in to install 	

		<p>sets and can be used to rollback/patch faulty firmware.</p> <p>4. Server should support agentless management using the out-of-band remote management port.</p> <p>5. The server should support monitoring and recording changes in the server hardware and system configuration. It assists in diagnosing problems and delivering rapid resolution when system failures occur.</p> <p>6. Two factor Authentication</p> <p>7. Local or Directory-based user accounts with Role based access control.</p> <p>8. Remote console sharing upto 6 users simultaneously during pre-OS and OS runtime operation, Console replay - Console Replay captures and stores for replay the console video during a server's last major fault or boot sequence. Microsoft Terminal Services Integration, 128 bit SSL encryption and Secure Shell Version 2 support. Should provide support for AES and 3DES on browser. Should provide remote firmware update functionality. Should provide support for Java free graphical remote console.</p> <p>9. Should support RESTful API integration</p> <p>10. System should support embedded remote support to transmit hardware events directly to OEM or an authorized partner for automated phone home support</p>	
22	Warranty	<p>5 Years 24/7 Warranty with 30 minutes Response Time and 4 hours Call to Resolution including part replacement, access to OEM support portal, OEM technical support on 24X7X365 basis.</p> <p>Successful Bidder must provide documentary proof from OEM post installation of the Hardware. Highest Level of Proactive and Reactive support covering Half yearly Firmware analysis, and Proactive Health analysis. All the disk/SSD/NVME components (Data Drives) including faulty disk components will be property of the bank and will not be returned to OEM/SI.</p>	
23	End of Life	<p>The proposed Hardware and Software generation should be less than one year from the date of bid submission and the proposed Hardware and Software should not become End of Sales for two years from the date of the submission of the bid and End of Support for 7 years from the date of submission of the bid.</p> <p>A self declaration shall be submitted by the Bidder along with the annexures during bid submission.</p>	
24	Rack mounting KITS/RAIL Kits/ Accessories	<p>All required rail kits, screws, nuts, clamps, Cables and any other accessories required for fixed mounting of the rack should be included from day 1 including the Fibre optic/ Copper cables for Network and Storage connectivity along with the dressing/ tagging and labelling kits and accessories.</p>	

Ref: PYGB/ITD/RFP/2025-26 dated 12.12.2025

25	Customized/Extra Components	Any PCI cards/ ethernet cards/ HBA cards/ RAM/ any other hardware components should be from the same OEM / have the OEM part number and fully supported by the OEM as per the SLA. Also, KVM to be provided to manage all the servers.	
26	Blending with existing Hypervisor infra	The supplied servers must seamlessly integrate with the existing hypervisor infra (existing clusters) of the Bank without mandating to be deployed in separate clusters. The bidder must submit explicit compatibility certificate/ confirmation to that extent from Hypervisor OEM.	

2. SOFTWARE LICENSES

a) VMWare Licenses

OEM Part no.	License Description	Qty	Term
VCF-CLD-FND-A	VMware Cloud Foundation	512 (256-DC & 256-DR)	5 Years
ANS-VDEFEND	VMware ANS Microsegmentation	512 (256-DC & 256-DR)	5 Years

b) Redhat Licenses

OEM Part no.	License Description	Qty	Term
RH00006	RedHat Enterprise Linux for Virtual Data Centers with Satellite, Premium	8 (4-DC & 4-DR)	5 Years
RH00025	High Availability	10	5 Years
MCT3694	Red Hat Ansible Automation Platform, Premium (100 Managed Nodes)	1	1 Year

All proposed software should be offered with their direct OEM part numbers, along with support for levels 1, 2, and 3 directly from the OEM.

SECTION 5 - COMMERCIAL BID

(on Bidder's letterhead)

[SUPPLY, INSTALLATION AND MAINTENANCE OF IT INFRASTRUCTURE ON CAPEX BASIS]

HARDWARE COST (A):

Table - A

HARDWARE WITH 5 YEARS WARRANTY (All amount should be in INR)								
S.no	Item	DC	DR	Total Qty (a)	Unit Cost (b)	Total Cost (c=a*b)	GST (d)	Total Cost including GST (e=c+d)
1	Server Type 1 (Rack server 2x32)	4	4	8				
2	Dell Networking, Transceiver, SFP, 1000BASE-T – Kit (Compatible with Bank's existing S5248F TOR Switches)	16	16	32				
	Total of Table-A	NA	NA	NA	NA			
	Total amount in words (incl GST)							

SOFTWARE COST (B):

Table - B

SOFTWARE WITH WARRANTY/ATS (All amount should be in INR)									
S.no	Item	DC	DR	Total Qty (a)	Unit Cost per year (b)	Total Cost per year (c=a*b)	Total Cost for 5 years (except item no. 5) (d=c*5)	GST (e)	Total Cost including GST (f=d+e)
1	VMware Cloud Foundation - VCF-CLD-FND-A- 5 years	256	256	512					
2	VMware - ANS microsegmentation - ANS-VDEFEND-5 years	256	256	512					
3	Redhat Enterprise Linux for Virtual Datacenters with Satellite, Premium - 5 years Part No. RH00006	4	4	8					
4	Redhat High Availability (HA) - Part No. RH00025 - 5 years	5	5	10					
5	Red Hat Ansible Automation Platform, Premium (100 Managed Nodes) - Part No. MCT3694 - 1 year	1	0	1					
	Total of Table-B	NA	NA	NA	NA				
	Total amount in words (incl GST)								

Ref: PYGB/ITD/RFP/2025-26 dated 12.12.2025

IMPLEMENTATION COST (C)

Table - C

IMPLEMENTATION COST (All amount should be in INR)								
S. no	Item	DC	DR	Total Qty (a)	Unit Cost (b)	Total Cost (c=a*b)	GST (d)	Total Cost including GST (e=c+d)
1	Implementation cost (One Time)	-	-	1				
	Total of Table-C	NA	NA	NA	NA			
	Total amount in words (incl GST)							

ONSITE SUPPORT COST (D):

Table - D

ONSITE SUPPORT FOR 5 YEARS (FACILITY MANAGEMENT SERVICES) (All amount should be in INR)							
S.n o	Item	Qty (a)	Unit Cost per year (b)	Total Cost per year (c=a*b)	Total Cost for 5 years (d=c*5)	GST (e)	Total Cost including GST (f=d+e)
1	RHEL Administration (L2)	1					
2	VMware Administration (L1)	1					
	Total of Table-D	NA	NA				
	Total amount in words (incl GST)						

TOTAL COST OF PROJECT:

Table - E

TOTAL PROJECT COST (All amount should be in INR)				
S.no	Item	Total Cost (a)	GST (b)	Total Cost including GST (c=a+b)
1	Hardware cost - Table A			
2	Software cost - Table B			
3	Implementation cost - Table C			
4	Onsite support cost - Table D			
	Total of Table-E			
	Total amount in words (incl GST)			

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Annexure-I

1. BID FORM

[SUPPLY, INSTALLATION AND MAINTENANCE OF IT INFRASTRUCTURE ON CAPEX BASIS]

REF: PYGB/ITD/RFP/2025-26 dated 12.12.2025

Compliance	Description	Compliance (Yes/No)
Terms and Conditions	We hereby undertake and agree to abide by all the terms and conditions including all Annexure, Corrigendum(s) etc. stipulated by the Bank in this RFP. Any deviation may result in disqualification of our bid. We understand & agree that in event of being successful in the bid, we shall comply to the terms & conditions of RFP in future and shall not attempt to get the same changed from Bank later on in process of implementation, contract signing, and extension of contract and / or subsequent purchase order/s from Bank. We understand and agree that such attempts and non-compliance to RFP terms may lead to cancellation of our Contract and suitable penal action may be taken by Bank against us including invoking the EMD and/ or PBG.	
Scope of work and/ Technical Specification	We certify that the systems/services offered by us for tender confirm to the Scope of Work and Technical specifications stipulated by Bank. (Any deviation may result in disqualification of our bid)	
RFP, Clarifications & subsequent Corrigendum/s, if Any.	We hereby undertake that we have gone through RFP, Clarifications & Corrigendum/s issued by Bank and agree to abide by all the terms and conditions including all Annexures, Corrigendum(s) etc. stipulated by the Bank in this RFP. (Any deviation may result in disqualification of our bid).	

Date: _____

Place: _____

[Signature of Authorized Signatory]

Name of Signatory:

Designation:

Email ID:

Mobile No.:

Telephone No.:

Seal of Company:

Annexure-II

2. INTEGRITY PACT
(On Stamp Paper)

Puducherry Grama Bank, a body corporate constituted under the Regional Rural Bank Act 1976 and having its Head office at No 415, Kamaraj Salai, Saram, Puducherry-605013, hereinafter referred to as “The Principal”, which expression shall mean and include unless the context otherwise requires, its successors in office and assigns of the First Part.

M/s. _____ having its registered office at _____ hereinafter referred to as “The Bidder/Contractor”, expression shall mean and include unless the context otherwise requires, successors and permitted assigns of the Second part.

PREAMBLE

The Principal intends to award, under laid down organizational procedures, contract/s for..... The Principal values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/transparency in its relations with its Bidder(s) and/or Contractor(s).

1) Commitments of the Principal

A) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:

- a) No employee of the Principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
- b) The Principal will, during the tender process treat all Bidder(s) with equity and reason. The Principal will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential/additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
- c) The Principal will exclude from the process all known prejudiced person.

B) If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the BNS Act, or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

2) Commitments of the Bidder(s) / Contractor(s)

A) The Bidder(s)/Contractor(s) commit themselves to take all measures necessary to prevent corruption during any stage of bid process/contract. The Bidder(s)/Contractor(s) commit themselves to observe the following principles during participation in the tender process and during the contract execution.

- a) The Bidder(s)/Contractor(s) will not, directly or through any other person or firm, offer promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or the other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
- b) The Bidder(s)/Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission

of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.

- c) The Bidder(s)/ Contractor(s) will not commit any offence under the relevant BNS Act; further the Bidder(s)/Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposal and business details, including information contained or transmitted electronically.
- d) The Bidder(s)/Contractor(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any, Similarly the Bidder(s)/Contractor(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further, as mentioned in the Guidelines all the payments made to the Indian agent/representative have to be in Indian Rupees only.
- e) The Bidder(s)/Contractor(s) will, when presenting their bid, disclose any and all payments made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.
- f) Bidder(s)/Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.

B) The Bidder(s)/Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

3) Disqualification from tender process and exclusion from future contracts.

If the Bidder(s)/Contractor(s) before award or during execution has committed a transgression through a violation of Clause 2, above or in any other form such as to put their reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process or take action as per the procedure mentioned in the “Guidelines on Banning of business dealings”.

4) Compensation for Damages

- A) If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Clause 3, the Principal is entitled to demand and recover the damages equivalent to earnest Money Deposit/Bid Security.
- B) If the Principal has terminated the contract according to Section 3, or the Principal is entitled to terminate the contract according to Clause 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the contract value or the amount equivalent to Performance Bank Guarantee.

5) Previous transgression

- A) The Bidder declares that no previous transgression occurred in the last three years immediate before signing of this integrity pact with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprises or central/state government department in India that could justify his exclusion from the tender process.
- B) If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process or action can be taken as per the procedure mentioned in “Guidelines on Banning of business dealing”.

6) Equal treatment of all Bidders/Contractors/Subcontractors

- A) In case of Sub-contracting, the Principal Contractor shall take the responsibility of the adoption of integrity Pact by the Sub-contractor.
- B) The Principal will enter into agreements with identical conditions as this one with all Bidders and Contractors.
- C) The Principal will disqualify from the tender process all the Bidders who do not sign this Pact or violate its provisions.

7) Criminal charges against violating Bidder(s)/ Contractor(s)/ Subcontractor(s)

If the Principal obtains knowledge of conduct of a Bidder, Contractor or Sub contractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.

8) Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion future business dealings. If any claim is made/lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged. determined by CHAIRMAN, Puducherry Grama Bank.

9) Other provisions

- A) This Contract is subject to Indian Law. Place of performance and jurisdiction is the "Place of award of work".
- B) The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of to the extant law in force relating to any civil or criminal proceedings.
- C) Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
- D) If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
- E) Should one or several provisions of this Contract turn out to be valid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
- F) In the event of any contradiction between the Integrity Pact and its Annexures, the Clause in the Integrity Pact will prevail.

(For and on Behalf of Principal)

**(For and on Behalf of Bidder/
Contractor)**

Official Seal

Official Seal

Date :

Date :

Place :

Place :

Witness

Witness

Name:

Name :

Address

Address

Annexure-III

3. BIDDER'S INFORMATION
[SUPPLY, INSTALLATION AND MAINTENANCE OF IT INFRASTRUCTURE ON CAPEX BASIS]

REF: PYGB/ITD/RFP/2025-26 dated 12.12.2025

S.No.	Information	Particulars
1	Company Name	
2	Constitution	
3	Date of Incorporation	
4	Company Head Office Address	
5	Registered office address	
6	GST No.	
7	Whether MSE (registration no. and date of registration & copy to be attached)	
8	Bank Account Detail: Account Number, Account Name, IFSC, Bank Name	
9	Name, Designation, Tel. No, E-Mail of the authorized signatory submitting the RFP (*Please enclose the copy of board resolution & Power of Attorney specific to this RFP)	
10	Specimen Full signature	
11	Details of Service Support Centre/ Offices in Chennai & Hyderabad	
12	Whether company has been blacklisted for service deficiency in last 3 years. If yes, details thereof.	
13	Any pending or past litigation (within three years)? If yes please give details	

Ref: PYGB/ITD/RFP/2025-26 dated 12.12.2025

14	Please mention turnover* for last three financial years and include the copies of Audited Balance Sheet in support of it.	Financial Year [For three consecutive FY]	Turnover Rs. (in Lakhs) from Indian Operations	Net Profit/ Loss Rs. (in Lakhs)	Net Worth Rs. (in Lakhs)
		2022-23			
		2023-24			
		2024-25			

*Only Bidder company / Firm figures need to be mentioned. (Not to include subsidiary, affiliate or group entities figures)

Date: _____

Place: _____

[Signature of Authorized Signatory]

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

Annexure-IV

4. PERFORMANCE CERTIFICATE

(To be provided on letter head of the issuing company)

[SUPPLY, INSTALLATION AND MAINTENANCE OF IT INFRASTRUCTURE ON CAPEX BASIS]

REF: PYGB/ITD/RFP/2025-26 dated 12.12.2025

To
The General Manager
Puducherry Grama Bank
Head Office
Puducherry - 605013.

This is to certify that M/s _____ has supplied/implemented the below listed devices.

Name and Full Address of the Purchaser	Purchase Order Number and Date	Name of OEM of the Product and Model Service Offered	Specifications (in brief)	Date of GO LIVE/ Sign Off

The services provided by the M/s _____ for the specified solutions are:

- a) Satisfactory
- b) Good
- c) Very Good
- d) Excellent

} [Select and tick only one]

and working fine since the date of go-live/ sign-off till date.

The certificate has been issued on the specific request of the company.

Date: _____

Place: _____

[Signature of Authorized Signatory]

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

Note: Bidder to attach copy of Purchase Orders, installation and Go Live certificate of the above-mentioned items

Annexure-V

5. UNDERTAKING FOR NON- BLACKLISTED

[To be provided on letter head of the Bidder's Company]

To
The General Manager
Puducherry Grama Bank
Head Office
Puducherry - 605013.

[SUPPLY, INSTALLATION AND MAINTENANCE OF IT INFRASTRUCTURE ON CAPEX BASIS]

REF: PYGB/ITD/RFP/2025-26 dated 12.12.2025

We M/s _____, a company incorporated under the Companies Act, 1956 with its headquarters at, _____ do hereby confirm that our company have not been blacklisted/ debarred by the Government / Government agency / Banks / Financial Institutions in India after 31.03.2022 till date.

This declaration is being submitted and limited to, in response to the tender reference mentioned in this document.

Date: _____

Place: _____

[Signature of Authorized Signatory]

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

Annexure-VI

6. TURNOVER AND NETWORTH CERTIFICATE

[To be provided by Statutory Auditor/Chartered Accountant on their Letterhead]

[SUPPLY, INSTALLATION AND MAINTENANCE OF IT INFRASTRUCTURE ON CAPEX BASIS]

REF: PYGB/ITD/RFP/2025-26 dated 12.12.2025

This is to certify that M/s _____, a company incorporated under the Companies Act, 1956 with its headquarters at, _____ has the following Turnover, Net Profit/Loss and Net worth from its Indian Operations. This information is based on the Audited Financial Statements for FY2022-23, FY2023-24 and FY2024-25.

Financial Year (for Three Consecutive FY)	Annual Turnover (in Rs.)	Net Profit/Loss (in Rs.)	Net Worth (in Rs.)
2022-23			
2023-24			
2024-25			

Date: _____

Place: _____

[Signature of Authorized Signatory]

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

Annexure-VII

7. MANUFACTURER'S (OEM) AUTHORISATION FORM

(To be provided on the Letter head of the OEM duly signed & stamped by their Authorized Signatory)

To

**The General Manager
Puducherry Grama Bank
Head Office
Puducherry - 605013.**

[SUPPLY, INSTALLATION AND MAINTENANCE OF IT INFRASTRUCTURE ON CAPEX BASIS]

REF: PYGB/ITD/RFP/2025-26 dated 12.12.2025

We hereby submit the following: -

1) We, M/s _____ are the OEM of the following components/devices/solution being offered to Bank through M/s _____ (Bidder's Name), who is our authorized Partner/representative in India for supply of this Product/Solution.

S.No.	Component/ Solution Name	Device/	Model No.	Components/ devices/ solution conforms to all the technical specifications and requirements mentioned in this RFP

2) We agree to provide the device/solution/component being supplied as per the scope of work and technical specifications of this RFP through our partner M/s _____

3) In case the bidder i.e. M/s _____ is not able to perform obligations as per RFP during the contract period due to any reason), we will perform the said obligations, as per given scope of work of RFP, either directly or through mutually agreed third party/any other authorized Partner of ours.

4) With reference to all the components/parts/assemble/software used inside the company products being quoted by us vide your tender cited above, we hereby undertake that all the components / parts / assembly used inside the company products/software shall be original new components / parts / assembly / software only, from respective OEMs of the products and that no refurbished / duplicate / second hand components / parts / assembly are being used or shall be used.

5) In case of default/unable to comply with above, at the time of delivery or during implementation, for the IT asset including software already billed, we agree to take back the supplied items without demur, if already supplied and replace the same with new one.

Date: _____

Place: _____

[Signature of Authorized Signatory]

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

Annexure-VIII

8. FORMAT FOR BID SECURITY BANK GUARANTEE

(To be stamped in accordance with stamp act)

Ref. Bank Guarantee No.

Date:

Puducherry Grama Bank
Head Office
Puducherry - 605013.

Dear Sir,

In accordance with your Bid Reference No. _____ dated _____ M/s _____ having its registered office at _____ herein after Called 'bidder') wish to participate in the said bid for **RFP FOR SUPPLY, INSTALLATION AND MAINTENANCE OF IT INFRASTRUCTURE ON CAPEX BASIS**. An irrevocable Financial Bank Guarantee (issued by a Nationalized / Scheduled Commercial Bank) against Earnest Money Deposit amounting to Rs. _____ Rupees (in words _____) valid up to ' ' is required to be submitted by the bidder, as a condition for participation in the said bid, which amount is liable to be forfeited on happening of any contingencies mentioned in the bid document.

M/s _____ having its registered office at _____ has undertaken in pursuance of their offer to Bank (hereinafter called as the beneficiary) dated _____ has expressed its intention to participate in the said bid and in terms thereof has approached us and requested us _____ (Name of Bank) _____ (Address of Bank) to issue an irrevocable financial Bank Guarantee against Earnest Money Deposit (EMD) amounting to Rs /- Rupees (in words _____) valid up to _____

We, _____ (Name of Bank) _____ (Address of Bank) having our Head office at _____ therefore Guarantee and undertake to pay immediately on first written demand by Bank, the amount Rs. _____ Rupees (in words _____) without any reservation, protest, demur and recourse in case the bidder fails to Comply with any condition of the bid or any violation against the terms of the bid, Without the beneficiary needing to prove or demonstrate reasons for its such demand. Any Such demand made by said beneficiary shall be conclusive and binding on us irrespective of any dispute or difference raised by the bidder.

This guarantee shall be irrevocable and shall remain valid up to _____. If any further extension of this Guarantee is required, the same shall be extended to such required period on receiving instructions in writing, from Bank, on whose behalf guarantee is issued.

"Notwithstanding anything contained herein above:

Our liability under this Bank guarantee shall not exceed Rs _____ Rupees (in words _____). This Bank guarantee shall be valid up to _____. We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only if you serve upon us a written claim or demand not later than ____ months from the said expiry date i.e. _____, on or before hours (Indian Standard Time) where after it ceases to be in effect in all respects whether or not the original Bank Guarantee is returned to us at following address:

Ref: PYGB/ITD/RFP/2025-26 dated 12.12.2025

Contact No.: _____
Email Address: _____

In witness whereof the Bank, through its authorized officer has set its hand stamped on this
____ Day of _____ 2024 at _____

Name of Authorised Signatory

Designation:

Email ID:

Contact No.:

Bank Common Seal

Annexure-IX

9. FORMAT FOR PERFORMANCE BANK GUARANTEE
(To be stamped in accordance with stamp act)

Ref. Bank Guarantee No. -----Date:

Puducherry Grama Bank
Head Office
Puducherry - 605013.

Dear Sir,

In accordance with your Purchase order No. _____ Dated _____ issued in favour of M/s _____ having its registered office at _____ herein after Called 'Successful bidder/Supplier' who has been awarded with the work **FOR SUPPLY, INSTALLATION AND MAINTENANCE OF IT INFRASTRUCTURE ON CAPEX BASIS**. An irrevocable Financial Bank Guarantee (issued by a Nationalized / Scheduled Commercial Bank) against Performance Bank Guarantee amounting to Rs. _____ Rupees (in words _____) valid up to '.....' is required to be submitted by the successful bidder, as a condition for award of said contract, which amount is liable to invoked against various penalties/ damages mentioned in the RFP dated...../ Purchase Order dated.....

We, _____ (Name of Bank) _____ (Address of Bank) having our Head office at _____ therefore Guarantee and undertake to pay immediately on first written demand by Bank, the amount Rs. _____ Rupees (in words _____) without any reservation, protest, demur and without the beneficiary needing to prove or demonstrate reasons for its such demand. Any Such demand made by said beneficiary shall be conclusive and binding on us irrespective of any dispute or difference raised by the successful bidder.

This guarantee shall be irrevocable and shall remain valid up to _____. If any further extension of this Guarantee is required, the same shall be extended to such required period on receiving instructions in writing, from Bank.

"Notwithstanding anything contained herein above:

Our liability under this Bank guarantee shall not exceed Rs. _____ Rupees (in Words _____).

This Bank guarantee shall be valid up to _____.

We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only if you serve upon us a written claim or demand not later than _____ months from the said expiry date i.e. _____, on or before hours (Indian Standard Time) where after it ceases to be in effect in all respects whether or not the original Bank Guarantee is returned to us at following address:

Contact No.: _____

Ref: PYGB/ITD/RFP/2025-26 dated 12.12.2025

Email Address: _____

In witness whereof the Bank, through its authorized officer has set its hand stamped on this _____
____ Day of _____ 202__ at _____

Name of Authorised Signatory:

Designation:

Email ID:

Contact No.:

Bank Common Seal

Annexure-X

10. NON DISCLOSURE AGREEMENT
(on stamp paper of appropriate value)

This Nondisclosure Agreement (hereinafter referred to as “Agreement”) is entered into at _____ on this _____ day of _____ 2024,

Between

M/s _____ (Insert Name of the Successful Bidder) a company within the meaning of Companies Act, 1956, having its Registered Office at _____ (herein after called ‘Successful Bidder’)

And

Puducherry Grama Bank, a body corporate constituted under Regional Rural Bank Act, 1976 and having its Head Office at No 415, Kamaraj Salai, Saram, Puducherry-605013.

Successful Bidder/SECURITY SERVICES Vendor and the Bank shall hereinafter jointly be referred to as “Parties” and individually as a “Party”

The Successful Bidder and Bank would be having discussions concerning the establishment of and during continuance of a business relationship between them as per Contract dated _____. In the course of such discussions and negotiations, it is anticipated that either party may disclose or deliver to the other party certain of its trade secrets or confidential or proprietary information for the purpose of enabling the other party to evaluate the feasibility of such a business relationship. The parties have entered into this Agreement, in order to assure the confidentiality of such trade secrets and confidential and proprietary information in accordance with the terms of this Agreement. As used in this Agreement, the party disclosing Proprietary Information (as defined below) is referred to as the ‘Disclosing Party’ and will include its affiliates and subsidiaries, the party receiving such Proprietary Information is referred to as the ‘Recipient’, and will include its affiliates and subsidiaries.

Now this Agreement witnesses: -

1) Proprietary Information:

As used in this Agreement, the term ‘Proprietary Information’ shall mean all trade secrets or confidential or Proprietary Information (except personal information) designated as such in writing by the Disclosing Party, whether by letter or by the use of an appropriate prominently placed Proprietary stamp or legend, prior to or at the time such trade secret or confidential or Proprietary Information is disclosed by the Disclosing Party to the Recipient. Notwithstanding the forgoing, information which is orally or visually disclosed to the recipient by the Disclosing Party or is disclosed in writing unaccompanied by a covering letter, proprietary stamp or legend, shall constitute proprietary information if the disclosing party, within 10 (ten) days after such disclosure, delivers to the Recipient a written document or documents describing such Proprietary Information and referencing the place and date of such oral, visual or written disclosure and the names of the employees or officers of the Recipient to whom such disclosure was made.

2) Confidentiality:

- a) Each party shall keep secret and treat in strictest confidence all confidential information it has received about the other party or its customers and will not use the confidential information otherwise than for the purpose of performing its obligations under this Agreement in accordance with its terms and so far as may be required for the proper exercise of the Parties' respective rights under this Agreement.
- b) The term 'confidential information' shall include all written or oral information (except personal information) (including information received from third parties that the 'Disclosing Party' is obligated to treat as confidential) that is (i) clearly identified in writing at the time of disclosure as confidential and in case of oral or visual disclosure, or (ii) that a reasonable person at the time of disclosure reasonably would assume, under the circumstances, to be confidential. Confidential information shall also include, without limitation, software programs, technical data, methodologies, know-how, processes, designs, new products, developmental work, marketing requirements, marketing plans, customer names, prospective customer names, customer information and business information of the 'Disclosing Party'.

3) Non-Disclosure of Proprietary Information:

For the period during the Contract or its renewal, the Recipient will:

- a) Use such Proprietary Information only for the purpose for which it was disclosed and without prior written of the Disclosing Party shall not use or exploit such Proprietary Information for its own benefit or the benefit of others.
- b) Protect the Proprietary Information against disclosure to third parties in the same manner and with the reasonable degree of care, with which it protects its confidential information of similar importance: and
- c) Limit disclosure of Proprietary Information received under this Contract to persons within its organization and to those 3rd party contractors performing tasks that would otherwise customarily or routinely be performed by its employees, who have a need to know such Proprietary Information in the course of performance of their duties and who are bound to protect the confidentiality of such Proprietary Information.

4) Limit on Obligations:

The obligations of the Recipient specified in Clause 3 above shall not apply and the Recipient shall have no further obligations, with respect to any Proprietary Information to the extent that such Proprietary Information:

- a) is generally known to the public at the time of disclosure or becomes generally known without any wrongful act on the part of the Recipient,
- b) is in the Recipient's possession at the time of disclosure otherwise than as a result of the Recipient's breach of a legal obligation;
- c) becomes known to the Recipient through disclosure by any other source, other than the Disclosing Party, having the legal right to disclose such Proprietary Information.
- d) Is independently developed by the Recipient without reference to or reliance upon the Proprietary Information; or
- e) Is required to be disclosed by the Recipient to comply with applicable laws or governmental regulation, provided that the recipient provides prior written notice of such disclosure to the Disclosing Party and takes reasonable and lawful actions to avoid and/or minimize the extent of such disclosure.

5) Return of Documents:

The Recipient shall, upon the request of the Disclosing Party, in writing, return to the Disclosing Party all drawings, documents and other tangible manifestations of Proprietary

Information received by the Recipient pursuant to this Contract (and all copies and reproductions thereof) within a reasonable period. Each party agrees that in the event it is not inclined to proceed further with the engagement, business discussions and negotiations, or in the event of termination of this Contract, the Recipient party will promptly return to the other party or with the consent of the other party, destroy the Proprietary Information of the other party.

6) Term:

The obligation pursuant to Clause 2 and 3 (Confidentiality and Non- Disclosure of Proprietary Information) will survive even after termination of the term of the Contract dated _____.

7) Damages:

The provisions of this Contract are necessary for the protection of the business goodwill of the parties and are considered by the parties to be reasonable for such purposes. Both the parties agree that any breach of this Contract will cause substantial and irreparable damages to the other party and, therefore, in the event of such breach, in addition to other remedies, which may be available, the party violating the terms of Contract shall be liable for the entire loss and damages on account of such disclosure. Each party agrees to indemnify the other against loss suffered due to breach of contract / RFP / SLA and undertakes to make good the financial loss, Litigation charges, Arbitration Charges, other charges etc caused directly or indirectly by claims brought about by its customers or by third parties.

8) Jurisdiction and other conditions:

- a) This Contract may not be modified, changed or discharged, in whole or in part, except by a further Agreement in writing signed by both the parties.
- b) This Contract will be binding upon and ensure to the benefit of the parties hereto and it also includes their respective successors and assigns.
- c) The Contract shall be construed and interpreted in accordance with the laws prevailing in India and parties submit to exclusive jurisdiction in the courts of Chennai.

9) Notice of Breach:

Recipient shall notify the Disclosing Party immediately upon discovery of any unauthorized use or disclosure of Confidential Information by Recipient or its Representatives, or any other breach of this Contract by recipient or its Representatives and will cooperate with efforts by the Disclosing Party to help the Disclosing Party regain possession of Confidential Information and prevent its further unauthorized use.

10) Remedies:

Recipient acknowledges that money damages would be both incalculable and an insufficient remedy for any breach of this Contract by Recipient and that any such breach would cause Disclosing Party irreparable harm. Accordingly, Recipient also agrees that, in the event of any breach or threatened breach of this Contract, Disclosing Party, in addition to any other remedies at law or in equity it may have, shall be entitled, without the requirement of posting a bond or other security, to equitable relief, including injunctive relief and specific performance. In witness whereof, the parties hereto have agreed, accepted and acknowledged and signed these presents, on the day, month and year mentioned herein above.

For M/s _____

[Signature of Authorized Signatory]

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

Annexure-XI

11. UNDERTAKING OF INFORMATION SECURITY FROM THE BIDDER
(to be provided on letter head of bidder)

To
The General Manager
Puducherry Grama Bank
Head Office
Puducherry - 605013.

**[SUPPLY, INSTALLATION AND MAINTENANCE OF IT INFRASTRUCTURE ON CAPEX
BASIS]**

REF: PYGB/ITD/RFP/2025-26 dated 12.12.2025

We hereby undertake that the proposed hardware/ software/firmware to be supplied will be free of malware, free of any bugs/vulnerabilities and free of any covert channels in the code (of the version of the application being delivered as well as any subsequent versions/modifications done) which may lead to any data leakage/compromise of the server/solution or any cyber security incident in future.

We also undertake that: -

- a) The Solution and Software being offered, as part of the contract, does not contain Embedded Malicious code that would activate procedures to:
 - i. Inhibit the desires and designed function of the equipment.
 - ii. Cause physical damage to the user or equipment during the exploitation.
 - iii. Tap information resident or transient in the equipment/network.
- b) The firm will be considered to be in breach of the procurement contract, in case physical damage, loss of information or infringements related to copyright and Intellectual Property Right (IPRs) are caused due to activation of any such malicious code in embedded software and any loss occurring due to the above may be recovered from the existing contracts.

Date: _____
Place: _____

[Signature of Authorized Signatory]

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

Annexure-XII

12. ESCALATION MATRIX (BIDDER)

(To be provided separately for technical and sales teams of the bidder in company letterhead)

To
The General Manager
Puducherry Grama Bank
Head Office
Puducherry - 605013.

[SUPPLY, INSTALLATION AND MAINTENANCE OF IT INFRASTRUCTURE ON CAPEX BASIS]

REF: PYGB/ITD/RFP/2025-26 dated 12.12.2025

We hereby submit the Escalation Matrix of our Organisation (M/s _____)

S.No.	Escalation Level	Name	Designation	Contact No.	Email ID
1	Escalation Level 1				
2	Escalation Level 2				
3	Escalation Level 3				
4	Escalation Level 4				

Date: _____
Place: _____

[Signature of Authorized Signatory]

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company

Annexure-XIII

13. CONTRACT FORM

(To be submitted on Non - Judicial Stamp Paper)

THIS AGREEMENT made theday of.....20.. Between Puducherry Grama Bank, having its Head office at No 415, Kamaraj Salai, Saram, Puducherry-605013 (hereinafter “the Purchaser”) of the one part and (Name of Supplier) having its Registered Office at (City and Country of Supplier) (hereinafter called “the Supplier”) of the other part:

WHEREAS the Purchaser invited bids vide RFP No..... for certain Goods and ancillary services viz., (Brief Description of Goods and Services) and has accepted a bid by the Supplier for the provision of those goods and services in the sum for (Contract Price in Words and Figures) (hereinafter called “the Contract Price”).

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.

2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:

- (a) the Bid Form and the Commercial submitted by the Bidder;
- (b) the Schedule of Requirements;
- (c) the Technical Specifications;
- (d) the Conditions of Contract;
- (e) the Purchaser’s Notification of Award.

3. In consideration of the payments to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Purchaser to provide the goods and services and to remedy defects therein in conformity in all respects with the provisions of the Contract.

4. The Purchaser hereby covenants to pay the Supplier in consideration of the provision of the goods and services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

5. Brief particulars of the goods and services which shall be supplied/provided by the Supplier are as under:

Sl. No	Brief description of goods and services	Qty to be supplied	Unit price	Total price

TOTAL VALUE:

DELIVERY SCHEDULE:

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, Sealed and Delivered by the said (For Puducherry Grama Bank)
in the presence of:.....

Signed, Sealed and Delivered by the said (For the supplier)
in the presence of:.....

Annexure-XIV

14. DECLARATION ON PROCUREMENT FROM A BIDDER OF A COUNTRY WHICH SHARES A LAND BORDER WITH INDIA

To

**The General Manager
Puducherry Grama Bank
Head Office
Puducherry - 605013.**

[SUPPLY, INSTALLATION AND MAINTENANCE OF IT INFRASTRUCTURE ON CAPEX BASIS]

REF: PYGB/ITD/RFP/2025-26 dated 12.12.2025

We have read the clause regarding restriction on procurement from a bidder of a country which shares a land border with India as per the O.M. No.F.No.6/18/2019-PPD, dated 23/07/2020 order (Public Procurement No. 1), order (Public Procurement No. 2) dated 23/07/2020 and order (Public Procurement No. 3) dated 24/07/2020; We certify that << name of the bidder>> & << name of the OEM>> are not from such a country or, if from such a country, have been registered with the Competent Authority. We hereby certify that we and our OEM fulfils all requirements in this regard and are eligible to be considered.

[Evidence of valid registration by the Competent Authority shall be attached, wherever applicable]

Date: _____

Place: _____

[Signature of Authorized Signatory]

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company

Annexure-XV

15. CHECKLIST FOR DOCUMENTS TO BE SUBMITTED WITH TECHNICAL BID

[SUPPLY, INSTALLATION AND MAINTENANCE OF IT INFRASTRUCTURE ON CAPEX BASIS]

REF: PYGB/ITD/RFP/2025-26 dated 12.12.2025

The technical bid document should mandatorily comprise of the following:

S.No.	Description of Documents required	Remarks
1	EARNEST MONEY DEPOSIT (EMD)	TO BE SUBMITTED IN ORIGINAL
2	COPY OF CERTIFICATE OF INCORPORATION OR ANY OTHER CERTIFICATE OF REGISTRATION ISSUED BY COMPETENT AUTHORITY FROM GOVERNMENT OF INDIA.	DOCUMENTS TO BE SUBMITTED
3	CERTIFIED COPY OF ISO 27001:2013 (OR LATER) CERTIFICATES	DOCUMENTS TO BE SUBMITTED
4	PERFORMANCE CERTIFICATE & PO SUPPORTING THE CLAIM FROM THE RESPECTIVE ORGANIZATION SHOULD BE SUBMITTED ALONG WITH CONTACT DETAILS OF THE COMPANY.	DOCUMENTS TO BE SUBMITTED
5	AUDITED FINANCIAL STATEMENTS FOR THE LAST THREE (3) FINANCIAL YEARS I.E., FY2021-22, FY2022-23 & FY2023-24.	DOCUMENTS TO BE SUBMITTED
6	BOARD RESOLUTION IN FAVOUR OF AUTHORIZED PERSON AND POWER OF ATTORNEY/ AUTHORIZATION LETTER (FROM AUTHORIZED PERSON EXECUTED ON STAMP PAPER OF APPROPRIATE VALUE)	DOCUMENTS TO BE SUBMITTED
7	OTHER PRE-QUALIFICATION CRITERIA – ELIGIBILITY PROOF	DOCUMENTS TO BE SUBMITTED
8	TECHNICAL AND FUNCTIONAL SPECIFICATIONS	As per Specifications and allied technical details section
10	BID FORM	Annexure I of RFP
11	INTEGRITY PACT	Annexure II of RFP (to be submitted in Original)
12	BIDDER'S INFORMATION	Annexure III of RFP
13	PERFORMANCE CERTIFICATE	Annexure IV of RFP
14	UNDERTAKING FOR NON- BLACKLISTED	Annexure V of RFP
15	TURNOVER CERTIFICATE NETWORTH CERTIFICATE	Annexure VI of RFP
16	MANUFACTURER'S (OEM) AUTHORISATION FORM	Annexure VII of RFP
17	FORMAT FOR BID SECURITY BANK GUARANTEE	Annexure VIII of RFP
18	FORMAT FOR PERFORMANCE BANK GUARANTEE	Annexure IX of RFP
19	NON-DISCLOSURE AGREEMENT	Annexure X of RFP
20	UNDERTAKING OF INFORMATION SECURITY FROM THE BIDDER	Annexure XI of RFP
21	ESCALATION MATRIX	Annexure XII of RFP
22	CONTRACT FORM	Annexure XIII of RFP
23	DECLARATION ON PROCUREMENT FROM A BIDDER OF A COUNTRY WHICH SHARES A LAND BORDER WITH INDIA	Annexure XIV of RFP
24	HARDWARE COMPATIBILITY WITH EXISTING HYPERVISOR OF THE BANK	DOCUMENTS TO BE SUBMITTED FROM HARDWARE OEM

25	SEAMLESS INTEGRATION OF SUPPLIED HARDWARE WITH EXISTING HYPERVERISOR OF THE BANK	DOCUMENTS TO BE SUBMITTED FROM HYPERVERISOR OEM
26	ANY OTHER DOCUMENTS IN SUPPORT OF ELIGIBILITY CRITERIA/ TECHNICAL SPECIFICATION OF THE PRODUCT OFFERED/ FULFILLING THE TERMS AND CONDITIONS OF RFP	DOCUMENTS TO BE SUBMITTED