



FOR PROCUREMENT OF SERVICES

Request for Proposal (RFP)
For
Managed Services for Infrastructure of Data Centers, ITFO

SBI/GITC/ITFO/2018-19/544

Date: 03/12/2018

IT-Foreign Offices
State Bank Global IT Centre
Nerul Annex, OM Sagar Building
MIDC, Nerul
Navi Mumbai-400706

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1. INVITATION TO BID:

- i. **State Bank of India** (herein after referred to as '**SBI/the Bank**', having its Corporate Centre at Mumbai, various other offices (LHOs/ Head Offices /Zonal Offices/Global Link Services, Global IT Centre, etc. of State Bank of India, branches/other offices, other exchange companies available at various locations and managed by the Bank (collectively referred to as **State Bank Group or 'SBG'** hereinafter). This Request for Proposal (RFP) has been issued by **the Bank** on behalf of **SBG** for Procurement of Managed Services for Infrastructure of Data Centers, IT Foreign Offices.
- ii. In order to meet the Services requirements, the Bank proposes to invite tenders from eligible vendors as per details/**scope of work** mentioned in **Annexure-E** of this RFP document.
- iii. Bidder shall mean any entity (i.e. juristic person) who meets the **eligibility criteria given in Annexure-B** of this RFP and willing to provide the Services as required in this bidding document. The interested Bidders who agree to all the terms and conditions contained in this document may submit their Bids with the information desired in this bidding document (Request for Proposal).
- iv. Address for submission of Bids, contact details including email address for sending communications are given in given in part II of this RFP document.
- v. The purpose of SBI behind this RFP is to seek a detailed technical and commercial proposal for procurement of the Services desired in this document.
- vi. This document shall not be transferred, reproduced or otherwise used for purpose other than for which it is specifically issued.
- vii. Interested Bidders are advised to go through the entire document before submission of Bids to avoid any chance of elimination. The eligible Bidders desirous of providing Services to SBI are invited to submit their technical and commercial proposal in response to this RFP. The criteria and the actual process of evaluation of the responses to this RFP and subsequent selection of the successful Bidder will be entirely at Bank's discretion. This RFP seeks proposal from Bidders who have the necessary experience, capability & expertise to provide SBI the proposed Services adhering to Bank's requirements outlined in this RFP.

2. Disclaimer:

- i. The information contained in this RFP document or information provided subsequently to Bidder(s) whether verbally or in documentary form/email by or on behalf of State Bank of India (Bank), is subject to the terms and conditions set out in this RFP document.
- ii. This RFP is not an offer by State Bank of India, but an invitation to receive responses from the eligible Bidders. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized official(s) of State Bank of India with the selected Bidder.
- iii. The purpose of this RFP is to provide the Bidder(s) with information to assist preparation of their Bid proposals. This RFP does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information contained in this RFP and where necessary obtain independent advices/clarifications. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.
- iv. The Bank, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form or arising in any way for participation in this bidding process.
- v. The Bank also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.
- vi. The issue of this RFP does not imply that the Bank is bound to select a Bidder or to appoint the Selected Bidder or Concessionaire, as the case may be, for the Project and the Bank reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.
- vii. The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding Document. Failure to furnish all information required by the bidding Document or to submit a Bid not substantially responsive to the bidding Document in all respect will be at the Bidder's risk

and may result in rejection of the Bid.

3. Definitions:

In this connection, the following terms shall be interpreted as indicated below:

- i. **"The Bank"** 'means the State Bank of India (including domestic branches and foreign offices) and subsidiaries.
- ii. **"Bidder/Service Provider/System Integrator"** means an eligible entity/firm submitting the Bid in response to this RFP.
- iii. **"Bid"** means the written reply or submission of response to this RFP.
- iv. **"The Contract"** means the agreement entered into between the Bank and the Vendor, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- v. **"Vendor/Service Provider"** is the successful Bidder found eligible as per eligibility criteria set out in this RFP, whose technical Bid has been accepted and who has emerged as L1 Bidder as per the selection criteria set out in the RFP and to whom notification of award has been given by the Bank.
- vi. **"The Contract Price/Project Cost"** means the price payable to the Vendor under the Contract for the full and proper performance of its contractual obligations.
- vii. **"Services"** means all services, scope of work and deliverables to be provided by a Bidder as described in the RFP and include provision of technical assistance, training, certifications, auditing and other obligation of the Vendor covered under this RFP.
- viii. **Annual Maintenance Contract (AMC)** - It would be the annual cost of maintenance/upkeep/updation of product or specified hardware and software

4. Scope of Work:

As given in **Annexure-E** of this document.

5. Eligibility and Technical Criteria:

- i. Bid is open to all Bidders who meet the eligibility and technical criteria as given in **Annexure-B & Annexure-C** of this document. The Bidder has to submit the documents substantiating eligibility criteria as mentioned in this RFP document.
 - (a) If any Bidder submits Bid on behalf of Principal/OEM, the same Bidder shall not submit a Bid on behalf of another Principal/OEM under the RFP.
 - (b) Either the Bidder on behalf of Principal/OEM or Principal/OEM itself is allowed to Bid, however both cannot Bid simultaneously.
- ii. The Bidder shall also submit **PRE-CONTRACT INTEGRITY PACT** along with technical Bid as prescribed by the Govt. of India (**Annexure-L**) duly signed by the Bidder on each page and witnessed by two persons. The agreement shall be stamped as applicable in the State where it is executed. Bid submitted without PRE-CONTRACT INTEGRITY PACT, as per the format provided in the RFP, shall not be considered.

6. Cost of Bid document:

The participating Bidders shall bear all the costs associated with or relating to the preparation and submission of their Bids including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstration or presentations which may be required by the Bank or any other costs incurred in connection with or relating to their Bid. The Bank shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder regardless of the conduct or outcome of the bidding process.

7. Clarification and amendments on RFP/Pre-Bid Meeting

- i. Bidder requiring any clarification of the bidding Document may notify the Bank in writing **strictly as per the format given in Annexure-K** at the address/by e-mail given in part II of this document within the date/time mentioned in the schedule of events.
- ii. A pre-Bid meeting will be held on the date and time specified in the schedule of events which may be attended by the authorized representatives of the Bidders interested to respond to this RFP.
- iii. The queries received (without identifying source of query) and response of the Bank thereof will be posted on the Bank's website or conveyed to the Bidders.

- iv. SBI reserves the right to amend, rescind or reissue the RFP, at any time prior to the deadline for submission of Bids. The Bank, for any reason, whether, on its own initiative or in response to a clarification requested by a prospective Bidder, may modify the bidding Document, by amendment which will be made available to the Bidders by way of corrigendum/addendum. The interested parties/Bidders are advised to check the Bank's website regularly till the date of submission of Bid document specified in the schedule of events/email and ensure that clarifications / amendments issued by the Bank, if any, have been taken into consideration before submitting the Bid. Such amendments/clarifications, if any, issued by the Bank will be binding on the participating Bidders. Bank will not take any responsibility for any such omissions by the Bidder. SBI, at its own discretion, may extend the deadline for submission of Bids in order to allow prospective Bidders a reasonable time to prepare the Bid, for taking the amendment into account. Nothing in this RFP or any addenda/corrigenda or clarifications issued in connection thereto is intended to relieve Bidders from forming their own opinions and conclusions in respect of the matters addresses in this RFP or any addenda/corrigenda or clarifications issued in connection thereto.
- v. No request for change in commercial/legal terms and conditions, other than what has been mentioned in the RFP or any addenda/corrigenda or clarifications issued in connection thereto, will be entertained and queries in this regard, therefore will not be entertained.
- vi. Queries received after the scheduled date and time will not be responded/acted upon.

8. Contents of Bid documents:

- i. The Bidder must thoroughly study/analyze and properly understand the contents of this RFP document, its meaning and impact of the information contained therein.
- ii. Failure to furnish all information required in the bidding document or submission of Bid not responsive to the bidding documents in any respect will be at the Bidder's risk and responsibility and the same may finally result in rejection of its Bid. SBI has made considerable effort to ensure that accurate information is contained in this RFP and is supplied solely as guidelines for Bidders.

- iii. Nothing in this RFP or any addenda/corrigenda or clarifications issued in connection thereto, is intended to relieve Bidders from forming their own opinions and conclusions in respect of the matters contained in RFP and its addenda, if any.
- iv. The Bid prepared by the Bidder, as well as all correspondences and documents relating to the Bid exchanged by the Bidder and the Bank and supporting documents and printed literature shall be submitted in English.
- v. The information provided by the Bidders in response to this RFP will become the property of SBI and will not be returned. Incomplete information in Bid document may lead to non-consideration of the proposal.

9. Earnest Money Deposit (EMD):

- i. The Bidder shall furnish EMD for the amount and validity period mentioned in Part II of this document.
- ii. EMD is required to protect the Bank against the risk of Bidder's conduct.
- iii. The EMD may be in the form of a Demand Draft or Pay Order or Bank Guarantee [on the lines of **Annexure-G**], issued by a Scheduled Commercial Bank in India, other than State Bank of India, drawn in favour of State Bank of India payable at Mumbai. In case, SBI is the sole Banker for the Bidder, a Letter of Comfort from SBI would be acceptable.
- iv. Any Bid not accompanied by EMD for the specified amount as mentioned elsewhere in the RFP will be rejected as non-responsive.
- v. The EMD of the unsuccessful Bidders shall be returned within 2 weeks from the date of Bid finalisation.
- vi. The EMD of successful Bidder will be discharged upon the Bidder signing the Contract and furnishing the Performance Bank Guarantee for the amount and validity as mentioned in Part II of this RFP which should be strictly on the lines of format placed at **Annexure-H**.
- vii. No interest is payable on EMD.
- viii. The EMD may be forfeited:-
 - a) If a Bidder withdraws his Bid during the period of Bid validity specified in this RFP; or

- b) If a technically qualified Bidder do not participate in the auction by not logging in, in the reverse auction tool; or
 - c) If a Bidder makes any statement or encloses any form which turns out to be false / incorrect at any time prior to signing of Contract; or
 - d) If the successful Bidder fails to sign the contract or furnish Performance Bank Guarantee, within the specified time period in the RFP/Purchase Order.
- ix. If EMD is forfeited for any reasons mentioned above, the concerned Bidder may be debarred from participating in the RFPs floated by the Bank/this department, in future, as per sole discretion of the Bank.

10. Bid Preparation and submission:

- i. The Bid is to be submitted in two separate envelopes. One of the envelope is to be prominently marked as '**Technical Proposal for providing Managed Services for Infrastructure of Data Centres,ITFO in response to the RFP No. 544 dated 03/12/2018.**' This envelope should contain following documents and **properly sealed**:
 - (a) Bid covering letter/Bid form on the lines of **Annexure-A** on Bidder's letter head.
 - (b) Earnest Money Deposit (EMD) as specified in this document.
 - (c) Tender Fee as specified in this document.
 - (d) A letter on Bidder's letter head: -
 - (i) Mentioning details of EMD submitted, technical competence and experience of the Bidder
 - (ii) Certifying that the period of the validity of the Bid is as per terms of this RFP.
 - (iii) Confirming that the Bidder has quoted for all the items/Services mentioned in this RFP in their commercial Bid.
 - (iv) Confirming that they agree with all the terms and conditions mentioned in the RFP.
 - (v) Specific response with supporting documents in respect of Eligibility Criteria as mentioned in **Annexure-B and technical eligibility criteria on the lines of Annexure-C.**
 - (e) Bidder's details as per **Annexure-D** on Bidder's letter head.
 - (f) Any deviations sought from technical criteria/specifications given in RFP.

- (g) Audited balance sheets and profit and loss account statement for last three years
 - (h) A copy of board resolution or power of attorney showing that the signatory has been duly authorized to sign the Bid document.
- ii. A second sealed envelope prominently marked as **Indicative Price Proposal for providing Managed Services for Infrastructure of Data Centres,ITFO in response to the RFP No. 544 dated 03/12/2018. This envelope should contain only indicative price Bid strictly on the lines of Annexure-F. The Indicative Price must include all the price components mentioned. Prices are to be quoted in Indian Rupees only.**
- iii. Bidders may please note:
- a. The Bidder should quote for the entire package on a single responsibility basis for Services it proposes to provide.
 - b. A soft copy (Word format) on a pendrive should also be kept in a separate envelope within the envelope of technical Bid. Voluminous documents should be submitted only on pendrives.
 - c. While submitting the Technical Bid, literature on the Services should be segregated and kept together in one section / lot in a separate envelope.
 - d. Care should be taken that the Technical Bid shall not contain any price information. Such proposal, if received, will be rejected.
 - e. The Bid document shall be complete in accordance with various clauses of the RFP document or any addenda/corrigenda or clarifications issued in connection thereto, duly signed by the authorized representative of the Bidder and stamped with the official stamp of the Bidder. Board resolution authorizing representative to Bid and make commitments on behalf of the Bidder is to be attached.
 - f. Bids are liable to be rejected if only one (i.e. Technical Bid or Indicative Price Bid) is received.
 - g. Prices quoted by the Bidder shall remain fixed for the period specified in part II of this document and shall not be subjected to variation on any account, including exchange rate fluctuations and custom duty. **A Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.**
 - h. If deemed necessary the Bank may seek clarifications on any aspect from the Bidder. However that would not entitle the Bidder to change or

cause any change in the substances of the Bid already submitted or the price quoted.

- i. The Bidder may also be asked to give presentation for the purpose of clarification of the Bid.
- j. The Bidder must provide specific and factual replies to the points raised in the RFP.
- k. The Bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract.
- l. All the enclosures (Bid submission) shall be serially numbered with rubber stamp of the participating Bidder. The person or persons signing the Bids shall initial all pages of the Bids, except for un-amended printed literature.
- m. Any inter-lineation, erasures or overwriting shall be valid **only** if these are initialled by the person signing the Bids.
- n. The Bid document shall be spirally bound.
- o. The Bank reserves the right to reject Bids not conforming to above.
- p. The two NON-WINDOW envelopes shall be put together and sealed in an outer NON-WINDOW envelope.
- q. All the envelopes shall be addressed to the Bank and deliver at the address given in Part-II of this RFP and should have name and address of the Bidder on the cover.
- r. If the envelope is not sealed and marked, the Bank will assume no responsibility for the Bid's misplacement or its premature opening.

11. Deadline for Submission of Bids:

- a. Bids must be received by the Bank at the address specified and by the date and time mentioned in the "Schedule of Events".
- b. In the event of the specified date for submission of Bids being declared a holiday for the Bank, the Bids will be received upto the appointed time on the next working day.
- c. In case the Bank extends the scheduled date of submission of Bid document, the Bids shall be submitted by the time and date rescheduled.

All rights and obligations of the Bank and Bidders will remain the same.

- d. Any Bid received after the deadline for submission of Bids prescribed, will be rejected and returned unopened to the Bidder.

12. Modification and Withdrawal of Bids:

- a. The Bidder may modify or withdraw its Bid after the Bid submission, provided that written notice of the modification, including substitution or withdrawal of the Bids, is received by the Bank, prior to the deadline prescribed for submission of Bids.
- b. A withdrawal notice may also be sent by Fax/E-mail, but followed by a signed confirmation copy, not later than the deadline for submission of Bids.
- c. No modification in the Bid shall be allowed, after the deadline for submission of Bids.
- d. No Bid shall be withdrawn in the interval between the deadline for submission of Bid and the expiration of the period of Bid validity specified by the Bidder on the Bid Form. Withdrawal of a Bid during this interval may result in the forfeiture of EMD submitted by the Bidder.
- e. Withdrawn Bids, if any, will be returned unopened to the Bidders.

13. Period of Validity of Bids:

- a. Bids shall remain valid for 180 days from the date of reverse auction. A Bid valid for a shorter period is liable to be rejected by the Bank as non-responsive.
- b. In exceptional circumstances, the Bank may solicit the Bidders' consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. A Bidder is free to refuse the request. However, in such case, the Bank will not forfeit its EMD. However, any extension of validity of Bids will not entitle the Bidder to revise/modify the Bid document.
- c. The Bank reserves the right to call for fresh quotes at any time during the Bid validity period, if considered, necessary.

14. Bid integrity:

Willful misrepresentation of any fact within the Bid will lead to the cancellation of the contract without prejudice to other actions that the Bank may take. All the submissions, including any accompanying documents, will become property of SBI. The Bidders shall be deemed to license, and grant all rights to SBI, to reproduce the whole or any portion of their product for the purpose of evaluation, to disclose the contents of submission to other Bidders and to disclose and/ or use the contents of submission as the basis for RFP process.

15. Bidding process/Opening of Technical Bids:

- i. All the technical Bids received up to the specified time and date will be opened for initial evaluation on the time and date mentioned in the schedule of events available in part II of this document. The technical Bids will be opened in the presence of representatives of the Bidders who choose to attend the same. However, Bids may be opened even in the absence of representatives of one or more of the Bidders.
- ii. In the first stage, only technical Bid will be opened and evaluated. Proposals of such Bidders satisfying eligibility criteria and agree to comply with all the terms and conditions specified in the RFP will be evaluated for technical criteria/specifications/eligibility. Only those Bids complied with technical criteria shall become eligible for commercial Bid opening and further RFP evaluation process.
- iii. The Bank will examine the Bids to determine whether they are complete, required formats have been furnished, the documents have been properly signed, EMD for the desired amount and validity period is available and the Bids are generally in order. The Bank may, at its discretion waive any minor non-conformity or irregularity in a Bid which does not constitute a material deviation.
- iv. Prior to the detailed evaluation, the Bank will determine the responsiveness of each Bid to the bidding Document. For purposes of these Clauses, a responsive Bid is one, which conforms to all the terms and conditions of the bidding Document in toto, without any deviation.
- v. The Bank's determination of a Bid's responsiveness will be based on the contents of the Bid itself, without recourse to extrinsic evidence.
- vi. After opening of the technical Bids and preliminary evaluation, some or all the Bidders may be asked to make presentations on the Software

Solution/service proposed to be offered by them.

- vii.If a Bid is not responsive, it will be rejected by the Bank and will not subsequently be made responsive by the Bidder by correction of the non-conformity.

16. Technical Evaluation:

- i. Technical evaluation will include technical information submitted as per technical Bid format, demonstration of proposed Services, reference calls and site visits, wherever required. The Bidder may highlight the noteworthy/superior features of their Services. The Bidder will demonstrate/substantiate all claims made in the technical Bid to the satisfaction of the Bank, the capability of the Services to support all the required functionalities at their cost in their lab or those at other organizations where similar Services are in use.
- ii. During evaluation and comparison of Bids, the Bank may, at its discretion ask the Bidders for clarification on the Bids received. The request for clarification shall be in writing and no change in prices or substance of the Bid shall be sought, offered or permitted. No post Bid clarification at the initiative of the Bidder shall be entertained.

17. Evaluation of Price Bids and Finalization:

- i. The envelope containing the Commercial Bids of only those Bidders, who are short-listed after technical evaluation, would be opened.
- ii. All the Bidders who qualify in the evaluation process shall have to participate in the online reverse auction to be conducted by Bank's authorized service provider on behalf of the Bank, details of which are given in Part II of this RFP document.
- iii. Shortlisted Bidders shall be willing to participate in the reverse auction process and must have a valid digital signature certificate. Such Bidders will be trained by Bank's authorized service provider for this purpose. Bidders shall also be willing to abide by the e-business rules for reverse auction framed by the Bank / Authorised service provider. The details of e-business rules, processes and procedures will be provided to the short-listed Bidders.
- iv. The L1 Bidder will be selected on the basis of net total of the price evaluation as quoted in the Reverse Auction.

- v. The successful Bidder is required to provide price confirmation and price breakup strictly on the lines of **Annexure-F** within 48 hours of conclusion of the Reverse Auction, failing which Bank may take appropriate action.
- vi. Errors, if any, in the price breakup format will be rectified as under:
 - (a) If there is a discrepancy between the unit price and total price which is obtained by multiplying the unit price with quantity, the unit price shall prevail and the total price shall be corrected unless it is a lower figure. If the Bidder does not accept the correction of errors, the Bid will be rejected.
 - (b) If there is a discrepancy in the unit price quoted in figures and words, the unit price in figures or in words, as the case may be, which corresponds to the total Bid price for the Bid shall be taken as correct.
 - (c) If the vendor has not worked out the total Bid price or the total Bid price does not correspond to the unit price quoted either in words or figures, the unit price quoted in words shall be taken as correct.
 - (d) The Bidder should quote for all the items/Services desired in this RFP. In case, prices are not quoted by any Bidder for any specific product and / or Service, for the purpose of evaluation, the highest of the prices quoted by other Bidders participating in the bidding process will be reckoned as the notional price for that service, for that Bidder. However, if selected, at the time of award of Contract, the lowest of the price(s) quoted by other Bidders (whose Price Bids are also opened) for that service will be reckoned. This shall be binding on all the Bidders. However, the Bank reserves the right to reject all such incomplete Bids.

18. Contacting the Bank:

- i. No Bidder shall contact the Bank on any matter relating to its Bid, from the time of opening of Price Bid to the time, the Contract is awarded.
- ii. Any effort by a Bidder to influence the Bank in its decisions on Bid evaluation, Bid comparison or contract award may result in the rejection of the Bidder's Bid.

19. Award Criteria:

- i. Bank will notify successful Bidder **L1** in writing by letter or fax/email that its Bid has been accepted. The Selected Bidder has to return the duplicate copy of the same to the Bank within **7 working days**, duly Accepted, Stamped and Signed by Authorized Signatory in token of acceptance.

- ii. The successful Bidder will have to submit Non-disclosure Agreement (wherever applicable), Performance Bank Guarantee for the amount and validity as desired in part II and strictly on the lines of format given at **Annexure-H** of this document together with acceptance of all terms and conditions of RFP.
- iii. Copy of board resolution or power of attorney showing that the signatory has been duly authorized to sign the acceptance letter, contract and NDA should be submitted.
- iv. The notification of award will constitute the formation of the Contract.
- v. The successful Bidder shall be required to enter into a contract/ SLA with the Bank, within 30 days of award of the tender or within such extended period as may be decided by the Bank.
- vi. Until the execution of a formal contract, the Bid document, together with the Bank's notification of award and the vendor's acceptance thereof, would constitute a binding contract between the Bank and the successful Bidder.
- vii. The contract/ agreement will be based on Bidder's offer document with all its enclosures, modifications arising out of negotiation /clarifications etc and will include SLA, project plan – phases & milestones and schedule, copies of all necessary documents, licenses, certifications etc
- viii. The Bank reserves the right to stipulate, at the time of finalization of the contract, any other document(s) to be enclosed as a part of the final contract.
- ix. Failure of the successful Bidder to comply with the requirements/terms and conditions of this RFP shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD and/or PBG.
- x. Upon notification of award to the L1 Bidder, the Bank will promptly notify the award of contract to the successful Bidder on the Bank's website. The EMD of each unsuccessful Bidder will be discharged and returned.

20. Powers to Vary or Omit Work:

- i. No alterations, amendments, omissions, additions, suspensions or variations of the work (hereinafter referred to as variation) under the contract shall be made by the successful Bidder except as directed in writing by Bank. The Bank shall have full powers, subject to the provision herein after contained, from time to time during the execution of the contract, by notice in writing to instruct the successful Bidder to make any variation without

prejudice to the contract. The finally selected Bidder shall carry out such variation and be bound by the same conditions as far as applicable as though the said variations occurred in the contract documents. If any, suggested variations would, in the opinion of the finally selected Bidder, if carried out, prevent him from fulfilling any of his obligations under the contract, he shall notify Bank thereof in writing with reasons for holding such opinion and Bank shall instruct the successful Bidder to make such other modified variation without prejudice to the contract. The finally selected Bidder shall carry out such variation and be bound by the same conditions as far as applicable as though the said variations occurred in the contract documents. If the Bank confirms its instructions, the successful Bidder's obligations shall be modified to such an extent as may be mutually agreed, if such variation is substantial and involves considerable extra cost. Any agreed difference in cost occasioned by such variation shall be added to or deducted from the contract price as the case may be.

- ii. In any case in which the successful Bidder has received instructions from the Bank as to the requirements for carrying out the altered or additional substituted work which either then or later on, will in the opinion of the finally selected Bidders, involve a claim for additional payments, such additional payments shall be mutually agreed in line with the terms and conditions of the order.
- iii. If any change in the work is likely to result in reduction in cost, the parties shall agree in writing so as to the extent of change in contract price, before the finally selected Bidder(s) proceeds with the change. In all the above cases, in the event of a disagreement as to the reasonableness of the said sum, the decision of the Bank shall prevail.

21. No Waiver of Bank Rights or Successful Bidder's Liability:

Neither any sign-off, nor any payment by the Bank for acceptance of the whole or any part of the work, nor any extension of time, nor any possession taken by the Bank shall affect or prejudice the rights of Bank against the finally selected Bidder(s), or relieve the finally selected Bidder(s) of his obligations for the due performance of the contract, or be interpreted as approval of the work done, or create liability in the Bank to pay for alterations/ amendments/ variations, or discharge the liability of the successful Bidder(s) for the payment of damages whether due, ascertained, or certified or not or any sum against the payment of which he is bound to indemnify the Bank nor shall any such certificate nor the acceptance by him

of any such amount paid on account or otherwise affect or prejudice the rights of the successful Bidder against Bank.

22. Contract Amendments:

No variation in or modification of the terms of the Contract shall be made, except by written amendment, signed by the parties.

23. Bank's Right to Accept Any Bid and to Reject Any or All Bids:

The Bank reserves the right to accept or reject any Bid in part or in full or to cancel the bidding process and reject all Bids at any time prior to contract award, without incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Bank's action.

24. Performance Bank Guarantee:

- i. Performance Bank Guarantee [PBG] of the amount with validity period specified in Part II of this RFP strictly on the format at **Annexure-H** is to be submitted by the finally selected Bidder. The PBG has to be issued by a Scheduled Commercial Bank other than SBI and needs to be submitted within the specified time of receipt of formal communication from the Bank about their Bid finally selected. Purchase Order will be released only after receipt of the Performance Bank Guarantee. In case, SBI is the sole Banker for the Bidder, a Letter of Comfort from SBI may be accepted.
- ii. The PBG is required to protect the interest of the Bank against the risk of non-performance of the successful Bidder in respect of successful implementation of the project which may warrant invoking of PBG, also if any act of the supplier results in imposition of Liquidated Damages then also the Bank reserves the right to invoke the PBG.

25. Services:

- i. Bidder should ensure that the quality of methodologies for delivering the services, adhere to quality standards/timelines stipulated therefor.
- ii. Bidder shall provide and implement patches/ upgrades/ updates for hardware/ software/ operating System / middleware etc as and when released by the Vendor/ OEM or as per requirements of the Bank. Bidder should bring to notice of the Bank all releases/ version changes.

- iii. Bidder shall obtain a written permission from the Bank before applying any of the patches/ upgrades/ updates. Bidder has to support older versions of the hardware/ software/ operating system /middleware etc in case the Bank chooses not to upgrade to latest version.
- iv. Bidder shall provide maintenance support for hardware/ software/ operating system/ middleware over the entire period of contract.
- v. All product updates, upgrades & patches shall be provided by the Bidder/ Vendor free of cost during warranty and AMC/ ATS/ S&S period.
- vi. The selected Bidder shall support the product or specified hardware/software during the period of Contract as specified in Scope of work in this RFP.
- vii. During the ATS/AMC period, the Bidder will have to undertake comprehensive support of the product or specified hardware/software and all new versions, releases, and updates for all standard product or specified hardware/software to be supplied to the Bank at no additional cost. During the support period, the Bidder shall maintain the product or specified hardware/software to comply with parameters defined in this RFP. The Bidder shall be responsible for all costs relating to labour, spares, maintenance (preventive and corrective), compliance of security requirements and transport charges from and to the Site (s) in connection with the repair/ replacement of product or specified hardware/software.
- viii. During the support period, the vendor shall ensure that services of professionally qualified personnel are available for providing comprehensive on-site maintenance of the product or specified hardware/software and its components as per the Bank's requirements. Comprehensive maintenance shall include, among other things, day to day maintenance of the product or specified hardware/software a reloading of firmware/software, compliance to security requirements, etc. when required or in the event of system crash/malfunctioning, arranging and configuring facility as per the requirements of the Bank, fine tuning, system monitoring, log maintenance, etc. The Bidder shall provide services of an expert engineer at SBI GITC, Belapur or at other locations wherever required, whenever it is essential. In case of failure of product or specified hardware/software, the Bidder shall ensure that product or specified hardware/software is made operational to the full satisfaction of the Bank within the given timelines.
- ix. ATS/ AMC, would be on-site and comprehensive in nature and must have back to back support from the OEM/Vendor. The vendor will warrant products against defects arising out of faulty design etc. during the specified support period.

- x. In the event of product or specified hardware/software break down or failures at any stage, protection available, which would include the following, shall be specified.
 - a. Diagnostics for identification of product or specified hardware/software failures
 - b. Protection of data/ configuration
 - c. Recovery/ restart facility
 - d. Backup of product or specified hardware/software / configuration
 - e. Compliance with bank's security policy
- xi. Prompt support shall be made available as desired in this RFP during the support period at the locations as and when required by the Bank.
- xii. The Bidder shall be agreeable for on-site support for 24x7x365 days and at the time of switching over from PR to DR and vice-versa. No extra charge shall be paid by the Bank for such needs, if any, during the support period.
- xiii. Bidder support staff should be well trained to effectively handle queries raised by the customers/employees of the Bank.
- xiv. Updated escalation matrix shall be made available to the Bank once in each quarter and each time the matrix gets changed.

26. Compliance with IS Security Policy:

The Vendor shall have to comply with Bank's IT & IS Security policy in key concern areas relevant to the RFP, details of which will be shared with the finally selected Bidder. Some of the key areas are as under:

- i. Responsibilities for data and application privacy and confidentiality
- ii. Responsibilities on system and software access control and administration
- iii. Custodial responsibilities for data, software, hardware and other assets of the Bank being managed by or assigned to the Vendor
- iv. Physical Security of the facilities
- v. Physical and logical separation from other customers of the Vendor
- vi. Incident response and reporting procedures
- vii. Password Policy of the Bank
- viii. Data Encryption/Protection requirements of the Bank.
- ix. In general, confidentiality, integrity and availability must be ensured.

27. Penalties:

As mentioned in **Annexure-I** of this RFP.

28. Right to Verification:

The Bank reserves the right to verify any or all of the statements made by the Bidder in the tender document and to inspect the Bidder's facility, if necessary, to establish to its satisfaction about the Bidder's capacity/capabilities to perform the job.

29. Purchase Price:

- i. Total cost of Services would be the Total Cost of Ownership (TCO) and has to be quoted in commercial Bid.
- ii. Bidders should ensure that exchange rate fluctuations, changes in import duty/other taxes should not affect the rupee value of commercial Bid over the validity period defined in this RFP.
- iii. The applicable TDS will be deducted at the time of payment of invoices.
- iv. Terms of payment are given in Part-II of this RFP document.
- v. Prices payable to the Vendor as stated in the Contract shall be firm and not subject to adjustment during performance of the Contract, irrespective of reasons whatsoever, including exchange rate fluctuations, any upward revision in duties, charges, etc.
- vi. The Bidder will pass on to the Bank, all fiscal benefits arising out of reductions, if any, in Government levies viz. custom duty, etc. or the benefit of discounts if any announced in respect of the cost of the items for which orders have been placed during that period.

30. Right to Audit:

- i. The Selected Bidder (Service Provider) has to get itself annually audited by internal/ external empanelled Auditors appointed by the Bank/ inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank/ such auditors in the areas of products (IT hardware/ software) and services etc. provided to the Bank and the Service Provider is required to submit such certification by such Auditors

to the Bank. The Service Provider and or his / their outsourced agents / sub – contractors (if allowed by the Bank) shall facilitate the same. The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the Service Provider. The Service Provider shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the Bank.

- ii. Where any deficiency has been observed during audit of the Service Provider on the risk parameters finalized by the Bank or in the certification submitted by the Auditors, the Service Provider shall correct/resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. The resolution provided by the Service Provider shall require to be certified by the Auditors covering the respective risk parameters against which such deficiencies have been observed.
- iii. Service Provider shall, whenever required by the Bank, furnish all relevant information, records/data to such auditors and/or inspecting officials of the Bank/Reserve Bank of India and or any regulatory authority. The Bank reserves the right to call and/or retain for any relevant material information /reports including audit or review reports undertaken by the service provider (e.g., financial, internal control and security reviews) and findings made on Selected Bidder in conjunction with the services provided to the Bank.

31. Subcontracting:

- i. As per scope of the RFP, subcontracting is prohibited. However, if the Bidder subsequently wishes to sub-contract the scope of work, it will have to obtain specific written permission from the Bank before contracting any work to subcontractors. Bank at its own discretion may permit or deny the same.
- ii. In case subcontracting is permitted by the Bank, the contracting vendor will be responsible for all the services provided to the Bank regardless of which entity is conducting the operations. The contracting vendor is also responsible for ensuring that the sub-contractor comply with all security requirements of the contract and the Bank can obtain independent audit report for the same. In such a case, the Bidder shall provide subcontracting details to the Bank and if require, Bank may evaluate the same.

32. Validity of Agreement:

The Agreement/ SLA will be valid for the period as specified in scope of work. The Bank reserves the right to terminate the Agreement as per the terms of RFP.

33. Limitation of liability:

- i. For breach of any obligation mentioned in this RFP, subject to obligations mentioned in this clause, in no event Service Provider shall be liable for damages to the Bank arising under or in connection with this Agreement for an amount exceeding the total cost of ownership. Service provider will ensure Bank's data confidentiality and shall be responsible for liability arising in case of breach of any kind of security and/or leakage of confidential customer/Bank's related information to the extent of loss so caused.
- ii. The limitations set forth herein shall not apply with respect to:
 - a) claims that are the subject of indemnification pursuant to IPR infringement,
 - b) damage(s) occasioned by the gross negligence, fraud or willful misconduct of Service Provider,
 - c) damage(s) occasioned by Service Provider for breach of Confidentiality Obligations,
 - d) Regulatory or statutory fines imposed by a Government or Regulatory agency for non-compliance of statutory or regulatory guidelines applicable to the Bank, provided such guidelines were brought to the notice of Service Provider.

34. Confidentiality:

- i. Bidder acknowledges and agrees that all tangible and intangible information obtained, developed or disclosed including all documents, contract, purchase order to be issued, data papers and statements and trade secret of the Bank relating to its business practices and their competitive position in the market place provided to the selected Bidder by the Bank in connection with the performance of obligations of Bidder under the purchase order to be issued, in part or complete shall be considered to be confidential and proprietary information ("Confidential Information") and shall not be disclosed to any third party/published without the written approval of the Bank.
- ii. The Confidential Information will be safeguarded and Bidder will take all the

necessary action to protect it against misuse, loss, destruction, alterations or deletions thereof. In the event of a breach or threatened breach by Bidder of this section, monetary damages may not be an adequate remedy; therefore, Bank shall be entitled to injunctive relief to restrain Bidder from any such breach, threatened or actual.

- iii. Any document, other than the Contract itself, shall remain the property of the Bank and shall be returned (in all copies) to the Bank on completion of the Vendor's performance under the Contract, if so required by the Bank.

35. Delay in the Vendor's Performance:

- i. Services shall be made by the Vendor within the timelines prescribed in part II of this document.
- ii. If at any time during performance of the Contract, the Vendor should encounter conditions impeding timely delivery and performance of Services, the Vendor shall promptly notify the Bank in writing of the fact of the delay, its likely duration and cause(s). As soon as practicable after receipt of the Vendor's notice, the Bank shall evaluate the situation and may, at its discretion, extend the Vendors' time for performance, in which case, the extension shall be ratified by the parties by amendment of the Contract.
- iii. Any delay in performing the obligation/ defect in performance by the Vendor may result in imposition of penalty, liquidated damages, invocation of Performance Bank Guarantee and/or termination of contract (as laid down elsewhere in this RFP document)

36. Vendor's obligations:

- i. The Vendor is responsible for and obliged to conduct all contracted activities in accordance with the contract using state-of-the-art methods and economic principles and exercising all means available to achieve the performance specified in the Contract.
- ii. The Vendor is obliged to work closely with the Bank's staff, act within its own authority and abide by directives issued by the Bank from time to time and complete implementation activities.
- iii. The Vendor will abide by the job safety measures prevalent in India and will free the Bank from all demands or responsibilities arising from accidents or loss of life, the cause of which is the Vendor's negligence. The Vendor will

pay all indemnities arising from such incidents and will not hold the Bank responsible or obligated.

- iv. The Vendor is responsible for managing the activities of its personnel or sub-contracted personnel (where permitted) and will hold itself responsible for any misdemeanors.
- v. The Vendor shall treat as confidential all data and information about SBI, obtained in the process of executing its responsibilities, in strict confidence and will not reveal such information to any other party without prior written approval of the Bank as explained under 'Non-Disclosure Agreement' in **Annexure-J** of this document.

37. Technical Documentation:

- i. The vendor shall provide documents related to review records/ Test Bug Reports/ Root Cause Analysis Report, list of all Product components, list of all dependent/external modules and list of all documents relating to traceability of service level failure as and when applicable.
- ii. The Vendor shall also provide the MIS reports as per requirements of the Bank. Any level/ version changes and/or clarification or corrections or modifications in the above mentioned documentation should be supplied by the Vendor to the Bank, free of cost in timely manner.

38. Intellectual Property Rights and Ownership:

- i. All data or information supplied by the Bank to Service Provider and/or its employee, agent or sub-contractor in connection with the provision of Services by Service Provider shall remain the property of the Bank or its licensors.
- ii. In connection with the provision of Services under this RFP, it is not required from Service Provider to license and/or supply third party materials, including any third party software, hardware, tools, content, graphics or other materials (collectively "Third Party Materials") to the Bank. In the event that a portion of the Services requires the use of Third Party Materials, the Bank already has or will license or acquire such Third Party Materials directly from the third party provider, and shall ensure that it has the right to provide Service Provider with access to and/or use of such Third Party Materials in the provision of Services performed by Service Provider. All Third Party Materials are subject to the terms and conditions of the applicable license or other agreement between the Bank and the applicable third party provider and Service Provider, its employee, agent or sub-

contractor shall comply with the terms and conditions of access and uses of such Third Party Materials under applicable agreements.

- iii. Without the Bank's prior written approval, Service provider shall not, in performing the Services, use or incorporate, link to or call or depend in any way upon, any software or other intellectual property that is subject to an Open Source or Copy left license or any other agreement that may give rise to any third-party claims.
- iv. The Vendor shall, at its own expenses without any limitation, defend and indemnify the Bank against all third party claims or infringements of Intellectual Property Rights including patent, trademark, copyright, trade secret or industrial design rights arising from use of the Deliverables or any part thereof in India or abroad.
- v. The Vendor shall expeditiously extinguish any such claims and shall have full rights to defend itself there from. If the Bank is required to pay compensation to a third party resulting from such infringement(s), the Vendor shall be fully responsible therefore, including all expenses and court and legal fees.
- vi. The Bank will give notice to the Vendor of any such claim without delay, provide reasonable assistance to the Vendor in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim.
- vii. All Work Product prepared by Service Provider in performing the Services shall become and remain the sole and exclusive property of the Bank and all Intellectual Property Rights in such Work Product shall vest with the Bank. Any Work Product, of which the ownership or the Intellectual Property Rights do not vest with the Bank under law, shall automatically stand assigned to the Bank as and when such Work Product is created and Service Provider agrees to execute all papers and to perform such other acts as the Bank may deem necessary to secure its rights herein assigned by Service Provider. Any work made under this Agreement or Purchase Order shall be deemed to be 'work made for hire' under any Indian/U.S. or any other applicable copyright laws.
- viii. The Intellectual Property Rights on the software code, copyright and source code for various applications/ interfaces developed under this Agreement or respective Purchase Order, and any other component/ framework/ middleware used/ developed as pre-built software assets to perform the Services, shall belong to the Bank and the Bank shall have complete and unrestricted rights on such property.

39. Liquidated Damages:

If the Vendor fails to deliver and perform any or all the services within the stipulated time schedule as specified in this RFP/ Contract, the Bank may, without prejudice to its other remedies under the Contract, and unless otherwise extension of time is agreed upon without the application of Liquidated Damages, deduct from the Contract Price, as liquidated damages **mentioned in part II (Schedule of Events, SI No 19)**. Once the maximum deduction is reached, the Bank may consider termination of the Contract.

40. Conflict of Interest:

Bidder shall not have a conflict of interest (the "Conflict of Interest") that affects the bidding Process. Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, the Bank shall be entitled to forfeit and appropriate the Bid Security and/or Performance Security (Performance Bank Guarantee), as the case may be, as mutually agreed upon genuine estimated loss and damage likely to be suffered and incurred by the Bank and not by way of penalty for, inter alia, the time, cost and effort of the Bank, including consideration of such Bidder's proposal (the "Damages"), without prejudice to any other right or remedy that may be available to the Bank under the bidding Documents and/ or the Concession Agreement or otherwise. Without limiting the generality of the above, a Bidder shall be deemed to have a Conflict of Interest affecting the bidding Process, if:

- (a) the Bidder, its Member or Associate (or any constituent thereof) and any other Bidder, its Member or any Associate thereof (or any constituent thereof) have common controlling shareholders or other ownership interest; provided that this disqualification shall not apply in cases where the direct or indirect shareholding of a Bidder, its Member or an Associate thereof (or any shareholder thereof having a shareholding of more than 5% (five per cent) of the paid up and subscribed share capital of such Bidder, Member or Associate, as the case may be) in the other Bidder, its Member or Associate, has less than 5% (five per cent) of the subscribed and paid up equity share capital thereof; provided further that this disqualification shall not apply to any ownership by a bank, insurance company, pension fund or a public financial institution referred to in section 4A of the Companies Act, 1956. For the purposes of this Clause, indirect shareholding held through one or more intermediate persons shall be computed as follows:

- (i) where any intermediary is controlled by a person through management control or otherwise, the entire shareholding held by such controlled intermediary in any other person (the "Subject Person") shall be taken into account for computing the shareholding of such controlling person in the Subject Person; and
- (ii) subject always to sub-clause (i) above, where a person does not exercise control over an intermediary, which has shareholding in the Subject Person, the computation of indirect shareholding of such person in the Subject Person shall be undertaken on a proportionate basis; provided, however, that no such shareholding shall be reckoned under this sub-clause if the shareholding of such person in the intermediary is less than 26% of the subscribed and paid up equity shareholding of such intermediary; or
- (b) A constituent of such Bidder is also a constituent of another Bidder; or
- (c) such Bidder, its Member or any Associate thereof receives or has received any direct or indirect subsidy, grant, concessional loan or subordinated debt from any other Bidder, its Member or Associate, or has provided any such subsidy, grant, concessional loan or subordinated debt to any other Bidder, its Member or any Associate thereof; or
- (d) such Bidder has the same legal representative for purposes of this Bid as any other Bidder; or
- (e) such Bidder, or any Associate thereof, has a relationship with another Bidder, or any Associate thereof, directly or through common third party/parties, that puts either or both of them in a position to have access to each other's information about, or to influence the Bid of either or each other; or
- (f) such Bidder or any of its affiliates thereof has participated as a consultant to the Bank in the preparation of any documents, design or technical specifications of the Project.

41. Fraud & Corrupt Practices:

- i. The Bidder and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the bidding Process. Notwithstanding anything to the contrary contained herein, the Bank shall reject an Application without being liable in any manner whatsoever to the Bidder if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt/fraudulent/coercive/undesirable or restrictive practices in the bidding Process.
- ii. Without prejudice to the rights of the Bank under Clause 41.1 hereinabove, if a Bidder is found by the Bank to have directly or indirectly or through an

agent, engaged or indulged in any corrupt/fraudulent/coercive/undesirable or restrictive practices during the bidding Process, such Bidder shall not be eligible to participate in any EOI/RFP issued by the Bank during a period of 2 (two) years from the date if such Bidder is found by the Bank to have directly or indirectly or through an agent, engaged or indulged in any corrupt/ fraudulent/ coercive/ undesirable or restrictive practices, as the case may be.

iii. For the purposes of this Clause , the following terms shall have the meaning hereinafter, respectively assigned to them:

- (a) “**corrupt practice**” means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the bidding Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the Bank who is or has been associated in any manner, directly or indirectly with the bidding Process or the Letter of Authority or has dealt with matters concerning the Concession Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the Bank, shall be deemed to constitute influencing the actions of a person connected with the bidding Process); or (ii) engaging in any manner whatsoever, whether during the bidding Process or after the issue of the Letter of Authority or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the Letter of Authority or the Agreement, who at any time has been or is a legal, financial or technical adviser of the Bank in relation to any matter concerning the Project;
- (b) “**Fraudulent practice**” means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the bidding Process
- (c) “**Coercive practice**” means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence any person’s participation or action in the bidding Process;
- (d) “**Undesirable practice**” means (i) establishing contact with any person connected with or employed or engaged by the Bank with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the bidding Process; or (ii) having a Conflict of Interest; and

- (e) “**Restrictive practice**” means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the bidding Process.

42. Termination for Default:

- i. The Bank, without prejudice to any other remedy for breach of Contract, by a written notice of not less than 30 (thirty) days sent to the Vendor, may terminate the Contract in whole or in part:
 - a. If the Vendor fails to deliver and perform any or all the Services within the period(s) specified in the Contract, or within any extension thereof granted by the Bank; or
 - b. If the vendor fails to perform any other obligation(s) under the contract; or
 - c. Laxity in adherence to standards laid down by the Bank; or
 - d. Discrepancies/deviations in the agreed processes and/or Services.; or
 - e. Violations of terms and conditions stipulated in this RFP.
- ii. In the event the Bank terminates the Contract in whole or in part for the breaches attributable to the Vendor, the Bank may procure, upon such terms and in such manner as it deems appropriate, Services similar to those undelivered, and the Vendor shall be liable to the Bank for any increase in cost for such similar Services. However, the Vendor shall continue performance of the Contract to the extent not terminated.
- iii. If the contract is terminated under any termination clause, the vendor shall handover all documents/ executable/ Bank’s data or any other relevant information to the Bank in timely manner and in proper format as per scope of this RFP and shall also support the orderly transition to another vendor or to the Bank.
- iv. During the transition, the Vendor shall also support the Bank on technical queries/support on process implementation or in case of software provision for future upgrades.
- v. The Bank’s right to terminate the Contract will be in addition to the penalties / liquidated damages and other actions as deemed fit.

vi. In the event of failure of the Service Provider to render the Services or in the event of termination of agreement or expiry of term or otherwise, without prejudice to any other right, the Bank at its sole discretion may make alternate arrangement for getting the Services contracted with another vendor. In such case, the Bank shall give prior notice to the existing Service Provider. The existing Service Provider shall continue to provide services as per the terms of contract until a 'New Service Provider' completely takes over the work. During the transition phase, the existing Service Provider shall render all reasonable assistance to the new Service Provider within such period prescribed by the Bank, at no extra cost to the Bank, for ensuring smooth switch over and continuity of services. If existing vendor is breach of this obligation, they shall be liable for paying a penalty of **as provided in Part-II, (Schedule of Events, SI No 20)** on demand to the Bank, which may be settled from the payment of invoices or Performance Bank Guarantee for the contracted period or by invocation of Performance Bank Guarantee.

43. Force Majeure:

- i. Notwithstanding the provisions of terms and conditions contained in this RFP, the Vendor shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default, if any, and to the extent that the delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- ii. For the purposes of this clause, 'Force Majeure' means and includes wars, insurrections, revolution, civil disturbance, riots, terrorist acts, public strikes, hartal, bundh, fires, floods, epidemic, quarantine restrictions, freight embargoes, declared general strikes in relevant industries, Vis Major Act of Government, impeding reasonable performance of the Vendor and / or Sub-Contractor but does not include any foreseeable events, commercial considerations or those involving fault or negligence on the part of the party claiming Force Majeure.
- iii. If a Force Majeure situation arises, the Vendor shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the Vendor shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

44. Termination for Insolvency:

The Bank may, at any time, terminate the Contract by giving written notice to the Vendor, if the Vendor becomes Bankrupt or insolvent or any application for bankruptcy, insolvency or winding up has been filed against it by any person. In this event, termination will be without compensation to the Vendor, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank.

45. Termination for Convenience:

The Bank, by written notice of not less than 90 (ninety) days sent to the Vendor, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of the Vendor under the Contract is terminated, and the date upon which such termination becomes effective.

46. Disputes / Arbitration (applicable in case of successful Bidder only):

All disputes or differences whatsoever arising between the parties out of or in connection with this contract or in discharge of any obligation arising out of the Contract (whether during the progress of work or after completion of such work and whether before or after the termination of this contract, abandonment or breach of this contract), shall be settled amicably. If however, the parties are not able to solve them amicably, either party (SBI or Vendor), give written notice to other party clearly setting out there in specific dispute(s) and/or difference(s) and shall be referred to a sole arbitrator mutually agreed upon, and the award made in pursuance thereof shall be binding on the parties. In the absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrator; one to be nominated by each party and the said arbitrators shall nominate a presiding arbitrator, before commencing the arbitration proceedings. The arbitration shall be settled in accordance with the applicable Indian Laws. Any appeal will be subject to the exclusive jurisdiction of courts at Mumbai.

The Vendor shall continue work under the Contract during the arbitration proceedings unless otherwise directed by the Bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained.

Arbitration proceeding shall be held at Mumbai, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

47. Governing Language:

The governing language shall be English.

48. Applicable Law:

The Contract shall be interpreted in accordance with the laws of the Union of India and shall be subjected to the exclusive jurisdiction of courts at Mumbai.

49. Taxes and Duties:

- a. The Vendor shall be liable to pay all corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India and the price Bid by the Vendor shall include all such taxes in the quoted price.
- b. Prices quoted should be exclusive of all Central / State Government taxes/duties and levies but inclusive of all corporate taxes and income tax, as also cost of incidental services such as transportation, insurance etc. The quoted prices and taxes/duties and statutory levies such as GST etc. should be specified in the separate sheet (**Annexure- F**).
- c. Only specified taxes/ levies and duties in the **Annexure-F** will be payable by the Bank on actuals upon production of original receipt wherever required. If any specified taxes/ levies and duties in **Annexure-F** are replaced by the new legislation of Government, same shall be borne by the Bank. The Bank shall not be liable for payment of those Central / State Government taxes, levies, duties or any tax/ duties imposed by local bodies/ authorities, which are not specified by the Bidder in **Annexure-F**
- d. All expenses, stamp duty and other charges/ expenses in connection with the execution of the Agreement as a result of this RFP process shall be borne by the Vendor.
- e. Prices payable to the Vendor as stated in the Contract shall be firm and not subject to adjustment during performance of the Contract, irrespective of reasons whatsoever, including exchange rate fluctuations, any upward revision in duties, charges, etc.

50. Tax deduction at Source:

- i. Wherever the laws and regulations require deduction of such taxes at the source of payment, the Bank shall effect such deductions from the payment due to the Vendor. The remittance of amounts so deducted and issuance of certificate for such deductions shall be made by the Bank as per the laws and regulations for the time being in force. Nothing in the Contract shall

relieve the Vendor from his responsibility to pay any tax that may be levied in India on income and profits made by the Vendor in respect of this contract.

- ii. The Vendor's staff, personnel and labour will be liable to pay personal income taxes in India in respect of such of their salaries and wages as are chargeable under the laws and regulations for the time being in force, and the Vendor shall perform such duties in regard to such deductions thereof as may be imposed on him by such laws and regulations.

51. Tender Fee:

The same should be furnished by the Bidders in the form of Demand Draft/ Bankers' Cheque as mentioned in part II. It should be enclosed with Technical Bid. The Bids without tender fee will not be considered valid.

52. Notices:

Any notice given by one party to the other pursuant to this contract shall be sent to other party in writing or by Fax and confirmed in writing to other Party's address. The notice shall be effective when delivered or on the notice's effective date whichever is later.

Part-II**SCHEDULE OF EVENTS**

SI No	Particulars	Remarks
1	Contact details of issuing department (Name, Designation, Mobile No., Email address for sending any kind of correspondence regarding this RFP)	DGM(ITFO) Dgmit.fo@sbi.co.in Contact Person: Vimal Sehgal Asstt. General Manager 09413398521 vimal@sbi.co.in
2	Bid Document Availability including changes/amendments, if any to be issued	RFP may be downloaded from Bank's website https://www.sbi.co.in procurement news from 06/12/2018 to 26/12/2018
3	Last date for requesting clarification	Upto 5.00 PM (time) on 11/12/2018. All communications regarding points / queries requiring clarifications shall be given in writing or by e-mail to vimal@sbi.co.in
4	Pre - Bid Meeting at (venue)	From 04.00 PM to 05.00 PM on 14/12/2018 at ITFO, State Bank GITC Annex, Nerul, Omsagar Building, MIDC, Nerul, Navi Mumbai
5	Clarifications to queries raised at pre-Bid meeting will be provided by the Bank.	On 17/12/2018 by e-mail.
6	Last date and time for Bid submission	03.00 PM on 26/12/2018
7	Address for submission of Bids	Deputy General Manager 2 nd Floor, ITFO, SB GITC Annex, Nerul, Plot No. D-222/2, Omsagar Building, MIDC, Nerul, Navi Mumbai – 400 706
8	Date and Time of opening of Technical Bids	3.30 PM on 26/12/2018 Authorized representatives of vendors may be present during opening of the Technical Bids. However, Technical Bids would be opened even in the absence of any or all of the vendor representatives.

9	Opening of Commercial Bids	On a subsequent date which will be communicated to such Bidders who qualify in the Technical Bid.	
10	Reverse Auction	On a subsequent date which will be communicated to such Bidders who qualify in the Technical Bid.	
11	Tender Fee (Non refundable)	Amount Rs. 30,000	
12	Earnest Money Deposit	Rs. 50,00,000	Validity period from the date of Bid opening – 180 Days
13	Performance Bank Guarantee	20% of total Contract value	Contract period plus 3 months from the date of Agreement.
14	Price validity from the date of price discovery	180 Days	
15	Contact details of agency appointed for conducting Reverse Auction	M/s E-Procurement Technologies Ltd.(abc procurement/Auction Tiger) Phone : 91-079-40230801/806/800 https://sbi.abcprocure.com/EPROC/	
16	Delivery schedule/ Timeline	60 Days	
17	Terms of payment	Quarterly in arrears	
18	Delivery locations	Navi Mumbai, Chennai, Hyderabad	
19	Liquidated damages	A sum equivalent to 1 % per week or part thereof of total Project Cost subject to maximum deduction of 10 % of total Project Cost for delay of each week or part thereof.	
20	Transition Penalty (Refer Part-1, point No 42 sub point no (vi).	20% of the total contract value	



ANNEXURE-A

BID FORM (TECHNICAL BID)
[On Company's letter head]
(to be included in Technical Bid Envelope)

Date: _____

To:
< address of tendering office >

Dear Sir,

Ref: RFP No. SBI:xx:xxdated dd/mm/yyyy

~~~~~

We have examined the above RFP, the receipt of which is hereby duly acknowledged and subsequent pre-Bid clarifications/ modifications / revisions, if any, furnished by the Bank and we offer to provide Services detailed in this RFP. We shall abide by the terms and conditions spelt out in the RFP. We shall participate and submit the commercial Bid through online auction to be conducted by the Bank's authorized service provider, on the date advised to us.

2. While submitting this Bid, we certify that:

- The undersigned is authorized to sign on behalf of the Vendor and the necessary support document delegating this authority is enclosed to this letter.
- We declare that we are not in contravention of conflict of interest obligation mentioned in this RFP.
- Indicative prices submitted by us have been arrived at without agreement with any other Bidder of this RFP for the purpose of restricting competition.
- The indicative prices submitted by us have not been disclosed and will not be disclosed to any other Bidder responding to this RFP.
- We have not induced or attempted to induce any other Bidder to submit or not to submit a Bid for restricting competition.
- The rate quoted in the indicative *price Bids are as per the RFP* and subsequent pre-Bid clarifications/ modifications/ revisions furnished by the Bank, without any exception.

3. If our offer is accepted, we undertake to complete the formalities for providing Services within the period specified in this document.

4. We agree to abide by all the Bid terms and conditions, contents of Service Level Agreement as available at **Annexure-N** of this document and the rates

quoted therein for the orders awarded by the Bank up to the period prescribed in the Bid, which shall remain binding upon us.

5. Until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.
6. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".
7. We undertake that we will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the Bank, connected directly or indirectly with the bidding process, or to any person, organisation or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
8. We undertake that we will not resort to canvassing with any official of the Bank, connected directly or indirectly with the bidding process to derive any undue advantage. We also understand that any violation in this regard, will result in disqualification of bidder from further bidding process.
9. We certify that we have not made any changes in the contents of the RFP document read with its amendments/clarifications provided by the Bank submitted by us in our Bid document.
10. It is further certified that the contents of our Bid are factually correct. We also accept that in the event of any information / data / particulars proving to be incorrect, the Bank will have the right to disqualify us from the Bid.
11. We understand that you are not bound to accept the lowest or any Bid you may receive and you may reject all or any Bid without assigning any reason or giving any explanation whatsoever.
12. We hereby undertake that our name does not appear in any "Caution" list of RBI / IBA or any other regulatory body for outsourcing activity.
13. If our Bid is accepted, we undertake to enter into and execute at our cost, when called upon by the Bank to do so, a contract in the prescribed form and we shall be jointly and severally responsible for the due performance of the contract.
14. The name(s) of successful Bidder to whom the contract is finally awarded after the completion of bidding process shall be displayed on the website of the Bank and/or communicated to the successful Bidder(s).



- 15. The commercial bidding process will be through the reverse auction process to be conducted by the Bank or a company authorized by the Bank. We understand that our authorized representative who would participate in the reverse auction process would be possessing a valid digital certificate for the purpose.
- 16. We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in the RFP document.

Dated this ..... day of ..... 201

\_\_\_\_\_  
*(Signature)* *(Name)*  
*(In the capacity of)*

Duly authorised to sign Bid for and on behalf of

\_\_\_\_\_

**Seal of the company.**



**Annexure-B****Bidder's Eligibility Criteria**

Bidders meeting the following criteria are eligible to submit their Bids along with supporting documents. If the Bid is not accompanied by all the required documents supporting eligibility criteria, the same would be rejected:

**Commercial:**

| <b>S. No.</b> | <b>Eligibility Criteria</b>                                                                                                                                                               | <b>Compliance (Yes/No)</b> | <b>Documents to be submitted</b>                                                                                                                                                               |
|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.            | The Bidder must be an Indian firm / company/ organization registered under applicable Act in India.                                                                                       |                            | Copy of the Partnership deed/Bye Law/ Certificate of Incorporation issued by Registrar of Companies along with Memorandum & Articles of Association and full address of the registered office. |
| 2.            | The Bidder must have an average turnover of minimum Rs.100 crore during last Three financial year(s).                                                                                     |                            | Copy of the audited Balance Sheet and / or Certificate of the Chartered Accountant for preceding three years.                                                                                  |
| 3.            | The Bidder should be profitable organization (on the basis of Operating Profit for at least 4 out of last 5 financial years.                                                              |                            | Copy of the audited balance sheets along with profit and loss statement for corresponding years and / or Certificate of the Chartered Accountant                                               |
| 4.            | Bidder should have experience of minimum 5 years in providing the managed services for CBS. The Bidder should have similar support experience in at least two Scheduled Commercial banks. |                            | Copy of the order and / or Certificate of completion of the work. The Bidder should also furnish user acceptance report.                                                                       |
| 5.            | The bidder should have experience in Managing Infrastructure Services in large sites (Having three data centers viz production, DR and NDR                                                |                            | Bidder should specifically confirm on their letter head in this regard.                                                                                                                        |

|     |                                                                                                                                                                                                                                                                                                        |  |                                                                                                             |
|-----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-------------------------------------------------------------------------------------------------------------|
|     | geographically located at different locations, Having more than 500 IT assets to be managed having both Physical and virtualised environments, including HP Unix, Windows, DB, HP Storage and Backup)<br>Bidder should also have experience of Enterprise Database Management on Core Banking Platform |  |                                                                                                             |
| 6.  | Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed similar projects.<br>(Start and End Date of the Project to be mentioned) in the past (At least 3 client references are required)                                                         |  | Bidder should specifically confirm on their letter head in this regard.                                     |
| 7.  | The Bidder should have experience in providing similar services with at least 100 resources in each of the last five years.                                                                                                                                                                            |  | The Bidder shall provide proof that at least 100 resources are deployed in each of the previous five years. |
| 8.  | Past/present litigations, disputes, if any (Adverse litigations could result in disqualification, at the sole discretion of the Bank)                                                                                                                                                                  |  | Brief details of litigations, disputes, if any are to be given on Company's letter head.                    |
| 9.  | Bidders should not have been blacklisted for deficiency in service by any Scheduled Commercial Bank during the last 5 years.                                                                                                                                                                           |  | Bidder should specifically confirm on their letter head in this regard.                                     |
| 10. | The Bidder should be able to provide the resources as mentioned in Annexure C                                                                                                                                                                                                                          |  | Bidder should specifically confirm on their letter head in this regard.                                     |
| 11. | The Bidder/ OEM should have support setup with one hour of response time in Navi Mumbai (PR)/ and Hyderabad (DR) locations.                                                                                                                                                                            |  | Bidder should specifically confirm on their letter head in this regard.                                     |
| 12. | The Bidder should have a local office/ presence of support                                                                                                                                                                                                                                             |  | Bidder should specifically confirm on                                                                       |

|     |                                                                                                                                                                                                                                                   |  |                                                                         |
|-----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-------------------------------------------------------------------------|
|     | center and level 3 (highest escalation) locally in India.                                                                                                                                                                                         |  | their letter head in this regard.                                       |
| 13. | The Bidder should agree to the terms and conditions of Service Level Agreement as per <b>Annexure-N</b> , should they become L1 in the reverse auction to execute a contract with the Bank.                                                       |  | Bidder should specifically confirm on their letter head in this regard. |
| 14. | Bidder should have security certification like ISO 27001/ISO 22301                                                                                                                                                                                |  | Copy of the Valid Certificate(s) to be provided                         |
| 15. | Experience in handling Data Centres : Bidder should have handled at least one contract worth Rs. 8.00 crores or two contracts worth Rs. 4.00 crores each or three contracts worth Rs. 3.00 crores each during the previous three financial years. |  | Bidder should specifically confirm on their letter head in this regard. |
| 16. | The Bidder should not have any Service Level Agreement pending to be signed with the Bank for more than a year from the date of issue of purchase order issued by any of the Department at SBI GITC as on the date of Bid submission.             |  | Bidder should specifically confirm on their letter head in this regard. |

**[No change/ addition or deletion to be made by the Bidder to any of the clauses.]**

Documentary evidence must be furnished against each of the above criteria along with an index. All documents must be signed by the authorized signatory of the Bidder. Relevant portions, in the documents submitted in pursuance of eligibility criteria, should be highlighted.

Signature

Seal of Company

**Annexure-C****Categorisation of Resources**

| Role                     | Minimum Experience | Qualification                                                                                 |
|--------------------------|--------------------|-----------------------------------------------------------------------------------------------|
| Project Leader           | 8 Years            | B.Tech/MCA, PMP/ITIL, Advanced Certification in HP SD2 or 3PAR Technology                     |
| HP-UX Admin              | 5 Years            | Advanced certification from HPe in HP SD2 and HP UX                                           |
| Oracle DBA               | 5 Years            | OCP DBA (11G/12C and Higher)                                                                  |
| IBM System Administrator | 5 Years            | AIS Administration/Certified for WAS ND (8.5 or higher)/ Certified for MQ (8.0 or higher)     |
| Hardware Engineer        | 5 Years            | Hpe Certified for UNIX - Certification on HP-Unix                                             |
| Network Administrator    | 5 Years            | CCNA/CCNP & Radware LB Certified                                                              |
| Storage/SAN Admin        | 5 Years            | Certification in 3PAR administration & Certification in Brocade Director Class Administration |
| Windows Administrator    | 5 Years            | MCSA & MCSP(Latest) Certification                                                             |
| Backup Administrator     | 5 Years            | Certified in HP 3PAR,HP Data Protector                                                        |
| SVN Administrator        | 3 Years            | Certification in SVN administration                                                           |
| ESKM Admin               | 5 Years            | Certification in ESKM administration                                                          |

Signature and Seal of Company

## Annexure-D

|                       |
|-----------------------|
| <b>Bidder Details</b> |
|-----------------------|

## Details of the Bidder

| S. No. | Particulars                                                                                                                                                                                                                                                                | Details |
|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 1.     | Name                                                                                                                                                                                                                                                                       |         |
| 2.     | Date of Incorporation and / or commencement of business                                                                                                                                                                                                                    |         |
| 3.     | Certificate of incorporation                                                                                                                                                                                                                                               |         |
| 4.     | Brief description of the Bidder including details of its main line of business                                                                                                                                                                                             |         |
| 5.     | Company website URL                                                                                                                                                                                                                                                        |         |
| 6.     | Particulars of the Authorized Signatory of the Bidder <ul style="list-style-type: none"> <li>a. Name</li> <li>b. Designation</li> <li>c. Address</li> <li>d. Phone Number (Landline)</li> <li>e. Mobile Number</li> <li>f. Fax Number</li> <li>g. Email Address</li> </ul> |         |
|        |                                                                                                                                                                                                                                                                            |         |

Signature and Seal of Company

**Scope of Work****Broad List of Activities under MSI for ITFO****Managed Services for Infrastructure (MSI)**

This scope document forms a part of the RFP released by ITFO Department. The scope document is for the purpose of detailing the list of activities expected for the following:

- i. Administration and Support services of HPe Platform/Windows Platform/equipment/Devices (Servers, Storage, Backup, Automation, Encryption, ESKM, CIFS, DFS, SAN, NAS, etc)
- ii. Administration and Support services of IBM Platforms (WAS, WAS-ND, IHS, MQ, AIX etc.) for all ITFO applications.
- iii. Administration and Support services of Oracle Platforms (database, dataguard, Golden Gate, ASO, DB Vault , Masking etc.) for all ITFO applications.
- iv. Administration and Infrastructure Management services for ITFO equipment at Sify Rabale, Mumbai, DRC Chennai, GITC Belapur, DC Gachibowli, Sify Vashi and Ctrl-S Hyderabad sites.

An indicative **List of Hardware is provided at the end of SOW**. The list is indicative and the actual may vary. The deployment extensively uses HP equipment with high level of virtualization. The Hardware devices mentioned are indicative only. More equipment/services may be added in future during the course of this contract and the bidder has to support all of them.

The services are desired for the applications hosted on servers, storage, switches and other hardware equipment deployed at various datacentres as under:

- i. GITC Belapur, Mumbai (Production site)
- ii. DRC Chennai (DR site)
- iii. Sify Vashi, Mumbai ((Near site)
- iv. Sify Rabale (Production + UAT HA Site)
- v. Gachhibowli, Hyderabad (DR Site for HA)
- vi. Ctrl S Hyderabad (DR Site)

The services will include Administration, Configuration, Maintenance, Installation, Performance Tuning, Monitoring, Troubleshooting and fixing issues with Hardware equipment/ Infra/ Operating Environments/Database/Application Server/Underlying platform, including coordination with OEMs for fixing issues. System Uptime should be maintained at 99.95% and Application uptime should be maintained at 99.999%. The services provided by the vendor will be on 24X7X365 basis. Bank would like bidder to use high level of automation using scripts etc. in most of the tasks performed. Following are broad guidelines:

**Systems/Infrastructure Management: Installation, Administration, Configuration, maintenance, Performance tuning, monitoring, backup, troubleshooting and fixing issues for all equipment**

- User Account administration
- Coordination for installation in current/future upgrades of Hardware/Software
- Patch management and implementation
- Performance fine-tuning
- Performance monitoring
- Network/Patch Link termination
- Change Management Process
- Server Administration and Housekeeping
- Version Control
- Support for Audits
- Asset Management
- License management
- Logs Review and analysis
- Preventive maintenance
- Capacity management and planning: Support for proper/right sizing of future Infra based on historical analysis.
- Hardware Life cycle management.
- Documentation & maintenance of Records
- Resolution of equipment hung state issues with proper analysis and RCA.
- Creation and management of LPAR/VPAR/LDOM etc as per the requirement.
- Installation, Administration, Configuration, maintenance, Performance tuning, monitoring, backup, troubleshooting and fixing issues with virtual servers/machines/clients of any flavor.
- Version upgrades.
- Administration for both Physical and virtual Windows, UNIX (Mostly Hp UX) and Linux Flavors
- Automation of various day-today jobs.

**Storage Management: (Storage = disk, tape, SAN, NAS, D2D and storage software etc.)**

- Resolve any issues relating to storage.
- Continuous monitoring
- Alert and resolve any performance issues and notify end-users.
- Performance tuning at the storage level
- Storage Allocation: Maintenance and Creation of LUNs/File system etc. and allocation to the respective server environment.
- Troubleshooting issues relating to Storage.
- File server management and administration.
- Capacity management and planning
- Raising issues with the OEM vendor and arrange for resolution in case of Hardware level failure or any other such issues.
- Support for VAPT and other type of Exercises as per bank guidelines.
- Automation of various day-today jobs.

**System Monitoring (H/W, Storage, N/W, OS, DB, App, Web, tools etc.)**

- Services Monitoring (OS/DB/APP/middleware)



- **Equipment** Availability & Performance Monitoring
- Application/DB Monitoring
- Scheduled Jobs Monitoring
- Backup Monitoring
- Automated Custom notifications and Escalations
- Reporting on status
- Monitoring and Maintaining integrity of the equipment/components.
- Monitoring of AV on the servers.
- Support for VAPT and other type of Exercises as per bank guidelines.

**Firmware updates:** Periodic Planned firmware updates for all the equipment in consultation with the bank.

**Network management (Monitoring and Alerts):**

- Management of IPs.
- Coordination with the Network Team.
- Management of SAN/NAS/LB equipment.
- Connecting Devices in scope to Network
- Monitoring the Network status on the devices.
- Administration of Radware Alteon devices (60+)
- Creation/management of ADCs/VADCs
- Administration of WAF appliances
- Administration Of APM
- DNS administration
- NTP administration
- SNMP, SMTP administration.
- Network cabling in a structured way as and when required.
- Automation of various day-today jobs.
- Migration from IPV 4 to IPV 6.

Raising issues with the OEM vendor and arrange for resolution in case of Hardware level failure or any other such issues.

**Handling Datacentre Operations/Activities:**

- Asset Management.
- Asset Movement
- Physical Health Check and Infrastructure Monitoring
- Cabling and labeling of equipment
- Proper Rack Dressing
- Coordination with CDC team for various activities.
- Installation/Movement of equipment within/to and from datacenters

**Backup & Recovery Operations [including backup of all the components (OS, DB, App, Web, etc.)]**

- Management and Administration of Backup Equipment (Drives/Libraries/D2D etc.)

- Management and Administration of Backup software (Server/Clients).
- Management of Scheduled and ad hoc backups
- Monitoring of backups and restart of failed backups
- Maintain proper backup schedule
- Restore and recover data as requested
- Restore and recover OS as and when required.
- Conduct restoration drills at regular intervals for recovery testing of backed-up data.
- Facilitate onsite and off-site storage of tapes
- Maintain and submit periodic and ad hoc Backup reports.
- Backup restoration as per Bank's requirement.
- Automation of various day-today jobs.
- Administration and support for Suse Linux cluster.
- Hardening of backup server and Software.
- Configuration of Ignite/DRD/Store
- Closure of VAPT Findings
- Automation of various day-today jobs.
- Maintain backup as per Bank's Policy

### **DR Management**

- Management of DR environment.
- Handle DR operations
- Participation in DR Drills
- Ensuring timely and proper DC - DR replication, and ensure that DR and standby applications are in sync
- Configuration/Customization/development of scripts for automated replication
- Ensuring consistency between DC, Failover and DR setups in co-ordination with application vendors.
- Managing Operation from DR in case of an associated incident/drills.
- Managing RTO/RPO
- Preparing reports for DR incidents/drills

### **Reporting:**

- Regular reports as per requirements of the bank to be developed and scheduled.
- Any ad hoc reporting requirement should be full filled.
- Real time monitoring dashboard has to be developed and maintained.

#### ***I. Managed Services for Software Platform***

An indicative list of the no. of instances of software platforms covered under this RFP is provided at the end of SOW. The numbers mentioned are indicative only. More equipment/services may be added in future during the course of this contract and the bidder has to support all of them.

### **A. IBM Platforms:**

#### **WebSphere Application Server (WAS & WAS ND):**

##### Installation, Administration, Configuration, Maintenance, Performance tuning, monitoring, backup, Troubleshooting and Fixing of issues

- Usage of WebSphere deployment console for application deployment.
- Usage of clusters, profile creation, additions of nodes to clusters, deployment manager profile etc.
- Usage of scripts on starting and stopping applications, nodes, servers etc.
- Load Balancing Configuration
- Session Management Configuration
- Plugin changes and propagation
- Recommending best practices and optimum utilization of resources
- Log file maintenance and housekeeping
- Logging and tracing
- Managing horizontal & vertical clustered environments and ensure application availability, scalability, fail over.
- Deploy enterprise applications and necessary configurations related to the application deployed.
- Ensure performance planning, testing, tuning and efficiency of WebSphere Servers.
- Define the WebSphere server backup, recovery.
- Implementing the admin console, application security.
- Configuring SSL, SSO in WebSphere Application server
- Configuring IBM HTTP/HTTPS Server plug-in and fine tune http configuration parameters to manage the concurrent client requests as per requirement
- Patching / version upgrades has to be carried out periodically in consultation with the application vendor and the bank.

##### Product Failure Support:

- Troubleshooting issues with WAS / HTTP / Edge server installations
- Isolating infrastructure issues from application issues.
- Identifying and applying fix packs for product related issues
- Identifying problematic components and suggesting resolutions/workarounds (if any)
- Raising PMR with IBM for product related issues. Assisting IBM with logs and traces from the servers
- Implementing changes suggested by IBM for resolution of such issues
- Root cause analysis and reporting
- Performance troubleshooting.
- Enabling traces whenever requested by Application team or IBM Identify and fix performance bottlenecks related to WAS or supporting components such as HTTP server or edge components.

- Identifying and applying recommended fix packs for maintenance for WAS given by IBM after consultation with Application team.
- Analyzing and resolving out of memory scenarios
- Analyzing high CPU utilization scenarios and find out the root cause of the issue and take corrective action.
- Analyzing application server hung issue and resolve in a quick turnaround time

### **IBM WebSphere MQ (Including MQ Clusters)**

#### Installation, Administration, Configuration, maintenance, Performance tuning and monitoring, backup, troubleshooting and fixing of IBM WebSphere MQ (Both Server and Client)

- Installation of IBM WebSphere MQ
- Configuration of IBM WebSphere MQ
- Up-gradation & Migration of IBM WebSphere MQ
- Create or Modify IBM WebSphere MQ Queue Managers
- Create or Modify IBM WebSphere MQ Channels
- Configuring and Maintaining MQ Clusters
- Problem Determination, Identification and Resolution
- Implementation of Problem Resolution
- Liaison with IBM Tech Support for any Technical Escalations
- Monitoring Queue Depths and Channel Status
- Ensure application availability, scalability, fail over.
- Deploy enterprise applications and necessary configurations related to the application deployed.
- Ensure performance planning, testing, tuning and efficiency of WebSphereMQ Servers.
- Define the WebSphere MQ server backup, recovery.
- Security Configurations.
- Patching/version upgrades has to be carried out periodically in consultation with the application vendor and the bank.

#### Product Failure Support:

- Troubleshooting issues with MQ server installations
- Isolating infrastructure issues from application issues.
- Identifying and applying fix packs for product related issues
- Identifying problematic components and suggesting resolutions/workarounds (if any)
- Raising PMR with IBM for product related issues. Assisting IBM with logs and traces from the servers
- Implementing changes suggested by IBM for resolution of such issues
- Root cause analysis and reporting
- Performance troubleshooting.
- Enabling traces whenever requested by Application team or IBM Identify and fix performance bottlenecks

Identifying and applying recommended fix packs for maintenance for given by IBM after consultation with Application team

### **IBM MQ Broker/IIB**

Installation, Administration, Configuration, maintenance, Performance tuning and monitoring, backup, troubleshooting and fixing of IBM WebSphere MQ (Both Server and Client)

### **IBM WebSphere HIS**

Installation, Administration, Configuration, Maintenance, Performance tuning and monitoring, backup, troubleshooting and fixing of IBM HTTP server.

- Application deployment.
- Usage of clusters, profile creation, etc.
- Creation and Usage of scripts on starting and stopping applications, servers etc.
- Load Balancing/ Cluster Configuration
- Configuration of Hardware LB equipment with the Web servers.
- Session Management Configuration
- Plugin changes and propagation
- Recommending best practices and optimum utilization of resources
- Log file maintenance and housekeeping
- Logging and tracing
- Managing clustered and non-clustered environments and ensure application availability, scalability, fail over.
- Deploy enterprise applications and necessary configurations related to the application deployed.
- Ensure performance planning, testing, tuning and efficiency of WebServers.
- Define the Web server backup, recovery.
- Implementing application security.
- Configuring SSL
- Configuring IBM HTTP and HTTPS
- Patching/version upgrades has to be carried out periodically in consultation with the application vendor and the bank.

#### Product Failure Support:

- Troubleshooting issues with WEB server installations
- Isolating infrastructure issues from application issues.
- Identifying and applying fix packs for product related issues
- Identifying problematic components and suggesting resolutions/workarounds (if any)
- Raising PMR with IBM for product related issues. Assisting IBM with logs and traces from the servers
- Implementing changes suggested by IBM for resolution of such issues

- Root cause analysis and reporting
- Performance troubleshooting using inbuilt PMI.
- Enabling traces whenever requested and fix performance bottlenecks related to WEB Server.
- Identifying and applying recommended fix packs after consultation with Application team and Bank.
- Analyzing and resolving out of memory scenarios.
- Analyzing high CPU utilization scenarios and find out the root cause of the issue and take corrective action.
- Analyzing server hung issue and resolve in a quick turnaround time

### **B. Oracle Platform:**

#### **Oracle Database**

Installation, Administration, Configuration, maintenance, Performance tuning, monitoring, backup, troubleshooting and fixing issues with Oracle Database Including Oracle RAC

- Installing Oracle software
- Creating Oracle databases
- Performing upgrades of the database and software to new release levels
- Starting up and shutting down the database
- Managing the database's storage structures
- Managing users and security
- Managing schema objects, such as tables, indexes, and views in consultation with the bank and application team with proper approvals.
- Managing table spaces, data files, control files, etc.
- File system management with respect to DB
- Making database backups and performing recovery when necessary
- Proactively monitoring the database's health and taking preventive or corrective action as required.
- Load Balancing/ Cluster Configuration
- Monitoring and tuning performance
- Raising product specific issues with Oracle on behalf of bank and following up for resolution.
- Patching / version upgrades has to be carried out periodically in consultation with the application vendor and the bank.
- Oracle ASO/Oracle DB Vault/Masking implementation and support
- Backup of Oracle servers/DB servers
- Restoration of earlier backups as and when required for different kind of environments (Dev/UAT/Prod etc).
- Recommending best practices and optimum utilization of resources
- Log file maintenance and housekeeping
- Logging and tracing
- Managing clustered and non-clustered environments and ensure database availability, scalability, fail over.
- Support in application integration.
- Ensure performance planning, testing, tuning and efficiency of DB Servers.

- Define the DB backup, recovery.
- Implementing DB security.
- Configuring SSL, SSO in DB server
- Configuring HTTP/HTTPS as per requirement.
- Implementation of encryption of sensitive information.
- Usage of scripts on starting and stopping applications, nodes, servers etc
- Problem Determination, Identification and Resolution
- Implementation of Problem Resolution
- Implementation of RMAN
- Periodic restoration on various environments upon Bank's request.
- OEM Integration & Patch Management
- Monitoring : Services/Equipment Availability/Performance Monitoring/ Scheduled Jobs Monitoring/Events/ Log Monitoring
- CPU/RAM Utilization Management.

### **Oracle Dataguard**

Installation, Administration, Configuration, maintenance, Performance tuning, monitoring, backup, troubleshooting and fixing issues with Oracle Dataguard (Including Oracle Data Guard in Oracle RAC)

- Installing software
- Creating and maintaining different DB Replication
- Performing upgrades to new release levels
- Starting up and shutting down.
- Managing the storage structures
- Managing users and security
- Monitoring Replication
- Taking necessary backups and performing recovery when necessary
- Proactively monitoring the health and taking preventive or corrective action as required.
- Working in a Load Balancing/ Cluster Configuration
- Monitoring and tuning performance
- Raising product specific issues with Oracle on behalf of bank and following up for resolution.
- Patching/version upgrades has to be carried out periodically in consultation with the application vendor and the bank.
- Recommending best practices and optimum utilization of resources
- Log file maintenance and housekeeping
- Logging and tracing
- Managing clustered and non-clustered environments and ensure high availability, scalability, fail over.
- Ensure performance planning, testing, tuning and efficiency.
- Define backup, recovery.
- Implementing security.
- Usage of scripts for different activities



- Problem Determination, Identification and Resolution
- Implementation of Problem Resolution
- Product failure support.

Bidder has to ensure that Oracle data-guard has been configured properly and that the DC-DR replication is happening properly for all the instances of the databases

### **Oracle Golden Gate**

Installation, Administration, Configuration, maintenance, Performance tuning, monitoring, backup, troubleshooting and fixing issues with Oracle Golden Gate

### **Other Database platforms (MS-SQL, SQL-Server, Mongo DB, Maria DB)**

Installation, Administration, Configuration, maintenance, Performance tuning, monitoring, backup, troubleshooting and fixing issues with other database platforms

### **SVN Version Control**

Installation, Administration, Configuration, maintenance, Performance tuning, monitoring, backup, troubleshooting and fixing issues with SVN Tool.

### **Application Delivery Controllers**

- Installation, Administration, Configuration, Maintenance, Performance Tuning, Troubleshooting and Fixing of Issues with ADCs/VADCs.
- Installation, Administration, Configuration, Maintenance, Performance Tuning, Troubleshooting and Fixing of Issues with Appsolite Vision and Operation Tool Box
- Installation, Administration, Configuration, Maintenance, Performance Tuning, Troubleshooting and Fixing of Issues with APM and DPM
- LB Configuration as per application requirement
- WAF, DDOS Protection, Cluster Configuration
- SSL, Compression, Fast view and other such configurations
- Deployment of AppWall Cluster + Node(Physical or Virtual)
- Support for VAPT and other type of Exercises as per bank guidelines.
- Hardening of Appliances.

### **Other services required for all the items in scope:**

- Ensuring periodic Hardening of all the equipment/SW/Utilities in-scope as per the banks provided guidelines or industry best practices as desired by the bank.
- For all the equipment/SW/Utilities in-scope Bidder should have a Back to back arrangement with the OEM, and has to coordinate for the closure/fixing of the issues with-in the timeline.
- Bank would like to see high level of automation (using scripts or other out of the box available utilities) for most of the activities in scope,

successful bidder has to carry out this activity immediately after he joins the project so as to reduce its own burden for the repetitive jobs.

- Recommending best practices and optimum utilization of resources.
- Mounting, UnMounting, movement, installation, un-installation etc. of devices/equipment as and when required.
- Log file maintenance and housekeeping
- Configuration maintenance and housekeeping.
- Logging and tracing
- Ensure performance planning, testing, tuning and efficiency
- Different kinds of service configuration (Like IIS/SFTP/DNS etc.)
- Troubleshooting issues
- Isolating infrastructure issues from application issues.
- Identifying and applying fix packs for product related issues
- Identifying problematic components and suggesting resolutions/workarounds (if any)
- Raising service requests with OEM for product related issues. Assisting OEM with logs and traces from the servers.
- Root cause analysis and reporting
- Analyzing high resource (CPU/RAM/etc.) utilization scenarios and find out the root cause of the issue and take proactive action.
- Security Configurations.
- Patching/version upgrades has to be carried out periodically in consultation with the application vendor and the bank.
- Support in application integration.
- HTTP/HTTPS/SSL/TLS/SFTP etc. Configuration as per the requirement.
- Development and Usage of scripts on starting/stopping/other such periodic/regular tasks for different equipment in scope.
- Development and Usage of scripts for hardening/un-hardening of different equipment in scope.
- Problem Determination, Identification and Resolution.
- Implementation of Problem Resolution
- Implementation of encryption of sensitive information
- Creation and maintenance of relevant Process documents.
- Liaison with various stake holders including other vendors/departments to get the in scope work completed.
- High Availability configuration and Auto failover configurations has to be made as required by the bank.
- Installation, Setup and configuration of Antivirus software as provided and recommended by the bank
- Management and Maintenance of DNS and making necessary changes in the entries as and when required.
- Management of active directory in all assets
- Support for VAPT and other type of Exercises as per bank guidelines.
- Closure of security review findings.
- Management and Administration of Help Desk/Service Desk, Maintenance of Command Centre (Covering support of all the components in scope)
- Daily operations management (Inclusive of attending operation related telephone calls received from other stakeholders.
- License Management



- SLA Monitoring
- Housekeeping and daily maintenance.
- Management, Installation, Administration, Configuration, maintenance, Performance tuning, monitoring, backup, troubleshooting and fixing issues relating to the Infra management and monitoring tools available with the ITFO.
- ITAM/ADS/PIMS/SOC(SIEM/DAM) integration of all the assets/Applications.

## **II. Service delivery and control requirements:**

### **Information Security & Control Requirements for the entire setup in scope:**

In addition to obligations under this SOW, the following provisions apply in the event that if bank makes Sensitive Personal Information and/or Business Sensitive Information available to the vendor, Vendor agrees to take appropriate security measures to protect the information:

"Sensitive Personal Information" (SPI) refers to an individual's name in conjunction with that individual's social security number, driver license number, state identification number, medical information, date of birth, electronic signature or mother's maiden name. BSI refers to Business Sensitive Information which if leaked may lead to the Business advantage to the competitors.

1. SPI or BSI requires additional security measures beyond those specified in this SOW, the Parties will mutually agree to them.
2. Vendor has to agree not to use or disclose SPI and/or BSI other than as permitted or required by this SOW or as required by laws and regulations ("Laws").
3. Vendor has to implement the security measures specified in this SOW, RFP, and security measures agreed pursuant to the point mentioned above, if any, which the Party providing the information has determined are appropriate security measures to protect their information. The Bank's IT and IS policies to be adopted as reference points.
4. Vendor has to communicate, manage and mitigate risk by implementing the security measures to protect SPI and/or BSI specified in this SOW.
5. Vendor has to inform the bank in case where it learns that an unauthorized third party has accessed or acquired the other Party's SPI or BSI.
6. Vendor has to agree that prior to providing any agent, SPI or BSI received from the Bank; the disclosing vendor will enter an Agreement with the agent containing the same restrictions and conditions that apply to this SOW.
7. Vendor has to agree to promptly return to the Bank or destroy all SPI and/or BSI belonging to the Bank which is no longer necessary to fulfil the purpose(s) for which it was made available, unless otherwise instructed by the Bank or as required by Laws.

### **Broad Guidelines, Process & Controls to be followed:**

Bidder has to ensure the following:

1. Security and access services activities will follow security standards that shall be as per Bank's IT/IS Policy.
2. Vendor has to comply with Bank's IT/IS policy for all the activities in scope.
3. **System Hardening:** All the equipment have to be hardened, as per the Bank's IT/IS policy (Latest SCD), the Hardening documents might be updated periodically and has to be implemented accordingly. In case the hardening

document is not available with the bank the Hardening on the equipment is required to be carried out as per the best recommended best practices and security configuration settings provided by the OEM in consultation with the bank, and in coordination with the application vendor.

4. **RBAC:** There should be role based access to all the different components of this infra. All such access rules should be implemented
5. Adequate consideration of access control & security administration should be there.
6. Vendor has to conduct all activities in compliance with Bank's IT/IS standards and policies and the prevailing legal and regulatory framework. The activities should be carried out with proper authorization from Bank.
7. For the services under scope, vendor has to maintain network access register and related documentations.
5. Vendor has to carry out all the necessary testing required for IS audits, Cyber Audit, SOC alerts, VA/PT etc. on a periodic basis and has to cooperate in the process, adhere to the recommendations and arrange for closure of findings if any raised
6. Implementation of encryption/decryption mechanism for sensitive information (SPI/BSI) on all the layers of the implementation in consultation with the bank.
7. Access to information and Information Systems including applications, operating systems, database, and networking / security devices should be provided to users only after proper authentication. The allocation and use of privileges should be restricted and controlled.
8. **Log Analysis:** The server log analysis would encompass the real-time monitoring of the server, logs. These logs would play an important role in the detection of malicious activities. In case of a malicious activity the same should be alerted to the Bank and intrusion management procedure would be triggered.
8. Industry prevalent practices customized for Indian conditions for the complete implementation of the project must be proposed & implemented as per mutual discussion with the bank.
9. All systems (applications, OS, Databases etc.) should be configured as per the Banks security policy. Vendor should ensure against any deviations from the Bank's security policy during the currency of the contract.
10. Backup/restore of media should also comply with bank's information security policy
11. Vendor has to implement proper security & integrity controls regarding the OS, database, and application platforms (under the scope of this RFP), & all the related software. Bank may also consider Information technology - Security certifications like ISO/IEC 27000 or other for the entire setup, vendor has to follow necessary guidelines provided by the Bank.
12. There should be a continuous evaluation of performance, cost, user satisfaction & effectiveness.
13. Periodic reviews on quarterly basis on the actual production Infrastructure must be performed & the properly documented results must be published. A comparative summary report (Taking previous results) may also be presented for the use by project steering committee.

14. User management and audit control.
15. **Patch Management:** Recommending and updating the patches and proper Processes has to be implemented, documented and followed.
  - Vendor also has to ensure back to back arrangement with the OEM vendor for getting environment specific relevant and/or customized patches/version upgrades for IT Foreign Offices setup.
  - Vendor has to maintain asset wise inventory and record of all the patches applied in chronological order.
  - Monthly report on patching status to be published
16. **Version Management and Change management:** Patch management, Change management & version control needs to implemented for all components and maintain necessary documentation.
17. **Business Continuity Management:** Proper BCM processes should be put in Place.
18. **Audit:** Vendor has to comply with all such guidelines issued by Audit team, SSAE 16, PCIDSS etc. in consultation with the bank.
  - Compliance to IS recommendations and regulatory requirements of Foreign Offices/ any other Auditing body as engaged directly or indirectly by the Bank.
  - Infrastructure will be subjected to security/performance audit from Bank and/or external agency appointed by the bank. It shall be responsibility of the vendor to co-operate and provide necessary information and support to the auditors.
  - Appropriate controls (Application controls, Controlled processes & procedures Audit trails) should be applied to reduce the risk on project assets.
  - Standard auditing functions as supported by the respective hardware, software, and database have to be enabled to ensure system auditability.
  - Appropriate audit trails should be there in each process/application/OS of the Project. Audit trails should include the information like time, date, details of change in fields; report along with the person who performed the modification, etc.
  - Proper Audit logs, Audit trails.
  - Configuration of ITAM/SOC/DAM/ etc as per the requirement of the bank.
  - Arrange for closure
19. Bank would like to follow standards & Industry prevalent practices like ISO 9001:2008/2015, ISO-27001:2013, ISO-22301, CMM Level 5(Quality Management system), COBIT, ITIL, ITSM for the entire project; Vendor has to recommend and help the bank in implementing such processes and best practices. Vendor shall also have to adhere to all the recommendations of the audit/certifying authority.
20. Vendor has to follow standard coding/development/scripting/customization practices/processes with proper documentation for automation/integration of any

of the services in scope. Ownership for all such software will remain with the bank. All such developments should meet the functional, security, performance & regulatory requirements of the bank.

21. Segregation of duties is to be implemented.
22. If some work is carried outside the bank premises (offsite), it should comply with banks confidentiality & information security requirements along with this bank will also have the right to carry out audit or appoint any third party to carry out audit of any such location/premises/work.
23. **IT Controls:** Proper controls should be maintained to ensure the security (Confidentiality Integrity & Availability) of the sensitive & critical data/information and operations, controls may be as follows:
  - ✓ PREVENTIVE :
    - Classification of information.
    - Segregation of duties.
    - Control access to physical facilities
    - Access control mechanism that allows only authorized users/personnel to access data/information.
    - Use of encryption to prevent unauthorized disclosure of data (e.g. Password protected reports)
    - Other preventive measures like periodic health checks of the system and software
  - ✓ DETECTIVE :
    - Hash totals.
    - Error messages over tape labels.
    - Internal audit functions.
    - Automated Review of activity logs to detect unauthorized attempts. etc.
  - ✓ CORRECTIVE:
    - Contingency plan.
    - Backup procedure.
    - DR Etc.
24. A benefit realization frame work is to be designed to reflect the direct benefits of the engagement.
  - Every quarter a presentation to be made on the benefits (to the bank) of the targets completed & the benefits to the Bank
25. Vendor has to ensure appropriate protection of banks information as per the Bank's security policies & procedures.
26. Violation reports should be presented to the bank periodically: such reports are preferably required to be automated.
27. Unsuccessful & unauthorized access attempts should be reviewed daily; the report should include the terminal location, data & time of attempted access.
28. **Exception reports:** automated reports to identify all jobs/scripts/applications that did not successfully complete or otherwise malfunctioned. A proper documentation of all these should be maintained along with this a biannual compilation is also required to be released. Exceptions are as follows:
  - Job rerun reports.



- Operator problem reports.
  - Output distribution reports: Tracking lost delayed or misrouted reports.
  - Console log: An automated way to analyze and report exceptional behavior.
29. Detection, control, resolution & documentation of abnormal conditions (Program errors, System errors, Operator errors, Network errors, Hardware errors software errors etc.) should be built in to the system designed & developed by VENDOR/Partners for the entire infrastructure & implementation. A formal report is to be generated at an agreed frequency. Example parameters to be included in the report are:
- Error date.
  - Resolution description.
  - Error description.
  - Escalation date & time.
  - Source of error.
  - Error code.
  - Escalation date & time.
  - Initials of individual maintaining the log.
  - Initials of the individual closing the log.
  - Narrative of error resolution.

Copies of these reports should be maintained along with this a biannual compilation is also required to be released as a Knowledge base document.

30. Vendor will be responsible for implementing the information security for project infrastructure which may include :
- Performing risk assessment of the information assets.
  - Performing BIA (Business Impact Analysis).
  - Implementing information security policy, procedures & standards.
  - Conducting self-security assessment on periodically, and supporting and complying any such assessment as deemed necessary by the bank regularly.
  - Implementing a formal vulnerability management process.
  - Media sanitization for offsite tapes
  - Security awareness & education
  - Monitoring & compliance

Documentation for all the above is to be performed & regularly updated.

31. There has to be one project steering committee with senior management from the Bidder and the Bank as members to oversee activities, progress and improvement in operations.
32. Vendor should present & maintain an updated Inventory record of each Information asset (H/w or S/w ) and maintain an exhaustive Asset register including but not limited to the following:
- Clear & distinct identification of the asset
  - Relative value
  - Location
  - Security/ risk classification



- IT asset group
  - Owner
  - Last updated (Date)
  - Changes made
  - Timeline of the changes/updates made.
  - Designated custodian
  - Name of each server
  - Operating system
  - Make and model
  - Number of CPUs
  - Speeds,
  - Memory,
  - Disk capacity
  - NIC cards and speeds
33. There should be a continuous monitoring of the system activities including but not limited to the following:
- Turnaround time : Time taken to fix a problem
  - Response time: System response time.
  - Throughput
  - Workload
  - Utilization
  - CPU queue
  - Jobs queue
  - Long running queues
  - Percentage used per CPU
  - Percentage used memory
  - Memory paging
  - Disk I/Os
  - Actual network speed
- A daily/weekly/Monthly report is to be produced, reviewed & properly documented exceptions to be reported immediately.
34. There has to be Proper Incident management/ handling process.
35. There has to be Proper Root cause analysis for any problem faced in the entire setup/operations has to be carried out reported and documented in a timely manner as per the bank's requirement.
36. **Problem Management and Incident Management:**
- Timely alerts and escalations as per escalation matrix.
  - Responding to alerts and / or tickets that are either auto-generated or user raised
  - Resolving the issue based on Incident and Problem Management guidelines
  - Provide support, advice and guidance to bank users on server related issues
  - Analyze root cause of problems and minimize the adverse impact of these issues

- Prepare and put up RCA for approval.
- Coordinating with the OEMs for resolution and long term solution of the Issues
- Proper processes has to be implemented for proper Problem/Incident Management.
- Maintain incident ticketing

### 37. DR Management

- Maintenance of DR sites.
- Handle DR operations
- Participation in DR Drills
- Ensuring DR replication
- Ensuring consistency between DC, Failover and DR setups.
- Managing Operation from DR in case of an associated incident.
- Administration and Maintenance of near site (Full/partial) if bank desires to do so.
- Managing RTO/RPO
- Preparation of reports during DR incident/drill

### 38. DC/DR Replication.

- Bidder has to ensure that the DC and DR are in sync all the time and that there is no data loss in the event of a disaster. DR site should be available and made live in the event of a disaster at the Primary site. And the operation has to be handled from the DR location.
- Bank shall ensure that necessary access to conduct the operations are made available in case of disaster.
- Bidder is also required to assist in the DR drills for the applications in scope or the application interfaced with the applications in scope as and when required by the bank.

39. Help Desk/Service Desk Maintenance of Command Centre

40. SLA Management

41. License management.

42. Documentation: Proper documentation has to be maintained and presented, for all the activities in scope, including process documentation.

43. Housekeeping and daily maintenance.

44. Periodically help the bank in taking insurance for the assets in scope.

45. Bank expects the bidder to follow the best industry standard practices and processes (customized to the needs of the bank) in the entire engagement

46. Maintain proper documentation for all the assets/services/processes.

47. Bank expect a continual improvement in the processes and the delivery of services in scope.

48. Bidder has to provide necessary training to the Bank Officials.

49. There has to be provision of proper knowledge transfer along with the handover of necessary documentation and Training material to the bank officials or the other third party appointed by the bank in the event of the completion or termination of the contract.

50. Vendor has to support all the equipment/platforms/services in scope irrespective of the versions.
51. Vendor has support the current items in scope and the future upgrades during the tenure of MSI.
52. The following case(s) constitute the Change Request to AMC:
  - Any structural or architecture change results in substantial increase in hardware/software.
53. Identifying root cause of service interruptions (RCA), incident reporting and proposing permanent fixes.
54. In future Bank may procure tools (Software suite) or may use tools (Software suite) already available with the bank for monitoring, management and automation of services in scope or Bank may use the existing tools available with the bank. Vendor has to integrate/implement/setup/configure the same as per the bank's requirement.
55. The bidder will co-ordinate with the Application Teams and other vendors as per the requirement given by the bank.
56. The bidder will maintain End of Life Networking equipments and maintain a separate diary for it.
57. The bidder will maintain the calendar of FAR.

#### **Staffing Guidelines:**

The staff's skills, experience, certification and competence in Hardware, OS, Administration & other Tools, and software product specialists will have an impact on quality of delivery for the services. It is desirable that suitable persons are deployed for Bank's requirements. Minimum qualifications for all the Professionals to be deployed in the project is as follows:

- A. All the professional deployed in the project should have a good academic record and a Professional degree in IT/Computer Science (MTech/BTech/MCA/BE/MCA etc) from any recognized university/Institute in India.
- B. All the professional (at any level) should have a relevant minimum experience of 3 to 5 years in the respective technology.
- C. No subcontracting is allowed.
- D. Professionals have to work in 24x7x365 kind of environment and should be able to work in shifts and flexible working hours.
- E. Bank reserves the right to interview all of the professionals to be deployed in the project and reject if not found suitable for the project.
- F. At a later stage also if any of the professional found unsuitable or incapable or violates any of the bank guidelines Bank may ask to remove all such professionals on a short notice.
- G. Bank expects to build a strong team and no single point of dependency on one individual. Banks' services should always remain immune to any such dependencies.
- H. Vendor is required to obtain permission from the bank before removing any of the professional from the project.

- I. The vendor shall have the right to replace the specific person(s) who are equally competent and qualified but bank will retain the right to set reasonable conditions on its acceptance of such replacement(s).
- J. Bank expects professional to constantly keep upgrading their skills.
- K. As soon as bank adopts a newer version of an existing technology or a new technology altogether bank expects the existing professionals working in the project to get certified on the same. Or the vendor should arrange for the additional such resources with proper qualifications/certifications.
- L. Proper Onboarding and off boarding processes are required to be followed.
- M. All the professionals are required to abide by the BANK's acceptable usage policy.
- N. The team should be adequate to ensure the unhindered 24x7x365 operations and support. Each shift team should have one team lead/shift in charge, it could be a senior member from amongst above.
- O. Project lead and Team Leads would be the single point of contact for the Bank.
- P. Project should be provided with a dedicated and exclusive team.
- Q. Detailed shift rosters has to be published in the start of the month in consultation with the bank.
- R. Attendance register should be maintained for the team.

#### The team deployment:

1. An ITIL advanced certified Project Leader with at least 8 Years of experience in **Managed Services in banking sector managing large Data Centre** assignments/operations will be required for managing the entire operations as desired.

#### The team deployed for the services in scope must have at least:

| Role                                        | Qualifications                                      | Min Exp. | Min No of resources at DC | No of Shifts per day - 3 | Min No of resources at DR | No of Shifts per day - 3 |
|---------------------------------------------|-----------------------------------------------------|----------|---------------------------|--------------------------|---------------------------|--------------------------|
| HP-UX admin                                 | Advanced certification from HPe in HP SD2 and HP UX | 5 years  | 3                         | 3                        | 2                         | 3                        |
| DBA**                                       | OCP DBA (11G/12C and Higher)                        | 5 years  | 3                         | 3                        | 1                         | 3                        |
| IBM WAS/WAS ND & IHS Administrator **       | Certified for WAS ND (8.50 or higher)               | 5 years  | 2                         | 3                        | 1                         | 3                        |
| IBM System Administrator (MQ Administrator) | Certified for MQ (8.0 or higher)                    | 5 years  | 1                         | 3                        | 1                         | 3                        |

|                                                                                                    |                                                                                                             |         |   |                 |   |   |
|----------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|---------|---|-----------------|---|---|
| IBM IIB System Administrator and Developer                                                         | Broker/IIB Admin                                                                                            | 5 Years | 2 | 3               | 1 | 3 |
| Network Administrator (LB) and Network Administrator                                               | Load Balancer Admin Certification ***Radware Certification (Both Basic and Advanced), Certification for WAF | 5 years | 2 | 3               | 1 | 1 |
| Storage/SAN Admin                                                                                  | Certification in 3PAR administration and Certification in Brocade Director Class Administration             | 5 years | 2 | 3               | 1 | 2 |
| ESKM Admin                                                                                         | Certification in ESKM administration                                                                        | 5 Years | 1 | Gener al shift* |   |   |
| SVN                                                                                                | Certification in SVN administration                                                                         | 3 Years | 1 | Gener al shift* |   |   |
| Backup Administrator                                                                               | Certified in HP 3PAR, HP Data Protector                                                                     | 5 years | 1 | 3               | 1 | 2 |
| Windows System Administrator                                                                       | Certification in MCSA & MCSP(Latest)                                                                        | 5 Years | 1 | 3               | 1 | 3 |
| <b>Minimum strength per shift at Mumbai – 19 and at Hyderabad - 10</b>                             |                                                                                                             |         |   |                 |   |   |
| * In case of any issue, he may be required on site at short notice.                                |                                                                                                             |         |   |                 |   |   |
| ** The role cannot be merged with any other                                                        |                                                                                                             |         |   |                 |   |   |
| *** Knowledge of switch configuration is a must, at least one person of these should be CCNA/CCNP. |                                                                                                             |         |   |                 |   |   |

**Note:** The above numbers are bare minimum. Bidder has to provision the staff to effectively provide all the services in scope 24x7x365 basis at both the locations at DC & DR to achieve the SLAs.

Bidder should deploy at least 50% of resources having worked on managing IT infrastructure of any Scheduled Commercial Bank.

Primary DC location will be CBD Belapur, Sify Rabale with DR at Hyderabad, but engineers might have to visit different DC locations as mentioned in the scope as and when required

### Indicative List of Equipments

| Device Type | Model      |
|-------------|------------|
| Server      | HP BL 860C |
| Server      | HP BL 860C |
| Server      | HP rx2800  |
| Server      | HP BL 860C |
| Server      | HP BL 860C |
| Server      | HP rx3600  |
| Server      | HP rx3600  |
| Server      | HP rx3600  |
| Server      | HP rx2800  |
| Server      | HP BL 860C |
| Server      | HP BL 860C |
| Server      | HP BL 860C |
| Server      | HP BL 860C |
| Server      | HP rx3600  |
| Server      | HP rx2800  |
| Server      | HP BL 860C |
| Server      | HP BL 860C |
| Server      | HP BL 860C |
| Server      | HP BL 860C |
| Server      | HP BL 860C |
| Server      | HP BL 860C |
| Server      | HP BL 860C |
| Server      | HP BL 860C |
| Server      | HP BL 860C |
| Server      | HP rx6600  |
| Server      | HP rx6600  |
| Server      | HP BL 860C |
| Server      | HP rx3600  |
| Server      | HP rx2800  |
| Server      | HP rx6600  |
| Server      | HP rx6600  |
| Server      | HP BL 860C |
| Server      | HP rx3600  |
| Server      | HP rx2800  |
| Server      | HP BL 860C |
| Server      | HP BL 860C |
| Server      | HP BL 860C |
| Server      | HP BL 860C |

|        |                     |
|--------|---------------------|
| Server | HP BL 860C          |
| Server | HP BL 860C          |
| Server | HP BL 860C          |
| Server | HP BL860c i4        |
| Server | HP BL860c i4        |
| Server | HP BL860c i4        |
| Server | HP BL860c i4        |
| Server | HP BL 460C G1       |
| Server | HP BL 460C G1       |
| Server | Dell Power EdgeR610 |
| Server | Dell Power EdgeR610 |
| Server | Proliant BL 460C G1 |
| Server | HP BL 460C G1       |
| Server | HP BL 460C G1       |
| Server | Proliant BL 460C G1 |
| Server | HP BL 460C G1       |
| Server | HP DL 360 G7        |
| Server | HP DL 380G4         |
| Server | HP BL 460C G1       |
| Server | HP BL 460C G1       |
| Server | HP BL 460C G1       |
| Server | HP BL 460C G1       |
| Server | HP DL360 G5         |
| Server | HP DL180 G6         |
| Server | HP DL380P G8        |
| Server | HP DL380P G8        |
| Server | HP DL380 G5         |
| Server | HP DL380P G8        |
| Server | HP DL380P G8        |
| Server | HP BL460c G8        |
| Server | HP DL380P G8        |
| Server | HP BL 460C G1       |
| Server | HP BL 460C G1       |
| Server | HP BL 460C G1       |
| Server | HP BL 460C G1       |
| Server | HP BL 460C G1       |
| Server | HP DL 360 G7        |
| Server | Proliant BL 460C G1 |
| Server | HP BL 460C G1       |
| Server | HP BL 460C G1       |
| Server | HP DL 380G5         |
| Server | HP DL380P G8        |





|        |                                        |
|--------|----------------------------------------|
| Server | HP DL380P G8                           |
| Server | HP DL380P G8                           |
| Server | HP DL380P G8                           |
| Server | HP DL 360G5                            |
| Server | HP BL460c G8                           |
| Server | HP DL 360 G7                           |
| Server | Proliant BL 460C G1                    |
| Server | HP DL 360 G7                           |
| Server | HP BL 460C G1                          |
| Server | HP DL180 G6                            |
| Server | Proliant BL 460C G1                    |
| Server | Proliant BL 460C G1                    |
| Server | HP Proliant DL 360 7                   |
| Server | Proliant BL 460C G1                    |
| Server | Proliant BL 460C G1                    |
| Server | HP Proliant DL 380 7                   |
| Server | HP Proliant DL 380 7                   |
| Server | HP Proliant DL 380 7                   |
| Server | HP Superdome 2 -16s Server             |
| Server | HP CB900s i4 Itanium 9560<br>16c Blade |
| Server | HP CB900s i4 Itanium 9560<br>16c Blade |
| Server | HP CB900s i4 Itanium 9560<br>16c Blade |
| Server | HP CB900s i4 Itanium 9560<br>16c Blade |
| Server | HP CB900s i4 Itanium 9560<br>16c Blade |
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| Server | HP CB900s i4 Itanium 9560<br>16c Blade |
| Server | HP CB900s i4 Itanium 9560<br>16c Blade |
| Server | HP CB900s i4 Itanium 9560<br>16c Blade |
| Server | HP CB900s i4 Itanium 9560<br>16c Blade |
| Server | HP Superdome 2 -16s Server             |
| Server | HP CB900s i4 Itanium 9560<br>16c Blade |
| Server | HP CB900s i4 Itanium 9560<br>16c Blade |



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| Server | HP CB900s i4 Itanium 9560<br>16c Blade |
| Server | HP CB900s i4 Itanium 9560<br>16c Blade |
| Server | HP CB900s i4 Itanium 9560<br>16c Blade |
| Server | HP Superdome 2 -16s Server             |
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| Server | HP Superdome 2 -16s Server             |
| Server | HP CB900s i4 Itanium 9560<br>16c Blade |
| Server | HP CB900s i4 Itanium 9560<br>16c Blade |
| Server | HP CB900s i4 Itanium 9560<br>16c Blade |
| Server | HP CB900s i4 Itanium 9560<br>16c Blade |
| Server | HP CB900s i4 Itanium 9560<br>16c Blade |
| Server | HP Integrity BLc7000 CTO<br>Enclosure  |
| Server | HP Integrity BLc7000 CTO<br>Enclosure  |
| Server | HP Integrity BLc7000 CTO<br>Enclosure  |
| Server | HP Integrity BLc7000 CTO<br>Enclosure  |
| Server | HP Integrity BLc7000 CTO<br>Enclosure  |
| Server | HP Integrity BLc7000 CTO<br>Enclosure  |
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| Server | HP Integrity BLc7000 CTO<br>Enclosure  |
| Server | HP Integrity BLc7000 CTO<br>Enclosure  |



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|--------|--------------------------------------------|
| Server | HP Integrity BL870c i4 c7k<br>Server Blade |
| Server | HP Integrity BL870c i4 c7k<br>Server Blade |
| Server | HP Integrity BL870c i4 c7k<br>Server Blade |
| Server | HP Integrity BL870c i4 c7k<br>Server Blade |
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| Server | HP Integrity BL870c i4 c7k<br>Server Blade |
| Server | HP Integrity BL870c i4 c7k<br>Server Blade |
| Server | HP Integrity BL860c i4 c7k<br>Server Blade |
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| Server | HP Integrity BL870c i4 c7k<br>Server Blade |



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| Server | HP Integrity BL870c i4 c7k<br>Server Blade |
| Server | HP Integrity BL870c i4 c7k<br>Server Blade |
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| Server | HP Integrity BL870c i4 c7k<br>Server Blade |
| Server | HP Integrity BL860c i4 c7k<br>Server Blade |
| Server | HP Integrity BL860c i4 c7k<br>Server Blade |
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| Server | HP Integrity BL860c i4 c7k<br>Server Blade |
| Server | HP Integrity BL860c i4 c7k<br>Server Blade |
| Server | HP Superdome 2 -16s Server                 |
| Server | HP CB900s i4 Itanium 9560<br>16c Blade     |



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|--------|----------------------------------------|
| Server | HP CB900s i4 Itanium 9560<br>16c Blade |
| Server | HP CB900s i4 Itanium 9560<br>16c Blade |
| Server | HP CB900s i4 Itanium 9560<br>16c Blade |
| Server | HP Superdome 2 -16s Server             |
| Server | HP CB900s i4 Itanium 9560<br>16c Blade |
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| Server | HP CB900s i4 Itanium 9560<br>16c Blade |
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| Server | HP Superdome 2 -16s Server             |
| Server | HP CB900s i4 Itanium 9560<br>16c Blade |
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| Server | HP CB900s i4 Itanium 9560<br>16c Blade |



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| Server | HP Superdome 2 -16s Server             |
| Server | HP CB900s i4 Itanium 9560<br>16c Blade |
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| Server | HP CB900s i4 Itanium 9560<br>16c Blade |
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| Server | HP CB900s i4 Itanium 9560<br>16c Blade |
| Server | HP Superdome 2 -16s Server             |
| Server | HP CB900s i4 Itanium 9560<br>16c Blade |
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| Server | HP Superdome 2 -16s Server             |
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| Server | HP CB900s i4 Itanium 9560<br>16c Blade |
| Server | HP CB900s i4 Itanium 9560<br>16c Blade |
| Server | HP rx2800 i4 Rack-Optimized<br>Server  |
| Server | HP DL360 Gen9 8SFF CTO<br>Server       |
| Server | HP DL360 Gen9 8SFF CTO<br>Server       |
| Server | HP DL360 Gen9 8SFF CTO<br>Server       |
| Server | HP DL360 Gen9 8SFF CTO<br>Server       |
| Server | HP DL360 Gen9 8SFF CTO<br>Server       |
| Server | HP rx2800 i4 Rack-<br>Optimized Server |
| Server | HP Superdome 2 -16s<br>Server          |
| Server | HP CB900s i4 Itanium 9560<br>16c Blade |
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| Server | HP Superdome 2 -16s<br>Server          |
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| Server | HP Superdome 2 -16s<br>Server          |
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| Server | HP Superdome 2 -16s<br>Server          |
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| Server | HP CB900s i4 Itanium 9560<br>16c Blade |
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| Server | HP Superdome 2 -16s<br>Server          |
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| Server | HP CB900s i4 Itanium 9560<br>16c Blade |
| Server | HP Superdome 2 -16s<br>Server          |
| Server | HP CB900s i4 Itanium 9560<br>16c Blade |
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| Server | HP CB900s i4 Itanium 9560<br>16c Blade |
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| Server | HP Superdome 2 -16s<br>Server          |
| Server | HP CB900s i4 Itanium 9560<br>16c Blade |
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| Server | HP CB900s i4 Itanium 9560<br>16c Blade |
| Server | HP CB900s i4 Itanium 9560<br>16c Blade |
| Server | HP Superdome 2 -16s<br>Server          |
| Server | HP CB900s i4 Itanium 9560<br>16c Blade |

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| Server | HP CB900s i4 Itanium 9560<br>16c Blade |
| Server | HP CB900s i4 Itanium 9560<br>16c Blade |
| Server | HP CB900s i4 Itanium 9560<br>16c Blade |
| Server | HP rx2800 i4 Rack-<br>Optimized Server |
| Server | HP DL360 Gen9 8SFF CTO<br>Server       |

**NOTE: Bank uses high level of virtualisation**

| SAN SWITCHES |              |                     |
|--------------|--------------|---------------------|
|              | Make         | Model               |
| Switch       | HPE          | 8/24 SAN<br>Switch1 |
| Switch       | HPE          | 8/24 SAN<br>Switch2 |
| Switch       | HPE          | 8/24 SAN<br>Switch1 |
| Switch       | HPE          | 8/24 SAN<br>Switch2 |
| Switch       | SilkWorm200E | 4/16 SAN<br>Switch1 |
| Switch       | SilkWorm200E | 4/16 SAN<br>Switch2 |
| Switch       | SilkWorm4900 | 4/64 SAN<br>Switch1 |
| Switch       | SilkWorm4900 | 4/64 SAN<br>Switch1 |
| Switch       | Brocade5300  | 8/80 SAN<br>Switch1 |
| Switch       | Brocade5300  | 8/80 SAN<br>Switch1 |
| Switch       | SilkWorm200E | 4/16 SAN<br>Switch1 |
| Switch       | SilkWorm200E | 4/16 SAN<br>Switch2 |
| Switch       | SilkWorm4900 | 4/64 SAN<br>Switch1 |
| Switch       | SilkWorm4900 | 4/64 SAN<br>Switch2 |
| Switch       | Brocade5300  | 8/80 SAN<br>Switch1 |

|        |             |                     |
|--------|-------------|---------------------|
| Switch | Brocade5300 | 8/80 SAN<br>Switch2 |
|--------|-------------|---------------------|

| Storage      |      |          |
|--------------|------|----------|
| Asset Name   | Make | Model    |
| EVAP65001-DC | HPE  | EVAP6000 |
| EVA8K001     | HPE  | EVA8000  |
| EVA5K001     | HPE  | EVA5000  |
| MSA2040-DC   | HPE  | MSA2040  |
| EVAP65101-DR | HPE  | EVAP6000 |
| EVA8K101 -DR | HPE  | EVA8000  |
| EVADR        | HPE  | EVA5000  |
| NDREVA6400   | HPE  | EVA6400  |

| Tape Library         |      |               |
|----------------------|------|---------------|
| Asset Name           | Make | Model         |
| HP StoreOnce 4210-DC | HPE  | StoreOnce_D2D |
| VLS6K001             | HPE  | VLS6636       |
| SBIDCVLS6000         | HPE  | VLS6000       |
| MSL4048-DC           | HPE  | MSL4048       |
| MSL8K001             | HPE  | MSL8096       |
| HP StoreOnce 4210-DR | HPE  | StoreOnce_D2D |
| VLS6K101             | HPE  | VLS6636       |
| SBIDRVLS6000         | HPE  | VLS6000       |
| MSL4048-DR           | HPE  | MSL4048       |
| MSL8K101             | HPE  | MSL8096       |

| HA Storage (App wise)                  |                  |     |
|----------------------------------------|------------------|-----|
| Location A - Data Center & NDR         | App              | Qty |
| DC Prod and Pre Prod storage 260TB RAW | Finacle Core DC  | 1   |
| DC UAT 400TB RAW                       | Finacle Core UAT | 1   |



|                                                    |                       |   |
|----------------------------------------------------|-----------------------|---|
| FEBA DC Prod<br>Storage 260<br>TB RAW              | Finacle eBanking DC   | 1 |
| NDR Prod<br>Storage 60TB<br>RAW                    | Finacle Core NDR      | 1 |
| HPE SN8000B<br>8-slot-432<br>ports core DC         | Finacle Core DC       | 2 |
| HPE SN8000B<br>8-slot-432<br>ports core<br>UAT     | Finacle Core UAT      | 2 |
| HP SN6500B<br>NDR 96 ports<br>switches             | Finacle Core NDR      | 2 |
| HP SN6500B<br>FEBA 72 ports<br>switches            | Finacle eBanking      | 4 |
| HP SN3000B<br>Near Site<br>Replication<br>Switches | Near Site Replication | 4 |
| HPE<br>StoreOnce<br>6600 500TB<br>Core DC          | Finacle Core DC       | 1 |
| HPE<br>StoreOnce<br>6600 500TB<br>Core OBR         | Finacle Core OBR      | 1 |
| HPE<br>StoreOnce<br>6600 500TB<br>FEBA DC          | Finacle eBanking DC   | 1 |
| MSL6480 - 30<br>Drives CORE<br>DR OBR              | Finacle Core DR OBR   | 2 |
| MSL6480 - 15<br>Drives FEBA<br>Core PR OBR         | Finacle Core PR UAT   | 2 |
|                                                    |                       |   |

|                                      |                     |   |
|--------------------------------------|---------------------|---|
| Data Protector for Fincore           | Finacle Core        | 1 |
| Data Protector for UAT               | Finacle Core UAT    | 1 |
| Data Protector for Feba              | Finacle eBanking    | 1 |
|                                      |                     |   |
| ESKM for DC                          |                     | 2 |
|                                      |                     |   |
| ESKM for NDR                         |                     | 2 |
| DC Prod storage 260TB RAW            | Finacle Core DR     | 1 |
| FEBA DR Prod Storage 260 TB RAW      | Finacle eBanking DR | 1 |
| HPE SN8000B 8-slot-432 ports core DC | Finacle Core DR     | 2 |
| HPE StoreOnce 6600 500TB Core DR     | Finacle Core DR     | 1 |
| HPE StoreOnce 6600 500TB FEBA DR     | Finacle eBanking DR | 1 |
| MSL6480 - 15 Drives FEBA Core PR DR  | Finacle eBanking DR | 2 |
|                                      |                     |   |
| ESKM for DC                          |                     | 2 |



### Load Balancers

| Application Hosted | Operating System ( Version / Flavour) | Environment (Prod / Dr / Non Prod) | Data Center where asset is stationed | No of Instances |
|--------------------|---------------------------------------|------------------------------------|--------------------------------------|-----------------|
| Finacle Core       | Alteon OS                             | Production                         | Rabale                               | 30              |
| Finacle Core       | Alteon OS                             | DR                                 | Ctrl S ,<br>Hydrabad                 | 26              |

| Instance* | HP  |
|-----------|-----|
| WAS       | 370 |
| I H S     | 370 |
| Oracle DB | 650 |
| LB        | 60  |

| OS intance* | HP  |
|-------------|-----|
| HP UX       | 610 |
| W2K8 R2     | 120 |

### Applications Hosted\*

|                       |
|-----------------------|
| Finacle Core          |
| Finacle Treasury      |
| CSIS                  |
| AMLOCK                |
| Whizible              |
| Net Cast              |
| Autosys               |
| Data Protector        |
| IBG                   |
| DNS                   |
| Bridger               |
| Treasury JMRI         |
| Swift Connect         |
| Citrix                |
| MQ                    |
| Connect 24            |
| ESB                   |
| RA                    |
| Website Consolidation |



|                                                               |
|---------------------------------------------------------------|
| DR Automation                                                 |
| Online account opening                                        |
| *List is indicative, more applications/instances may be added |

The assets and services mentioned in the scope are indicative. Actual Hardware and services may change upto 20% during the currency of the agreement and vendor has to support them. Any change beyond this limit will be negotiated with the successful bidder.

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## Annexure-F

## Indicative Commercial Bid

The indicative commercial Bid needs to contain the information listed hereunder in a sealed envelope bearing the identification – “**Indicative Commercial Bid for Procurement of \_\_\_\_\_**”.

**Name of the Bidder:**

| Sr. No. | Type of services / Items              | Cost per person | No of persons | Total amount in Rs. | Proportion to Total Cost (in percentage) # |
|---------|---------------------------------------|-----------------|---------------|---------------------|--------------------------------------------|
| 1.      | Project Manager                       |                 | 1             |                     |                                            |
| 2.      | HP UX administrator                   |                 | 15            |                     |                                            |
| 3.      | Database(Oracle) administrator        |                 | 12            |                     |                                            |
| 4.      | IHS/WAS administrator                 |                 | 9             |                     |                                            |
| 5.      | Network & Load Balancer administrator |                 | 7             |                     |                                            |
| 6.      | MQ & IIB administrator                |                 | 15            |                     |                                            |
| 7.      | Backup & Storage administrator        |                 | 13            |                     |                                            |
| 8.      | Windows administrator                 |                 | 6             |                     |                                            |
| 9.      | ESKM administrator                    |                 | 1             |                     |                                            |
| 10.     | SVN administrator                     |                 | 1             |                     |                                            |
|         | Total Cost *                          |                 | 80            |                     |                                            |

# The ‘Proportion to Total Cost’ percentage mentioned here will have to be maintained in the final price quote also by the L1 Bidder. The percentage should be mentioned in two decimal places. Variation in the final price should not exceed +/- 5%. See illustration at the end.

\* This will be the Total Cost of Ownership (TCO) and should be quoted in the reverse auction.



### Breakup of Taxes and Duties

| Sr. No.            | Name of activity/Services | Tax 1               | Tax 2 | Tax 3 |
|--------------------|---------------------------|---------------------|-------|-------|
|                    |                           | Mention Name of Tax |       |       |
| 1.                 |                           |                     |       |       |
| 2.                 |                           |                     |       |       |
| 3.                 |                           |                     |       |       |
| 4.                 |                           |                     |       |       |
| 5.                 |                           |                     |       |       |
| 6.                 |                           |                     |       |       |
| <b>Grand Total</b> |                           |                     |       |       |

Signature

Seal of Company

### Illustration

| Particulars                            | Indicative Price Bid Quote (INR) | Proportion to Total Cost (in %age) | L1 Price (INR) | Minimum final price should not be below (INR)* | Maximum final price should not exceed (INR)** |
|----------------------------------------|----------------------------------|------------------------------------|----------------|------------------------------------------------|-----------------------------------------------|
| <b>A</b>                               | <b>B</b>                         | <b>C</b>                           | <b>D</b>       | <b>E</b>                                       | <b>F</b>                                      |
| (a) Item 1                             | 25                               | 13.16                              |                | 9.38                                           | 10.36                                         |
| (b) Item 2                             | 50                               | 26.32                              |                | 18.75                                          | 20.72                                         |
| (c) Item 3                             | 75                               | 39.47                              |                | 28.13                                          | 31.09                                         |
| (d) Item 4                             | 40                               | 21.05                              |                | 15.00                                          | 16.58                                         |
| <b>(e) Grand Total (1 + 2 + 3 + 4)</b> | <b>190</b>                       | <b>100</b>                         | <b>75</b>      |                                                |                                               |

\*Computed as 'C' percentage of 'D' less 5%.

\*\*Computed as 'C' percentage of 'D' plus 5%.



**ANNEXURE-G**

**FORMAT FOR EMD BANK GUARANTEE**

To:  
-----  
  
-----

Dear Sir,

**EMD BANK GUARANTEE FOR  
NAME OF SERVICE TO STATE BANK OF INDIA TO MEET SUCH  
REQUIREMENT AND PROVIDE SUCH SERVICES AS ARE SET OUT IN THE  
RFP NO.SBI:xx:xx DATED dd/mm/yyyy**

WHEREAS State Bank of India (SBI), having its Corporate Office at Nariman Point, Mumbai, and Regional offices at other State capital cities in India has invited Request for Proposal to provide ..... (name of Services) as are set out in the Request for Proposal SBI:xx:xx dated dd/mm/yyyy.

2. It is one of the terms of said Request for Proposal that the Bidder shall furnish a Bank Guarantee for a sum of Rs. \_\_\_\_\_ /-(Rupees \_\_\_\_\_ Only) as Earnest Money Deposit.

3. M/s. \_\_\_\_\_, (hereinafter called as Bidder, who are our constituents intends to submit their Bid for the said work and have requested us to furnish guarantee in respect of the said sum of Rs. \_\_\_\_\_ /-(Rupees \_\_\_\_\_ only)

**4. NOW THIS GUARANTEE WITNESSETH THAT**

We \_\_\_\_\_ (Bank) do hereby agree with and undertake to the State Bank of India, their Successors, assigns that in the event of the SBI coming to the conclusion that the Bidder has not performed their obligations under the said conditions of the RFP or have committed a breach thereof, which conclusion shall be binding on us as well as the said Bidder, we shall on demand by the SBI, pay without demur to the SBI, a sum of Rs. \_\_\_\_\_ /- (Rupees \_\_\_\_\_ Only) that may be demanded by SBI. Our guarantee shall be treated as equivalent to the Earnest Money Deposit for the due performance of the obligations of the Bidder under the said conditions, provided, however, that our liability against such sum shall not exceed the sum of Rs. \_\_\_\_\_ /- (Rupees \_\_\_\_\_ Only).

5. We also agree to undertake to and confirm that the sum not exceeding Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ Only) as aforesaid shall be paid by us without any demur or protest, merely on demand from the SBI on receipt of a notice in writing stating the amount is due to them and we shall not ask for any further proof or evidence and the notice from the SBI shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. We undertake to pay the amount claimed by the SBI within 24 hours from the date of receipt of the notice as aforesaid. We confirm that our obligation to the SBI under this guarantee shall be independent of the agreement or agreements or other understandings between the SBI and the Bidder. This guarantee shall not be revoked by us without prior consent in writing of the SBI.

6. We hereby further agree that –

- a) Any forbearance or commission on the part of the SBI in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said Bid and/or hereunder or granting of any time or showing of any indulgence by the SBI to the Bidder or any other matter in connection therewith shall not discharge us in any way our obligation under this guarantee. This guarantee shall be discharged only by the performance of the Bidder of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ Only)
- b) Our liability under these presents shall not exceed the sum of Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ Only)
- c) Our liability under this agreement shall not be affected by any infirmity or irregularity on the part of our said constituents in tendering for the said work or their obligations there under or by dissolution or change in the constitution of our said constituents.
- d) This guarantee shall remain in force upto 180 days provided that if so desired by the SBI, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.
- e) Our liability under this presents will terminate unless these presents are renewed as provided herein upto 180 days or on the day when our said constituents comply with their obligations, as to which a certificate in writing by the SBI alone is the conclusive proof, whichever date is later.
- f) Unless a claim or suit or action is filed against us within six months from that date or any extended period, all the rights of the SBI against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.



Notwithstanding anything contained hereinabove:

- (a) Our liability under this Bank Guarantee shall not exceed Rs...../-  
(Rupees .....only)
- (b) This Bank Guarantee shall be valid upto .....
- (c) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before .....

Yours faithfully,

For and on behalf of

\_\_\_\_\_  
Authorized official.

(Note: This guarantee will require stamp duty as applicable in the State where it is executed and shall be signed by the official(s) whose signature and authority shall be verified)



## ANNEXURE-H

**PERFORMANCE BANK GUARANTEE FORMAT**  
**(TO BE STAMPED AS AN AGREEMENT)**

**THIS PERFORMANCE BANK GUARANTEE AGREEMENT** executed at .....this.....day of ..... 201 by ..... (Name of the Bank)..... having its Registered Office at .....and its Branch at .....(hereinafter referred to as "the Guarantor", which expression shall, unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and permitted assigns) **IN FAVOUR OF** State Bank of India, a Statutory Corporation constituted under the State Bank of India Act, 1955 having its Corporate Centre at State Bank Bhavan, Nariman Point, Mumbai and one of its offices at----- (**procuring office address**), hereinafter referred to as "**SBI**" which expression shall, unless repugnant to the subject, context or meaning thereof, be deemed to mean and include its successors and assigns).

WHEREAS M/s \_\_\_\_\_, incorporated under \_\_\_\_\_ Act having its registered office at \_\_\_\_\_ and principal place of business at \_\_\_\_\_ (hereinafter referred to as "**Service Provider/ Vendor**" which expression shall unless repugnant to the context or meaning thereof shall include its successor, executor & assigns) has agreed to develop, implement and support ..... (name of Services) (hereinafter referred to as "**Services**") to SBI in accordance with the Request for Proposal (RFP) No. SBI:xx:xx dated dd/mm/yyyy.

WHEREAS, SBI has agreed to avail the Services from the Service Provider for a period of \_\_\_\_\_ year(s).

WHEREAS, in accordance with terms and conditions of the RFP/Purchase order/Agreement dated....., Service Provider is required to furnish a Bank Guarantee for a sum of Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ only) for due performance of the obligations of the Service Provider in providing the Services, in accordance with the RFP/Purchase order/Agreement guaranteeing payment of the said amount of Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ only) to SBI, if Service Provider fails to fulfill its obligations as agreed in RFP/Agreement.

WHEREAS, the Bank Guarantee is required to be valid for a total period of \_\_\_\_\_ months and in the event of failure, on the part of Service Provider, to fulfill any of

its commitments / obligations under the RFP/Agreement, SBI shall be entitled to invoke the Guarantee.

AND WHEREAS, the Guarantor, at the request of Service Provider, agreed to issue, on behalf of Service Provider, Guarantee as above, for an amount of Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ only).

**NOW THIS GUARANTEE WITNESSETH THAT**

1. In consideration of SBI having agreed to entrust the Service Provider for rendering Services as mentioned in the RFP, we, the Guarantors, hereby unconditionally and irrevocably guarantee that Service Provider shall fulfill its commitments and obligations in respect of providing the Services as mentioned in the RFP/Agreement and in the event of Service Provider failing to perform / fulfill its commitments / obligations in respect of providing Services as mentioned in the RFP/Agreement, we (the Guarantor) shall on demand(s), from time to time from SBI, without protest or demur or without reference to Service Provider and notwithstanding any contestation or existence of any dispute whatsoever between Service Provider and SBI, pay SBI forthwith the sums so demanded by SBI in each of the demands, subject to a cumulative maximum amount of Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ only).
2. Any notice / communication / demand from SBI to the effect that Service Provider has failed to fulfill its commitments / obligations in respect of rendering the Services as mentioned in the Agreement, shall be conclusive, final & binding on the Guarantor and shall not be questioned by the Guarantor in or outside the court, tribunal, authority or arbitration as the case may be and all such demands shall be honoured by the Guarantor without any delay.
3. We (the Guarantor) confirm that our obligation to the SBI, under this guarantee shall be independent of the agreement or other understandings, whatsoever, between the SBI and the Service Provider.
4. This guarantee shall not be revoked by us (the Guarantor) without prior consent in writing of the SBI.

**WE (THE GUARANTOR) HEREBY FURTHER AGREE & DECLARE THAT-**

- (i) Any neglect or forbearance on the part of SBI to Service Provider or any indulgence of any kind shown by SBI to Service Provider or any change in the terms and conditions of the Agreement or the Services shall not, in any way, release or discharge the Bank from its liabilities under this Guarantee.
- (ii) This Guarantee herein contained shall be distinct and independent and shall be enforceable against the Guarantor, notwithstanding any Guarantee or Security now or hereinafter held by SBI at its discretion.





- (iii) This Guarantee shall not be affected by any infirmity or absence or irregularity in the execution of this Guarantee by and / or on behalf of the Guarantor or by merger or amalgamation or any change in the Constitution or name of the Guarantor.
- (iv) The guarantee shall not be affected by any change in the constitution of SBI or Service Provider or winding up / liquidation of Service Provider, whether voluntary or otherwise
- (v) This guarantee shall be a continuing guarantee during its validity period and the SBI can make its claim in one or more events within the total liability of the Guarantor mentioned herein.
- (vi) This Guarantee shall remain in full force and effect for a period of \_\_ years from the date of the issuance i.e. up to \_\_\_\_ Unless a claim under this Guarantee is made against us on or before \_\_\_\_\_, all your rights under this Guarantee shall be forfeited and we shall be relieved and discharged from all liabilities there under.
- (vii) This guarantee shall be governed by Indian Laws and the Courts in Mumbai, India alone shall have the jurisdiction to try & entertain any dispute arising out of this guarantee.

Notwithstanding anything contained herein above:

- (a) Our liability under this Bank Guarantee shall not exceed Rs...../- (Rupees .....only)
- (b) This Bank Guarantee shall be valid upto.....
- (c) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if SBI serve upon us a written claim or demand on or before .....

Yours faithfully,

For and on behalf of Bank.

\_\_\_\_\_  
Authorised official

**ANNEXURE-I****a) Penalties:**

There will be two types of penalties:

1. Penalty arising out of breach in SLA.
2. Additional Penalty clause

1. The penalty arising out of breach in SLA will be calculated on the basis of “Severity Matrix Table” given here under.

**Severity and Penalty Matrix Table for critical services**

| Severity                                              | Description                                                                                                                                                                                | Response Time |              | Resolution time |              | Penalty                                                                                   |
|-------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|--------------|-----------------|--------------|-------------------------------------------------------------------------------------------|
|                                                       |                                                                                                                                                                                            | DC            | DR/Near Site | DC              | DR/Near Site |                                                                                           |
| Fatal Problem (Severity - 4)<br>Work has come to halt | Disruption of the service (H/W,WEB,App,DB) for more than 15 minutes Or any of the application service not available attributable to the services in scope for more than 15 minutes         | 15 Mins       | 30 Mins      | 2 Hours         | 4 Hours      | 0.5 of the payment for respective quarter for each 15 Mins of delay after initial 2 Hours |
| Severe Problem (Severity - 3)                         | Services though available but not working properly or working in a degraded mode                                                                                                           | 30 Mins       | 1 Hours      | 3 Hours         | 4 Hours      | 0.5 of the payment for respective quarter for each 30 Mins of delay after initial 3 Hours |
| Important Problem (Severity - 2)                      | Non-transactional and only internal process are impacted                                                                                                                                   | 2 Hours       | 6 Hours      | 24 Hours        | 24 Hours     | 0.25 of the payment for respective quarter for each day of delay after 24 Hours           |
| Minor Problem (Severity - 1)                          | Any delay in the scheduled/Planned activity like patch implementation/Fix pack implementation/SCD implementation/parameterisation etc. for which the approval from bank has been obtained. | 24 Hours      | 24 Hours     | 48 Hours        | 48 Hours     | 0.25 of the payment for respective quarter for each week of delay after 48 hours.         |

**Severity and Penalty Matrix Table for Non- critical services**

| <b>Sr #</b> | <b>Problem Type</b>                              | <b>Definition</b>                                                                                                                                                                                            | <b>Time period within which to address</b>            | <b>Penalty</b>                                                                              |
|-------------|--------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|---------------------------------------------------------------------------------------------|
| 1.          | Fatal Problem (Severity-4) Work has come to halt | Disruption of the service (H/W/OS/any other related service) for more than 15 Min OR any of the application (Web/App/DB) service not available attributable to the services in scope for more than 15 Mins   | To be resolved within 40 Mins                         | 0.5% of the payment for respective quarter for each 20 Mins of delay after initial 40 mins. |
| 2.          | Severe Problem (Severity-3)                      | Services though available but not working properly or working in a degraded mode.<br>OR any of the application (Web/App/DB) service is affected attributable to the services in scope for more than 15 Mins. | To be addressed immediately and fixed within 1 hours. | 0.5% of the payment due for respective quarter for each 15 mins of delay after 1 hrs.       |
| 3.          | Important Problem (Severity-2)                   | Non-transactional and only internal process are impacted and there is no effect on the performance of the application attributable to the services in scope.                                                 | Within 24 hours                                       | 0.20% of the payment due for respective quarter for each day of delay after 24 hours.       |
| 4.          | Minor Problem (Severity-1)                       | Any delay in the scheduled / planned activity like patch implementation / Fix pack implementation / SCD implementation / parameterisation etc. for which the approval from bank has been obtained.           | Within 7 working days                                 | 0.20% of the payment due for respective quarter for each week of delay.                     |

|    |                                                 |                                           |                                                                                                                                                                                                        |                                        |
|----|-------------------------------------------------|-------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|
| 5. | System enhancement/Change Requests (Severity-0) | Software Product Errors/Enhancements etc. | Timeline to be mutually agreed depending on the criticality of the need, availability of resources and projects in progress. Timelines has to be realistic and should not lead to unacceptable delays. | Penalty terms will be mutually agreed. |
|----|-------------------------------------------------|-------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|

The above penalty will have a maximum cap of 20% of payment due for the respective quarter. If the services are disrupted beyond the timeline provided in the above matrix, Bank may invoke the penalty clause and Bank's shall have right to levy the aforesaid penalties..

## 2. Additional Penalty Clause

- If the vendor fails to provide sufficient experienced staff as mentioned in the scope of work, Bank may impose the penalty @10% of quarterly payable.
- There will be penalty of Rs. 100 per day/per person on non returning of access card to the bank on exit.
- Stringent penalty will be imposed on any process violation. This penalty will be over and above of the penalties mentioned in the SLA. The penalty may go upto 1% of the total project cost.

**ANNEXURE-J**

**NON-DISCLOSURE AGREEMENT**

THIS RECIPROCAL NON-DISCLOSURE AGREEMENT (the "Agreement") is made at Mumbai between:

\_\_\_\_\_ constituted under the \_\_\_\_\_ Act,  
\_\_\_\_\_ having its Corporate Centre at \_\_\_\_\_  
\_\_\_\_\_ (hereinafter referred to as "Bank"  
which expression includes its successors and assigns) of the ONE PART;

And

\_\_\_\_\_ (hereinafter referred to as  
"\_\_\_\_\_") which expression shall unless repugnant to the subject or context  
thereof, shall mean and include its successors and permitted assigns) of the  
OTHER PART;

And Whereas

1. \_\_\_\_\_ is carrying on business of  
providing \_\_\_\_\_, has agreed to  
\_\_\_\_\_ for the Bank and other related tasks.

2. For purposes of advancing their business relationship, the parties would need to disclose certain valuable confidential information to each other. Therefore, in consideration of covenants and agreements contained herein for the mutual disclosure of confidential information to each other, and intending to be legally bound, the parties agree to terms and conditions as set out hereunder.

**NOW IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES AS UNDER**

**1. Confidential Information and Confidential Materials:**

- (a) "Confidential Information" means non-public information that Disclosing Party designates as being confidential or which, under the circumstances surrounding disclosure ought to be treated as confidential. "Confidential Information"

includes, without limitation, information relating to installed or purchased Disclosing Party software or hardware products, the information relating to general architecture of Disclosing Party's network, information relating to nature and content of data stored within network or in any other storage media, Disclosing Party's business policies, practices, methodology, policy design delivery, and information received from others that Disclosing Party is obligated to treat as confidential. Confidential Information disclosed to Receiving Party by any Disclosing Party Subsidiary and/ or agents is covered by this agreement

- (b) Confidential Information shall not include any information that: (i) is or subsequently becomes publicly available without Receiving Party's breach of any obligation owed to Disclosing party; (ii) becomes known to Receiving Party prior to Disclosing Party's disclosure of such information to Receiving Party; (iii) became known to Receiving Party from a source other than Disclosing Party other than by the breach of an obligation of confidentiality owed to Disclosing Party; or (iv) is independently developed by Receiving Party.
- (c) "Confidential Materials" shall mean all tangible materials containing Confidential Information, including without limitation written or printed documents and computer disks or tapes, whether machine or user readable.

## **2. Restrictions**

- (a) Each party shall treat as confidential the Contract and any and all information ("confidential information") obtained from the other pursuant to the Contract and shall not divulge such information to any person (except to such party's own employees and other persons and then only to those employees and persons who need to know the same) without the other party's written consent provided that this clause shall not extend to information which was rightfully in the possession of such party prior to the commencement of the negotiations leading to the Contract, which is already public knowledge or becomes so at a future date (otherwise than as a result of a breach of this clause). Receiving Party will have executed or shall execute appropriate written agreements with its employees and consultants specifically assigned and/or otherwise, sufficient to enable it to comply with all the provisions of this Agreement. If the Service Provider shall appoint any Sub-Contractor then the Service Provider may disclose confidential information to such Sub-Contractor subject to such Sub Contractor giving the Bank an undertaking in similar terms to the provisions of this clause.
- (b) Receiving Party may disclose Confidential Information in accordance with judicial or other governmental order to the intended recipients (as detailed in this clause), provided Receiving Party shall give Disclosing Party reasonable notice prior to such disclosure and shall comply with any applicable protective order or equivalent. The intended recipients for this purpose are:

- (1) the statutory auditors of the Bank and
- (2) regulatory authorities regulating the affairs of the Bank and inspectors and supervisory bodies thereof
- (c) The foregoing obligations as to confidentiality shall survive any termination of this Agreement
- (d) Confidential Information and Confidential Material may be disclosed, reproduced, summarized or distributed only in pursuance of Receiving Party's business relationship with Disclosing Party, and only as otherwise provided hereunder. Receiving Party agrees to segregate all such Confidential Material from the confidential material of others in order to prevent mixing.
- (e) Receiving Party may not reverse engineer, decompile or disassemble any software disclosed to Receiving Party.

### **3. Rights and Remedies**

- (a) Receiving Party shall notify Disclosing Party immediately upon discovery of any unauthorized use or disclosure of Confidential Information and/ or Confidential Materials, or any other breach of this Agreement by Receiving Party, and will cooperate with Disclosing Party in every reasonable way to help Disclosing Party regain possession of the Confidential Information and/ or Confidential Materials and prevent its further unauthorized use.
- (b) Receiving Party shall return all originals, copies, reproductions and summaries of Confidential Information or Confidential Materials at Disclosing Party's request, or at Disclosing Party's option, certify destruction of the same.
- (c) Receiving Party acknowledges that monetary damages may not be the only and / or a sufficient remedy for unauthorized disclosure of Confidential Information and that disclosing party shall be entitled, without waiving any other rights or remedies (as listed below), to injunctive or equitable relief as may be deemed proper by a Court of competent jurisdiction.
  - a. Suspension of access privileges
  - b. Change of personnel assigned to the job
  - c. Financial liability for actual, consequential or incidental damages
  - d. Termination of contract
- (d) Disclosing Party may visit Receiving Party's premises, with reasonable prior notice and during normal business hours, to review Receiving Party's compliance with the term of this Agreement.



#### 4. **Miscellaneous**

- (a) All Confidential Information and Confidential Materials are and shall remain the property of Disclosing Party. By disclosing information to Receiving Party, Disclosing Party does not grant any expressed or implied right to Receiving Party to disclose information under the Disclosing Party patents, copyrights, trademarks, or trade secret information.
- (b) Any document provided under this Agreement is provided with RESTRICTED RIGHTS.
- (c) Neither party grants to the other party any license, by implication or otherwise, to use the Confidential Information, other than for the limited purpose of evaluating or advancing a business relationship between the parties, or any license rights whatsoever in any patent, copyright or other intellectual property rights pertaining to the Confidential Information.
- (d) The terms of Confidentiality under this Agreement shall not be construed to limit either party's right to independently develop or acquire product without use of the other party's Confidential Information. Further, either party shall be free to use for any purpose the residuals resulting from access to or work with such Confidential Information, provided that such party shall maintain the confidentiality of the Confidential Information as provided herein. The term "residuals" means information in non-tangible form, which may be retained by person who has had access to the Confidential Information, including ideas, concepts, know-how or techniques contained therein. Neither party shall have any obligation to limit or restrict the assignment of such persons or to pay royalties for any work resulting from the use of residuals. However, the foregoing shall not be deemed to grant to either party a license under the other party's copyrights or patents.
- (e) This Agreement constitutes the entire agreement between the parties with respect to the subject matter hereof. It shall not be modified except by a written agreement dated subsequently to the date of this Agreement and signed by both parties. None of the provisions of this Agreement shall be deemed to have been waived by any act or acquiescence on the part of Disclosing Party, its agents, or employees, except by an instrument in writing signed by an authorized officer of Disclosing Party. No waiver of any provision of this Agreement shall constitute a waiver of any other provision(s) or of the same provision on another occasion.
- (f) In case of any dispute, both the parties agree for neutral third party arbitration. Such arbitrator will be jointly selected by the two parties and he/she may be an auditor, lawyer, consultant or any other person of trust. The said proceedings shall be conducted in English language at Mumbai and in accordance with the provisions of Indian Arbitration and Conciliation Act 1996 or any Amendments or Re-enactments thereto.



- (g) Subject to the limitations set forth in this Agreement, this Agreement will inure to the benefit of and be binding upon the parties, their successors and assigns.
- (h) If any provision of this Agreement shall be held by a court of competent jurisdiction to be illegal, invalid or unenforceable, the remaining provisions shall remain in full force and effect.
- (i) All obligations created by this Agreement shall survive change or termination of the parties' business relationship.

**5. Suggestions and Feedback**

- (a) Either party from time to time may provide suggestions, comments or other feedback to the other party with respect to Confidential Information provided originally by the other party (hereinafter "feedback"). Both party agree that all Feedback is and shall be entirely voluntary and shall not in absence of separate agreement, create any confidentially obligation for the receiving party. However, the Receiving Party shall not disclose the source of any feedback without the providing party's consent. Feedback shall be clearly designated as such and, except as otherwise provided herein, each party shall be free to disclose and use such Feedback as it sees fit, entirely without obligation of any kind to other party. The foregoing shall not, however, affect either party's obligations hereunder with respect to Confidential Information of other party.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2018 at \_\_\_\_\_  
 (month) (place)

For and on behalf of \_\_\_\_\_

|             |  |  |
|-------------|--|--|
| Name        |  |  |
| Designation |  |  |
| Place       |  |  |
| Signature   |  |  |

For and on behalf of \_\_\_\_\_

|             |  |  |
|-------------|--|--|
| Name        |  |  |
| Designation |  |  |
| Place       |  |  |
| Signature   |  |  |



**ANNEXURE-K**

**Pre-Bid Query Format**  
**(To be provide strictly in Excel format)**

| <b>Vendor Name</b> | <b>Sl. No</b> | <b>RFP Page No</b> | <b>RFP Clause No.</b> | <b>Existing Clause</b> | <b>Query/Suggestions</b> |
|--------------------|---------------|--------------------|-----------------------|------------------------|--------------------------|
|                    |               |                    |                       |                        |                          |
|                    |               |                    |                       |                        |                          |
|                    |               |                    |                       |                        |                          |
|                    |               |                    |                       |                        |                          |

**ANNEXURE-L**

**PRE CONTRACT INTEGRITY PACT**  
**(TO BE STAMPED AS AN AGREEMENT)**

**General**

This pre-Bid pre-contract Agreement (hereinafter called the Integrity Pact) is made

on \_\_\_\_\_ day of the month of \_\_\_\_\_ 201 , between, on the one hand, the State Bank of India a body corporate incorporated under the State Bank of India Act, 1955 having its Corporate Centre at State Bank Bhavan, Nariman Point, Mumbai through its -----Department / Office at -----, (hereinafter called the "BUYER", which expression shall mean and include, unless the context otherwise requires, its successors) of the First Part and M/s \_\_\_\_\_ represented by

Shri \_\_\_\_\_, Chief Executive Officer (hereinafter called the "BIDDER/Seller which expression shall mean and include, unless the context otherwise requires, its / his successors and permitted assigns of the Second Part.

WHEREAS the BUYER proposes to procure (Name of the Stores/Equipment/Item) and the BIDDER/Seller is willing to offer/has offered the stores and

WHEREAS the BIDDER is a private company/public company/Government undertaking/partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is an Office / Department of State Bank of India performing its functions on behalf of State Bank of India.

NOW, THEREFORE,

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

- Enabling the BUYER to obtain the desired service / product at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary

impact of corruption on public procurement; and

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

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

**1. Commitments of the BUYER**

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

## 2. Commitments of BIDDERS

- 2.1 The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its Bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:
- 2.2 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organisation or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
- 2.3 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with State Bank of India for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with State Bank of India.
- 2.4 Wherever applicable, the BIDDER shall disclose the name and address of agents and representatives permitted by the Bid documents and Indian BIDDERS shall disclose their foreign principals or associates, if any.
- 2.5 The BIDDER confirms and declares that they have not made any payments to any agents/brokers or any other intermediary, in connection with this Bid/contract.
- 2.6 The BIDDER further confirms and declares to the BUYER that the BIDDER is the original vendors or service providers in respect of product / service covered in the Bid documents and the BIDDER has not engaged any individual or firm or company whether Indian or foreign to intercede,

facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

- 2.7 The BIDDER, at the earliest available opportunity, i.e. either while presenting the Bid or during pre-contract negotiations and in any case before opening the financial Bid and before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.
- 2.8 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, Bid evaluation, contracting and implementation of the contract.
- 2.9 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- 2.10 The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on 'to' others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
- 2.11 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- 2.12 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- 2.13 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the BUYER, or alternatively, if any relative of an officer of the BUYER has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of tender. The term 'relative' for

this purpose would be as defined in Section 6 of the Companies Act 1956.

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

### **3. Previous Transgression**

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

### **4. Earnest Money (Security Deposit)**

- 4.1 While submitting commercial Bid, the BIDDER shall deposit an amount (specified in RFP) as Earnest Money/Security Deposit, with the BUYER through any of the mode mentioned in the RFP / Bid document and no such mode is specified, by a Bank Draft or a Pay Order in favour of State Bank of India from a nationalized Bank including SBI or its Subsidiary Banks. However payment of any such amount by way of Bank Guarantee, if so permitted as per Bid documents / RFP should be from any nationalized Bank other than SBI or its Subsidiary Banks and promising payment of the guaranteed sum to the BUYER on demand within three working days without any demur whatsoever and without seeking any reasons whatsoever. The demand for payment by the BUYER shall be treated as conclusive proof for making such payment to the BUYER.
- 4.2 Unless otherwise stipulated in the Bid document / RFP, the Earnest Money/Security Deposit shall be valid upto a period of five years or the complete conclusion of the contractual obligations to the complete



satisfaction of both the BIDDER and the BUYER, including warranty period, whichever is later.

- 4.3 In case of the successful BIDDER a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provisions of Sanctions for Violation shall be applicable for forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
- 4.4 No interest shall be payable by the BUYER to the BIDDER on Earnest Money/Security Deposit for the period of its currency.

## **5. Sanctions for Violations**

- 5.1 Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required:
- (i) To immediately call off the pre contract negotiations without assigning any reason and without giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue, unless the BUYER desires to drop the entire process.
  - (ii) The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.
  - (iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
  - (iv) To recover all sums already paid by the BUYER, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing Base Rate of State Bank of India, while in case of a BIDDER from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER from the BUYER in connection with any other contract for any other stores, such outstanding

could also be utilized to recover the aforesaid sum and interest.

- (v) To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.
- (vi) To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
- (vii) To debar the BIDDER from participating in future bidding processes of the BUYER or any of its Subsidiaries for a minimum period of five years, which may be further extended at the discretion of the BUYER.
- (viii) To recover all sums paid, in violation of this Pact, by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
- (ix) Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
- (x) Intimate to the CVC, IBA, RBI, as the BUYER deemed fit the details of such events for appropriate action by such authorities.

5.2 The BUYER will be entitled to take all or any of the actions mentioned at para 6.1(i) to (x) of this Pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

5.3 The decision of the BUYER to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes of this Pact.

## **6 Fall Clause**

The BIDDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems at a price lower than that offered in the present Bid in respect of any other Ministry/Department of the Government of India

or PSU or any other Bank and if it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU or a Bank at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.

## 7. Independent Monitors

- 7.1 The BUYER has appointed Independent Monitors (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission (Names and Addresses of the Monitors to be given).

SHRI JOHNY JOSEPH

701/702, Callalily-Y,  
Nagar Amrit Shakti,  
Chandivali, Andheri (East),  
Mumbai – 400072

[johnyjoseph49@gmail.com](mailto:johnyjoseph49@gmail.com)

SHRI K. CHANDRAHAS

G-1, Reliance Homes,  
8-2-547/R, Road No. 7,  
Banjara Hills,  
Hyderabad - 500034

[kchandrahas@yahoo.com](mailto:kchandrahas@yahoo.com)

- 7.2 The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.
- 7.3 The Monitors shall not be subjected to instructions by the representatives of the parties and perform their functions neutrally and independently.
- 7.4 Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings. Parties signing this Pact shall not approach the Courts while representing the matters to Independent External Monitors and he/she will await their decision in the matter.
- 7.5 As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the BUYER.
- 7.6 The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that

provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.

- 7.7 The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.
- 7.8 The Monitor will submit a written report to the designated Authority of BUYER/Secretary in the Department/ within 8 to 10 weeks from the date of reference or intimation to him by the BUYER / BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

#### **8. Facilitation of Investigation**

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

#### **9. Law and Place of Jurisdiction**

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER.

#### **10. Other Legal Actions**

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.



**11. Validity**

11.1 The validity of this Integrity Pact shall be from date of its signing and extend upto 5 years or the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER/Seller, including warranty period, whichever is later. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract, with the successful Bidder by the BUYER.

11.2 Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

12. The parties hereby sign this Integrity Pact at \_\_\_ on \_\_\_\_\_

For BUYER

For BIDDER

Name of the Officer.

Chief Executive Officer

Designation

Office / Department / Branch

State Bank of India.

Witness

Witness

1

1.

2

2.

\* Provisions of these clauses would need to be amended/ deleted in line with the policy of the BUYER in regard to involvement of Indian agents of foreign suppliers.

**Note: This agreement will require stamp duty as applicable in the State where it is executed.**

**ANNEXURE-M****Format for Submission of Client References****To whosoever it may concern**

| <b>Particulars</b>                                     | <b>Details</b> |
|--------------------------------------------------------|----------------|
|                                                        |                |
| <b>Client Information</b>                              |                |
| Client Name                                            |                |
| Client address                                         |                |
| Name of the contact person and designation             |                |
| Phone number of the contact person                     |                |
| E-mail address of the contact person                   |                |
| <b>Project Details</b>                                 |                |
| Name of the Project                                    |                |
| Start Date                                             |                |
| End Date                                               |                |
| Current Status (In Progress / Completed)               |                |
| <b>Size of Project</b>                                 |                |
| Value of Work Order (In Lakh) (only single work order) |                |
| Number of IT resources deployed                        |                |

Yours faithfully,

Name and signature of authorised official  
For and on behalf of --- (client name).



**ANNEXURE-N**

**Service Level Agreement**

**AGREEMENT FOR MANAGED SERVICES FOR INFRASTRUCTURE AT  
DATA CENTRES, ITFO**

**BETWEEN**

**State Bank of India,** \_\_\_\_\_

**AND**

\_\_\_\_\_

**Date of Commencement :** \_\_\_\_\_

**Date of Expiry :** \_\_\_\_\_

This agreement ("Agreement") is made at Mumbai on this \_\_\_\_\_ day of \_\_\_\_\_ 2018.

**BETWEEN**

**State Bank of India**, constituted under the State Bank of India Act, 1955 having its Corporate Centre at State Bank Bhavan, Madame Cama Road, Nariman Point, Mumbai-21 and its Global IT Centre at CBD Belapur - 400614 through its \_\_\_\_\_ department hereinafter referred to as "**the Bank**" (which expression shall, unless it be repugnant to the context or meaning thereof, be deemed to mean and include its successors in title and assigns) of one Part:

**AND**

\_\_\_\_\_ a private/public limited company/LLP/Firm *<strike off whichever is not applicable>* incorporated under the provisions of the Companies Act, 1956/ Limited Liability Partnership Act 2008/ Indian Partnership Act 1932 *<strike off whichever is not applicable>*, having its registered office at ..... and hereinafter referred to as "**Service Provider/ Vendor**", which expression shall mean to include its successors in title and permitted assigns) of the Other Part:

The Bank and the Service Provider are sometimes individually referred to as a "Party" and collectively as "Parties" throughout this Agreement, and the words Party and Parties shall be construed accordingly.

## WHEREAS

(i) The Bank is carrying on business in banking in India and overseas and is desirous to avail services from Service Provider for providing Managed Services for Infrastructure at Data Centres, ITFO

(ii) Service Provider is in the business of providing IT services on and has agreed to provide resources as may be required by the Bank time to time through respective Purchase Orders as mentioned in the Request of Proposal No. \_\_\_\_\_ dated \_\_\_\_\_ issued by the Bank along with its clarifications/ corrigenda, referred hereinafter as a “RFP” and same shall be part of this Agreement.

NOW THEREFORE, in consideration of the mutual covenants, undertakings and conditions set forth below, and for other valid consideration the acceptability and sufficiency of which are hereby acknowledged, the Parties hereby agree to the following terms and conditions hereinafter contained:-

## 1. DEFINITIONS & INTERPRETATION

### 1.1 Definition

Certain terms used in this Agreement are defined hereunder. Other terms used in this Agreement are defined where they are used and have the meanings there indicated. Unless otherwise specifically defined, those terms, acronyms and phrases in this Agreement that are utilized in the information technology services industry or other pertinent business context shall be interpreted in accordance with their generally understood meaning in such industry or business context, unless the context otherwise requires/mentions, the following definitions shall apply:

- A. ‘The Bank’ shall mean the State Bank of India (including domestic branches and foreign offices) and subsidiaries.
- B. “Confidential Information” shall have the meaning set forth in Clause 14.
- C. “Deliverables/ Work Product” shall mean all work product generated by Service Provider solely or jointly with others in the performance of the Services, including, but not limited to, any and all information, notes, reports, material, drawings, records, diagrams, formulae, processes, technology, firmware, software, know-how, designs, ideas, discoveries, inventions, improvements, copyrights, trademarks, trade secrets and other Intellectual Property Rights.
- D. “Documentation” will describe in detail and in a completely self-contained manner how the User may access and use the ..... (name of the Software/ Hardware/ Maintenance Services) such that any reader of the Documentation can access, use and maintain all of the



functionalities of the ..... (Service)<sup>1</sup>, without the need for any further instructions. ‘Documentation’ includes, user manuals, installation manuals, operation manuals, design documents, process documents, technical manuals, functional specification, software requirement specification, on-line tutorials/CBTs, system configuration documents, system/database administrative documents, debugging/diagnostics documents, test procedures, Review Records/ Test Bug Reports/ Root Cause Analysis Report, list of all Product components, list of all dependent/external modules and list of all documents relating to traceability of the Product as and when applicable etc.

E. “Intellectual Property Rights” shall mean, on a worldwide basis, any and all: (a) rights associated with works of authorship, including copyrights & moral rights; (b) Trade Marks; (c) trade secret rights; (d) patents, designs, algorithms and other industrial property rights; (e) other intellectual and industrial property rights of every kind and nature, however designated, whether arising by operation of law, contract, license or otherwise; and (f) registrations, initial applications, renewals, extensions, continuations, divisions or reissues thereof now or hereafter in force (including any rights in any of the foregoing).

F. “Total Cost of Ownership” shall mean the total price agreed to be paid to Service Provider under the Purchase Order.

G. “Request for Proposal (RFP)” shall mean RFP NO. \_\_\_\_\_ dated \_\_\_\_\_ along with its clarifications/ corrigenda issued by the Bank time to time.

H. “Services” means all services, scope of work and deliverables to be provided by the Service Provider as described in the RFP and Purchase Orders.

I. Interpretations:

1.1.1 Reference to a person includes any individual, firm, body corporate, association (whether incorporated or not) and authority or agency (whether government, semi government or local). Reference to Service Provider shall mean to include any of its employee, agent, representative and sub-contractor.

1.1.2 The singular includes the plural and vice versa.

1.1.3 Reference to any gender includes each other gender.

1.1.4 The provisions of the contents table, headings, clause numbers, italics, bold print and underlining is for ease of reference only and shall not affect the interpretation of this Agreement.

1.1.5 The Schedules, Annexures and Appendices to this Agreement shall form part of this Agreement.

1.1.6 A reference to any documents or agreements (and, where applicable, any of their respective provisions) means those documents or agreements as amended, supplemented or replaced from time to time provided they are

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<sup>1</sup> Name of Software

amended, supplemented or replaced in the manner envisaged in the relevant documents or agreements.

1.1.7 A reference to any statute, regulation, rule or other legislative provision includes any amendment to the statutory modification or re-enactment or, legislative provisions substituted for, and any statutory instrument issued under that statute, regulation, rule or other legislative provision.

1.1.8 Any agreement, notice, consent, approval, disclosure or communication under or pursuant to this Agreement is to be in writing.

1.1.9 The terms not defined in this Agreement shall be given the same meaning as given to them in the RFP. If no such meaning is given technical words shall be understood in technical sense in accordance with the industrial practices.

## **1.2 Commencement, Term & Change in Terms**

1.2.1 This Agreement shall commence from its date of execution mentioned above/ deemed to have commenced from \_\_\_\_\_ (Effective Date).

1.2.2 This Agreement shall be in force for a period of \_\_\_\_\_ year(s) from Effective Date and shall expire thereafter, unless terminated by the Bank by notice in writing in accordance with the termination clauses of this Agreement.

1.2.3 The Bank shall have the right at its discretion to renew this Agreement in writing, for a further term of two years on the mutually agreed terms & conditions.

## **2. SCOPE OF WORK**

The scope and nature of the work, which the Service Provider has to provide to the Bank, is described in RFP.

## **3. FEES /COMPENSATION**

### **3.1 Professional fees**

Service Provider shall be paid fees and charges in the manner detailed in this Agreement and in Purchase Order, the same shall be subject to deduction of income tax thereon wherever required under the provisions of the Income Tax Act by the Bank.

3.2 All duties and taxes (excluding service tax, VAT or any other tax imposed by the Government in lieu of same), if any, which may be levied, shall be borne by the Service Provider and Bank shall not be liable for the same. All expenses, stamp duty and other charges/ expenses in connection with execution of this Agreement shall be borne by Service Provider.

3.3 Service Provider shall provide a clear description quantifying the service element and goods element in the invoices generated by them.

### 3.4 Payments

3.4.1 The Bank will pay properly submitted valid invoices within reasonable period but not exceeding thirty (30) days after its receipt thereof. All payments shall be made in Indian Rupees.

3.4.2 The Bank may withhold payment of any charges that it disputes in good faith, and may set-off penalty amount and any other amount which Service provider owes the Bank against charges payable to Service provider under this Agreement or Purchase Order placed under this Agreement.

### 3.5 Performance Guarantee and Penalties

3.5.1 The Service Provider has to furnish a performance guarantee for an amount of Rs. \_\_\_\_\_ valid for a period of \_\_\_\_\_ years \_\_\_\_ months from a Scheduled Commercial Bank other than State Bank of India in a format provided/ approved by the Bank.

3.5.2 The performance guarantee is required to protect the interest of the Bank against the risk of non-performance of Service Provider in respect of providing requisite resources time to time or breach of any terms and conditions of the Agreement, which may warrant invoking of performance guarantee. The Bank also reserves the right to invoke the performance guarantee, if any act of Service Provider results in imposition of liquidated damages.

3.5.3 If at any time during performance of the contract, the Service Provider shall encounter unexpected conditions impeding timely completion of the Services under the Agreement or Purchase Order and performance of the Services, the Service Provider shall promptly notify the Bank in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable, after receipt of the Service Provider's notice, the Bank shall evaluate the situation and may at its discretion extend the Service Provider's time for performance, in which case the extension shall be ratified by the Parties by amendment of the Agreement.

3.5.4 Performance of the obligations under the Agreement or Purchase Order shall be made by the Service Provider in accordance with the time schedule specified in this Agreement.

3.5.5 The Service Provider shall be liable to pay penalty at the rate mentioned in **Annexure-I of RFP** in respect of any delay beyond the permitted period in providing the Services.

3.5.6 No penalty shall be levied in case of delay(s) in Deliverables or performance of the contract for the reasons solely and directly attributable to the Bank. On reaching the maximum of penalties specified the Bank reserves the right to terminate the Agreement.

## 4. LIABILITIES/OBLIGATION

### 4.1 The Bank's Duties/ Responsibility

- (i) Processing and authorising invoices as mentioned in clause 3 of this Agreement.
- (ii) The Bank will provide work station, desktop and software reasonably required for Service Provider's resources to perform the Services on site at the Bank's facilities.

#### 4.2 Service Provider Duties/ Responsibility

##### (i) Service Delivery responsibilities

- (a) To adhere to the service levels documented in this Agreement.
- (b) Service provider shall *ensure that* Service provider employees, representative and its subcontractors will abide by all reasonable directives issued by the Bank, including those set forth in the Bank's then-current standards, policies and procedures (to the extent applicable), all on-site rules of behaviour, work schedules, security procedures and other standards, policies and procedures as established by the Bank from time to time.

##### (ii) Security Responsibility

- (a) To maintain the confidentiality of the Bank's resources and other intellectual property rights.

(b) Service Provider shall have to comply with Bank's IT & IS Security policy in key concern areas relevant to the Agreement, details of which will be shared with the Service Provider. Some of the key areas are as under:

- i. Responsibilities for data and application privacy and confidentiality.
- ii. Responsibilities on system and software access control and administration.
- iii. Custodial responsibilities for data, software, hardware and other assets of the Bank being managed by or assigned to Service Provider.
- iv. Physical Security of the facilities.
- v. Physical and logical separation from other customers of Service Provider.
- vi. Incident response and reporting procedures.
- vii. Password Policy of the Bank.
- viii. Data Encryption/Protection requirements of the Bank.
- ix. In general, confidentiality, integrity and availability must be ensured.

- (iii) To comply with other obligations and responsibilities as defined under the RFP.

- (iv) Service provider shall comply with the provision of GDPR.

## 5. REPRESENTATIONS & WARRANTIES

5.1 Each of the Parties represents and warrants in relation to itself to the other that:

5.1.1 It has all requisite corporate power and authority to execute, deliver and perform its obligations under this Agreement and has been fully authorized through applicable corporate process to do so.

5.1.2 The person(s) signing this Agreement on behalf of the Parties have the necessary authority and approval for execution of this document and to bind his/their respective organization for due performance as set out in this Agreement. It has all necessary statutory and regulatory permissions, approvals and permits for the running and operation of its business.

5.1.3 It will provide such cooperation as the other Party reasonably requests in order to give full effect to the provisions of this Agreement.

5.1.4 The execution and performance of this Agreement by either of the Parties does not and shall not violate any provision of any of the existing Agreement with any of the party and any other third party.

## **5.2 Additional Representation and Warranties by Service Provider**

5.2.1 The Service Provider shall perform the Services and carry out its obligations under the Agreement with due diligence, efficiency and economy, in accordance with generally accepted techniques and practices used in the industry and with professional standards recognized by international professional bodies and shall observe sound management practices. It shall employ appropriate advanced technology and safe and effective equipment, machinery, material and methods.

5.2.2 The Service Provider has the requisite technical and other competence, sufficient, suitable, qualified and experienced manpower/personnel and expertise in providing the Services to the Bank.

5.2.3 The Service Provider shall duly intimate to the Bank immediately, the changes, if any in the constitution of the Service Provider.

5.2.4 The Services and Deliverables provided by the Service Provider to the Bank do not violate or infringe any patent, copyright, trademarks, trade secrets or other intellectual property rights of any third party.

5.2.5 The Service provider shall ensure that all persons, employees, workers and other individuals engaged by or sub-contracted by the Service Provider in rendering the Services under this Agreement have undergone proper background check, police verification and other necessary due diligence checks to examine their antecedence and ensure their suitability for such engagement. No person shall be engaged by the Service provider unless such person is found to be suitable in such verification and the Service Provider shall retain the records of such verification and shall produce the same to the Bank as and when requested.

5.2.6 Service Provider represents and warrants that its personnel shall be present at the Bank premises or any other place as the bank may direct, only for the Services and follow all the instructions provided by the Bank; Act diligently, professionally and shall maintain the decorum and environment of the Bank; Comply with all occupational, health or safety policies of the Bank.

5.2.7 Service Provider shall procure and maintain all necessary licenses permissions, approvals from the relevant authorities under the applicable laws towards its Services throughout the currency of this Agreement.

5.2.8 Service Provider warrants that it shall be solely liable and responsible for compliance of applicable Labour Laws in respect of its employee, agents, representatives and sub-contractors and in particular laws relating to terminal benefits such as pension, gratuity, provided fund, bonus or other benefits to which they may be entitled and the laws relating to contract labour, minimum wages, etc., and the Bank shall have no liability in this regard.

## **6. GENERAL INDEMNITY**

6.1 Service Provider agrees and hereby keeps the Bank indemnified against all claims, actions, loss, damages, costs, expenses, charges, including legal expenses (Attorney, Advocates fees included) which the Bank may suffer or incur on account of (i) Service Provider's breach of its warranties, covenants, declarations or obligations; or (ii) breach of Confidentiality Obligations mentioned under this Agreement; or (iii) any acts of commission / omission on the part of employees, agents, representatives or sub-contractors of Service Provider. Service Provider agrees to make good the loss suffered by the Bank.

6.2 Service provider further undertakes to promptly notify the Bank in writing any breach of obligation of the Agreement by its employees or representatives including confidentiality obligation and in such an event, the Bank will in addition to and without prejudice to any other available remedies be entitled to immediate equitable relief in a Court of competent jurisdiction to protect its interest including injunctive relief.

6.3 The Service provider shall indemnify and keep fully and effectively indemnified the Bank against any fine or penalty levied on the Bank for improper payment of tax for the reasons attributable to the Service Provider.

6.4 The Service Provider hereby undertakes the responsibility to take all possible measures, at no additional cost, to avoid or rectify any issues which thereby results in non-performance of software/ hardware/ deliverables within reasonable time. The Bank shall report as far as possible all material defects to the Service Provider without undue delay. The Service Provider also undertakes to co-operate with other service providers thereby ensuring expected performance covered under scope of work.

## **7. CONTINGENCY PLANS**

The Service Provider shall arrange and ensure proper attrition plan and other contingency plans to meet any unexpected obstruction to Service Provider or any employees or sub-contractors of Service Provider in rendering the Services or any part of the same under this Agreement to the Bank. The Service Provider at Banks discretion shall co-operate with the Bank in case on any contingency.



## 8. TRANSITION REQUIREMENT

In the event of termination of Agreement/Purchase Order or expiry of term or otherwise, without prejudice to any other right, the Bank at its sole discretion may make alternate arrangement for getting the Services contracted with another vendor or through its own resources. In such case, the Bank shall give prior notice to the existing Service Provider. The existing Service Provider shall continue to provide Services as per the terms of contract until a 'New Service Provider'/Bank's resources completely takes over the work. During the transition phase, the existing Service Provider shall render all reasonable assistance to the New Service Provider/Bank's resources within such period prescribed by the Bank, at the Purchase Order Value, for ensuring smooth switch over and continuity of services. However, if the reason for termination of Contract/Purchase Order is due to reasons not solely and directly attributable to the Bank, the transition is to be done at no extra cost to the Bank. If existing Service Provider is in breach of this obligation, it shall be liable for paying a penalty as mentioned in **Annexure – I** of RFP on demand to the Bank, which may be settled from the payment of invoices or by invocation of Performance Bank Guarantee for the contracted period. Transition & Knowledge Transfer plan is mentioned in **Annexure - P**.

## 9. LIQUIDATED DAMAGES

If the Service Provider fails to deliver and perform any or all the Services within the stipulated time, schedule as specified in this Agreement, the Bank may, without prejudice to its other remedies under the Agreement, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct from the total cost of ownership, as liquidated damages as defined in **Annexure - I** of RFP. Once the maximum deduction is reached, the Bank may consider termination of the Agreement.

## 10. RELATIONSHIP BETWEEN THE PARTIES

10.1 It is specifically agreed that the Service Provider shall act as independent service provider and shall not be deemed to be the Agent of the Bank except in respect of the transactions/services which give rise to Principal-Agent relationship by express agreement between the Parties.

10.2 Neither the Service Provider nor its employees, agents, representatives, sub-contractors shall hold out or represent as agents of the Bank.

10.3 None of the employees, representatives or agents of Service Provider shall be entitled to claim any absorption or any other claim or benefit against the Bank.

10.4 This Agreement shall not be construed as joint venture. Each Party shall be responsible for all its obligations towards its respective employees. No employee of any of the two Parties shall claim to be employee of other Party.

10.5 All the obligations towards the employees of a Party including that on account of personal accidents occurred while working in the premises of the other Party shall be with the respective employer and not on the Party in whose premises the accident occurred.

## **11. SUB CONTRACTING**

11.1 As per the scope of this Agreement sub-contracting is prohibited.

11.2 In case of subcontracting permitted, Service Provider is responsible for all the Services provided to the Bank regardless of which entity is conducting the operations. Service Provider is also responsible for ensuring that the sub-contractor comply with all security/confidentiality requirements and other terms and conditions as applicable to Service Provider mentioned in this Agreement. Bank reserves the right to conduct independent audit in this regard.

11.3 Before engaging sub-contractor, the Service Provider shall carry out due diligence process on sub-contracting/ sub-contractor to the satisfaction of the Bank and Bank shall have access to such records.

11.4 In the event of sub-contracting, the Service Provider shall ensure that suitable documents including confidentiality agreement are obtained from the sub-contractor and the Service Provider shall ensure that the secrecy, security and safety of Bank's data / processes is maintained.

11.5 Service Provider shall provide sub-contracting details to the Bank and if required, Bank may evaluate the same. Notwithstanding approval of the Bank for sub-contracting, the Service Provider shall remain liable to the Bank for all acts/omissions of sub-contractors or their employees.

11.6 The Bank reserves the right to ask Service Provider and Service provider shall change/ amend the clause(s) entered between Service Provider and Subcontractor which are in conflict with the terms and conditions of this Agreement.

## **12. INTELLECTUAL PROPERTY RIGHTS AND OWNERSHIP**

12.1 All data or information supplied by the Bank to Service Provider and/or its employee, agent or sub-contractor in connection with the provision of Services by Service Provider shall remain the property of the Bank or its licensors.

12.2 In connection with the provision of Services under this Agreement, it is not required from Service Provider to license and/or supply third party materials, including any third party software, hardware, tools, content, graphics or other materials (collectively "Third Party Materials") to the Bank. In the event that a portion of the Services requires the use of Third Party Materials, the Bank already has or will license or acquire such Third Party Materials directly from the third party provider, and shall ensure that it has the right to provide Service Provider with access to and/or use of such Third Party Materials in the



provision of Services performed by Service Provider. All Third Party Materials are subject to the terms and conditions of the applicable license or other agreement between the Bank and the applicable third party provider and Service Provider, its employee, agent, representative or sub-contractor shall comply with the terms and conditions of access and uses of such Third Party Materials under applicable agreements.

12.3 Without the Bank's prior written approval, Service provider shall not, in performing the Services, use or incorporate, link to or call or depend in any way upon, any software or other intellectual property that is subject to an Open Source or Copy-left license or any other agreement that may give rise to any third-party claims.

12.4 Service Provider shall, at its own expenses without any limitation, defend and indemnify the Bank against all third party claims or infringements of Intellectual Property Rights including patent, trademark, copyright, trade secret or industrial design rights arising from use of the Deliverables or any part thereof in India or abroad.

12.5 Service provider shall expeditiously extinguish any such claims and shall have full rights to defend itself there from. If the Bank is required to pay compensation to a third party resulting from such infringement(s), Service Provider shall be fully responsible therefore, including all expenses and court and legal fees.

12.6 The Bank will give notice to Service Provider of any such claim without delay, provide reasonable assistance to Service provider in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim.

12.7 All Work Product prepared by Service Provider in performing the Services shall become and remain the sole and exclusive property of the Bank and all Intellectual Property Rights in such Work Product shall vest with the Bank. Any Work Product, of which the ownership or the Intellectual Property Rights do not vest with the Bank under law, shall automatically stand assigned to the Bank as and when such Work Product is created and Service Provider agrees to execute all papers and to perform such other acts as the Bank may deem necessary to secure its rights herein assigned by Service Provider. Any work made under this Agreement or Purchase Order shall be deemed to be 'work made for hire' under any Indian/U.S. or any other applicable copyright laws.

12.8 The Intellectual Property Rights on the software code, copyright and source code for various applications/ interfaces developed under this Agreement or Purchase Order, and any other component/ framework/ middleware used/ developed as pre-built software assets to perform the Services, shall belong to the Bank and the Bank shall have complete and unrestricted rights on such property.

### **13. INSPECTION AND AUDIT**

13.1 It is agreed by and between the parties that the Service Provider shall get itself annually audited by internal/external empanelled Auditors appointed by the Bank/ inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank/ such auditors in the areas of products (IT hardware/

software) and services etc. provided to the Bank and the vendor shall submit such certification by such Auditors to the Bank. The vendor and or his / their outsourced agents /sub – contractors (if allowed by the Bank) shall facilitate the same. The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the Service Provider. The Service Provider shall, whenever required by such Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the Bank. Except for the audit done by Reserve Bank of India or any regulatory authority, the Bank shall provide reasonable notice not less than 7 (seven) days to Service Provider before such audit and same shall be conducted during normal business hours.

13.2 Where any deficiency has been observed during audit of the Service Provider on the risk parameters finalized by the Bank or in the certification submitted by the Auditors, it is agreed upon by the Service Provider that it shall correct/ resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. It is also agreed that the Service Provider shall provide certification of the auditor to the Bank regarding compliance of the observations made by the auditors covering the respective risk parameters against which such deficiencies observed.

13.3 Service Provider further agrees that whenever required by the Bank, it will furnish all relevant information, records/data to such auditors and/or inspecting officials of the Bank/ Reserve Bank of India and or any regulatory authority required for conducting the audit. The Bank reserves the right to call and/or retain for any relevant material information / reports including audit or review reports undertaken by the Service Provider (e.g., financial, internal control and security reviews) and findings made on the Service Provider in conjunction with the services provided to the Bank.

#### **14. SECURITY AND CONFIDENTIALITY**

14.1 “Confidential Information” mean all information which is material to the business operations of either party or its affiliated companies, designated as being confidential or which, under the circumstances surrounding disclosure out to be treated as confidential, in any form including, but not limited to, proprietary information and trade secrets, whether or not protected under any patent, copy right or other intellectual property laws, in any oral, photographic or electronic form, whether contained on computer hard disks or floppy diskettes or otherwise without any limitation whatsoever. Without prejudice to the generality of the foregoing, the Confidential Information shall include all information about the party and its customers, costing and technical data, studies, consultants reports, financial information, computer models and programs, software Code, contracts, drawings, blue prints, specifications, operating techniques, processes, models, diagrams, data sheets, reports and other information with respect to any of the foregoing matters. All and every information received by the parties and marked confidential hereto shall be assumed to be confidential information unless otherwise proved. It is further agreed that the information relating to the Bank and its customers is deemed confidential whether marked confidential or not.

14.2 All information relating to the accounts of the Bank's customers shall be confidential information, whether labeled as such or otherwise.

14.3 All information relating to the infrastructure and Applications (including designs and processes) shall be deemed to be Confidential Information whether labeled as such or not. Service provider personnel/resources responsible for the project are expected to take care that their representatives, where necessary, have executed a Non-Disclosure Agreement to comply with the confidential obligations under this Agreement.

14.4 Each party agrees that it will not disclose any Confidential Information received from the other to any third parties under any circumstances without the prior written consent of the other party unless such disclosure of Confidential Information is required by law, legal process or any order of any government authority. Service provider, in this connection, agrees to abide by the laws especially applicable to confidentiality of information relating to customers of Banks and the banks per-se, even when the disclosure is required under the law. In such event, the Party must notify the other Party that such disclosure has been made in accordance with law; legal process or order of a government authority.

14.5 Each party, including its personnel, shall use the Confidential Information only for the purposes of achieving objectives set out in this Agreement. Use of the Confidential Information for any other purpose shall constitute breach of trust of the same.

14.6 Each party may disclose the Confidential Information to its personnel solely for the purpose of undertaking work directly related to the Agreement. The extent of Confidential Information disclosed shall be strictly limited to what is necessary for those particular personnel to perform his/her duties in connection with the Agreement. Further each Party shall ensure that each personnel representing the respective party agree to be bound by obligations of confidentiality no less restrictive than the terms of this Agreement.

14.7 The non-disclosure obligations herein contained shall not be applicable only under the following circumstances:

(i) Where Confidential Information comes into the public domain during or after the date of this Agreement otherwise than by disclosure by receiving party in breach of the terms hereof.

(ii) Where any Confidential Information was disclosed after receiving the written consent of disclosing party.

(iii) Where if receiving party is requested or required by law or by any Court or governmental agency or authority to disclose any of the Confidential Information, then receiving party will provide the other Party with prompt notice of such request or requirement prior to such disclosure.

(iv) Where any Confidential Information was received by the receiving party from a third party which does not have any obligations of confidentiality to the other Party.

(v) Where Confidential Information is independently developed by receiving party without any reference to or use of disclosing party's Confidential Information.

14.8 Receiving party undertakes to promptly notify disclosing party in writing any breach of obligation of the Agreement by its employees or representatives including confidentiality obligations. Receiving party acknowledges that monetary damages may not be the only and / or a sufficient remedy for unauthorized disclosure of Confidential Information and that disclosing party shall be entitled, without waiving any other rights or remedies, to injunctive or equitable relief as may be deemed proper by a Court of competent jurisdiction.

14.9 Service Provider shall abide with the Bank's IT and IS policy in key concern areas relevant to the Services. Specific requirements will be shared as and when required.

14.10 The Service Provider shall not, without the Bank's prior written consent, make use of any document or information received from the Bank except for purposes of performing the services and obligations under this Agreement.

14.11 Any document received from the Bank shall remain the property of the Bank and shall be returned (in all copies) to the Bank on completion of the Service Provider's performance under the Agreement.

14.12 Upon expiration or termination of the Agreement, all the Bank's proprietary documents, customized programs partially or wholly completed and associated documentation, or the Bank's materials which are directly related to any project under the Agreement or Purchase Order shall be delivered to the Bank or at the Bank's written instruction destroyed, and no copies shall be retained Service provider without the Bank's written consent.

## **15. TERMINATION CLAUSE**

15.1 The Bank may, without prejudice to any other remedy for breach of Agreement, written notice of not less than 30 (thirty) days sent to the Service Provider, terminate the Agreement or Purchase Order in whole or in part:

15.1.1 If the Service Provider fails to deliver any or all the obligations within the time period specified in the Agreement or respective Purchase order, or any extension thereof granted by the Bank;

15.1.2 If the Service Provider fails to perform any other obligation(s) under the Agreement or Purchase Order;

15.1.3 Violations of any terms and conditions stipulated in the RFP;

15.1.4 On happening of any termination event mentioned herein above in this Agreement.

Prior to providing a written notice of termination to Service Provider under clause 15.1.1 to 15.1.3, the Bank shall provide Service Provider with a written notice of 30 (thirty) days to cure any breach of the Agreement. If the breach continues or remains unrectified after

expiry of cure period, the Bank shall have right to initiate action in accordance with above clause.

15.2 The Bank, by written notice of not less than 90 (ninety) days sent to the Service Provider, may terminate the Agreement, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of the Service Provider under the contract is terminated, and the date upon which such termination becomes effective.

15.3 In the event the Bank terminates the Agreement or Purchase Order in whole or in part for the breaches attributable to the Service Provider, the bank may procure, upon such terms and in such manner, as it deems appropriate, Services similar to those undelivered and Service Provider shall be liable to the Bank for any increase in costs for such similar Services. However, Service Provider, in case of part termination, shall continue the performance of the Agreement or Purchase Order to the extent not terminated.

15.4 In the event of termination of the Agreement, Service Provider shall be entitled to receive payment for the Services rendered (delivered) up to the effective date of termination.

15.5 The Bank may at any time terminate the Agreement without giving written notice to Service Provider, if Service Provider becomes bankrupt or otherwise insolvent. In this event termination will be without compensation to Service Provider, provided that such termination will not prejudice or affect any right of action or remedy, which has occurred or will accrue thereafter to the Bank on payment to the Service Provider for the services rendered.

15.6 In the event of the termination of the Agreement Service Provider shall be liable and responsible to return to the Bank all records, documents, data and information including Confidential Information pertains to or relating to the Bank in its possession.

15.7 In the event of termination of the Agreement for material breach by Service Provider, the Bank shall have the right to give suitable publicity to the same including advising the Indian Bank's Association.

15.8 Upon termination or expiration of this Agreement, all rights and obligations of the Parties hereunder shall cease, except such rights and obligations as may have accrued on the date of termination or expiration; the obligation of indemnity; obligation of payment ;confidentiality obligation; Governing Law clause; Dispute resolution clause; and any right which a Party may have under the Applicable Law.

## **16. DISPUTE REDRESSAL MACHANISM & GOVERNING LAW**

16.1 All disputes or differences whatsoever arising between the parties out of or in connection with this Agreement (including dispute concerning interpretation) or in



discharge of any obligation arising out of the Agreement (whether during the progress of work or after completion of such work and whether before or after the termination of this Agreement, abandonment or breach of this Agreement), shall be settled amicably.

16.2 If the parties are not able to solve them amicably within 30 (thirty) days after dispute occurs as evidenced through the first written communication from any Party notifying the other regarding the disputes, either Party (the Bank or Service Provider) shall give written notice to other party clearly setting out there in, specific dispute(s) and/or difference(s), and shall be referred to a sole arbitrator mutually agreed upon, and the award made in pursuance thereof shall be binding on the parties.

16.3 In the absence of consensus about the single arbitrator, the dispute may be referred to an arbitration panel; one to be nominated by each party and the said arbitrators shall nominate a presiding arbitrator, before commencing the arbitration proceedings. The arbitration shall be settled in accordance with the applicable Indian Laws and the arbitration shall be conducted in accordance with the Arbitration and Conciliation Act, 1996 and any amendment thereto.

16.4 Service Provider shall continue work under the Agreement during the arbitration proceedings, unless otherwise directed by the Bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained.

16.5 Arbitration proceeding shall be held at Mumbai (Place of Arbitration), India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

16.6 This Agreement shall be governed by laws in force in India. Subject to the arbitration clause above, all disputes arising out of or in relation to this Agreement, shall be subject to the exclusive jurisdiction of the courts at Mumbai only.

16.7 In case of any change in applicable laws that has an effect on the terms of this Agreement, the Parties agree that the Agreement may be reviewed, and if deemed necessary by the Parties, make necessary amendments to the Agreement by mutual agreement in good faith, in case of disagreement obligations mentioned in this clause shall be observed.

## **17. POWERS TO VARY OR OMIT WORK**

17.1 No alterations, amendments, omissions, additions, suspensions or variations of the work (hereinafter referred to as variation) under the Agreement shall be made by Service provider except as directed in writing by Bank. The Bank shall have full powers, subject to the provision herein after contained, from time to time during the execution of the Agreement, by notice in writing to instruct Service provider to make any variation without prejudice to the Agreement. Service Provider shall carry out such variations and be bound by the same conditions, though the said variations occurred in the Agreement documents. If any suggested variations would, in the opinion of Service provider, if carried out, prevent them from fulfilling any of their obligations under the Agreement, they shall notify the Bank, thereof, in writing with reasons for holding such opinion and Bank shall instruct Service

provider to make such other modified variation without prejudice to the Agreement. Service Provider shall carry out such variations and be bound by the same conditions, though the said variations occurred in the Agreement documents. If Bank confirms their instructions Service provider's obligations will be modified to such an extent as may be mutually agreed. If such variation involves extra cost, any agreed difference in cost occasioned by such variation shall be mutually agreed between the parties. In any case in which Service provider has received instructions from the Bank as to the requirement of carrying out the altered or additional substituted work, which either then or later on, will in the opinion of Service provider, involve a claim for additional payments, such additional payments shall be mutually agreed in line with the terms and conditions of the order.

17.2 If any change in the work is likely to result in reduction in cost, the parties shall agree in writing so as to the extent of reduction in payment to be made to Service Provider, before Service provider proceeding with the change.

#### **18. NO WAIVER OF BANK RIGHTS OR SERVICE PROVIDER'S LIABILITY**

Neither any payment sign-off/payment by the Bank for acceptance of the whole or any part of the work, nor any extension of time/possession taken by the Bank shall affect or prejudice the rights of the Bank against Service provider, or relieve Service Provider of their obligations for the due performance of the Agreement, or be interpreted as approval of the work done, or create liability on the Bank to pay for alterations/ amendments/ variations, or discharge the liability of Service Provider for the payment of damages whether due, ascertained, or certified or not or any sum against the payment of which they are bound to indemnify Bank nor shall any such certificate nor the acceptance by them of any such paid on account or otherwise, affect or prejudice the rights of the Service provider, against the Bank.

#### **19. LIMITATION OF LIABILITY**

19.1 For breach of any obligation mentioned in this agreement, subject to clause 19.3, in no event Service Provider shall be liable for damages to the Bank arising under or in connection with this agreement for an amount exceeding the total Project Cost.

19.2 Service Provider will ensure Bank's data confidentiality and shall be responsible for liability arising in case of breach of any kind of security and/or leakage of confidential customer/Bank's related information to the extent of loss so caused.

19.3 The limitations set forth in Clauses 19.1 shall not apply with respect to:

- (i) claims that are the subject of indemnification pursuant to Clause 12,
- (ii) damage(s) occasioned by the gross negligence or willful misconduct of Service Provider,
- (iii) damage(s) occasioned by Service Provider for breach of Clause 14,

- (iv) Regulatory or statutory fines imposed by a Government or Regulatory agency for non-compliance of statutory or regulatory guidelines applicable to the Bank, provided such guidelines were brought to the notice of Service Provider.

## 20. FORCE MAJEURE

20.1 Any failure or delay by either parties in performance of its obligation, to the extent due to any failure or delay caused by fire, flood, earthquake or similar elements of nature, or act of God, war, terrorism, riots, civil disorders, rebellions or revolutions, acts of government authorities or other events beyond the reasonable control of non-performing Party shall not be deemed as default.

20.2 If Force Majeure situation arises, the non-performing Party shall promptly notify to the other Party in writing of such conditions and the cause(s) thereof. Unless otherwise agreed in writing, the non-performing party shall continue to perform its obligations under the Agreement as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

20.3 If the Force Majeure situation continues beyond 30 days, the either Party shall have the right to terminate the Agreement by giving a notice to the other party. Neither Party shall have any penal liability to the other in respect of the termination of this Contract as a result of an event of Force Majeure. However, .Service Provider shall be entitled to receive payments for all services actually rendered up to the date of the termination of this Agreement.

## 21. NOTICES

21.1 Any notice or other communication under this Agreement given by either party to the other party shall be deemed properly given if in writing and;

- i. When hand delivered during normal business hours of the recipient, acknowledgment taken.
- ii. If transmitted by facsimile during normal business hours of the recipient; proof of delivery taken. A copy sent by registered mail/ first class courier, return receipt requested shall follow all fax notices, to any Fax number of..... Service Provider's office at Mumbai, or any other place advised by Service Provider to the Bank from time to time.
- iii. If mailed by registered mail/ first class courier, return receipt requested, within five working days of posting, properly addressed and stamped with the required postage, to the intended recipient at its address specified below its signature at the end of this Agreement.





21.2 The Addresses for Communications to the parties are as under.

(a) In the case of the Bank

.....  
.....  
.....  
.....

(b) In case of Service Provider

.....  
.....  
.....

21.3 In case there is any change in the address of one party, it shall be communicated in writing to the other party with in 15 (fifteen) days.

**22. GENERAL TERMS & CONDITIONS**

22.1 PUBLICITY: Service Provider may make a reference of the services rendered to the Bank covered under this Agreement on Service provider’s Web Site or in their sales presentations, promotional materials, business plans or news releases etc., only after prior written approval from the Bank.

22.2 TRAINING: Service Provider shall train designated Bank officials on the configuration, operation/ functionalities, maintenance, support & administration for software, application architecture and components, installation, troubleshooting processes of the proposed managed services as mentioned in this Agreement.

22.3 SUCCESSORS AND ASSIGNS: This Agreement shall bind and inure to the benefit of the parties, and their respective successors and permitted assigns. Further, any change in ownership shall be advised to Bank at least three months in advance.

22.4 NON-HIRE AND NON-SOLICITATION: During the term of this Agreement and for a period of one year thereafter, neither party shall (either directly or indirectly through a third party) employ, solicit to employ, cause to be solicited for the purpose of employment or offer employment to any employee/s or sub-contractor/s of the other party, or aid any third person to do so, without the specific written consent of the other party. However nothing in this clause shall affect the Bank’s regular recruitments as per its recruitment policy and not targeted to the employees of Service provider.

22.5 SEVERABILITY: The invalidity or unenforceability of any provision of this Agreement shall not in any way effect, impair or render unenforceable this Agreement or any other provision contained herein, which shall remain in full force and effect.



22.6 MODIFICATION: This Agreement may not be modified or amended except in writing signed by duly authorized representatives of each party with express mention thereto of this Agreement.

22.7 ENTIRE AGREEMENT: The following documents along with all addenda issued thereto shall be deemed to form and be read and construed as integral part of this Agreement and in case of any contradiction between or among them the priority in which a document would prevail over another would be as laid down below beginning from the highest priority to the lowest priority:

- 22.7.1 This Agreement;
- 22.7.2 Annexure of Agreement;
- 22.7.3 Purchase Order
- 22.7.4 RFP

22.8 PRIVACY: Neither this Agreement nor any provision hereof is intended to confer upon any person/s other than the Parties to this Agreement any rights or remedies hereunder.

22.9 DUE AUTHORISATION: Each of the undersigned hereby represents to the other that she/ he is authorized to enter into this Agreement and bind the respective parties to this Agreement.

22.10 COUNTERPART: This Agreement is executed in duplicate and each copy is treated as original for all legal purposes.

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed by their duly authorized representatives as of the date and day first mentioned above.

**State Bank of India**

.....**Service Provider**

**By:**  
**Name:**  
**Designation:**  
**Date:**

**By:**  
**Name:**  
**Designation:**  
**Date:**

WITNESS:

1.

1.

2.

2.



**ANNEXURE-O**

**ESCALATION MATRICS#**

| Service level Category | Response/Resolution Time | Escalation thresholds           |                 |                 |                 |
|------------------------|--------------------------|---------------------------------|-----------------|-----------------|-----------------|
|                        |                          | Escalation Level 1              |                 | Escalation..... |                 |
|                        |                          | Escalation to                   | Escalation Mode | Escalation to   | Escalation Mode |
| -----                  |                          | <Name, designation contact no.> |                 |                 |                 |
| -----                  |                          | <Name, designation contact no.> |                 |                 |                 |
| -----                  |                          | <Name, designation contact no.> |                 |                 |                 |
| -----                  |                          | <Name, designation contact no.> |                 |                 |                 |
| -----                  |                          | <Name, designation contact no.> |                 |                 |                 |

#To ensure that the service beneficiary receives senior management attention on unresolved issues, the service provider operates a problem escalation procedure in order that any unresolved problems are notified to the service provider management personnel on a priority basis dependent upon the impact and urgency of the problem.

**ANNEXURE-P****Transition & Knowledge Transfer Plan****1. Introduction**

- 1.1 This Annexure describes the duties and responsibilities of the SERVICE PROVIDER and the STATE BANK OF INDIA to ensure proper transition of services and to ensure complete knowledge transfer.

**2. Objectives**

- 2.1 The objectives of this annexure are to:
- (1) Ensure a smooth transition of Services from the SERVICE PROVIDER to a New/Replacement SERVICE PROVIDER or back to the STATE BANK OF INDIA at the termination or expiry of this Agreement;
  - (2) Ensure that the responsibilities of both parties to this Agreement are clearly defined in the event of exit and transfer; and
  - (3) Ensure that all relevant Assets are transferred.

**3. General**

- 3.1 Where the STATE BANK OF INDIA intends to continue equivalent or substantially similar services to the Services provided by the SERVICE PROVIDER after termination or expiry the Agreement, either by performing them itself or by means of a New/Replacement SERVICE PROVIDER, the SERVICE PROVIDER shall ensure the smooth transition to the Replacement SERVICE PROVIDER and shall co-operate with the STATE BANK OF INDIA or the Replacement SERVICE PROVIDER as required in order to fulfil the obligations under this annexure.
- 3.2 The SERVICE PROVIDER shall co-operate fully with the STATE BANK OF INDIA and any potential Replacement SERVICE PROVIDERS tendering for any Services, including the transfer of responsibility for the provision of the Services previously performed by the SERVICE PROVIDER to be achieved with the minimum of disruption. In particular:
- 3.2.1 during any procurement process initiated by the STATE BANK OF INDIA and in anticipation of the expiry or termination of the Agreement and irrespective of the identity of any potential or actual Replacement SERVICE PROVIDER, the SERVICE PROVIDER shall comply with all reasonable requests by the STATE BANK OF INDIA to provide information relating to the operation of the Services, including but not limited to, hardware and software used, inter-working, coordinating with other application owners, access to and provision of all performance reports, agreed procedures, and any other relevant information (including the configurations set up for the STATE BANK OF INDIA and

procedures used by the SERVICE PROVIDER for handling Data) reasonably necessary to achieve an effective transition, provided that:

- 3.2.1.1 the SERVICE PROVIDER shall not be obliged to provide any information concerning the costs of delivery of the Services or any part thereof or disclose the financial records of the SERVICE PROVIDER to any such party;
  - 3.2.1.2 the SERVICE PROVIDER shall not be obliged to disclose any such information for use by an actual or potential Replacement SERVICE PROVIDER unless such a party shall have entered into a confidentiality agreement; and
  - 3.2.1.3 whilst supplying information as contemplated in this paragraph 3.2.1 the SERVICE PROVIDER shall provide sufficient information to comply with the reasonable requests of the STATE BANK OF INDIA to enable an effective tendering process to take place but shall not be required to provide information or material which the SERVICE PROVIDER may not disclose as a matter of law.
- 3.3 In assisting the STATE BANK OF INDIA and/or the Replacement SERVICE PROVIDER to transfer the Services the following commercial approach shall apply:
- (1) where the SERVICE PROVIDER does not have to utilize resources in addition to those normally used to deliver the Services prior to termination or expiry, the SERVICE PROVIDER shall make no additional Charges. The STATE BANK OF INDIA may reasonably request that support and materials already in place to provide the Services may be redeployed onto work required to effect the transition provided always that where the STATE BANK OF INDIA agrees in advance that such redeployment will prevent the SERVICE PROVIDER from meeting any Service Levels, achieving any other key dates or from providing any specific deliverables to the STATE BANK OF INDIA, the STATE BANK OF INDIA shall not be entitled to claim any penalty or liquidated damages for the same.
  - (2) where any support and materials necessary to undertake the transfer work or any costs incurred by the SERVICE PROVIDER are additional to those in place as part of the proper provision of the Services the STATE BANK OF INDIA shall pay the SERVICE PROVIDER for staff time agreed in advance at the rates agreed between the parties and for materials and other costs at a reasonable price which shall be agreed with the STATE BANK OF INDIA.
- 3.4 If so required by the STATE BANK OF INDIA, on the provision of no less than three month's notice in writing, the SERVICE PROVIDER shall continue to provide the Services or an agreed part of the Services for a period not less than one month and not exceeding three months beyond the date of termination or expiry of the Agreement. In such event the STATE BANK OF INDIA shall reimburse the SERVICE PROVIDER for such elements of the Services as are provided beyond the date of termination or expiry date of the Agreement on the basis that:

- (1) materials and other costs will be charged at a reasonable price which shall be agreed between the Parties; and/or
  - (2) any other fees agreed between the Parties at the time of termination or expiry.
- 3.5 The SERVICE PROVIDER shall provide to the STATE BANK OF INDIA an analysis of the Services to the extent reasonably necessary to enable the STATE BANK OF INDIA to plan migration of such workload to a Replacement SERVICE PROVIDER provided always that this analysis involves providing performance data already delivered to the STATE BANK OF INDIA as part of the performance monitoring regime.
- 3.6 The SERVICE PROVIDER shall provide such information as the STATE BANK OF INDIA reasonably considers to be necessary for the actual Replacement SERVICE PROVIDER, or any potential Replacement SERVICE PROVIDER during any procurement process, to define the tasks which would need to be undertaken in order to ensure the smooth transition of all or any part of the Services.
- 3.7 the SERVICE PROVIDER shall make available such Key Personnel who have been involved in the provision of the Services as the Parties may agree to assist the STATE BANK OF INDIA or a Replacement SERVICE PROVIDER (as appropriate) in the continued support of the Services beyond the expiry or termination of the Agreement, in which event the STATE BANK OF INDIA shall pay for the services of such Key Personnel on a time and materials basis at the rates agreed between the parties.
- 3.8 The SERVICE PROVIDER shall co-operate with the STATE BANK OF INDIA during the handover to a Replacement SERVICE PROVIDER and such co-operation shall extend to, but shall not be limited to, inter-working, co-ordinating and access to and provision of all operational and performance documents, reports, summaries produced by the SERVICE PROVIDER for the STATE BANK OF INDIA, including the configurations set up for the STATE BANK OF INDIA and any and all information to be provided by the SERVICE PROVIDER to the STATE BANK OF INDIA under any other term of this Agreement necessary to achieve an effective transition without disruption to routine operational requirements.
- 4. Replacement SERVICE PROVIDER**
- 4.1 In the event that the Services are to be transferred to a Replacement SERVICE PROVIDER, the STATE BANK OF INDIA will use reasonable endeavors to ensure that the Replacement SERVICE PROVIDER co-operates with the SERVICE PROVIDER during the handover of the Services.
- 5. Subcontractors**
- 5.1 The SERVICE PROVIDER agrees to provide the STATE BANK OF INDIA with details of the Subcontracts used in the provision of the Services. The SERVICE PROVIDER will not restrain or hinder its Subcontractors from entering into



agreements with other prospective service providers for the delivery of supplies or services to the Replacement SERVICE PROVIDER.

## **6. Transfer of Configuration Management Database**

6.1 6 (six) months prior to expiry or within 2 (two) week of notice of termination of this Agreement the SERVICE PROVIDER shall deliver to the STATE BANK OF INDIA a full, accurate and up to date cut of content from the Configuration Management Database (or equivalent) used to store details of Configurable Items and Configuration Management data for all products used to support delivery of the Services.

## **7. Transfer of Assets**

7.1 6 (six) months prior to expiry or within 2 (two) week of notice of termination of the Agreement the SERVICE PROVIDER shall deliver to the STATE BANK OF INDIA the Asset Register comprising:

- (1) a list of all Assets eligible for transfer to the STATE BANK OF INDIA; and
- (2) a list identifying all other Assets, (including human resources, skillset requirement and know-how), that are ineligible for transfer but which are essential to the delivery of the Services. The purpose of each component and the reason for ineligibility for transfer shall be included in the list.

7.2 Within 1 (one) month of receiving the Asset Register as described above, the STATE BANK OF INDIA shall notify the SERVICE PROVIDER of the Assets it requires to be transferred, (the "Required Assets"), and the STATE BANK OF INDIA and the SERVICE PROVIDER shall provide for the approval of the STATE BANK OF INDIA a draft plan for the Asset transfer.

7.3 In the event that the Required Assets are not located on STATE BANK OF INDIA premises:

- (1) the SERVICE PROVIDER shall be responsible for the dismantling and packing of the Required Assets and to ensure their availability for collection by the STATE BANK OF INDIA or its authorised representative by the date agreed for this;
- (2) any charges levied by the SERVICE PROVIDER for the Required Assets not owned by the STATE BANK OF INDIA shall be fair and reasonable in relation to the condition of the Assets and the then fair market value; and
- (3) for the avoidance of doubt, the STATE BANK OF INDIA will not be responsible for the Assets.

7.4 The SERVICE PROVIDER warrants that the Required Assets and any components thereof transferred to the STATE BANK OF INDIA or Replacement SERVICE PROVIDER benefit from any remaining manufacturer's warranty relating to the Required Assets at that time, always provided such warranties are transferable to a third party.

## **8. Transfer of Software Licenses**

- 8.1 6 (six) months prior to expiry or within 2 (two) week of notice of termination of this Agreement the SERVICE PROVIDER shall deliver to the STATE BANK OF INDIA all licenses for Software used in the provision of Services which were purchased by the STATE BANK OF INDIA.
- 8.2 On notice of termination of this Agreement the SERVICE PROVIDER shall, within 2 (two) week of such notice, deliver to the STATE BANK OF INDIA details of all licenses for SERVICE PROVIDER Software and SERVICE PROVIDER Third Party Software used in the provision of the Services, including the terms of the software license agreements. For the avoidance of doubt, the STATE BANK OF INDIA shall be responsible for any costs incurred in the transfer of licenses from the SERVICE PROVIDER to the STATE BANK OF INDIA or to a Replacement SERVICE PROVIDER provided such costs shall be agreed in advance. Where transfer is not possible or not economically viable the Parties will discuss alternative licensing arrangements.
- 8.3 Within 1 (one) month of receiving the software license information as described above, the STATE BANK OF INDIA shall notify the SERVICE PROVIDER of the licenses it wishes to be transferred, and the SERVICE PROVIDER shall provide for the approval of the STATE BANK OF INDIA a draft plan for license transfer, covering novation of agreements with relevant software providers, as required. Where novation is not possible or not economically viable the Parties will discuss alternative licensing arrangements.

## **9. Transfer of Software**

- 9.1 Wherein State Bank of India is the owner of the software, 6 (six) months prior to expiry or within 2 (two) weeks of notice of termination of this Agreement the SERVICE PROVIDER shall deliver, or otherwise certify in writing that it has delivered, to the STATE BANK OF INDIA a full, accurate and up to date version of the Software including up to date versions and latest releases of, but not limited to:
- (a) Source Code (with source tree) and associated documentation;
  - (b) application architecture documentation and diagrams;
  - (c) release documentation for functional, technical and interface specifications;
  - (d) a plan with allocated resources to handover code and design to new development and test teams (this should include architectural design and code 'walk-through');
  - (e) Source Code and supporting documentation for testing framework tool and performance tool;
  - (f) test director database;
  - (g) test results for the latest full runs of the testing framework tool and performance tool on each environment; and



## **10. Transfer of Documentation**

10.1 6 (six) months prior to expiry or within 2 (two) weeks of notice of termination of this Agreement the SERVICE PROVIDER shall deliver to the STATE BANK OF INDIA a full, accurate and up-to date set of Documentation that relates to any element of the Services as defined in scope of work under the RFP.

## **11. Transfer of Service Management Process**

11.1 6 (six) months prior to expiry or within 2 (two) weeks of notice of termination of this Agreement the SERVICE PROVIDER shall deliver to the STATE BANK OF INDIA:

- (a) a plan for the handover and continuous delivery of the Service Desk function and allocate the required resources;
- (b) full and up to date, both historical and outstanding Service Desk ticket data including, but not limited to:
  - (1) Incidents;
  - (2) Problems;
  - (3) Service Requests;
  - (4) Changes;
  - (5) Service Level reporting data;
- (c) a list and topology of all tools and products associated with the provision of the Software and the Services;
- (d) full content of software builds and server configuration details for software deployment and management; and
- (e) monitoring software tools and configuration.

## **12. Transfer of Knowledge Base**

12.1 6 (six) months prior to expiry or within 2 (two) week of notice of termination of this Agreement the SERVICE PROVIDER shall deliver to the STATE BANK OF INDIA a full, accurate and up to date cut of content from the knowledge base (or equivalent) used to troubleshoot issues arising with the Services but shall not be required to provide information or material which the SERVICE PROVIDER may not disclose as a matter of law.

## **13. Transfer of Service Structure**

13.1 6 (six) months prior to expiry or within 2 (two) weeks notice of termination of this Agreement the SERVICE PROVIDER shall deliver to the STATE BANK OF INDIA a full, accurate and up to date version of the following, as a minimum:

- (a) archive of records including:
  - (1) Questionnaire Packs;
  - (2) project plans and sign off;
  - (3) Acceptance Criteria; and
  - (4) Post Implementation Reviews.

- (b) programme plan of all work in progress currently accepted and those in progress;
- (c) latest version of documentation set;
- (d) Source Code (if appropriate) and all documentation to support the services build tool with any documentation for 'workarounds' that have taken place;
- (e) Source Code, application architecture documentation/diagram and other documentation;
- (f) Source Code, application architecture documentation/diagram and other documentation for Helpdesk; and
- (g) Project plan and resource required to hand Service Structure capability over to the new team.

#### **14. Transfer of Data**

14.1 In the event of expiry or termination of this Agreement the SERVICE PROVIDER shall cease to use the STATE BANK OF INDIA Data and, at the request of the STATE BANK OF INDIA, shall destroy all such copies of the STATE BANK OF INDIA Data then in its possession to the extent specified by the STATE BANK OF INDIA.

14.2 Except where, pursuant to paragraph 14.1 above, the STATE BANK OF INDIA has instructed the SERVICE PROVIDER to destroy such STATE BANK OF INDIA Data as is held and controlled by the SERVICE PROVIDER, 1 (one) months prior to expiry or within 1 (one) month of termination of this Agreement, the SERVICE PROVIDER shall deliver to the STATE BANK OF INDIA:

- (1) An inventory of the STATE BANK OF INDIA Data held and controlled by the SERVICE PROVIDER, plus any other data required to support the Services; and/or
- (2) a draft plan for the transfer of the STATE BANK OF INDIA Data held and controlled by the SERVICE PROVIDER and any other available data to be transferred.

#### **15. Training Services on Transfer**

15.1 The SERVICE PROVIDER shall comply with the STATE BANK OF INDIA's reasonable request to assist in the identification and specification of any training requirements following expiry or termination. The purpose of such training shall be to enable the STATE BANK OF INDIA or a Replacement SERVICE PROVIDER to adopt, integrate and utilize the Data and Assets transferred and to deliver an equivalent service to that previously provided by the SERVICE PROVIDER.

15.2 The provision of any training services and/or deliverables and the charges for such services and/or deliverables shall be agreed between the parties.

15.3 Subject to paragraph 15.2 above, the SERVICE PROVIDER shall produce for the STATE BANK OF INDIA's consideration and approval 6 (six) months prior to expiry or within 10 (ten) Working Days of issue of notice of termination:

- (1) A training strategy, which details the required courses and their objectives;
- (2) Training materials (including assessment criteria); and
- (3) a training plan of the required training events.

15.4 Subject to paragraph 15.2 above, the SERVICE PROVIDER shall schedule all necessary resources to fulfil the training plan, and deliver the training as agreed with the STATE BANK OF INDIA.

15.5 SERVICE PROVIDER shall provide training courses on operations of Services rendered under this Agreement at STATE BANK OF INDIA's premises, at such times, during business hours as STATE BANK OF INDIA may reasonably request.

## **16. Transfer Support Activities**

16.1 6 (six) months prior to expiry or within 10 (ten) Working Days of issue of notice of termination, the SERVICE PROVIDER shall assist the STATE BANK OF INDIA or Replacement SERVICE PROVIDER to develop a viable exit transition plan which shall contain details of the tasks and responsibilities required to enable the transition from the Services provided under this Agreement to the Replacement SERVICE PROVIDER or the STATE BANK OF INDIA, as the case may be.

16.2 The exit transition plan shall be in a format to be agreed with the STATE BANK OF INDIA and shall include, but not be limited to:

- (1) a timetable of events;
- (2) resources;
- (3) assumptions;
- (4) activities;
- (5) responsibilities; and
- (6) risks.

16.3 The SERVICE PROVIDER shall supply to the STATE BANK OF INDIA or a Replacement SERVICE PROVIDER specific materials including but not limited to:

- (a) Change Request log;
- (b) entire back-up history; and
- (c) dump of database contents including the Asset Register, problem management system and operating procedures. For the avoidance of doubt this shall not include proprietary software tools of the SERVICE PROVIDER which are used for project management purposes generally within the SERVICE PROVIDER's business.

- 16.4 The SERVICE PROVIDER shall supply to the STATE BANK OF INDIA or a Replacement SERVICE PROVIDER proposals for the retention of Key Personnel for the duration of the transition period.
- 16.5 On the date of expiry the SERVICE PROVIDER shall provide to the STATE BANK OF INDIA refreshed versions of the materials required under paragraph 16.3 above which shall reflect the position as at the date of expiry.
- 16.6 The SERVICE PROVIDER shall provide to the STATE BANK OF INDIA or to any Replacement SERVICE PROVIDER within 14 (fourteen) Working Days of expiry or termination a full and complete copy of the Incident log book and all associated documentation recorded by the SERVICE PROVIDER till the date of expiry or termination.
- 16.7 The SERVICE PROVIDER shall provide for the approval of the STATE BANK OF INDIA a draft plan to transfer or complete work-in-progress at the date of expiry or termination.

**17. Use of STATE BANK OF INDIA Premises**

- 17.1 Prior to expiry or on notice of termination of this Agreement, the SERVICE PROVIDER shall provide for the approval of the STATE BANK OF INDIA a draft plan specifying the necessary steps to be taken by both the SERVICE PROVIDER and the STATE BANK OF INDIA to ensure that the STATE BANK OF INDIA's Premises are vacated by the SERVICE PROVIDER.
- 17.2 Unless otherwise agreed, the SERVICE PROVIDER shall be responsible for all costs associated with the SERVICE PROVIDER's vacation of the STATE BANK OF INDIA's Premises, removal of equipment and furnishings, redeployment of SERVICE PROVIDER Personnel, termination of arrangements with Subcontractors and service contractors and restoration of the STATE BANK OF INDIA Premises to their original condition (subject to a reasonable allowance for wear and tear).