



**REQUEST FOR PROPOSAL  
FOR PROCUREMENT OF ONSITE APPLICATION SUPPORT SERVICES FOR  
BMC HELIX PLATFORM AND SNOW SOFTWARE**

**RFP: SBI/GITC/Platform Engineering-II/2024/2025/1196 dated : 16/08/2024**

**Note: This notice is being published for information only and is not an open invitation to quote in this LTE/closed RFP. Participation in this RFP is by invitation only and is limited to the selected vendors. Unsolicited bids will not be considered by the Bank. However, vendors who desire to participate in such tenders in future may contact the Procuring department of the Bank.”**

**PLATFORM ENGINEERING -II DEPARTMENT  
STATE BANK OF INDIA, Global IT Centre,  
First Floor –“A” Wing,  
Sector-11, CBD Belapur,  
Navi Mumbai-400614**

## 1. SCHEDULE OF EVENTS

SI No	Particulars	Remarks
1	Contact details of issuing department (Name, Designation, Mobile No., Email and office address for sending any kind of correspondence regarding this RFP)	<p><i>Name:</i> Udaya Nath Swain  <i>Designation:</i> Dy. General Manager  <i>Email ID:</i> agmit.pe2@sbi.co.in  <i>Contact Address:</i>                      Platform Engineering -II Department                      State Bank of India,                      Global IT Centre,                      "A" Wing, First Floor,                      CBD Belapur, Navi Mumbai-400614  <i>Contact Number:</i> 022-27560968</p>
2	Bid Document Availability including changes/amendments, if any to be issued	Will be emailed to the identified channel partners of OEM M/s BMC Software. It is clarified that unsolicited bids will not be considered by the Bank.
3	Last date for requesting clarification	<p>Upto 01:00 PM (time) on 21-Aug-2024 (date)</p> <p>All communications regarding points / queries requiring clarifications shall be given in writing or by e-mail.</p>
4	Pre - bid Meeting at (venue)	<p>From 02:30 PM (time) to 03:00 PM (time) on 21-Aug-2024 (date) at Platform Engineering -II Department, State Bank of India, Global IT Centre, "A" Wing, First Floor, CBD Belapur, Navi Mumbai-400614 (venue) or through online Microsoft Teams meeting</p>
5	Clarifications to queries raised at pre-bid meeting will be provided by the Bank.	On 23-Aug-2024 (date)
6	Last date and time for Bid submission	Upto 05:00 PM (time) on 29-Aug-2024 (date)
7	Address for submission of Bids	<a href="https://etender.sbi/SBI/">https://etender.sbi/SBI/</a>
8	Date and Time of opening of Technical Bids	05:30 PM (time) on 29-Aug-2024 (date)



		Authorized representatives of Bidders may be present online during the opening of the Technical Bids. However, Technical Bids would be opened even in the absence of any or all of Bidders representatives.																						
9	Opening of Indicative Price Bids	Indicative price bid of technically qualified bidders only will be opened on a subsequent date.																						
10	Reverse Auction	On a subsequent date which will be communicated to such Bidders who qualify in the Technical Bid.																						
11	Tender Fee	Not applicable.																						
12	Earnest Money Deposit	<p><b>Rs. 32,00,000.00 (Thirty Two Lakh)</b> Amount should be deposited in</p> <table border="1"> <tr> <td rowspan="5">1</td> <td>A/c No.</td> <td><b>4897932113433</b></td> </tr> <tr> <td>IFSC Code</td> <td><b>SBIN0011343</b></td> </tr> <tr> <td>Branch Name</td> <td>Branch OAD, GITC, Belapur</td> </tr> <tr> <td>Account Name</td> <td>Subsidy Inward Remittance</td> </tr> <tr> <td>Mode of Transaction</td> <td><b>NEFT only</b></td> </tr> </table> <table border="1"> <tr> <td rowspan="5">2</td> <td>A/c No.</td> <td><b>37608352111</b></td> </tr> <tr> <td>IFSC Code</td> <td><b>SBIN0011343</b></td> </tr> <tr> <td>Branch Name</td> <td>Branch OAD, GITC, Belapur</td> </tr> <tr> <td>Account Name</td> <td>System Suspense Branch Parking A/C</td> </tr> <tr> <td>Mode of Transaction</td> <td><b>Intra-bank transfer (SBI to SBI only)</b></td> </tr> </table> <p>Or EMD should be in the form of a bank guarantee. EMD shall be valid up to 180 days from bid submission date.</p>	1	A/c No.	<b>4897932113433</b>	IFSC Code	<b>SBIN0011343</b>	Branch Name	Branch OAD, GITC, Belapur	Account Name	Subsidy Inward Remittance	Mode of Transaction	<b>NEFT only</b>	2	A/c No.	<b>37608352111</b>	IFSC Code	<b>SBIN0011343</b>	Branch Name	Branch OAD, GITC, Belapur	Account Name	System Suspense Branch Parking A/C	Mode of Transaction	<b>Intra-bank transfer (SBI to SBI only)</b>
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13	Bank Guarantee	3% of Total Cost of Ownership (TCO)	Performance Security in form of BG should be valid for 25 months from the effective date of the Contract.
14	Contact details of e-Procurement agency appointed for e-procurement	E-Procurement Technologies Ltd. A-201/208, Wall Street – II, Opp. Orient Club, Ellis bridge, Ahmedabad-380006 Gujarat e-Procurement agency portal <a href="https://etender.sbi/SBI/">https://etender.sbi/SBI/</a> Email: <a href="mailto:etender.support@sbi.co.in">etender.support@sbi.co.in</a> Contact: 6352631766, 6352632098, 7859800621, 6352631968, 9265562819	

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## 2. 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, foreign offices etc.) of State Bank of India, branches/other offices, Subsidiaries and Joint Ventures 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** for procurement of onsite application support services for BMC Helix Platform And Snow Software for State Bank of India.
- ii. In order to meet the service requirements, the Bank proposes to invite online Bids from eligible Bidders as per details/scope of work mentioned in **Appendix-E** of this RFP.
- iii. Bidder shall mean any entity (i.e. juristic person) who meets the eligibility criteria given in **Appendix-B** of this RFP and willing to provide the Services as required in this RFP. The interested Bidders who agree to all the terms and conditions contained in this RFP may submit their Bids with the information desired in this RFP. Consortium bidding is not permitted under this RFP.
- iv. Address for submission of online Bids, contact details including email address for sending communications are given in Schedule of Events of this RFP.
- 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 RFP.
- vi. This RFP document shall not be transferred, reproduced or otherwise used for purposes other than for which it is specifically issued.
- vii. Interested Bidders are advised to go through the entire RFP before submission of online Bids to avoid any chance of elimination. The eligible Bidders desirous of taking up the project for providing of proposed **Services** for 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 the Bank's discretion. This RFP seek proposal from the Bidders who have the necessary experience, capability & expertise to provide SBI the proposed **Services** adhering to Bank's requirements outlined in this RFP.

### **3. DISCLAIMER**

- i. The information contained in this RFP or information provided subsequently to Bidder(s) whether verbally or in documentary form/email by or on behalf of SBI, is subject to the terms and conditions set out in this RFP.
- ii. This RFP is not an offer by State Bank of India, but an invitation to receive responses from the eligible Bidders.
- 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 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 Bidder is expected to examine all instructions, forms, terms and specifications in this RFP. Failure to furnish all information required under this RFP or to submit a Bid not substantially responsive to this RFP in all respect will be at the Bidder's risk and may result in rejection of the Bid.
- vii. The issue of this RFP does not imply that the Bank is bound to select a Bidder or to award the contract to the Selected Bidder, as the case may be, for the Project and the Bank reserves the right to reject all or any of the Bids or Bidders without assigning any reason whatsoever before issuance of purchase order and/or its acceptance thereof by the successful Bidder as defined in Award Criteria and Award of Contract in this RFP.



#### 4. 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.
- ii. **“Bidder/Channel Partner”** 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 Service Provider, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- v. **“Total Contract Price/Project Cost/TCO”** means the price payable to Service Provider over the entire period of Contract for the full and proper performance of its contractual obligations.
- vi. **“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 (lowest in reverse auction) Bidder as per the selection criteria set out in the RFP and to whom notification of award has been given by the Bank.
- 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 Service Provider covered under this RFP.
- viii. **Annual Maintenance Contract (AMC)** - It would be the annual cost of maintenance/upkeep/update of product or specified hardware and software.

#### 5. SCOPE OF WORK

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

The Bank may, at its sole discretion, provide remote access to its information technology system to IT Service Provider through secured Virtual Private Network (VPN) in order to facilitate the performance of IT Services. Such remote access to the Bank’s information technology system shall be subject to the following:

- i. Service Provider shall ensure that the remote access to the Bank’s VPN is performed through a laptop/desktop (“Device”) specially allotted for that purpose by the Service Provider and not through any other private or public Device.
- ii. Service Provider shall ensure that only its authorized employees/representatives access the Device.
- iii. Service Provider shall be required to get the Device hardened/configured as per the Bank’s prevailing standards and policy.

- iv. Service Provider and/or its employee/representative shall be required to furnish an undertaking and/or information security declaration on the Bank's prescribed format before such remote access is provided by the Bank.
- v. Service Provider shall ensure that services are performed in a physically protected and secure environment which ensures confidentiality and integrity of the Bank's data and artefacts, including but not limited to information (on customer, account, transactions, users, usage, staff, etc.), architecture (information, data, network, application, security, etc.), programming codes, access configurations, parameter settings, executable files, etc., which the Bank representative may inspect. Service Provider shall facilitate and/ or handover the Device to the Bank or its authorized representative for investigation and/or forensic audit.
- vi. Service Provider shall be responsible for protecting its network and subnetworks, from which remote access to the Bank's network is performed, effectively against unauthorized access, malware, malicious code and other threats in order to ensure the Bank's information technology system is not compromised in the course of using remote access facility.

## 6. ELIGIBILITY AND TECHNICAL CRITERIA

- i. Bid is open to all Bidders who meet the eligibility and technical criteria as given in **Appendix-B & Appendix-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. Bid submitted with option of multiple OEMs shall also be considered bid submitted on behalf of multiple OEM.
  - (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 in **Appendix-N** duly signed by the Bidder on each page and witnessed by two persons. The **Pre-Contract Integrity Pact** 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.

## 7. 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.

## **8. CLARIFICATION AND AMENDMENTS ON RFP/PRE-BID MEETING**

- i. Bidder requiring any clarification on RFP may notify the Bank in writing strictly as per the format given in **Appendix-L** at the address/by e-mail within the date/time mentioned in the Schedule of Events.
- ii. A pre-Bid meeting will be held in person or online 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. The Bank 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 RFP, 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. The Bank, 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 this 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.

## 9. CONTENTS OF BID DOCUMENT

- i. The Bidder must thoroughly study/analyse and properly understand the contents of this RFP, its meaning and impact of the information contained therein.
- ii. Failure to furnish all information required in this RFP or submission of Bid not responsive to this RFP in any respect will be at the Bidder's risk and responsibility and the same may finally result in rejection of its Bid. The Bank has made considerable effort to ensure that accurate information is contained in this RFP and is supplied solely as guidelines for Bidders.
- iii. 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.
- iv. The information provided by the Bidders in response to this RFP will become the property of the Bank and will not be returned. Incomplete information in Bid document may lead to non-consideration of the proposal.

## 10. EARNEST MONEY DEPOSIT (EMD)

- i. The Bidder shall furnish EMD for the amount and validity period mentioned in Schedule of Events of this RFP.
- ii. EMD is required to protect the Bank against the risk of Bidder's conduct.
- iii. The EMD should be directly credited to the designated account or it should be in form of Bank Guarantee (as prescribed in **Appendix-O**) issued in favour of State Bank of India by any scheduled commercial bank in India. In case, SBI is the sole banker of the Bidder, a Letter of Comfort from SBI would be acceptable. If EMD is directly credited to designated account, proof of remittance of EMD in the designated account should be enclosed with the technical bid. However, if EMD is in form of Bank Guarantee, scanned copy of original EMD Bank Guarantee should be uploaded on portal of e-Procurement agency along with technical bid. Original EMD Bank Guarantee should be [delivered through registered post/courier](#) or given in person to the Bank at the address specified in Schedule of Event Sl. No. 1, within the bid submission date and time for the RFP.

- iv. Any Bid not accompanied by EMD for the specified amount and not submitted to the Bank as mentioned in this RFP will be rejected as non-responsive.
- v. The EMD of the unsuccessful Bidder(s) would be refunded/returned by the Bank within 2 weeks of the Bidder being notified as being unsuccessful.
- vi. The EMD of successful Bidder will be discharged upon the Bidder signing the Contract and furnishing the Bank Guarantee for the amount and validity as mentioned in this RFP, which should be strictly on the lines of format placed at **Appendix-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 accept Purchase Order and/or sign the Contract with the Bank or furnish Bank Guarantee, within the specified time period in the RFP.
- 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.

**11. BID PREPARATION AND SUBMISSION**

- i. The Bid is to be submitted separately for technical and Price on portal of e-Procurement agency for providing of onsite application support services for BMC Helix Platform and Snow Software in response to the **RFP No. SBI/GITC/Platform Engineering-II/2024/2025/1196** dated : 16/08/2024. Documents mentioned below are to be uploaded on portal of e-Procurement agency with digital signature of authorised signatory:
  - (a) Index of all the documents, letters, bid forms etc. submitted in response to RFP along with page numbers.

- (b) Bid covering letter/Bid form on the lines of **Appendix-A** on Bidder's letter head.
  - (c) Proof of remittance of EMD (if directly credited in designated account) and Tender Fee as specified in this document. In case, EMD is submitted in form of BG, scanned copy of original BG should be uploaded subject to compliance of requirement mentioned in clause no 11 "*DEADLINE FOR SUBMISSION OF BIDS*" sub-clause (ii).
  - (d) Specific response with supporting documents in respect of Eligibility Criteria as mentioned in **Appendix-B** and technical eligibility criteria on the lines of **Appendix-C**.
  - (e) Bidder's details as per **Appendix-D** on Bidder's letter head.
  - (f) Audited financial statement and profit and loss account statement as mentioned in Part-II.
  - (g) A copy of board resolution along with copy of power of attorney (POA wherever applicable) showing that the signatory has been duly authorized to sign the Bid document.
  - (h) If applicable, scanned copy of duly stamped and signed Pre-Contract Integrity Pact subject to compliance of requirement mentioned in clause no 11 "*DEADLINE FOR SUBMISSION OF BIDS*" sub-clause (ii).
  - (i) If applicable, copy of registration certificate issued by competent authority as mentioned in SI No 2 of Eligibility Criteria under Appendix-B.
- ii. **Indicative Price Bid** for providing of Onsite Application Support Services for BMC Helix Platform and Snow Software in response to the **RFP No. SBI/GITC/Platform Engineering-II/2024/2025/1196** dated 16/08/2024 should contain only indicative Price Bid strictly on the lines of **Appendix-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) While submitting the Technical Bid, literature on the Services should be segregated and kept together in one section.
- (c) Care should be taken that the Technical Bid shall not contain any price information. Such proposal, if received, will be rejected.
- (d) 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. Board resolution authorizing representative to Bid and make commitments on behalf of the Bidder is to be attached.

- (e) It is mandatory for all the Bidders to have class-III Digital Signature Certificate (DSC) (in the name of person who will sign the Bid) from any of the licensed certifying agency to participate in this RFP. DSC should be in the name of the authorized signatory. It should be in corporate capacity (that is in Bidder capacity).
- (f) Bids are liable to be rejected if only one Bid (i.e. Technical Bid or Indicative Price Bid) is received.
- (g) 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.
- (h) The Bidder may also be asked to give presentation for the purpose of clarification of the Bid.
- (i) The Bidder must provide specific and factual replies to the points raised in the RFP.
- (j) The Bid shall be typed or written and shall be digitally signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract.
- (k) All the enclosures (Bid submission) shall be serially numbered.
- (l) Bidder(s) should prepare and submit their online Bids well in advance before the prescribed date and time to avoid any delay or problem during the bid submission process. The Bank shall not be held responsible for any sort of delay or the difficulties faced by the Bidder(s) during the submission of online Bids.
- (m) Bidder(s) should ensure that the Bid documents submitted should be free from virus and if the documents could not be opened, due to virus or otherwise, during Bid opening, the Bid is liable to be rejected.
- (n) The Bank reserves the right to reject Bids not conforming to above.

## 12. DEADLINE FOR SUBMISSION OF BIDS

- i. Bids must be submitted online on portal of e-Procurement agency by the date and time mentioned in the “Schedule of Events”.
- ii. Wherever applicable, the Bidder shall submit the original EMD Bank Guarantee and Pre- Contract Integrity Pact together with their respective enclosures and seal it in an envelope and mark the envelope as “Technical Bid”. The said envelope shall clearly bear the name of the project and name and address of the Bidder. In addition, the last date for bid submission should be indicated on the right and corner of the envelope. The original documents should be submitted within the bid submission date and time for the RFP at the address mentioned in SI No 1 of Schedule of Events, *failing which Bid will be treated as non-responsive.*
- iii. In the event of the specified date for submission of Bids being declared a holiday for the Bank, the Bids will be received up to the appointed time on the next working



day.

- iv. 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.

### **13. MODIFICATION AND WITHDRAWAL OF BIDS**

- i. The Bidder may modify or withdraw its Bid after the Bid's submission, provided modification, including substitution or withdrawal of the Bids, is received on e-procurement portal, prior to the deadline prescribed for submission of Bids.
- ii. No modification in the Bid shall be allowed, after the deadline for submission of Bids.
- iii. No Bid shall be withdrawn in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified in this RFP. Withdrawal of a Bid during this interval may result in the forfeiture of EMD submitted by the Bidder.

### **14. PERIOD OF BID VALIDITY AND VALIDITY OF PRICE QUOTED IN REVERSE AUCTION (RA)**

- i. Bid shall remain valid for duration of 6 calendar months from Bid submission date.
- ii. Price quoted by the Bidder in Reverse auction shall remain valid for duration of 6 calendar months from the date of conclusion of RA.
- iii. 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 or price will not entitle the Bidder to revise/modify the Bid document.
- iv. Once Purchase Order or Letter of Intent is issued by the Bank, the said price will remain fixed for the entire Contract period 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.

### **15. BID INTEGRITY**



Wilful 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 the Bank. The Bidders shall be deemed to license, and grant all rights to the Bank, to reproduce the whole or any portion of their Bid document for the purpose of evaluation and to disclose the contents of submission for regulatory and legal requirements.

## **16. 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. The technical Bids will be opened in the presence of representatives of the Bidders who choose to attend the same on portal of e-Procurement agency. 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. Bids 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 indicative price 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 and Tender Fee 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 RFP. For purposes of these Clauses, a responsive Bid is one, which conforms to all the terms and conditions of the RFP 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 Service proposed to be offered by them.

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.

## 17. 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 along with supporting documents to 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 is 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 clarification at the initiative of the Bidder shall be entertained after bid submission date.

## 18. EVALUATION OF INDICATIVE PRICE BIDS AND FINALIZATION

- i. The indicative price Bid(s) 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.
- 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 e-Procurement agency for this purpose. Bidders shall also be willing to abide by the e-business rules for reverse auction framed by the Bank / Authorised e-Procurement agency. The details of e-business rules, processes and procedures will be provided to the short-listed Bidders.
- iv. The Bidder will be selected as L1 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 **Appendix-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 Bidder 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.

## 19. CONTACTING THE BANK

- i. No Bidder shall contact the Bank on any matter relating to its Bid, from the time of opening of indicative 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 Bid.

## 1. AWARD CRITERIA AND AWARD OF CONTRACT

- i. Total cost of Services along with cost of all items specified in **Appendix-F** would be the Total Cost of Ownership (TCO)/Total Project Cost and should be quoted by the Bidder(s) in indicative price bid and reverse auction.
- ii. Bank will notify successful Bidder in writing by way of issuance of purchase order through 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.

- iii. The successful Bidder will have to submit Non-disclosure Agreement, Bank Guarantee for the amount and validity as desired in this RFP and strictly on the lines of format given in appendix of this RFP together with acceptance of all terms and conditions of RFP.
- iv. Copy of board resolution and power of attorney (POA wherever applicable) showing that the signatory has been duly authorized to sign the acceptance letter, contract and NDA should be submitted.
- v. The successful Bidder shall be required to enter into a Contract with the Bank and submit the Bank Guarantee, within 30 days from issuance of Purchase Order or within such extended period as may be decided by the Bank.
- vi. Till execution of a formal contract, the RFP, along with the Bank's notification of award by way of issuance of purchase order and Service Provider's acceptance thereof, would be binding contractual obligation between the Bank and the successful Bidder.
- vii. 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.
- viii. 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 BG.
- ix. Upon notification of award to the successful 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 involves 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 a 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.

## **21. WAIVER OF RIGHTS**

Each Party agrees that any delay or omission on the part of the other Party to exercise any right, power or remedy under this RFP will not automatically operate as a waiver of such right, power or remedy or any other right, power or remedy and no waiver will be effective unless it is in writing and signed by the waiving Party. Further the waiver or the single or partial exercise of any right, power or remedy by either Party hereunder on one occasion will not be construed as a bar to a waiver of any successive or other right, power or remedy on any other occasion.

## **22. CONTRACT AMENDMENT**

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 as specified in Award Criteria and Award of Contract, 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. BANK GUARANTEE

- i. Performance security in form of Bank Guarantee [BG] for the amount with validity period as specified in this RFP strictly on the format at **Appendix-H** is to be submitted by the finally selected Bidder (s). The BG 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. In case, SBI is the sole Banker for the Bidder, a Letter of Comfort from SBI may be accepted.
- ii. The Bank Guarantee is required to protect interest of the Bank against the risk of non-performance of Service Provider in respect of successful implementation of the project and/or failing to perform / fulfil its commitments / obligations in respect of providing Services as mentioned in this RFP; or breach of any terms and conditions of the RFP, which may warrant invoking of Bank Guarantee.

## 25. SERVICES

- i. Service Provider should ensure that the quality of methodologies for delivering the services, adhere to quality standards/timelines stipulated therefor.
- ii. Service Provider shall implement patches/ upgrades/ updates for software/ application / middleware etc as and when released by them/ OEM or as per requirements of the Bank. Service Provider should bring to notice of the Bank all releases/ version changes.
- iii. Service Provider shall obtain a written permission from the Bank before applying any of the patches/ upgrades/ updates. Bidder has to support older versions of the software/ operating system /middleware etc in case the Bank chooses not to upgrade to latest version.
- iv. Service Provider shall provide maintenance support for software/ application/ middleware over the entire period of Contract.
- v. All product updates, upgrades & patches shall be provided by Service Provider free of cost during Contact period.
- vi. Service Provider shall support the product and its components , or software during the period of Contract as specified in Scope of work in this RFP.
- vii. During the support period, Service Provider shall maintain the product and its components or specified software to comply with parameters defined in this RFP.

Service Provider shall be responsible for all costs relating to labour, 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 software.

- viii. During the support period, Service Provider shall ensure that services of professionally qualified personnel are available for providing comprehensive on-site maintenance of the product or specified 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 software, reloading of 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. Service Provider 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 software, Service Provider shall ensure that product or specified software is made operational to the full satisfaction of the Bank within the given timelines.
- ix. Application Services would be on-site and comprehensive in nature and must have back to back support from the OEM. Service Provider shall warrant products against defects arising out of faulty design etc. during the specified support period.
- x. In the event of product or specified 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 software failures
  - (b) Protection of data/ configuration
  - (c) Recovery/ restart facility
  - (d) Backup of product or specified software / configuration
- 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. Service Provider shall be agreeable for on-site support 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. Service Provider support staff should be well trained to effectively handle queries raised by the 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. PENALTIES

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

## 27. RIGHT TO VERIFICATION

The Bank reserves the right to verify any or all of the statements made by the Bidder in the Bid 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.

## 28. RIGHT TO AUDIT

- i. The Selected Bidder (Service Provider) shall be subject to annual audit by internal/ external 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 Service Provider is required to submit such certification by such Auditors to the Bank. 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 Service Provider. 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. Except for the audit done by Reserve Bank of India or any statutory/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.
- ii. Where any deficiency has been observed during audit of Service Provider on the risk parameters finalized by the Bank or in the certification submitted by the Auditors, 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 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 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(ies). The Bank reserves the right to call for and/or retain any relevant information /audit reports on financial and security review with their findings undertaken by Service Provider.



However, Service Provider shall not be obligated to provide records/data not related to Services under the Agreement (e.g. internal cost breakup etc.).

- iv. Service provider shall grant unrestricted and effective access to a) data related to the outsourced activities; b) the relevant business premises of the service provider; subject to appropriate security protocols, for the purpose of effective oversight use by the Bank, their auditors, regulators and other relevant Competent Authorities, as authorised under law.

## **29. SUBCONTRACTING**

- i. Sub-Contracting is not permitted. However, Bank may permit sub-contracting on case-to case basis at the sole discretion of the Bank. If permitted, the Service Provider shall carry out its standard due diligence process on sub-contracting/ sub-contractor.
- ii. Service Provider shall comply with all the instructions, requirements and any other conditions suggested by the Bank in order for the Bank to comply with its site access and regulatory audit requirements and upon' s Bank request Service Provider will provide a written confirmation of compliance with the requirements of this provision.
- iii. With the Bank's prior written approval, Service Provider may change the sub-contractor, provided it does not impact the quality of Services being delivered. However, Service Provider shall inform the Bank on its intention to change the sub-contractor and reason thereof.
- iv. Service Provider shall be 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 RFP. Bank reserves the right to conduct independent audit in this regard.
- v. 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 and faith of the Bank's data / processes is maintained.
- vi. Notwithstanding approval of the Bank for sub-contracting, the Service Provider shall remain liable to the Bank for all acts/omissions of sub-contractors.
- vii. Service Provider shall ensure that it shall have all back-to-back commitments from its vendors in such agreements.
- viii. Service Provider shall provide the complete details of Services sub-contracted by it including the details of sub-contractor(s) and/or its agent to the Bank as and when requested.

## **30. VALIDITY OF AGREEMENT**

The Agreement/ SLA will be valid for the period of 22 months( i.e. 01 Sep 2024 to 30 June 2026) The Bank reserves the right to terminate the Agreement as per the terms of RFP/ Agreement.

### 31. LIMITATION OF LIABILITY

- i. The maximum aggregate liability of Service Provider, subject to below mentioned sub-clause (iii), in respect of any claims, losses, costs or damages arising out of or in connection with this RFP/Agreement shall not exceed the total Project Cost.
- ii. Under no circumstances shall either Party be liable for any indirect, consequential or incidental losses, damages or claims including loss of profit, loss of business or revenue.
- iii. The limitations set forth herein shall not apply with respect to:
  - (a) claims that are the subject of indemnification pursuant to infringement of third party Intellectual Property Right;
  - (b) damage(s) occasioned by the Gross Negligence or Wilful 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.

For the purpose of abovementioned sub-clause (iii)(b) **“Gross Negligence”** means any act or failure to act by a party which was in reckless disregard of or gross indifference to the obligation of the party under this Agreement and which causes injury, damage to life, personal safety, real property, harmful consequences to the other party, which such party knew, or would have known if it was acting as a reasonable person, would result from such act or failure to act for which such Party is legally liable. Notwithstanding the forgoing, Gross Negligence shall not include any action taken in good faith.

**“Wilful Misconduct”** means any act or failure to act with an intentional disregard of any provision of this Agreement, which a party knew or should have known if it was acting as a reasonable person, which would result in injury, damage to life, personal safety, real property, harmful consequences to the other party, but shall not include any error of judgment or mistake made in good faith.

### 32. CONFIDENTIALITY

Confidentiality obligation shall be as per Non-disclosure agreement and clause 14 of Service Level Agreement placed as Appendix to this RFP.

### **33. DELAY IN SERVICE PROVIDER'S PERFORMANCE**

- i. Services shall be made by Service Provider within the timelines prescribed in part II of this document.
- ii. If at any time during performance of the Contract, Service Provider should encounter conditions impeding timely delivery and performance of Services, Service Provider 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 Service Provider's notice, the Bank shall evaluate the situation and may, at its discretion, extend Service Providers' 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 Service Provider may result in imposition of penalty, liquidated damages, invocation of Bank Guarantee and/or termination of Contract (as laid down elsewhere in this RFP document).

### **34. SERVICE PROVIDER'S OBLIGATIONS**

- i. Service Provider 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. Service Provider 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. Service Provider 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 Service Provider's negligence. Service Provider will pay all indemnities arising from such incidents and will not hold the Bank responsible or obligated.
- iv. Service Provider is responsible for activities of its personnel or sub-contracted personnel (where permitted) and will hold itself responsible for any misdemeanours.
- v. Service Provider shall treat as confidential all data and information about the Bank, 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 **Appendix-K** of this RFP.

- vi. Service Provider shall report the incidents, including cyber incidents and those resulting in disruption of service and data loss/ leakage immediately but not later than one hour of detection.
- vii. Service Provider shall abide by the provisions of the DPDP Act, 2023 - 11th August, 2023; CG-DL-E-12082023-248045 as and when the relevant rules and guidelines come into force.

### **35. TECHNICAL DOCUMENTATION**

- i. Service Provider 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. Service Provider shall also provide the MIS reports, data flow documents, data register and data dictionary 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 Service Provider to the Bank, free of cost in timely manner.

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

- i. For any technology / software / product used/supplied by Service Provider for performing Services for the Bank as part of this RFP, Service Provider shall have right to use as well as right to license such technology/ software / product. The Bank shall not be liable for any license or IPR violation on the part of Service Provider.
- ii. Without the Bank’s prior written approval, Service provider will 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 or to limit the Bank’s rights under this RFP.
- iii. Subject to below mentioned sub-clause (iv) and (v) of this RFP, Service Provider shall, at its own expenses without any limitation, indemnify and keep fully and effectively indemnified the Bank against all costs, claims, damages, demands, expenses and liabilities whatsoever nature arising out of or in connection with all claims of infringement of Intellectual Property Right, including patent, trademark,

copyright, trade secret or industrial design rights of any third party arising from the Services or use of the technology / software / products or any part thereof in India or abroad.

- iv. The Bank will give (a) notice to Service Provider of any such claim without delay/provide reasonable assistance to Service Provider in disposing of the claim; (b) sole authority to defend and settle such claim and; (c) will at no time admit to any liability for or express any intent to settle the claim provided that (i) Service Provider shall not partially settle any such claim without the written consent of the Bank, unless such settlement releases the Bank fully from such claim, (ii) Service Provider shall promptly provide the Bank with copies of all pleadings or similar documents relating to any such claim, (iii) Service Provider shall consult with the Bank with respect to the defence and settlement of any such claim, and (iv) in any litigation to which the Bank is also a party, the Bank shall be entitled to be separately represented at its own expenses by counsel of its own selection.
- v. Service Provider shall have no obligations with respect to any infringement claims to the extent that the infringement claim arises or results from: (i) Service Provider's compliance with the Bank's specific technical designs or instructions (except where Service Provider knew or should have known that such compliance was likely to result in an infringement claim and Service Provider did not inform the Bank of the same); or (ii) any unauthorized modification or alteration of the deliverable (if any) by the Bank.
- vi. Service provider agrees that the Bank owns the entire right, title and interest to any inventions, designs, discoveries, writings and works of authorship, including all intellectual property rights, copyrights. Any work made under this RFP shall be deemed to be 'work made for hire' under any Indian/U.S. or any other applicable copyright laws.
- vii. The Intellectual Property Rights on the software code, copyright and source code for various applications/ interfaces developed under this RFP, and any other component/ framework/ middleware used/ developed as pre-built software assets to deliver the solution, shall belong to the Bank and the Bank shall have complete and unrestricted rights on such property. However, Service Provider shall hold All Intellectual Property rights in any pre-built software *per se*, except for those which have been assigned under this RFP.
- viii. All information processed by Service provider during software maintenance belongs to the Bank. Service provider shall not acquire any other right in respect of the information for the license to the rights owned by the Bank. Service provider will implement mutually agreed controls to protect the information. Service

provider also agrees that it will protect the information appropriately.

### **37. LIQUIDATED DAMAGES**

If Service Provider fails to deliver and perform any or all the Services within the stipulated time, schedule as specified in this RFP/Agreement, the Bank may, without prejudice to its other remedies under the RFP/Agreement, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct from the Project Cost, as liquidated damages a sum equivalent to 0.5% of total Project Cost for delay of each week or part thereof maximum up to 5% of total Project Cost. Once the maximum deduction is reached, the Bank may consider termination of the Agreement.

### **38. CONFLICT OF INTEREST**

- i. 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 (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 Agreement or otherwise.
- ii. 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 2(72) of the Companies Act, 2013. For the purposes of this Clause, indirect

shareholding held through one or more intermediate persons shall be computed as follows: (aa) 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 (bb) subject always to sub-clause (aa) 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 (bb) 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 RFP.
- iii. For the purposes of this RFP, Associate means, in relation to the Bidder, a person who controls, is controlled by, or is under the common control with such Bidder (the “Associate”). As used in this definition, the expression “control” means, with respect to a person which is a company or corporation, the ownership, directly or indirectly, of more than 50% (fifty per cent) of the voting shares of such person, and with respect to a person which is not a company or corporation, the power to direct the management and policies of such person by operation of law or by contract.

### **39. CODE OF INTEGRITY AND DEBARMENT/BANNING**

- 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 Bid 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. Bidders are obliged under code of integrity to Suo-moto proactively declare any conflicts of interest (pre-existing or as and as soon as these arise at any stage) in RFP process or execution of contract. Failure to do so would amount to violation of this code of integrity.
- iii. Any Bidder needs to declare any previous transgressions of such a code of integrity with any entity in any country during the last three years or of being debarred by any other procuring entity. Failure to do so would amount to violation of this code of integrity.
- iv. For the purposes of this clause, the following terms shall have the meaning hereinafter, respectively assigned to them:
  - (a) “**corrupt practice**” means making offers, solicitation or acceptance of bribe, rewards or gifts or any material benefit, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process or contract execution;
  - (b) “**Fraudulent practice**” means any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefits may be obtained or an obligation avoided. This includes making false declaration or providing false information for participation in a RFP process or to secure a contract or in execution of the contract;
  - (c) “**Coercive practice**” means harming or threatening to harm, persons or their property to influence their participation in the procurement process or affect the execution of a contract;
  - (d) “**Anti-competitive practice**” means any collusion, bid rigging or anti-competitive arrangement, or any other practice coming under the purview of the Competition Act, 2002, between two or more bidders, with or without the knowledge of the Bank, that may impair the transparency, fairness and the progress of the procurement process or to establish bid prices at artificial, non-competitive levels;



- (e) **“Obstructive practice”** means materially impede the Bank’s or Government agencies investigation into allegations of one or more of the above mentioned prohibited practices either by deliberately destroying, falsifying, altering; or by concealing of evidence material to the investigation; or by making false statements to investigators and/or by threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or by impeding the Bank’s rights of audit or access to information;

**v. Debarment/Banning**

Empanelment/participation of Bidders and their eligibility to participate in the Bank’s procurements is subject to compliance with code of integrity and performance in contracts as per terms and conditions of contracts. Following grades of debarment from empanelment/participation in the Bank’s procurement process shall be considered against delinquent Vendors/Bidders:

**(a) Holiday Listing (Temporary Debarment - suspension):**

Whenever a Vendor is found lacking in performance, in case of less frequent and less serious misdemeanours, the vendors may be put on a holiday listing (temporary debarment) for a period up to 12 (twelve) months. When a Vendor is on the holiday listing, he is neither invited to bid nor are his bids considered for evaluation during the period of the holiday. The Vendor is, however, not removed from the list of empanelled vendors, if any. Performance issues which may justify holiday listing of the Vendor are:

- Vendors who have not responded to requests for quotation/tenders consecutively three times without furnishing valid reasons, if mandated in the empanelment contract (if applicable);
- Repeated non-performance or performance below specified standards (including after sales services and maintenance services etc.);
- Vendors undergoing process for removal from empanelment/participation in procurement process or banning/debarment may also be put on a holiday listing during such proceedings.

**(b) Debarment from participation including removal from empanelled list**

Debarment of a delinquent Vendor (including their related entities) for a period (one to two years) from the Bank’s procurements including removal from empanelment, wherever such Vendor is empanelled, due to severe deficiencies in performance or other serious transgressions. Reasons which may justify debarment and/or removal of the Vendor from the list of empanelled vendors are:

- Without prejudice to the rights of the Bank under Clause 39 " *CODE OF INTEGRITY AND DEBARMENT/BANNING* " sub-clause (i) 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 of debarment.
  - Vendor fails to abide by the terms and conditions or to maintain the required technical/operational staff/equipment or there is change in its production/service line affecting its performance adversely, or fails to cooperate or qualify in the review for empanelment;
  - If Vendor ceases to exist or ceases to operate in the category of requirements for which it is empanelled;
  - Bankruptcy or insolvency on the part of the vendor as declared by a court of law; or
  - Banning by Ministry/Department or any other Government agency;
  - Other than in situations of force majeure, technically qualified Bidder withdraws from the procurement process or after being declared as successful bidder: (i) withdraws from the process; (ii) fails to enter into a Contract; or (iii) fails to provide performance guarantee or any other document or security required in terms of the RFP documents;
  - If the Central Bureau of Investigation/CVC/C&AG or Vigilance Department of the Bank or any other investigating agency recommends such a course in respect of a case under investigation;
  - Employs a Government servant or the Bank's Officer within two years of his retirement, who has had business dealings with him in an official capacity before retirement; or
  - Any other ground, based on which the Bank considers, that continuation of Contract is not in public interest.
  - If there is strong justification for believing that the partners/directors/proprietor/agents of the firm/company has been guilty of violation of the code of integrity or Integrity Pact (wherever applicable), evasion or habitual default in payment of any tax levied by law; etc.
- (c) **Banning from Ministry/Country-wide procurements**

For serious transgression of code of integrity, a delinquent Vendor (including their related entities) may be banned/debarred from participation in a procurement process of the Bank including procurement process of any procuring entity of Government of India for a period not exceeding three years commencing from the date of debarment.

#### **40. TERMINATION FOR DEFAULT**

- i. The Bank may, without prejudice to any other remedy for breach of Agreement, written notice of not less than 30 (thirty) days, terminate the Agreement in whole or in part:
  - (a) If Service Provider fails to deliver any or all the obligations within the time period specified in the RFP/Agreement, or any extension thereof granted by the Bank;
  - (b) If Service Provider fails to perform any other obligation(s) under the RFP/Agreement;
  - (c) Violations of any terms and conditions stipulated in the RFP;
  - (d) On happening of any termination event mentioned in the RFP/Agreement.

Prior to providing a written notice of termination to Service Provider under abovementioned sub-clause (i) (a) to (c), the Bank shall provide Service Provider with a written notice of 30 (thirty) days to cure such 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.

- ii. In the event the Bank terminates the Contract in whole or in part for the breaches attributable to Service Provider, the Bank may procure, upon such terms and in such manner as it deems appropriate, Services similar to those undelivered, and subject to limitation of liability clause of this RFP Service Provider shall be liable to the Bank for any increase in cost for such similar Services. However, Service Provider shall continue performance of the Contract to the extent not terminated.
- iii. If the Contract is terminated under any termination clause, Service Provider 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, Service Provider shall also support the Bank on technical queries/support on process implementation.
- v. The Bank's right to terminate the Contract will be in addition to the penalties / liquidated damages and other actions as specified in this RFP.

vi. In the event of failure of 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 the Agreement 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, provided where transition services are required by the Bank or New Service Provider beyond the term of this Agreement, reasons for which are not attributable to Service Provider, payment shall be made to Service Provider for such additional period on the same rates and payment terms as specified in this Agreement. If existing Service Provider is breach of this obligation, they shall be liable for paying a penalty of 10% of the total Project Cost on demand to the Bank, which may be settled from the payment of invoices or Bank Guarantee for the contracted period or by invocation of Bank Guarantee.

#### **41. FORCE MAJEURE**

- i. Notwithstanding the provisions of terms and conditions contained in this RFP, neither party shall be liable for any delay in performing its obligations herein if and to the extent that such delay 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, acts of Government in their sovereign capacity, impeding reasonable performance of Service Provider 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, Service Provider shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, Service Provider 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.
- iv. If the Force Majeure situation continues beyond 30 (thirty) days, 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 the Agreement 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 the Agreement.

#### **42. TERMINATION FOR INSOLVENCY**

The Bank may, at any time, terminate the Contract by giving written notice to Service Provider, if Service Provider 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 Service Provider, 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.

#### **43. TERMINATION FOR CONVENIENCE**

- i. The Bank, by written notice of not less than 90 (ninety) days, may terminate the Contract, in whole or in part, for its convenience, provided same shall not be invoked by the Bank before completion of half of the total Contract period (including the notice period).
- ii. In the event of termination of the Agreement for the Bank's convenience, Service Provider shall be entitled to receive payment for the Services rendered (delivered) up to the effective date of termination.

#### **44. DISPUTES RESOLUTION**

- i. All disputes or differences whatsoever arising between the parties out of or in connection with the Contract (including dispute concerning interpretation) 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 the Contract, abandonment or breach of the Contract), shall be settled amicably. If, however, the parties are not able to solve them amicably within 30 (Thirty) days after the dispute occurs, as evidenced through the first written communication from any Party notifying the other regarding the disputes, the same shall be referred to and be subject to the jurisdiction of competent Civil Courts of Mumbai only. The Civil Courts in Mumbai, Maharashtra shall have exclusive jurisdiction in this regard.
- ii. Service Provider shall continue work under the Contract during the dispute resolution 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 competent court is obtained.

#### **45. GOVERNING LANGUAGE**

The governing language shall be English.

#### **46. 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.

#### **47. TAXES AND DUTIES**

- i. Service Provider 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 Service Provider shall include all such taxes in the quoted price.
- ii. Prices quoted should be exclusive of GST. All other present and future tax /duties, if any applicable and also cost of incidental services such as transportation, road permits, insurance etc. should be included in the price quoted. The quoted prices and taxes/duties and statutory levies such as GST etc. should be specified in the separate sheet (**Appendix- F**).
- iii. Custom duty as also cost of incidental services such as transportation, road permits, insurance etc. in connection with delivery of products at site including any incidental services and commissioning, if any, which may be levied, shall be borne by Service Provider and the Bank shall not be liable for the same. Only specified taxes/ levies and duties in the **Appendix-F** will be payable by the Bank on actuals upon production of original receipt wherever required. If any specified taxes/ levies and duties in **Appendix-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 **Appendix-F**
- iv. Prices payable to Service Provider 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 Custom duty.
- v. Income / Corporate Taxes in India: The Bidder 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 Bidder shall include all such taxes in the contract price.

- vi. Parties shall fulfil all their respective compliance requirements under the GST law. This shall include (but not be limited to):
- (a) Bank shall pay GST amount after verifying the details of invoice on GSTR 2B on GSTN portal.
  - (b) In case any credit, refund or other benefit is denied or delayed to the Bank due to any non-compliance of GST Laws by the vendor including but not limited to, failure to upload the details of invoice or any other details of the supply of goods or services, as the case may be, as required under GST Law on the appropriate government's goods and services tax network portal, the failure to pay applicable GST to the Government or due to non-furnishing or furnishing of incorrect or incomplete documents by the party, vendor would reimburse the loss to the Bank including, but not limited to, any tax loss or denial of credit, interest and penalty and reasonable fee for contesting the demand. Amount payable under this clause shall survive irrespective of termination of agreement if the demand pertains to the agreement period.
  - (c) In case of any tax demand or denial of ITC or refund or any other benefit by the GST authorities, both the parties may mutually decide whether to contest the matter. In case, it is decided to contest the matter, the vendor is required to deposit the disputed demand including interest and penalty proposed with the other party without waiting for the outcome of the legal proceeding. In case the matter is finally decided in favour of the other party, the other party is required to refund the amount received from the defaulting party without any interest.
- vii. 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 Service Provider. The Agreement/ Contract would be stamped as per Maharashtra Stamp Act, 1958 and any amendment thereto.

#### **48. 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 Service Provider. 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 Service Provider from his



responsibility to pay any tax that may be levied in India on income and profits made by Service Provider in respect of this Contract.

- ii. Service Provider'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 Service Provider shall perform such duties in regard to such deductions thereof as may be imposed on him by such laws and regulations.
- iii. Bank will deduct TDS at applicable rate while making payment under GST Act 2017 and Income Tax Act 1961.

#### **49. TENDER FEE**

Not Applicable

#### **50. EXEMPTION OF EMD**

As the RFP is among the channel partner of OEM, exemption from payment of EMD is not provided under this RFP

#### **51. 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**

**BID FORM (TECHNICAL BID)**

[On Company's letter head]  
(To be included in Technical Bid)

Date: \_\_\_\_\_

To:

The Deputy General Manager  
Platform Engineering-II Department  
State Bank of India  
"A" Wing, First floor  
Global IT Centre, Sector – 11, CBD Belapur  
Navi Mumbai, 400614

Dear Sir,

**Ref: RFP No. SBI/GITC/Platform Engineering-II/2024/2025/1196 dated 16/08/2024**

~~~~~

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.

i. While submitting this Bid, we certify that:

- The undersigned is authorized to sign on behalf of the Bidder 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.
- We have quoted for all the services/items mentioned in this RFP in our indicative price Bid.

- 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.
- ii. 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”.
- iii. 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.
- iv. 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.
- v. It is further certified that the contents of our Bid are factually correct. We have not sought any deviation to the terms and conditions of the RFP. We also accept that in the event of any information / data / particulars proving to be incorrect, the Bank will have right to disqualify us from the RFP without prejudice to any other rights available to the Bank.
- vi. We certify that while submitting our Bid document, we have not made any changes in the contents of the RFP document, read with its amendments/clarifications provided by the Bank.
- vii. We agree to abide by all the RFP terms and conditions, contents of Service Level Agreement as per template available at **Appendix-J** of this RFP and the rates quoted therein for the orders awarded by the Bank up to the period prescribed in the RFP, which shall remain binding upon us.
- viii. On acceptance of our technical bid, we undertake to participate in Reverse auction by way of login in Reverse auction tool. In case of declaration as successful Bidder on completion of Reverse auction process, we undertake to complete the formalities as specified in this RFP.
- ix. 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.

- x. Till execution of a formal contract, the RFP, along with the Bank's notification of award by way of issuance of purchase order and our acceptance thereof, would be binding contractual obligation on the Bank and us.
- xi. 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.
- xii. We hereby certify that our name does not appear in any "Caution" list of RBI / IBA or any other regulatory body for outsourcing activity.
- xiii. We hereby certify that on the date of submission of Bid for this RFP, we **do not have any past/ present litigation which adversely affect our participation in this RFP** or we are not under any debarment/blacklist period for breach of contract/fraud/corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking/ State or Central Government or their agencies/departments.
- xiv. We hereby certify that we (participating in RFP as OEM)/ our OEM have a support center and level 3 escalation (highest) located in India.
- xv. We hereby certify that on the date of submission of Bid, we do not have any Service Level Agreement pending to be signed with the Bank for more than 6 months from the date of issue of purchase order.
- xvi. We hereby certify that we have read the clauses contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 order (Public Procurement No. 1), order (Public Procurement No. 2) dated 23.07.2020 and order (Public Procurement No. 3) dated 24.07.2020 along with subsequent Orders and its amendment thereto regarding restrictions on procurement from a bidder of a country which shares a land border with India. We further certify that we and our OEM are not from such a country or if from a country, has been registered with competent authority (where applicable evidence of valid certificate to be attached). We certify that we and our OEM fulfil all the requirements in this regard and are eligible to participate in this RFP.
- xvii. 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 solely responsible for the due performance of the contract.
- xviii. We, further, hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in the RFP document.

Dated this ..... day of ..... 20..

RFP for procurement of onsite application support services for BMC Helix Platform and Snow Software



\_\_\_\_\_  
*(Signature)*

\_\_\_\_\_  
*(Name)*

*(In the capacity of)*

Duly authorised to sign Bid for and on behalf of

\_\_\_\_\_  
**Seal of the company.**

**Appendix-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:

| <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 Company/ LLP /Partnership firm registered under applicable Act in India.                                                                                                                                                                    |                            | Certificate of Incorporation issued by Registrar of Companies and full address of the registered office along with Memorandum & Articles of Association/ Partnership Deed. |
| 2.            | The Bidder (including its OEM, if any) must comply with the requirements contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 order (Public Procurement No. 1), order (Public Procurement No. 2) dated 23.07.2020 and order (Public Procurement No. 3) dated 24.07.2020 |                            | Bidder should specifically certify in <b>Appendix A</b> in this regard and provide copy of registration certificate issued by competent authority wherever applicable.     |
| 3.            | The Bidder must have an average turnover of minimum Rs.25 crore during last 03 (three) financial year(s) i.e. FY2021-22, FY2022-23 and FY2023-24.                                                                                                                        |                            | Copy of the audited financial statement for required financial years. (Certificate from statutory auditor for preceding/current 3 year may be submitted.)                  |
| 4.            | The Bidder should be profitable organization on the basis of profit before tax (PBT) for at least 02 (two) out of last 03 (three) financial years mentioned in para 3 above.                                                                                             |                            | Copy of the audited financial statement along with profit and loss statement for corresponding years and / or Certificate of the statutory auditor.                        |
| 5.            | Bidder should have experience of minimum 3 years in providing the IT Support Services for the BMC Suite/similar tool or technology.                                                                                                                                      |                            | Copy of the order and / or Certificate of completion of the work.                                                                                                          |



|     |                                                                                                                                                                                                                                                      |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 6.  | EMD of the specified amount as mentioned in schedule of events in the form of deposited in bank account mentioned or Bank Guarantee issued by a scheduled commercial Bank.                                                                           |  | Deposit/Fund transfer to mentioned account evidence Or Bank Guarantee                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 7.  | Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed similar projects in India. (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 as per <b>Appendix-M</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 8.  | The bidder should be among authorized channel partners of the OEM (M/s BMC Software) to provide the required BMC Application Managed Services.                                                                                                       |  | The bidder should submit the OEM Manufacturer's Authorization Form (MAF) issued by OEM (M/s BMC Software) on its letter head in name of the Bank, which certify / confirm the required authorization.                                                                                                                                                                                                                                                                                                                                                                        |
| 9.  | Past/present litigations, disputes, if any (Adverse litigations could result in disqualification, at the sole discretion of the Bank)                                                                                                                |  | Brief details of litigations, disputes related to product/services being procured under this RFP or infringement of any third party Intellectual Property Rights by prospective Bidder/ OEM or disputes among Bidder's board of directors, liquidation, bankruptcy, insolvency cases or cases for debarment/blacklisting for breach of contract/fraud/corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking / State or Central Government or their agencies/ departments or any such similar cases, if any are to be given on Company's letter head. |
| 10. | Bidders should not be under debarment/blacklist period for breach of contract/fraud/corrupt practices by any Scheduled                                                                                                                               |  | Bidder should specifically certify in <b>Appendix A</b> in this regard.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

|     |                                                                                                                                                                                                                                                                                   |  |                                                                                                                                                                                                                                     |
|-----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|     | Commercial Bank/ Public Sector Undertaking / State or Central Government or their agencies/ departments on the date of submission of bid for this RFP.                                                                                                                            |  |                                                                                                                                                                                                                                     |
| 11. | The bidder, if participating as Channel Partner of any OEM, then OEM should have a support center and level 3 escalation (highest) located in India.<br>For OEMs, directly participating, the conditions mentioned above for support center remain applicable.                    |  | Bidder should specifically certify in <b>Appendix A</b> in this regard.                                                                                                                                                             |
| 12  | The Bidder should not have any Service Level Agreement pending to be signed with the Bank for more than 6 months from the date of issue of purchase order.                                                                                                                        |  | Bidder should specifically certify in <b>Appendix A</b> in this regard.                                                                                                                                                             |
| 13  | Confirmation from OEM M/s BMC Software for acceptance of applicable ITSAM related scope defined in Appendix-E.                                                                                                                                                                    |  | Bidder should submit confirmation on OEM M/s BMC Software letter head issued in the name of the Bank confirming of all the applicable scope areas of ITSAM application (refer “point-1.A.g” of Appendix-E) as listed in Appendix-E. |
| 14  | The Bidder should agree to the all terms and conditions of the RFP and the Service Level Agreement (format placed at Appendix-J), they will execute the agreement in defined time frame as mentioned in the relevant section of the RFP if they become L1 in the reverse auction. |  | 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.

**Eligibility criteria mentioned at SI No 3 to 5 in table above are relaxed for Startups/MSE subject to their meeting of quality and technical specifications. Bidder to note the followings:**

- i. Start-up” company should enclose the valid Certificate of Recognition issued by Department for Promotion of Industry and Internal Trade (DPIIT), (erstwhile Department of Industrial Policy and Promotion), Ministry of Commerce & Industry, Govt. of India with the technical bid.
- ii. Micro and Small Enterprises (MSEs) company should enclose the valid Udayam certificate issued by the Ministry of Micro Small and Medium Enterprises with the technical bid.
- iii. Bidder who solely on its own, fulfils each eligibility criteria condition as per the RFP terms and conditions and who are having Start-up/MSE company status, can claim exemption for eligibility criteria mentioned at SI No 3 to 5 in table above.
- iv. If all these conditions are not fulfilled or supporting documents are not submitted with the technical Bid, then all those Bids will be summarily rejected, and no queries will be entertained.

**Name & Signature of authorised signatory**

**Seal of Company**

**Appendix-C**

**Technical & Functional Specifications**

| S N | Application | Module                                | Shift         | Minimum onsite resource per shift | Minimum Experience | Remarks                                                                                                                                                                                             |
|-----|-------------|---------------------------------------|---------------|-----------------------------------|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | ITSAM       | BMC Helix ITSM                        | Two Shift     | 1                                 | 5 years            | To perform all the application related tasks as per the RFP.                                                                                                                                        |
| 2   |             | BHOM                                  | Two Shift     | 1                                 | 5 years            |                                                                                                                                                                                                     |
| 3   |             | SME for BMC-Helix ITSM, BHOM and BHCO | General Shift | 2                                 | 8 years            |                                                                                                                                                                                                     |
| 4   | SNOSAM      | Implementation                        | Project based | Project based                     | 5 years            | To perform all the application implementation ,operations and maintenance related tasks as per RFP                                                                                                  |
| 5   |             | Operations and Maintenance            | General Shift | 1                                 | 5 years            | Please note that it covers all tools/ technologies on which the aforesaid SNOSAM tools are implemented. This may cover operating systems, middleware, containers, databases, utilities, agents etc. |

**Note:**

1. Coverage days for the shift
  - a. Two Shift: Morning and Afternoon Shift, on all days throughout the contract period.
  - b. General Shift: on all the Bank working days throughout the contract period
2. SNOSAM Operations and Maintenance will be start after the SNOSAM production go-live.
3. Resource Qualification and Experience:
  - a. Deployed resources must possess at least a bachelor’s degree in engineering (i.e. B.E./B. Tech/MCA) or equivalent.
  - b. Resources must have a minimum amount of work experience, as detailed in the table above, in the relevant fields of the IT Service Management and Software Asset Management. Additionally, at least 2 years of this

experience must be specifically with BMC IT Service Management and Snow Software respectively.

4. The term “**Shift**” is defined as below:

- a. **General Shift:** This shift is defined as the time covering the general bank working hours. Present general bank working hours at GITC are from 1030 hrs to 1830 hrs, which may change as per the directions of the Government authorities or the Regulator or the Bank management.
- b. **Morning Shift, Afternoon Shift and Night Shift:** The mentioned shift covers the period of eight hours each. Morning: 0700 hrs to 1500 hrs, Afternoon: 1500 hrs to 2300 hrs, Night: 2300 hrs to 0700 hrs. each shift must have handover from the ending shift to the starting shift resource.
- c. The start and end time of the shifts can be changed as per the business requirements or the Regulatory or the Bank management instructions.
- d. All the shifts are having eight working hours and one hour for work-break activities or handover time.

**Name & Signature of authorised signatory**

**Seal of Company**

**Appendix-D**

**Bidder Details**

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.     | Company Pan Number                                                                                                                                                                      |         |
| 7.     | Company GSTIN Number                                                                                                                                                                    |         |
| 8.     | Particulars of the Authorized Signatory of the Bidder<br>a) Name<br>b) Designation<br>c) Address<br>d) Phone Number (Landline)<br>e) Mobile Number<br>f) Fax Number<br>g) Email Address |         |
| 9      | Details for EMD Refund (applicable only if EMD is directly credited in designated account):-<br>a) Account No.<br>b) Name of account holder<br>c) Name of Bank<br>d) IFSC Code          |         |

**Name & Signature of authorised signatory**

**Seal of Company**

**Appendix-E**

**Scope of Work and Payment Schedule**

| SI No | Area                                         | Requirement/Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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| 1     | <b>Consideration for Scope of Work (SOW)</b> | <p>A. Definitions: Below terms are defined to avoid any “doubts” or “errors in understanding” the Scope of work, terms &amp; conditions.</p> <p>a. Term “<b>ITSAM Application</b>” means IT Service &amp; Asset Management Solution (referred as <b>ITSAM</b>). It covers all the components/modules, features, functionality, software’s (e.g. middleware, java, etc.) of the BMC Helix product platform, indicative reference list:</p> <ul style="list-style-type: none"> <li>i. BMC Helix ITSM</li> <li>ii. BMC Helix Capacity Optimization (BHCO)</li> <li>iii. BMC Helix Operations Management (BHOM)</li> <li>iv. TrueSight Orchestration</li> <li>v. BMC Helix Dashboard</li> <li>vi. BMC Helix Digital Workplace/ Catalog</li> <li>vii. BMC Helix Innovation Suite</li> <li>viii. BMC Helix Intelligent Automation</li> <li>ix. BMC Helix Log Analytics</li> <li>x. BMC Helix Service Monitoring</li> </ul> <p>b. Term “<b>Snow SAM Application</b>” means Snow Software Asset Management (referred as <b>SNOSAM</b>). It covers all the components/modules, features, functionality, software’s , (e.g. middleware, agents, service gateways, operating system, database, ITSM enhancer, data intelligence service, spend optimizer etc.) of the Snow Software products.</p> <p>c. Term “<b>Operating System (OS)</b>” and “<b>Database (DB)</b>” will have the same meaning as generally accepted practices within the software services industry. However, the OS and DB along with other tools and technologies like containers, etc., required to install, run, update, upgrade and configure the required products, features, and services of the application will be in scope and the Bidder must</p> |





ensure the services for the same (as asked in this RFP relevant sections) throughout the contract period.

- d. Term “**Containerized Platform**” or “**Container Platform**” means is a software solution that allows you to manage containerized applications. A container platform typically includes capabilities such as orchestration, monitoring, governance, security, and automation. Term “**Container**” means a lightweight, standalone package that encapsulates a complete runtime environment including an application and its dependencies (libraries, binaries, and any additional configuration files), increasing an application's portability, scalability, security, and agility.
- e. Application version minor and major are defined as below.
  - i. Major version means: A.1 to B.1
  - ii. Minor version means: A.1 to A.2
- f. Service packs for the operating systems and database will be treated as minor version.
- g. Throughout the RFP document, specific requirements are mentioned under specific headings of ITSAM and SNOSAM. Requirements mentioned without any heading of ITSAM or SNOSAM, are applicable for both the ITSAM and SNOSAM.
- h. Perquisites related to infrastructure (like FAR implementation, desktop access enablement, infra provisioning, etc) required for the update or upgrade or configuration or installation will be provided by the Bank. The details of such perquisites must be shared by the bidder in Bank defined formats.
- i. **Vulnerability**: it will have same meaning as generally accepted practices within the software services industry. A weakness in an IT system that can be exploited by an attacker to deliver a successful attack or harm. They can occur through flaws, user error, code error, configuration error and attackers will look to exploit any of them, often combining one or more, to achieve their end goal. All components of the solution i.e., software/ modules/ components of ITSAM and SNOSAM application, operating system, and database shall be part of the scope for vulnerability assessment and resolution.
  - i. The vulnerabilities can be pointed-out or detected by the Bank security solution or by the Bank audit teams

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|  |  | <p>or by the Regulatory advisories like CSITE, RBI, etc. or by advisories issued by Government of India. Notwithstanding the OEM has detected the vulnerability or not the Bidder has to provide the fix for the same.</p> <p>ii. The zero-day vulnerabilities/bug/threats are also under the scope of this point.</p> <p>j. <b>Application Support Services:</b> This includes all the activities required to make the application up, running, stable and secure as per Bank security and usage policies. Application activities (not limited to) like installation, configuration, maintenance, upgrade, patching, hardening as per Bank defined SCD, troubleshooting, vulnerability closure, security/audit observation closure, issue resolution, user assistance, performance tuning, etc. are under the scope of this point. All the application underlying components {components required to configure, update, maintain, access and operate in a containerized environment like Tanzu, OpenShift, etc. e.g. helm package manager, docker registry, harbour image repository, ingress, java, JVM, CI-CD pipelines, Jenkins, etc.} configuration, operations, maintenance &amp; troubleshooting to install/run/update the application smoothly will also be under the scope of this point. Please note that the technologies mentioned are indicative and not comprehensive.</p> <p>k. The term “<b>Shift</b>” is defined as below:</p> <p>i. General Shift: This shift is defined as the time covering the general bank working hours. Present general bank working hours at GITC are from 1030 hrs to 1830 hrs, which may change as per the directions of the Government authorities or the Regulator or the Bank management.</p> <p>ii. Morning Shift, Afternoon Shift and Night Shift: The mentioned shift covers the period of eight hours each. Morning: 0700 hrs to 1500 hrs, Afternoon: 1500 hrs to 2300 hrs, Night: 2300 hrs to 0700 hrs. each shift must have handover from the ending shift to the starting shift resource.</p> |
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|   |                                                           | <ul style="list-style-type: none"> <li>iii. The start and end time of the shifts can be changed as per the business requirements or the Regulatory or the Bank management instructions.</li> <li>iv. All the shifts are having eight working hours and one hour for work-break activities or handover time.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 2 | <p><b>Out of Scope work and assumption</b></p>            | <p><b>Assumption:</b><br/>All the resources deployed for service delivery are adequately trained and skilled. Comprehensive verification of identity, education, professional skillset, and background/antecedents for all personnel is being done and documented.</p> <p><b>Out of Scope:</b> None</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 3 | <p><b>Description of Services : Supply and Deploy</b></p> | <ul style="list-style-type: none"> <li>1. Must configure, implement ,optimize and finetune all the features and functionalities of the products in totality.</li> <li>2. In case any of the software/ application/ module/ component name changed by the OEM, the service terms and conditions defined throughout this RFP will be explicit in nature for the new product names as they are for the older names.</li> <li>3. Must configure, implement ,optimize and finetune all the features and functionalities of the products in totality.</li> <li>4. Shall arrange for half-yearly review of the solution by the OEM covering the correct, complete, total implementation, health &amp; performance, capacity and digital forensic risk audit of the application. The review report shall be submitted to the Bank with recommendations for performance/ process/ security enhancements against world best practices for IT Services, Assets and Software’s lifecycle management process. The report shall also contain expected timelines for implementation of recommendations covering short-term and long-term enhancements.</li> <li>5. Shall implement all the recommendations of OEM review , Bank security team and any other regulatory or government bodies within the defined timelines identified after mutual agreement.</li> <li>6. Should provide documents related to installation, configuration, upgrade, change-request, integration, user manual, architecture diagram, data flow diagram,</li> </ul> |

application data-dictionary, troubleshooting and root-cause-analysis (RCA) as required by the Bank.

7. All deployed resources must be technically qualified for the required skillset with relevant experience as defined in the Appendix-C.
8. All shifts must be staffed with the minimum required resources as outlined in Appendix-C. Failure to comply will result in penalties as specified in Appendix-I.
9. It is imperative to ensure that all resources are onboarded only after completion of comprehensive due diligence checks pertaining to their education, professional skills, and antecedents. It is essential to ensure that there are no adverse remarks in the due diligence checks.
10. Before deployment of the new resources to the Bank premises all the on boarding documents required by the bank must be submitted will in advance (at least 3 working days in advance).

**A1- ITSAM:**

1. For ITSAM application services the resource must be deployed for the Morning, Afternoon and General shift staffed with OEM resources i.e. M/s BMC payroll resources as mentioned in Appendix-C.
2. If in future considering the business requirements if night shift need to be made functional then the Bidder must provide the resources for the night shift with bidder payroll or the OEM payroll resource as per the Bank requirement. All the terms and conditions will be same as it is for the existing shifts.
3. The cost for the additional resources for the night shift shall be invoiced as per the resource price discovered through this RFP.

**A2- SNOSAM:**

1. For SNOSAM application services the resource must be deployed for the General shift staffed with OEM resources or the bidder payroll.
2. The application architecture , implementation, configuration and installation must be certified by the OEM M/s Snow Software confirming the best practices for the product.
3. A certificate needs to be submitted by the bidder from the OEM confirming the solution design document.

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| 4 | <b>Installation / Integration Requirements with existing systems</b> | <ol style="list-style-type: none"> <li>1. The bidder must install, configure, implement, test, integrate and maintain the solution for the entire period of the contract.</li> <li>2. The solutions must integrate with all the applicable layers of infrastructure i.e., hardware, operating systems, databases, middleware, application servers, web servers, appliances, utilities, etc. The Bidder must provide the entire integration and on boarding process with all the dependencies throughout the contract period. The average time for onboarding should be provided.</li> <li>3. Integration and configuration should not impact on targeted system.</li> <li>4. Integration and configuration should not have any unplanned infrastructure downtime.</li> <li>5. The solution should have the ability to integrate with SSO solution of the Bank which uses WS-Federation / SAML protocols and MS ADFS as an Identity Provider.</li> <li>6. The solution must integrate with notification systems of the bank like email, sms, etc. to send alerts, reports, notifications, and tips.</li> <li>7. Integration with SIEM and Privileged Access Management Solutions, Identity Access Management Solutions for secured log monitoring, analytics, privileged access and identity management.</li> <li>8. Integrate with GRC solution, SLA performance monitoring solutions used by the Bank.</li> <li>9. The solution must integrate (application and infrastructure) with various systems / applications of the Bank including but not limited to SOC (Security Operations Centre), SIEM (Security Information and Event Management), DAM (Database Activity Monitoring), PIMS (Privileged Identity Management Solution), NOC (Network Operations Centre), Centralized Command Centre, ITAM( IT Asset Management Solution), ADS ( Active Directory Services) , ITSM ( IT Service Management), DLP (Data leakage Prevention), ACC ( Application Change Control), FIM (File Integrity Management), Crypto-Key Management, HSM ( Hardware Security Module), APM (Application</li> </ol> |

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|  |  | <p>Performance Monitoring ) solution, Network monitoring solution, Database monitoring solutions, etc. during the entire period of contract wherever applicable.</p> <p>10. Integrate the application with other applications of the Bank like Active Directory, HRMS, PIMS etc. for user authentication, people data and access management using API's or other relevant supported integration technologies.</p> <p><b>A1- ITSAM:</b></p> <ol style="list-style-type: none"><li>1. The bidder must complete the integration of entire IT ecosystem for ITSAM for the required activities within the agreed timelines as approved by the Bank.</li><li>2. Should onboard the applications / assets, provide the technical support for integration, monitor the integration parameters, act on alert and monitoring thresholds, assist the owners in management and troubleshooting activities ( e.g. RCA identification) related to ITSAM during the entire period of the contract.</li><li>3. Application shall support integration with other solution of the Bank to publish or provide asset, service, change, incident, problem, knowledge management, application &amp; infra monitoring, capacity related data from the BMC Helix CMDB/ BHOM/ BHCO/ Dashboard.</li></ol> <p><b>A2- SNOSAM:</b></p> <ol style="list-style-type: none"><li>1. The initial installation shall be deployed with five environments i.e. Primary, Disaster recovery, UAT, Dev and Pre-Prod.</li><li>2. All the configured environments needs to be managed by the service provider as per the applicable operational requirements mentioned in the relevant sections of the RFP for the contracted period.</li><li>3. The bidder must complete the integration of entire IT ecosystem for SNOSAM for the required activities software asset management and within the agreed timelines as approved by the Bank.</li><li>4. Should onboard the required applications / assets, purchase-order/contract details, product bundling information, provide the technical support for integration, monitor the integration parameters, act on alert and monitoring thresholds, assist the owners in for</li></ol> |
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|  |  | <p>management and troubleshooting activities ( e.g. rca identification) related to SNOSAM during the entire period of the contract.</p> <ol style="list-style-type: none"><li>5. Application shall support integration with other solution of the Bank like procurement solution, contract/SLA monitoring, cost &amp; invoice processing, financial asset management, BMC Helix ITSM , CMDB and Discovery etc. to push or consume the information using API's or other relevant supported integration technologies.</li><li>6. The bidder must submit a detailed project delivery &amp; implementation plan covering:<ol style="list-style-type: none"><li>a. Requirement specification document</li><li>b. Architecture diagrams (Network, Data Flow, etc.)</li><li>c. Solution design document</li><li>d. Milestones and timelines</li><li>e. Comprehensive documentation for Implementation, configuration, failover and roll-out</li><li>f. Integration &amp; API Documentation and Data dictionary</li><li>g. End-User training and hand holding</li></ol></li><li>7. The Bidder shall capture procurement data of the Software Licenses (for example, number of licenses, purchased, purchase price, date of purchase, PO or invoice number, maintenance/expiration date, etc.) and reconcile it with the installed software in the Bank.</li><li>8. All software licenses procured by the Bank and their compliance thereof is required to be managed as per the licensing policies of respective OEMs. In case of anomalies observed, if any, Bidder has to guide the Bank in achieving license compliance and provide the Bank a license compliance certificate.</li><li>9. Bidder will be responsible for developing and implementing best practices for processes &amp; procedures, end to end implementation and maintenance of SNOSAM Process in line with the industry best practices for the software asset management.</li><li>10. Bidder may make use of additional tool(s) (if required) for software asset data collection, collation and reporting purposes. For implementation and usage of such tools, while the Bank shall provide necessary virtual server(s)</li></ol> |
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|                 |                                                   | <p>along with OS licenses (Windows/ RHEL), database (Oracle) [any other OS/database if required need to bring by the bidder without any additional cost]. Bidder should have requisite product licenses/ permissions to use the tool(s) in Bank’s premise. Such tool(s) need to pass through Bank security clearance process.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <p><b>5</b></p> | <p><b>Maintenance/ Management/ Operations</b></p> | <ol style="list-style-type: none"> <li>1. Bidder shall have the responsibility to perform all technical activities including but not limited to installation, configuration, patching, updates, upgrades, reporting, data extractions, audits etc of the solution in part or full to meet the latest technology standards in terms of performance, IT security and operationalization of the solution.</li> <li>2. Ensure that the application solution stack: installation, upgrade, operation, integration, maintenance &amp; administration, application backup &amp; recovery, DR/failover switchover activities, appliance administration/ installation (OS / DB if bundled as part of appliance), agents &amp; service gateways and Middleware administration /installation/ upgrade of other products provided by the OEM as part of solution. All the third-party software bundled as a part of the tool/solution (e.g. apache webserver, java, jvm, kubernetes, docker, etc.) will be under the scope of this point.</li> <li>3. All the activities related or required to perform for the application or underlying component upgrade are in scope of the services obligation of the bidder. The upgrade can be major or minor as per the requirement or recommendation of the Bank.</li> <li>4. Must follow full Segregation of Duties and role-based access controls. The Bidder shall build the access control metrics for the application operations &amp; services team and the end users (as per the business usage).</li> <li>5. Modules/Components of the application should be configured to ensure “role-based access control” (RBAC) so that the only the eligible users can access the eligible records/information.</li> <li>6. Shall undertake to carry out implementation / operationalization including move, add and delete,</li> </ol> |

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|  |  | <p>changes / configure of software for the updates, releases, version upgrades as released by the OEM.</p> <ol style="list-style-type: none"><li>7. Should configure the application and ensure redundancy or high availability with no single point of failure wherever required by the Bank to meet the industry best practices.</li><li>8. The application should have layered security structure as per the security best practices and should cover the network zones for security. The communication of any component should only be limited to 1 layer UP or DOWN.</li><li>9. Should proactively provide the infrastructure sizing enhancement (if required) details to keep the infra-capacity utilization including memory, CPU, storage below 70% during the period of contract.</li><li>10. Should proactively review Bank's monitoring alerts/information to ensure the infra-capacity are sufficiently advised well in time to keep the infra-utilization below 70%.</li><li>11. All the environments (Production- Primary (PR) &amp; Disaster Recovery (DR), Development (Dev), User Acceptance Testing (UAT), Pre-Production or System Integration Testing (Pre-Prod or SIT) of the application should always up to date and correctly reflect the actual state of the application set-up at any point of time during the contract period.</li><li>12. The production environment PR (Primary) and DR (Disaster Recovery) should always in sync with real-time data sync provided prerequisites are in place. Raise escalation ticket to relevant teams and troubleshoot the issues to restore normalcy if there is any issue with prerequisites.</li><li>13. Arrange for continuous service improvement initiatives proactively. e.g., health check, new feature enablement, users "how to do what" sessions etc.</li><li>14. Complete implementation, operations, and management of the proposed solution for the Bank.</li><li>15. Shall design and implement the processes for infrastructure management of the solution in line with the industry standards like ITIL.</li></ol> |
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|  |  | <ol style="list-style-type: none"><li>16. Must ensure that all the components and modules of the application, operating systems, and database are always updated to latest stable and secure versions as per recommendations of OEM / Bank security teams.</li><li>17. All the operational &amp; maintenance activities should be carried out proactively.</li><li>18. All the patches, updates, upgrades, or bug fixes for all the components of the application must be applied and configured for the entire period of the contract.</li><li>19. Timely closure of all the security, audit, regulatory advisory /observations as published by the different teams of the Bank.</li><li>20. Configure access/user-capability level of role holders as per Bank`s requirement.</li><li>21. Proactively check the health &amp; performance of the application and infrastructure to avoid any disruption.</li><li>22. The periodical backup and restore activities shall be tested to ensure the readiness of the application to prevent data loss in case of any disaster.</li><li>23. The application should be configured/updated to comply all bank`s regulatory and security team guidelines.</li><li>24. Create/update all the process, user manuals and SOP (standard operating procedures), integration, API information documents for the end user and bank application team for application operations.</li><li>25. Ensure that all the changes made by the users to various records are recorded and available for audit-trail for audit purpose.</li><li>26. Generation of reports/dashboard based on relevant information from different areas of application as and when required. Apart from standard reports, if any configuration, customization is required for generating a report/dashboard, it needs to be configured without any extra cost to the Bank.</li><li>27. Will provide all the services for the application as detailed throughout this RFP document irrespective of location for application hosting (viz. on-premises-physical infra or public cloud or SBI- virtualized environment (i.e., Meghdoot) or private cloud or hybrid cloud.</li><li>28. Should ensure that the all the existing and any new features of the application should be configured/enabled</li></ol> |
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|  |  | <p>to enhance the user experience and ease of access to the application without any additional charges.</p> <ol style="list-style-type: none"><li>29. Enabling/Configuring any or all features or functionality which is already available to the Bank with the respective products , should be under the services obligation and must be configured and delivered proactively.</li><li>30. Application level necessary updates and configurations for firewall access request for application/module/component will be implemented by the team. IP and Port details, network communication rules (Firewall Access Request) should be provided for enabling access to the application/module/component for the users and application functioning as and when instructed by the Bank.</li><li>31. Will do the required application level necessary updates, configurations, and operations to switch to disaster recovery site of the application within defined RTO as and when required for the application continuity or as advised by the Bank.</li><li>32. Will do the required application/module/component level necessary updates, configurations, changes, and upgrades for all the application/module/component interfaces as and when identified.</li><li>33. Will act proactively on the Bank’s monitoring tool alerts regarding application resource usage, health, interfaces, high availability and ensure the availability of the application/ module/ component from application availability perspective.</li><li>34. Will check, monitor, and analyse application/service/error logs to identify the issues, if any.</li><li>35. Create and execute data purging and archival jobs for the different modules/components across the application as and when advised by the Bank.</li><li>36. Should implement the best practices of OEM / Bank review recommendation to improve the solution performance/service levels.</li><li>37. Detailed RCA with evidence for any issues faced should be provided in defined timeframes.</li><li>38. Must document the entire operations &amp; maintenance tasks and provide the bank with all the high-level and low-level documents incorporating the actual screenshots for the</li></ol> |
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|  |  | <p>configuration and hand over the entire setup with proper knowledge transfer to the bank appointed resources (including third party resources) in case of transition requirement.</p> <p>39. The Bidder should maintain &amp; upgrade application related software's/components as and when required, throughout the contract period so that the application shall, always during the contract period, meet or exceed the specifications and the performance requirements.</p> <p>40. Must arrange for the prompt, conclusive, secure, and permanent closure of any issue/vulnerability/bug pointed out in any of the application security reviews carried by the bank or bank appointed third party during the contract period.</p> <p>41. The services shall be provided from the location decided by the Bank anywhere in India throughout the contract period , with the current site being GITC Navi Mumbai. The team shall be relocated as and when advised by the Bank to anywhere within India. The Bank shall advise the prior notice for relocation in advance during the period of contract.</p> <p>42. The service provider has to provide and timely update the application operation , maintainence, configuration and upgrade realted all documents. An indicative list (not limited to):</p> <ul style="list-style-type: none"><li>a. User Manual, Standard Operating Procedure,</li><li>b. User Traiuning / Hand-holding Presentations</li><li>c. Network Asrchitecture and Data flow daigram</li><li>d. API conifguration and integration document</li><li>e. Data Dictionary of the application as per the bank defined format</li><li>f. Application porocess and procedure</li><li>g. Application RACI Matrix</li><li>h. Application DR/failover swtiching</li><li>i. Application technical operations process and procedure</li><li>j. Installtion, configuration, and upgrade documentation</li><li>k. Change request and testing document</li><li>l. Application Solution design document</li><li>m. The documents created and updated must be comprehesive and have complete text without redirection to any extenrla links. external links (if any)</li></ul> |
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like: OEM product pages, etc. can be included in the references section.

**A1- ITSAM:**

1. Ensure that all the task/activities to ensure the complete, updated, and consistent MOM dashboard, shall be performed by the team. It is to be ensured that the Application Models (service, impact) should be updated and refreshed as per the discovery data and relevant information received from the monitoring solutions regarding the respective assets across the bank.
2. The application relevant modules (BHOM, BHCO, Insights, log analytics & AI-Ops) must be configured and enhanced to consume the monitoring event, telemetry and capacity related data from petrol agent or the other monitoring solutions deployed by the bank for all the eligible assets deployed in the bank like servers, desktops, network devices, firewall, IDS/IPS, honeypot, virtualized environments (e.g. VMware ESXi/ESX, Microsoft-Hypervisor, etc.), Public cloud setup (e.g., Microsoft Azure, Google Cloud, etc.), Containers OS (Red Hat Enterprise Linux CoreOS, etc.), proprietary OS (e.g., Photon, AIX, Solaris, HPUX, etc.), Generic OS (e.g. RHEL, MS Windows, Ubuntu, Debian, SUSE, OEL, etc.), Storage, Kubernetes / Container Platforms (OpenShift, Tanzu, etc.)
3. Create , update, customize and configure relevant workflows/ forms/ service catalogue, service request, SLA, support group, notification schedules, dashboards & reports, bhom & bhco monitoring policies, event correlation & enrichment, capacity trends & forecast, application models, as required by the Bank.
4. Enable, configure and enhance the features, functionalities of the all the modules of the applications(e.g. Service Request, Digital Workplace ,Atrium Orchestrator, Event, Monitoring Application Modelling ,Incident ,Problem ,Change Request ,Configuration ,Release & deployment ,Availability ,Capacity ,Problem & Knowledge Management, BHOM, BHCO, AI-Ops). Any new feature/functionality released by the OEM for the application modules and available to

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|  |  | <p>the Bank under the existing products should be under the services obligation and must be delivered proactively as required by the Bank.</p> <ol style="list-style-type: none"><li>5. Raise and track issues with BMC Software Support, if required.</li><li>6. Bidder should ensure to identify, establish and maintain CI relationships as per requirement across all the application modules.</li><li>7. Create, update and modify application and impact service models ( business service , technical service) as per Bank's requirement. The models shall be comprehensive.</li><li>8. Create, configure, update and maintain Manager of Manager view as per the Bank requirements.</li><li>9. Bidder should create, update maintain, and customize the required workflows, forms, fields, catalogues and interfaces as per the Bank to meet end user requirements.</li><li>10. The change , incident, problem, knowledge, release, capacity, atrium orchestrator (AO) modules must be configured, update, maintained and customized as per the requirement of the Bank to meet the end user requirements.</li><li>11. Should create required catalog/workflow to track the operational and maintenance activities SLA as per the Bank requirements. Such catalog/workflow created for ITSAM application will be accounted for the penalty and SLA achievement confirmation.</li><li>12. Should create the problem and the knowledge management documents on case-to-case basis for the ITSAM operations as required.</li><li>13. Shall carry out all the routine day to day activities, data updates , proactive improvements &amp; enhancement's related application functionalities covering (but not limited to) assets CI, contracts, inventory, SLA, workflows, reports, dashboard, service catalogue , petrol agents, application models, service maps, impact maps, business &amp; technical services maps, AI-Ops situation-events , event corelation &amp; enrichment, monitoring policies &amp; thresholds, capacity trends &amp; forecast, dynamic application modelling, proactive RCA, probable cause analysis reports, anomaly detection,</li></ol> |
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14. Update of application related documents including processes/ procedures/ manual, SOP's, knowledge management documents etc.

**A2-SNOSAM:**

1. Create and update application process & procedure documents for application integration and end-user operations.
2. The SNOSAM application should be configured to comply with the licensing policy for all the publishers / OEM / Bank's IS Security Policy / RBI / Regulatory guidelines etc.
3. Comprehensive inventory shall be built using agent-based , agentless methods, BMC Helix Discovery and BMC Client Management to identify known enterprise and shadow applications.
4. Bidder shall cover servers and end-points (desktops / laptops / kiosk etc.) as per the Bank requirement to capture the information of software's / licenses deployed in the Bank spread across all offices of the Bank.
5. The application should be configured to identify, account, and track the usage of the all the products and all type of licenses.
6. The product names should be normalized and update in BMC Helix CMDB as per requirement of the Bank.
7. The bidder shall handle all matters relating to implementation / coordination with other stakeholders in the Bank and operation of the system including but not limited to system interfaces, performance, documentation, user manual documentation and training for the successful implementation of the system.
8. SNOSAM should be configured such that it has comprehensive application recognition functionality. This shall cover applications, which are not installed but are directly running on end user machine as standalone software (executable software / binaries) or in hidden mode.
9. Bidder should ensure full coverage of assets in SNOSAM services.



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|  |  | <p>10. License Information and Entitlement Summary (this need to be performed initially as part of implementation then after at least quarterly or as required by the bank)</p> <ul style="list-style-type: none"><li>a. The Bidder shall capture procurement data of the Software Licenses (for example, number of licenses, purchased, purchase price, date of purchase, PO or invoice number, maintenance expiration date, etc.) and reconcile it with the installed software in the Bank.</li><li>b. Licenses should be classified as perpetual, CLI base, user/name based, instance based, subscription, yearly renewable etc. The Bidder shall include any other type of licenses other than mentioned here.</li><li>c. Bidder shall have to do the comparative study of software licenses of various OEMs procured and deployed in the Bank. The detailed comparative report should be submitted to the Bank.</li><li>d. The Bidder shall have to report that distinguishes between software version, numbers, installations, suites.</li><li>e. Bidder should help the Bank to determine license compliance in all respect in deployment of the software, the inventory functionality within SAM shall also give the information as to what applications are installed that may pose a risk of security or productivity.</li><li>f. Bidder should provide list of non-supported products (eol/ eos/ eeos) and recommendation on their usage in case of Business requirement.</li><li>g. Bidder should provide list of under-utilized and over-utilized licenses recommendation to the Bank for optimum utilization of the underutilized software.</li><li>h. Bidder shall highlight use of Shareware / Trial / Freeware software, if any and provide their view towards its usage.</li></ul> <p>11. Reports/Data for Software License Procurement (this need to be performed initially as part of implementation then after at least quarterly or as required by the bank)</p> <ul style="list-style-type: none"><li>a. Bidder will assist in gathering Software Procurement records from various sources and will analyses OEM</li></ul> |
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|  |  | <p>portal extract, contracts, PO copies, Invoices and any other documents.</p> <ul style="list-style-type: none"><li>b. Bidder will identify license metric, version, edition, model for all products belonging to all publishers based on the agreements, contracts, invoices any other proof of purchase provided or from their own research.</li><li>c. Bidder shall inform Bank on discrepancies identified in entitlements and post discussion, reconcile the entitlement, finalize the license count along with license metric, version, edition, model number, serial number / product key, upgrade / downgrade path, AMC renewal date, Parent / Child contract, terms of usage and EULA, Cost, software metering details and create a digitized inventory.</li><li>d. Bidder will be responsible to keep the software asset repository and BMC helix CMDB updated and should create a dashboard as required by the Bank. The dashboard for the repository should contain descriptive and visual representation (graphs) of license entitlements based on different criteria, including but not limited to publisher, cost, license metric and AMC renewal date.</li><li>e. There should be the ability to download/export/email the dashboard and the custom reports based on requirements.</li><li>f. Bidder should suggest appropriate license metric for any future license / AMC procurement based on actual usage and best practices. Bidder should also consider future road map of the OEM while providing their recommendations based on cost effective approach.</li></ul> <p>12. Software License Procurement Reporting (this need to be performed initially as part of implementation then after at least quarterly or as required by the bank)</p> <ul style="list-style-type: none"><li>a. Bidder to report complete software license deployment for all OEM software and Open Source.</li><li>b. Bidder to present the list of High, medium and low risk publishers based on cost exposure, compliance risk and any other factor based on best practices.</li><li>c. Bidder to prepare list of unauthorized (not whitelisted) software's installed across bank assets as per the</li></ul> |
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|  |  | <p>whitelisted software list shared by the bank as part of the SAM process. Bidder to prepare / update software catalogue with any new findings from the above deployment summary.</p> <ul style="list-style-type: none"><li>d. Bidder to onboard all license compliance reporting in SAM to provide updated dashboard.</li><li>e. Bidder to perform periodic (at least half yearly basis or as and when required by the Bank) compliance check and verify SAM reporting is correct and valid.</li><li>f. Bidder to include traces, cracks, uninstallation etc. in compliance reporting. Bidder should also suggest steps to remove them from Bank's systems on proactive basis.</li><li>g. After implementation, review existing licensing entitlements / agreements with publishers / OEM and provide us specific pointers, guidelines, suggest updates in terms of contractual clauses and / or interpretations which will benefit the Bank today or in future OR avoid any known discrepancies.</li></ul> <p>13. Software License Procurement: Remediation and Optimization (this need to be performed after implementation at least quarterly or as required by the bank)</p> <ul style="list-style-type: none"><li>a. Perform compliance check of all publishers or any unauthorized / crack / pirated products identified / crack, keygen setup files, the detailed methodology for proper removal of such software, and tools / scripts required to remove such software centrally and manually (in case of inaccessibility or network issues), should be provided by Bidder to facilitate positive confirmation on removal.</li><li>b. Bidder to provide recommendation for commercial usage of Free ware software</li><li>c. After an agreed duration of time, the compliance status to be rechecked for the software, if the files / over licensed applications have been removed properly, needs to be verified by Bidder.</li><li>d. Bidder to create cost optimization plan for all key publishers including contracts, licenses, AMC and cloud migration.</li></ul> <p>14. Software Audit Reponses</p> |
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|                 |                                                  | <ul style="list-style-type: none"> <li>a. In case of Audit Requests, irrespective of the Publisher/Manufacture, Bidder to conduct an internal assessment and provide detailed report and remediation methods to reduce non-compliance (if any).</li> <li>b. Bidder will assist the Bank in understanding the Audit report presented, comparing it with data collected during the audit and provide a roadmap for draft report discussion with the Auditor.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <p><b>6</b></p> | <p><b>Security / Compliance Requirements</b></p> | <ul style="list-style-type: none"> <li>1. The bidder should comply with Bank’s IS security policy in all key concern areas relevant to the service. Some of the key areas but not limited to are: <ul style="list-style-type: none"> <li>a. Responsibilities for data and application privacy and confidentiality</li> <li>b. Responsibilities on system and software access control and administration</li> <li>c. Custodial responsibilities for data, software, hardware, and other assets of the Bank being managed by or assigned to the vendor.</li> <li>d. Physical security of the facilities</li> <li>e. Physical and logical separation from other customers of the vendor</li> <li>f. Incident response and reporting procedures</li> <li>g. Password policy of the Bank</li> <li>h. Data Encryption/Protection requirement of the Bank</li> </ul> </li> <li>2. Remediate the vulnerabilities/security-observation in operating system, database, application, software/ module/ component pointed out by Bank or by any other Government regulatory bodies/authority. <ul style="list-style-type: none"> <li>a. It can be detected by the Bank security scanning tools, directed by advisories/ security warnings/ security bulletin published by Bank regulators / Govt. Of India bodies/ CSITE, etc.</li> <li>b. All the reported/identified vulnerabilities in the application, operating system, database should be closed within the defined timeframe. If any vulnerability cannot be closed due to the factors like technology limitation, tool limitation, functionality limitation or OEM dependency etc. should be documented and communicated to the Bank with the supporting evidence, within the defined</li> </ul> </li> </ul> |

timeframe for Closure. The criticality of vulnerabilities will be defined as per the definition adopted by the security team of the Bank.

c. The zero-day vulnerabilities/bug/threats need to be addressed as soon as declared and apply the relevant fix or compensatory controls advised by the OEM to safeguard the Bank.

d. Severity rating along with their closure timelines:

| <b>Rating</b> | <b>Maximum Time for Closure</b>  |
|---------------|----------------------------------|
| Critical      | 15 days of identifying/reporting |
| High          | 21 days of identifying/reporting |
| Medium        | 30 days of identifying/reporting |
| Low           | 45 days of identifying/reporting |

3. Shall deploy the patches, bug fixes, issue resolution configuration/controls as and when released by the OEM or as advised by the Bank.

4. If any of the reported/identified/declared tool level bugs/defects cannot be closed immediately then Bidder must document, provide evidence and justification from the OEM. Bidder shall also ensure that an alternate solution/arrangement in the tool/application is implemented until permanent patch/solution is not provided by the OEM to safeguard Bank's interest.

5. Shall ensure to implement the recommendations of Secure Configuration Document (SCD) for the application or application components as and when advised by the OEM/Bank security teams.

6. Shall apply all patches, updates, version upgrade and releases to all the products covered under the scope of solution including appliance, application, middleware & other application module/components, etc. as and when required throughout the contract period as per OEM /Bank security team recommendations.

7. The bidder must close all the VA-PT points being identified by the Bank in the application or its components including its infrastructure periodically within the defined timeframe.

8. The bidder is required to submit a source code review certificate for the ITSAM and SNOSAM application to the Bank on half yearly basis or as and when requested by the Bank for the version(s) deployed in the Bank. The certificate

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|   |                                                   | should be comprehensive and should contain all the information requested by the Bank related to the security aspects of the respective products.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 7 | <b>Third-Party Components</b>                     | <ol style="list-style-type: none"> <li>1. All the components/modules or third-party software's supplied/used as a part of the solution stack by the OEM, the maintenance, operations, administration and upkeeping (update, upgrade, bug/issue fix) of the same is under the scope of the Operations and Support service team.</li> <li>2. Any third-party components required to run the solution shall be provided with adequate number of licenses to the Bank.</li> <li>3. The Bidder must explicitly list such third-party solutions along with licenses details. Additional licenses shall be provided without any additional cost whenever required during the period of the contract to meet the project growth.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 8 | <b>Operations &amp; Support Team Requirements</b> | <ol style="list-style-type: none"> <li>1. Shall provide onsite resources for Application Services of ITSAM and SNOSAM for all activities as defined in the relevant sections of the RFP.</li> <li>2. All the resources must have the required minimum experience and qualification in the respective tool/technology of the application as defined in the Appendix-C.</li> <li>3. Should provide enough resources with relevant experience and expertise throughout the contract period to meet out all the service obligation as per RFP along with Service Delivery Manager /Project Manager.</li> <li>4. Shall provide onsite support as per the shift schedule defined for the purpose. However, in case of any Application specific requirements as intimated by bank in advance (excluding business exigencies) such as DR drills, planned downtime, application/ DB/ OS maintenance activity or application/ database restart at night, on-site support should be extended beyond normal working hours without charging any extra cost.</li> <li>5. The resources should be well trained and shall have all the required tool &amp; technology expertise of the application and its components &amp; services to effectively handle all the queries raised by the Bank / employees etc.</li> <li>6. Shall deploy the resources as soon as possible but not later than two weeks of Purchase Order issue date. Billing will start from the date of deployment of resources.</li> </ol> |

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|  |  | <p>7. All communication from the Bank to the service team will be channelized through Project Manager/ Service Delivery Manager and no direct communication to be done to the team members. Project Manager/ Service Delivery Manager will be accountable for activities delivery.</p> <p>8. The performance penalties stipulated in Appendix-I of the RFP will come into effect four weeks after the issuance of the purchase order, with this duration designated as a handholding period for the introduction of new resources.</p> <p>9. The minimum resource availability as mentioned in the Appendix - C shall always be ensured. The invoicing will be allowed only for the resources present during the relevant shifts/duty hours.</p> <p>10. If minimum number of resources are not deployed or present in “a shift”, then the amount over and above of the penalty clauses as defined in Appendix-I will be deducted. Deduction amount “per shift” will be calculated as</p> <ul style="list-style-type: none"><li>a. ITSAM:<ul style="list-style-type: none"><li>i. 25,000.00 per shift per resource for the OEM payroll resource</li><li>ii. 15,000.00 per shift per resource for the service provider payroll resource</li></ul></li><li>b. SNOSAM:<ul style="list-style-type: none"><li>i. 20,000.00 per resource for the oem/service provider payroll resource</li></ul></li></ul> <p>11. The application support services must be staffed as per below</p> <ul style="list-style-type: none"><li>a. ITSAM<ul style="list-style-type: none"><li>i. by the oem payroll resources (i.e. BMC Software) for the Morning, Afternoon and General Shift.</li><li>ii. by oem/service integrator resource for the Night shift if such enhancement request is made by the Bank through a separate purchase order.</li></ul></li><li>b. SNOSAM<ul style="list-style-type: none"><li>i. implementation and operations : by the oem/service provider payroll resource</li></ul></li></ul> <p>12. All the technical operations, integration, installation, maintenance, upgrades required to run the application efficiently and successfully with best user experience with the available products/ modules/ components need to be delivered/configured by the bidder.</p> <p>13. Bank reserves the right to interview all the resources to be deployed in the project and reject if not found suitable for the project. At a later stage also if any of the resources found</p> |
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|                 |                                                   | <p>unsuitable or incapable or violates any of the bank guidelines Bank may ask to remove all such resources on a short notice.</p> <p>14. Bidder shall deploy additional resources to ensure service delivery commitments in timely manner or for any specific purpose/consultancy purpose and should inform the Bank of the same. Any cost incurred by the way of this engagement shall be borne by the bidder.</p> <p>15. Bidder should share the required vendor on-boarding documents as defined by the bank before on-boarding any resource to the team. Documents like Background Verification Report (BGV), Police Verification, ID proof, address proof, relevant experience certificate, etc.</p> <p>16. The Bank may from time to time as per its requirements may procure additional resources by way of an issuance of separate purchase order over and above the aforementioned “number of shifts or minimum resources during a shift” during the contract period and the bidder shall provide such resources on the same rates as identified/discovered through this RFP.</p>                                                                                                                                                                                                                      |
| <p><b>9</b></p> | <p><b>MIS / Report Generation Requirement</b></p> | <ol style="list-style-type: none"> <li>1. Must design and develop comprehensive reports and dashboard as per the best practices of the IT Asset , Service and Software Lifecycle Management Process.</li> <li>2. The reporting and MIS modules of the application should be configured to provide relevant information in the form of dashboards, csv/xlsx-extracts and pdf extracts.</li> <li>3. The reports/dashboards shall be periodically auto updated/refreshed, and data reports/extracts should be shared through automated emails to the relevant role holders.</li> <li>4. Should manage, update, create and customize the required dashboards using reporting tools as available in various module/component.</li> <li>5. Shall integrate with the bank email/notification systems to share the reports/dashboards with the relevant stake holders.</li> <li>6. Reporting module shall be configured for periodic(auto) and ad-hoc(manual) generation and distribution of reports or data through email/notification system of the bank.</li> </ol> <p><b>A1- ITSAM :</b></p> <ol style="list-style-type: none"> <li>1. The automated reports for various modules (e.g. service catalogues, change, incident, problem, knowledge, monitoring polices, sla breaches, capacity, etc.) of the</li> </ol> |



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|  |  | <p>application covering all or required attributes shall be provided to respective stakeholders as advised by the Bank</p> <ol style="list-style-type: none"><li>2. Shall configure required dashboards to cover various aspects of IT Asset inventory, services, operations, eol/ eos/ eeos, capacity and monitoring for operational managers, controllers, regulators, auditors and Top Management as and when required by the Bank. The dashboard must be refreshed automatically or periodically as advised by the Bank.</li><li>3. The dashboards shall provide a bird-eye view of the entire IT eco system and associated operational information ( e.g. change, incident, problem, knowledge, monitoring, capacity etc.)of the Bank.</li><li>4. Should generate MIS reports for ITSAM operations periodically: e.g., Volume of tickets per day, resolution % per day, open/in-progress ticket etc.</li><li>5. Provide reports/dashboards for the assets, services, purchase-order/contract data entered by users, application models, SLA, Tickets (open/closed), software/hardware inventory, change, incident, problem, knowledge, AI-Ops (situations occurred, trends, forecast, predictions), insights, problem, knowledge, catalog request, trend of tickets for a service catalog, monitoring, capacity etc. on weekly basis or a scheduled defined by the bank. The mentioned list is indicative only.</li></ol> <p><b>A2- SNOSAM:</b></p> <ol style="list-style-type: none"><li>1. Generate consolidated and detailed report for all software EOL/EOS/EEOS information in the Bank.</li><li>2. Generate consolidated and detailed License going to expire in next 1, 3, 6,9 and greater than 9 months on monthly basis or as per defined frequency.</li><li>3. Generate consolidated report for all licenses and software in the Bank as entitlement summary along with licenses usage / shortfall / surplus summary as per the defined frequency.</li><li>4. Generate consolidated and detailed report on entitlement vs deployment of software licenses with compliance advisory.</li><li>5. Generate anomalies report (if any)</li></ol> |
|--|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|                  |                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|------------------|---------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                  |                                       | <ol style="list-style-type: none"> <li>6. Investment and cost saving report publisher wise, department wise etc.</li> <li>7. Software deployment and license harvesting report on quarterly basis.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <p><b>10</b></p> | <p><b>Performance Requirement</b></p> | <ol style="list-style-type: none"> <li>1. Uptime: Term “uptime” means the application is available to the end user with full functionality and features as for which the applications is configured.</li> <li>2. A partial failure will also be treated as complete failure for the purpose of calculating the uptime.</li> <li>3. Uptime Exclusions are only planned downtime window agreed to / by Bank or the reasons not attributable to the service provider. The availability will be calculated for the Shift Coverage period only.</li> <li>4. The bidder should ensure an uptime of 99.99%.</li> <li>5. Uptime (%) = (X / Y) *100, where             <ol style="list-style-type: none"> <li>a. X: Sum of total hours during the month– sum of downtime hours during the month (exclusion as per point3 above.)</li> <li>b. Y: Sum of total hours during the month</li> <li>c. Total hours:                 <ol style="list-style-type: none"> <li>i. Where operations support/obligation is for 24x7: [24 x Number of days in the month ]</li> <li>ii. Where operations support/obligation is for 16x7: [16 x Number of days in the month ]</li> <li>iii. Where the operations support/obligation is for General Shift: [8 x Number of working Days]</li> </ol> </li> </ol> </li> <li>6. Periodicity of uptime calculation will be on monthly basis.</li> </ol> |

| <p><b>11</b></p> | <p><b>Term of the Project - Project Schedule</b></p>                                                                                                                                                            | <p>1. The duration of the engagement shall be for the period 01 Sep 2024 to 30 Jun 2026 (approx. period 22 months).</p> <p>2. Project Schedule for SNOSAM Implementation:</p> <p>a. The below mentioned timelines would be the from date (T-Day) mentioned in the LoI / Purchase Order.</p> <table border="1" data-bbox="600 495 1386 1626"> <thead> <tr> <th>Milestone</th> <th>Activity</th> <th>Timelines</th> </tr> </thead> <tbody> <tr> <td rowspan="2"><b>M1</b></td> <td>Requirement analysis, License data collection, BRD, Solution &amp; architecture design document ,Infra sizing</td> <td>T1=T+ Four weeks</td> </tr> <tr> <td>Deployment of Non-Prod (Pre-Prod) environment with applicable integration</td> <td>T2=T1+Three week</td> </tr> <tr> <td rowspan="2"><b>M2</b></td> <td>Non-Prod Security review and Implementation of remaining Non-Prod environment</td> <td>T3=T2+Two week</td> </tr> <tr> <td>Closure of Security Review Observation and Production FAR details (PR, DR)</td> <td>T4=T3+Two week</td> </tr> <tr> <td><b>M3</b></td> <td>Production Deployment (PR and DR) and applicable integration</td> <td>T5=T4+Four Week</td> </tr> <tr> <td rowspan="2"><b>M4</b></td> <td>Initial Reports for Entitlement, Utilization and Compliance from Production and required dashboards Documentation: Installation, configuration, User manual, SOP, API integration, DR failover, Data Dictionary</td> <td>T6=T5+Three Week</td> </tr> <tr> <td>User training &amp; handholding.</td> <td>T7=T6+Two week</td> </tr> <tr> <td><b>M5</b></td> <td>Production Go-Live</td> <td><b>T+20 Week</b></td> </tr> </tbody> </table> <p>b. Delay in above schedule of delivery will attract the penalties as defined in the Appendix-I for the reasons attributable to the bidder.</p> | Milestone | Activity | Timelines | <b>M1</b> | Requirement analysis, License data collection, BRD, Solution & architecture design document ,Infra sizing | T1=T+ Four weeks | Deployment of Non-Prod (Pre-Prod) environment with applicable integration | T2=T1+Three week | <b>M2</b> | Non-Prod Security review and Implementation of remaining Non-Prod environment | T3=T2+Two week | Closure of Security Review Observation and Production FAR details (PR, DR) | T4=T3+Two week | <b>M3</b> | Production Deployment (PR and DR) and applicable integration | T5=T4+Four Week | <b>M4</b> | Initial Reports for Entitlement, Utilization and Compliance from Production and required dashboards Documentation: Installation, configuration, User manual, SOP, API integration, DR failover, Data Dictionary | T6=T5+Three Week | User training & handholding. | T7=T6+Two week | <b>M5</b> | Production Go-Live | <b>T+20 Week</b> |
|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|----------|-----------|-----------|-----------------------------------------------------------------------------------------------------------|------------------|---------------------------------------------------------------------------|------------------|-----------|-------------------------------------------------------------------------------|----------------|----------------------------------------------------------------------------|----------------|-----------|--------------------------------------------------------------|-----------------|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|------------------------------|----------------|-----------|--------------------|------------------|
| Milestone        | Activity                                                                                                                                                                                                        | Timelines                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |           |          |           |           |                                                                                                           |                  |                                                                           |                  |           |                                                                               |                |                                                                            |                |           |                                                              |                 |           |                                                                                                                                                                                                                 |                  |                              |                |           |                    |                  |
| <b>M1</b>        | Requirement analysis, License data collection, BRD, Solution & architecture design document ,Infra sizing                                                                                                       | T1=T+ Four weeks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |           |          |           |           |                                                                                                           |                  |                                                                           |                  |           |                                                                               |                |                                                                            |                |           |                                                              |                 |           |                                                                                                                                                                                                                 |                  |                              |                |           |                    |                  |
|                  | Deployment of Non-Prod (Pre-Prod) environment with applicable integration                                                                                                                                       | T2=T1+Three week                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |           |          |           |           |                                                                                                           |                  |                                                                           |                  |           |                                                                               |                |                                                                            |                |           |                                                              |                 |           |                                                                                                                                                                                                                 |                  |                              |                |           |                    |                  |
| <b>M2</b>        | Non-Prod Security review and Implementation of remaining Non-Prod environment                                                                                                                                   | T3=T2+Two week                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |           |          |           |           |                                                                                                           |                  |                                                                           |                  |           |                                                                               |                |                                                                            |                |           |                                                              |                 |           |                                                                                                                                                                                                                 |                  |                              |                |           |                    |                  |
|                  | Closure of Security Review Observation and Production FAR details (PR, DR)                                                                                                                                      | T4=T3+Two week                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |           |          |           |           |                                                                                                           |                  |                                                                           |                  |           |                                                                               |                |                                                                            |                |           |                                                              |                 |           |                                                                                                                                                                                                                 |                  |                              |                |           |                    |                  |
| <b>M3</b>        | Production Deployment (PR and DR) and applicable integration                                                                                                                                                    | T5=T4+Four Week                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |           |          |           |           |                                                                                                           |                  |                                                                           |                  |           |                                                                               |                |                                                                            |                |           |                                                              |                 |           |                                                                                                                                                                                                                 |                  |                              |                |           |                    |                  |
| <b>M4</b>        | Initial Reports for Entitlement, Utilization and Compliance from Production and required dashboards Documentation: Installation, configuration, User manual, SOP, API integration, DR failover, Data Dictionary | T6=T5+Three Week                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |           |          |           |           |                                                                                                           |                  |                                                                           |                  |           |                                                                               |                |                                                                            |                |           |                                                              |                 |           |                                                                                                                                                                                                                 |                  |                              |                |           |                    |                  |
|                  | User training & handholding.                                                                                                                                                                                    | T7=T6+Two week                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |           |          |           |           |                                                                                                           |                  |                                                                           |                  |           |                                                                               |                |                                                                            |                |           |                                                              |                 |           |                                                                                                                                                                                                                 |                  |                              |                |           |                    |                  |
| <b>M5</b>        | Production Go-Live                                                                                                                                                                                              | <b>T+20 Week</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |           |          |           |           |                                                                                                           |                  |                                                                           |                  |           |                                                                               |                |                                                                            |                |           |                                                              |                 |           |                                                                                                                                                                                                                 |                  |                              |                |           |                    |                  |
| <p><b>12</b></p> | <p><b>Training</b></p>                                                                                                                                                                                          | <p>Arrange for end user education presentations/session as a part of continuous improvement to update the information about the new features/update of the ITSAM and SNOSAM application and “How to do what” session</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |           |          |           |           |                                                                                                           |                  |                                                                           |                  |           |                                                                               |                |                                                                            |                |           |                                                              |                 |           |                                                                                                                                                                                                                 |                  |                              |                |           |                    |                  |

| 13                 | <b>Scalability Requirements</b> | <ol style="list-style-type: none"> <li>1. The minimum count of resources or number of shifts can be scaled/enhanced in future depending upon the business and operational requirements of the Bank.</li> <li>2. The price value (per resource cost) for such enhancements will be the same as discovered through this RFP and the same will remain valid for the contracted period.</li> <li>3. The bidder has to provide the required enhancements withing 15 days of Purchase Order issued for the same.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                    |                      |           |                 |           |                 |           |                 |           |                |           |                 |
|--------------------|---------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|----------------------|-----------|-----------------|-----------|-----------------|-----------|-----------------|-----------|----------------|-----------|-----------------|
| 14                 | <b>Payment schedule</b>         | <ol style="list-style-type: none"> <li>1. All the payments are subjected to submission of valid invoices along with relevant SLA compliance report.</li> <li>2. The attendance report of minimum resources as per this RFP shall be produced along with the bills for support.</li> <li>3. The payment for the application services will be as per below schedule.<br/> <b>A1.ITSAM:</b> Monthly in arrears.<br/> <b>A2.SNOSAM:</b> <ol style="list-style-type: none"> <li>a. <i>Operations and Maintenance:</i> Monthly in arrears</li> <li>b. <i>Implementation:</i> <ol style="list-style-type: none"> <li>i. Milestones as defined under point-11 Project Schedule</li> <li>ii. A partial completion or achievement of milestone will not be eligible for release of Payment.</li> <li>iii. <i>Implementation cost discovered through this RFP is “ImpCost”</i></li> </ol> </li> </ol> </li> </ol> <table border="1" data-bbox="730 1317 1374 1581"> <thead> <tr> <th>Milestone achieved</th> <th>Payment % of ImpCost</th> </tr> </thead> <tbody> <tr> <td><i>M1</i></td> <td>30 % of ImpCost</td> </tr> <tr> <td><i>M2</i></td> <td>10 % of ImpCost</td> </tr> <tr> <td><i>M3</i></td> <td>30 % of ImpCost</td> </tr> <tr> <td><i>M4</i></td> <td>10% of ImpCost</td> </tr> <tr> <td><i>M5</i></td> <td>20 % of ImpCost</td> </tr> </tbody> </table> | Milestone achieved | Payment % of ImpCost | <i>M1</i> | 30 % of ImpCost | <i>M2</i> | 10 % of ImpCost | <i>M3</i> | 30 % of ImpCost | <i>M4</i> | 10% of ImpCost | <i>M5</i> | 20 % of ImpCost |
| Milestone achieved | Payment % of ImpCost            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                    |                      |           |                 |           |                 |           |                 |           |                |           |                 |
| <i>M1</i>          | 30 % of ImpCost                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                    |                      |           |                 |           |                 |           |                 |           |                |           |                 |
| <i>M2</i>          | 10 % of ImpCost                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                    |                      |           |                 |           |                 |           |                 |           |                |           |                 |
| <i>M3</i>          | 30 % of ImpCost                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                    |                      |           |                 |           |                 |           |                 |           |                |           |                 |
| <i>M4</i>          | 10% of ImpCost                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                    |                      |           |                 |           |                 |           |                 |           |                |           |                 |
| <i>M5</i>          | 20 % of ImpCost                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                    |                      |           |                 |           |                 |           |                 |           |                |           |                 |
| 15                 | <b>Time Frame Matrices</b>      | <p><u>Table: Time Frame Matrices</u></p> <ol style="list-style-type: none"> <li>1. All the time frames unit for             <ol style="list-style-type: none"> <li>a. General shift is “Bank Business Days”</li> <li>b. For the morning, afternoon and night shift is the shift coverage period.</li> </ol> </li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                    |                      |           |                 |           |                 |           |                 |           |                |           |                 |



| Impact / Urgency Level               | Definition                                                                                                                                                                                                                                                                              | Response Time | Workaround Time | Resolution Time |
|--------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|-----------------|-----------------|
| Critical (Severity 1)<br><b>S1</b>   | Severe impact: a critical that makes the application environment unavailable to conduct business such as: A business service is not available, a production system has crashed, infrastructure outage, Data integrity is at risk, etc.                                                  | 0.5 Hours     | 2 Hours         | 4 Days          |
| High/Major (Severity 2)<br><b>S2</b> | Major impact: the business service, major functionality of application, or system, is seriously affected (no data loss), business e.g. service performance has degraded.                                                                                                                | 1 Hour        | 4 Hours         | 5 Days          |
| Medium (Severity 3)<br><b>S3</b>     | Minor impact: Incidents related to business service, major applications, or system causing moderate user impact; no data loss, business service still functioning.                                                                                                                      | 2 Hours       | 1 Days          | 9 Days          |
| Low /Minor (Severity 4)<br><b>S4</b> | Minimal impact: incidents related to business service, major applications, or system causing low user impact; no data loss, business service still functioning. User access issues or access management requests are examples of S4. Also includes business impacting service requests. | 4 Hours       | 4 Days          | 10 Days         |



|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |                                                        |                                |            |            |            |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--------------------------------------------------------|--------------------------------|------------|------------|------------|
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  | Very Low/<br>Cosmetic<br>(Severity 5)<br><br><b>S5</b> | Query or informational request | 5<br>Hours | 10<br>Days | 15<br>Days |
| <p>2. <u>Response Time</u>: The amount of time between when a ticket is assigned to the service provider and when the service provider first responds (automated responses don't count) and lets the user know they're currently working on it. In some cases, it can also extend to subsequent responses on the same ticket, i.e., the time between the oldest unanswered user response and the following reply from the service provider.</p> <p>3. <u>Work Around Time</u>: The amount of time between when a ticket is assigned to the service provider and when a working solution is provided by the service provider to restore the operations to normal status. Implementation of a workaround solution will not release the service providers commitment to provide final solution, unless mutually agreed.</p> <p>4. <u>Resolution Time</u>: The amount of time between when a ticket is assigned to the service provider and when that ticket is solved (i.e., closed/resolved). Root Cause Analysis is always the part of solution provided as applicable.</p> |  |                                                        |                                |            |            |            |

**Indicative Price Bid**

The indicative Price Bid needs to contain the information listed hereunder and needs to be submitted on portal of e-Procurement agency.

**Table-1: Total Project Cost**

| <b>Name of the Bidder:</b> |                                                                                               |                                              |                                                      |                                                                 |                                                  |
|----------------------------|-----------------------------------------------------------------------------------------------|----------------------------------------------|------------------------------------------------------|-----------------------------------------------------------------|--------------------------------------------------|
| S<br>N                     | Type of services /<br>Items                                                                   | Minimum<br>Quantity<br>or No of<br>Resources | Rate Per<br>resource for the<br>engagement<br>period | Total amount<br>in Rs. (INR)<br>for the<br>engagement<br>period | Proportion to<br>Total Cost (in<br>percentage) # |
|                            |                                                                                               | <i>[A]</i>                                   | <i>[B]</i>                                           | <i>[C]=[AxB]</i>                                                | <i>[E]=[C/D]%</i>                                |
| 1.                         | ITSAM-Shift                                                                                   | 4                                            |                                                      |                                                                 |                                                  |
| 2.                         | ITSAM SME                                                                                     | 2                                            |                                                      |                                                                 |                                                  |
| 3.                         | SNOSAM-<br>Maintenance and<br>Operations                                                      | 1                                            |                                                      |                                                                 |                                                  |
| 4.                         | SNOSAM-<br>Implementation<br>(total amount [C]<br>should not be more<br>than 40 % of point-3) | Project<br>Based                             |                                                      |                                                                 |                                                  |
| <b>Total Cost [D]*</b>     |                                                                                               |                                              |                                                      |                                                                 | 100.00%                                          |

# The 'Proportion to Total Cost' percentage mentioned here will have to be maintained in the final price quote also by the successful 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)/Total Project Cost and should be quoted in the reverse auction.

**Table-2: Breakup of Taxes and Duties**

| Sr.<br>No. | Name of activity/Services | Tax 1               | Tax 2 | Tax 3 |
|------------|---------------------------|---------------------|-------|-------|
|            |                           | Mention Name of Tax |       |       |
|            |                           | GST%                |       |       |
| 1.         |                           |                     |       |       |
| 2.         |                           |                     |       |       |

RFP for procurement of onsite application support services for BMC Helix Platform and Snow Software



|                    |  |  |  |  |
|--------------------|--|--|--|--|
| 3.                 |  |  |  |  |
| <b>Grand Total</b> |  |  |  |  |

**Name & Signature of authorised signatory**

**Seal of Company**

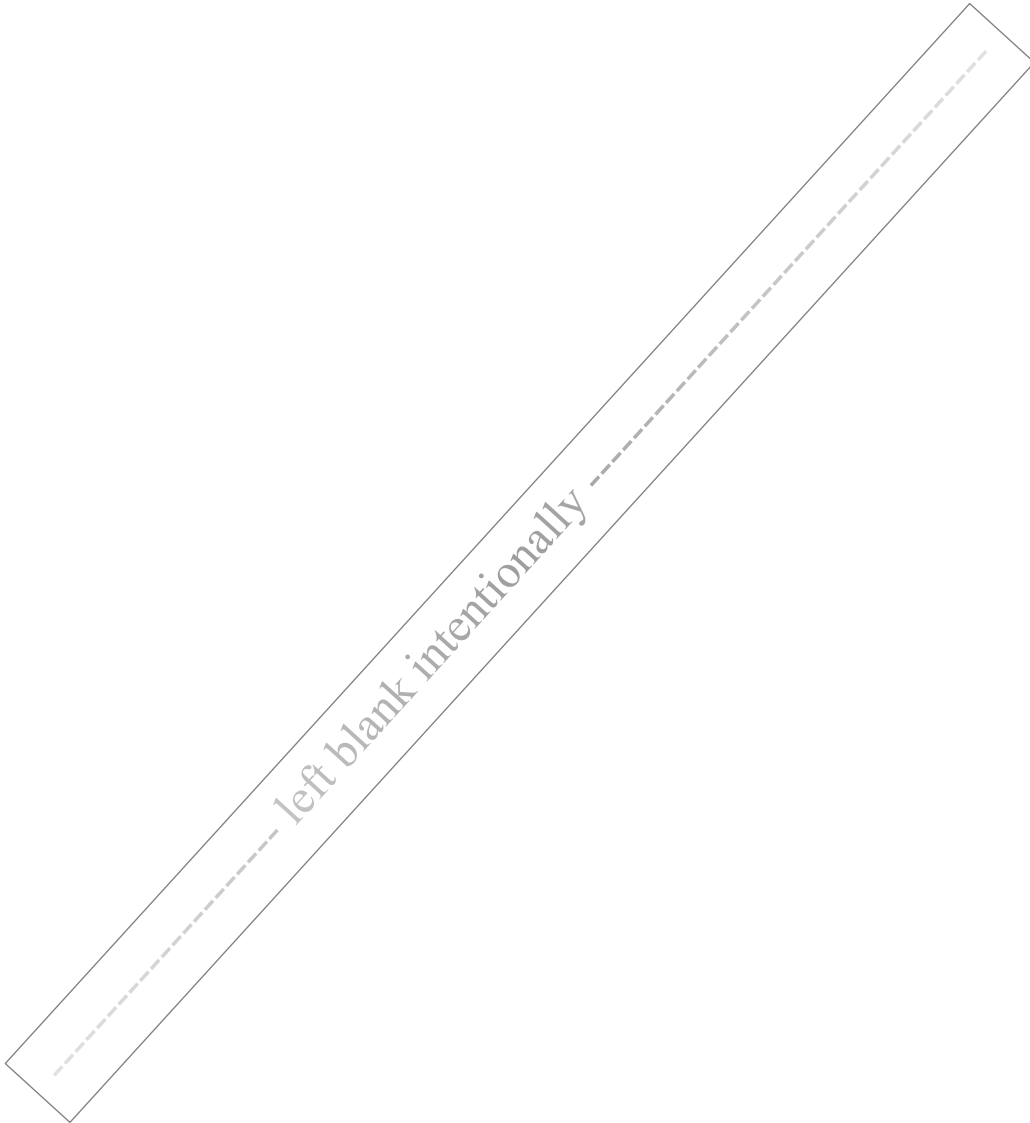
**Illustration**

| Particulars                              | Indicative Price Bid Quote (INR) | Proportion to Total Cost 'G' (in %age) of indicative price bid | Final Price (INR) in reverse auction | Minimum final price should not be below (INR) | Maximum final price should not exceed (INR) |
|------------------------------------------|----------------------------------|----------------------------------------------------------------|--------------------------------------|-----------------------------------------------|---------------------------------------------|
| <i>A</i>                                 | <i>B</i>                         | <i>C</i>                                                       | <i>D*</i>                            | <i>E</i><br>(95% of D)                        | <i>F</i><br>(105% of D)                     |
| Item 1                                   | 25                               | 13.16                                                          | 9.87                                 | 9.38                                          | 10.36                                       |
| Item 2                                   | 50                               | 26.32                                                          | 19.74                                | 18.75                                         | 20.72                                       |
| Item 3                                   | 75                               | 39.47                                                          | 29.60                                | 28.13                                         | 31.09                                       |
| Item 4                                   | 40                               | 21.05                                                          | 15.79                                | 15.00                                         | 16.58                                       |
| <b>Grand Total</b><br>(1 + 2 + 3 + 4)= G | <b>190</b>                       | <b>100</b>                                                     | <b>75</b>                            |                                               |                                             |

\* Ideal final price breakup based on final price of INR 75 quoted in the reverse auction.



**This appendix is not applicable for this RFP.**



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

1. THIS 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 Platform Engineering -II Department, State Bank of India, Global IT Centre,"A" Wing, First Floor, CBD Belapur, Navi Mumbai-400614 (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).
2. 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 Onsite Application Support Services for BMC Helix Platform and Snow Software (name of Service) (hereinafter referred to as "Services") to SBI in accordance with the Request for Proposal (RFP) No. SBI/GITC/Platform Engineering-II/2024/2025/1196 dated 16/08/2024.
3. WHEREAS, SBI has agreed to avail the Services from Service Provider for a period of \_\_\_\_\_ year(s) subject to the terms and conditions mentioned in the RFP.
4. 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 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.

5. 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 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 not exceeding 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 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.
- vi. This Guarantee shall remain in full force and effect for a period of \_\_ year(s) \_\_\_\_\_ month(s) 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:**

- i. Our liability under this Bank Guarantee shall not exceed Rs \_\_\_\_\_/-  
(Rs. \_\_\_\_\_ only)
- ii. This Bank Guarantee shall be valid up to \_\_\_\_\_
- iii. 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**

**Appendix-I**

**Other terms and Penalties**

If the Service Provider fails to deliver the required services within the stipulated time defined for the activity, will attract penalties as defined below in this Appendix-I.

(Same are also listed under Appendix-J : Service Level Agreement- Annexure-E)

1. All the penalties, as applicable, will be applied in parallel on monthly basis.
2. The penalty shall only be applicable if the reasons are attributable to the Bidder.
3. The penalties may be recovered from invoices presented for payment or through credit note or invoking Performance Bank Guarantee submitted.
4. Application of penalties and payments thereof will not relieve the Bidder from the obligation of delivery of services during the valid contract period.
5. A penalty period may spill-over across more than one month (thus multiple invoice), the amounts are deducted in each month invoices as applicable. If the delay approaches to next invoice period, the delay period will be calculated from the actual delay start date and the penalty will be invoked for the next invoice period too.
6. All the BAU activities or the daily operational activities will be considered as work-order tickets and will be governed relevant SLA of workorders.
7. The maximum penalties as described in this Appendix-I, detailed below can be 10% of the total project cost for the whole contract period. Once the maximum penalty deduction is reached, the Bank may consider termination of the Agreement.
8. Uptime penalties: The uptime penalties shall be calculated as per following table.

| S<br>N | Uptime Range           | Penalty                               |
|--------|------------------------|---------------------------------------|
| 1      | Uptime >= 99.99%       | No penalty                            |
| 2      | 99.99 > Uptime <99.00% | 2% of cost of monthly support charges |
| 3      | Uptime <=99.00%        | 5% of cost of monthly support charges |

9. Response, Workaround and Resolution Time Penalties for ITSAM and SNOSAM  
All the time frames unit is “Shift Coverage Period” and **Severity** definition will be as per the Appendix-E “**point-15. Time Frame Matrices**”

a. Response time penalties

| S.<br>No | Service level category | Severity of Service Call | Service level object | Penalty |
|----------|------------------------|--------------------------|----------------------|---------|
|          |                        |                          |                      |         |

|   |                                                                                                                                                                            |                                    |            |                                   |
|---|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|------------|-----------------------------------|
| 1 | <b>Responses</b> to any support request / technical activities requested/ planned/ routine advised by the Bank as per Service Desk Support Metric (Timeframe Metric Table) | Critical (Severity 1) S1           | > 0.5 hour | Rs.2000 per hour or part thereof  |
| 2 |                                                                                                                                                                            | High/Major (Severity 2) S2         | > 1 hours  | Rs.2000 per hour or part thereof  |
| 3 |                                                                                                                                                                            | Medium (Severity 3) S3             | > 2 hours  | Rs. 1000 per hour or part thereof |
| 4 |                                                                                                                                                                            | Low /Minor (Severity 4) S4         | > 4 hours  | Rs. 1000 per hour or part thereof |
| 5 |                                                                                                                                                                            | Very Low/ Cosmetic (Severity 5) S5 | > 5 Hours  | Rs. 1000 per hour or part thereof |

b. Workaround time penalties

| S. No | Service level category                                                                                                                                                                      | Severity of Service Call           | Service level object | Penalty                           |
|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|----------------------|-----------------------------------|
| 1     | <b>Workaround</b> to be provided for any support request / technical activities requested/ planned/ routine advised by the Bank as per Service Desk Support Metric (Timeframe Metric Table) | Critical (Severity 1) S1           | > 2 hours            | Rs.2000 per hour or part thereof  |
| 2     |                                                                                                                                                                                             | High/Major (Severity 2) S2         | > 4 hours            | Rs.2000 per hour or part thereof  |
| 3     |                                                                                                                                                                                             | Medium (Severity 3) S3             | > 1 Day              | Rs. 10000 per day or part thereof |
| 4     |                                                                                                                                                                                             | Low /Minor (Severity 4) S4         | > 4 Days             | Rs. 10000 per day or part thereof |
| 5     |                                                                                                                                                                                             | Very Low/ Cosmetic (Severity 5) S5 | > 10 Days            | Rs. 10000 per day or part thereof |

c. Resolution time penalties

| S. No | Service level category                                                                                                                                                       | Severity of Service Call              | Service level object | Penalty                           |
|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|----------------------|-----------------------------------|
| 1     | <b>Resolution</b> for any support request / technical activities requested/ planned/ routine advised by the Bank as per Service Desk Support Metric (Timeframe Metric Table) | Critical (Severity 1)<br>S1           | > 4 Days             | Rs.20000 per day or part thereof  |
| 2     |                                                                                                                                                                              | High/Major (Severity 2)<br>S2         | > 5 Days             | Rs.20000 per day or part thereof  |
| 3     |                                                                                                                                                                              | Medium (Severity 3)<br>S3             | > 9 Days             | Rs. 10000 per day or part thereof |
| 4     |                                                                                                                                                                              | Low /Minor (Severity 4)<br>S4         | > 10 Days            | Rs. 10000 per day or part thereof |
| 5     |                                                                                                                                                                              | Very Low/ Cosmetic (Severity 5)<br>S5 | > 15 Days            | Rs. 10000 per day or part thereof |

10. SNOSAM Implementation penalties

| Milestone | Delay range    | Penalty                        |
|-----------|----------------|--------------------------------|
| M1, M2    | Delay <=1 week | 5,000 per day or part thereof  |
|           | Delay >1 week  | 10,000 per day or part thereof |
| M3,M4     | Delay <=1 week | 5,000 per day or part thereof  |
|           | Delay >1 week  | 10,000 per day or part thereof |
| M5        | Delay >1 week  | 10,000 per day or part thereof |

11. Security Incident Closure

| Incident Severity | Timeline for Resolution | Penalty                        |
|-------------------|-------------------------|--------------------------------|
| P0 (Critical)     | Within 1 day            | 10,000 per day or part thereof |
| P1 (High)         | Within 2 days           | 5,000 per day or part thereof  |
| P2 (Medium)       | Within 3 days           | 1,000 per day or part thereof  |
| P3 (Low)          | Within 4 days           | 1,000 per day or part thereof  |

12. Other operational categories and relevant penalties (ITSAM and SNOSAM Operations)

| S<br>N | Applicable to | Service level category                                                             | SLA Measure                                                                                                                                                                                                                                                                                    | Penalty Calculation                                                                                                                                                                                                                                                                                   |
|--------|---------------|------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1      | ITSAM, SNOSAM | RTO during disaster for switching to DR site                                       | <p>As per agreed and approved DR Plan. If the RTO gets revised after periodic review by the OEM or the Bank, the SLA measures for RTO will be applicable for the new time.</p> <p>Bank related prerequisites (like: network availability, backup, FAR, etc.) will be ensured by Bank team.</p> | The uptime penalties shall be applicable for RTO beyond approved DR Plan.                                                                                                                                                                                                                             |
| 2      | ITSAM, SNOSAM | VA/PT Closure                                                                      | <p>All the reported/identified VA/PT observation should be closed within the defined time frame listed in Appendix-E</p> <p>Scope of work<br/>The criticality of vulnerability will be defined as per the definition adopted by the security team of the Bank.</p>                             | <p>INR 1000 per VA per week or part thereof. If VA closure requires a product upgrade or version change as recommended by OEM (like compatibility issues with existing version). The same should be documented and submitted to the bank with proper evidence to put the relevant VA SLA on hold.</p> |
| 3      | ITSAM, SNOSAM | Team member not acceptable to the Bank on behavioural or lack of knowledge grounds | Replacement should be done within 60 days from the date of intimation by the Bank.                                                                                                                                                                                                             | INR 2000.00 for a delay of each week or a part thereof.                                                                                                                                                                                                                                               |
| 4      | ITSAM, SNOSAM | Application Module Upgrade                                                         | <p>Minor version upgrade: 1 month<br/>Major version upgrade: 4 months</p>                                                                                                                                                                                                                      | <p>Penalties shall be calculated based on Resolution Time Penalties–<br/>Severity-3</p>                                                                                                                                                                                                               |





|    |               |                                                                  |                                                                                                                                                             |                                                                                     |
|----|---------------|------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| 5  | ITSAM, SNOSAM | Operating system/<br>Database/application: SCD implementation    | SCD Implementation: 3 months                                                                                                                                | Penalties shall be calculated based on Resolution Time Penalties–<br><br>Severity-2 |
| 6  | ITSAM, SNOSAM | Integration with Security and Monitoring tool                    | 15 days                                                                                                                                                     | Penalties shall be calculated based on Resolution Time Penalties–<br><br>Severity-3 |
| 7  | ITSAM SNOSAM  | Workorder/<br>Catalog / Form /Report/<br>Dashboard Configuration | Effort:<br>Very High:72 days<br>High: 60 days<br>Medium: 25 days<br>Low: 10 days<br>Very Low: 2 Days<br>Informational: 5 hours                              | Penalties shall be calculated based on Resolution Time Penalties–<br>Severity 3     |
| 8  | ITSAM, SNOSAM | Audit Closure                                                    | As agreed between the bank and the operations & support team as per discussion.<br>(Scope: application and all its components, operating system, databases) | Penalties shall be calculated based on Workaround Time Penalties–<br><br>Severity 3 |
| 9  | ITSAM, SNOSAM | Integration with other tools, applications                       | Effort:<br>Very High:30 days<br>High: 20 days<br>Medium: 10 days<br>Low: 5 days                                                                             | Penalties shall be calculated based on Workaround Time Penalties–<br><br>Severity 2 |
| 10 | SNOSAM        | EOL/EOS/EEOS report for the OS, DB, and application software     | Within 1 day                                                                                                                                                | Penalties shall be calculated based on Workaround Time Penalties–<br><br>Severity-4 |
| 11 | SNOSAM        | Ad-hoc License utilization , entitlement or compliance report    | Within 2 days                                                                                                                                               | Penalties shall be calculated based on Workaround Time Penalties–<br><br>Severity 2 |



|    |               |                                                          |                                                                                           |                                                                                                                                                                                             |
|----|---------------|----------------------------------------------------------|-------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 12 | SNOSAM        | Operating system/Database upgrade                        | Minor version upgrade:<br>1 month<br>Major version upgrade:<br>3 months                   | Penalties shall be calculated based on Resolution Time Penalties–<br><br>Severity-3                                                                                                         |
| 13 | ITSAM, SNOSAM | Other activities of application operations & maintenance | As per Table: Time Frame Matrix<br>Severity:<br>S1,S2,S3,S4,S5<br>as the case applicable. | Penalties shall be calculated based on Response, Workaround and Resolution Time Penalties–<br>Response, Workaround, and Resolution Penalties of the relevant severity<br>S1, S2, S3, S4, S5 |

**Service Level Agreement**

**AGREEMENT FOR \_\_\_\_\_ 1**

**BETWEEN**

**STATE BANK OF INDIA, \_\_\_\_\_ 2**  
**AND**

\_\_\_\_\_ 3

**Date of Commencement : \_\_\_\_\_ 4**

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

---

<sup>1</sup> Type/nature/name of Agreement.

<sup>2</sup> Office/ Department/ Branch which is executing the Agreement or the nodal department in the matter.

<sup>3</sup> The other Party (Contractor/ Service Provider) to the Agreement

<sup>4</sup> Effective Date from which the Agreement will be operative.



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This agreement (“Agreement”) is made at \_\_\_\_\_ (Place) on this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_.

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 Sector-11, CBD Belapur, Navi Mumbai- 400614 through its Platform Engineering -II Department, State Bank of India, Global IT Centre, ”A” Wing, First Floor, CBD Belapur, Navi Mumbai-400614,<sup>5</sup> 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 First Part:

AND

\_\_\_\_\_ <sup>6</sup> 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 \_\_\_\_\_ hereinafter referred to as “**Service Provider/ Vendor**”, which expression shall mean to include its successors in title and permitted assigns of the Second Part:

WHEREAS

- (i) “The Bank” is carrying on business in banking in India and overseas and desirous to avail services for \_\_\_\_\_ ;<sup>7</sup>
- (ii) \_\_\_\_\_;
- (iii) \_\_\_\_\_; and
- (iv) Service Provider is in the business of providing \_\_\_\_\_ and has agreed to provide the services as may be required by the Bank mentioned in the Request of Proposal (SBI/GITC/Platform Engineering-II/2024/2025/1196 dated 16/08/2024) issued by the Bank along with its clarifications/ corrigenda, referred hereinafter as a “RFP” and same shall be part of this Agreement.

<sup>5</sup>Name & Complete Address of the Dept.

<sup>6</sup>Name & Complete Address ( REGISTERED OFFICE) of service Provider,

<sup>7</sup> Please provide the brief introduction, facts and circumstances which lead to the present agreement (preamble of the 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:

- 1.1.1 ‘The Bank’ shall mean the State Bank of India (including domestic branches and foreign offices), Subsidiaries and Joint Ventures, where the Bank has ownership of more than 50% of voting securities or the power to direct the management and policies of such Subsidiaries and Joint Ventures:< Strike of whichever is inapplicable.>
- 1.1.2 “Confidential Information” shall have the meaning set forth in Clause 14.
- 1.1.3 Data Dictionary or Metadata Repository” shall mean a repository of information about data such as meaning, relationships to other data, origin/lineage, usage, business context and format including but not limited to data type, data length, data structure etc., further, it as a collection of columns and tables with metadata. *<Strike off if not applicable as per scope of services>*
- 1.1.4 “Deficiencies” shall mean defects arising from non-conformity with the mutually agreed specifications and/or failure or non-conformity in the Scope of the Services.

- 1.1.5 “Documentation” will describe in detail and in a completely self-contained manner how the User may access and use the BMC Helix Platform and Snow SAM (name of the Software / Maintenance Services) ,<sup>8</sup> such that any reader of the Documentation can access, use and maintain all of the functionalities of the BMC Helix Platform and Snow SAM (Service)<sup>9</sup>, without the need for any further instructions. ‘Documentation’ includes, user manuals, installation manuals, operation manuals, design documents, process documents, data flow documents, data register, technical manuals, functional specification, software requirement specification, on-line tutorials/CBTs, system configuration documents, Data Dictionary, 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.
- 1.1.6 “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).
- 1.1.7 “Project Cost” means the price payable to Service Provider over the entire period of Agreement (i.e. Rs. \_\_\_\_\_ <in words>) for the full and proper performance of its contractual obligations.
- 1.1.8 “Request for Proposal (RFP)” shall mean RFP NO. SBI/GITC/Platform Engineering-II/2024/2025/1196 dated 16/08/2024 along with its clarifications/ corrigenda issued by the Bank time to time.

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<sup>8</sup> Name of Software/ Maintenance services

<sup>9</sup> Name of Software

1.1.9 “Root Cause Analysis Report” shall mean a report addressing a problem or non-conformance, in order to get to the ‘root cause’ of the problem, which thereby assists in correcting or eliminating the cause, and prevent the problem from recurring.

1.1.10 ‘Services’ shall mean and include the Services offered by Service Provider under this Agreement more particularly described in Clause 2 of this Agreement.

## 1.2 Interpretations:

1.2.1 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).

1.2.2 The singular includes the plural and vice versa.

1.2.3 Reference to any gender includes each other gender.

1.2.4 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.

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

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

1.2.7 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.

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

1.2.9 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.

### 1.3 Commencement, Term & Change in Terms

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

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

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

## 2. SCOPE OF WORK

2.1 The scope and nature of the work which Service Provider has to provide to the Bank (Services) is described in **Annexure-A**.

2.2 The Bank may, at its sole discretion, provide remote access to its information technology system to IT Service Provider through secured Virtual Private Network (VPN) in order to facilitate the performance of IT Services. Such remote access to the Bank's information technology system shall be subject to the following:

2.1.1 Service Provider shall ensure that the remote access to the Bank's VPN is performed through a laptop/desktop ("Device") specially allotted for that purpose by the Service Provider and not through any other private or public Device.

- 2.1.2 Service Provider shall ensure that only its authorized employees/representatives access the Device.
- 2.1.3 Service Provider shall be required to get the Device hardened/configured as per the Bank's prevailing standards and policy.
- 2.1.4 Service Provider and/or its employee/representative shall be required to furnish an undertaking and/or information security declaration on the Bank's prescribed format before such remote access is provided by the Bank.
- 2.1.5 Service Provider shall ensure that services are performed in a physically protected and secure environment which ensures confidentiality and integrity of the Bank's data and artefacts, including but not limited to information (on customer, account, transactions, users, usage, staff, etc.), architecture (information, data, network, application, security, etc.), programming codes, access configurations, parameter settings, executable files, etc., which the Bank representative may inspect. Service Provider shall facilitate and/ or handover the Device to the Bank or its authorized representative for investigation and/or forensic audit.
- 2.1.6 Service Provider shall be responsible for protecting its network and subnetworks, from which remote access to the Bank's network is performed, effectively against unauthorized access, malware, malicious code and other threats in order to ensure the Bank's information technology system is not compromised in the course of using remote access facility.

### **3. FEES /COMPENSATION**

#### **3.1 Professional fees**

- 3.1.1 Service Provider shall be paid fees and charges in the manner detailed in here under, the same shall be subject to deduction of income tax thereon wherever required under the provisions of the Income Tax Act by the Bank. 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 Agreement shall relieve Service Provider from his responsibility to pay any tax that may be levied in India on income and profits made by Service Provider in respect of this Agreement.

3.1.2 All duties and taxes (excluding<sup>10</sup> Goods and Services Tax (GST) or any other tax imposed by the Government in lieu of same), if any, which may be levied, shall be borne by 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 Goods and Services Tax (GST) or any other tax imposed by the Government in lieu of same shall be borne by the Bank on actual upon production of original receipt wherever required.

3.2 Service Provider shall provide a clear description quantifying the service element and goods element in the invoices generated by them along with the relevant documents like attendance/shift presence sheets, deliverable sign-off.

### 3.3 **Payments**

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

3.4.2 The Bank may withhold payment of any product/services that it disputes in good faith and may set-off penalty amount or any other amount which Service Provider owes to the Bank against amount payable to Service provider under this Agreement. However, before levying penalty or recovery of any damages, the Bank shall provide a written notice to Service Provider indicating the reasons for such penalty or recovery of damages. Service Provider shall have the liberty to present its case in writing together with documentary evidences, if any, within 21 (twenty one) days. Penalty or damages, if any, recoverable from Service Provider shall be recovered by the Bank through a credit note or revised invoices. In case Service Provider fails to issue credit note/ revised invoice, the Bank shall have right to withhold the payment or set-off penal amount from current invoices.

### 3.4 **Bank Guarantee and Penalties**

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<sup>10</sup> Please determine the applicability of the taxes.

- 3.5.1 Service Provider shall furnish performance security in the form of Bank Guarantee for an amount of Rs. \_\_\_\_\_ valid for a period of \_\_\_\_\_year(s) \_\_\_\_\_month(s) i.e. valid up to 30-Sep-2026 from a Scheduled Commercial Bank other than State Bank of India in a format provided/ approved by the Bank.
- 3.5.2 The Bank Guarantee is required to protect the interest of the Bank against the risk of non-performance of Service Provider in respect of successful implementation of the project and/or failing to perform / fulfil its commitments / obligations in respect of providing Services as mentioned in this Agreement; or breach of any terms and conditions of the Agreement, which may warrant invoking of Bank Guarantee.
- 3.5.3 If at any time during performance of the contract, Service Provider shall encounter unexpected conditions impeding timely completion of the Services under the Agreement and performance of the services, Service Provider shall promptly notify the Bank in writing of the fact of the delay, it's likely duration and its cause(s). As soon as practicable, after receipt of Service Provider's notice, the Bank shall evaluate the situation and may at its discretion extend 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 shall be made by Service Provider in accordance with the time schedule<sup>11</sup> specified in this Agreement.
- 3.5.5 Service Provider shall be liable to pay penalty at the rate mentioned in **Annexure-E** 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 contract.

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<sup>11</sup> Please ensure that the time scheduled is suitably incorporated in the Agreement.

#### **4. LIABILITIES/OBLIGATION**

##### **4.1 The Bank's Duties /Responsibility(if any)**

- (i) Processing and authorising invoices
- (ii) Approval of Information
- (iii)

##### **4.2 Service Provider Duties**

- (i) Service Delivery responsibilities
  - (a) To adhere to the service levels documented in this Agreement.
  - (b) Service Provider shall ensure to filter all phishing / spamming / overflow attacks in order to ensure availability and integrity on continuous basis.
  - (c) Service Provider shall *ensure that* Service Provider's personnel and its sub-contractors (if allowed) 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.
  - (d) Service Provider agrees and declares that it shall be the sole responsibility of Service Provider to comply with the provisions of all the applicable laws, concerning or in relation to rendering of Services by Service Provider as envisaged under this Agreement.
  - (e) Service Provider shall be responsible to provide Data Dictionary in a format provided by the Bank. During the term of this Agreement, such a format may be revised by the Bank as per the requirements. Service Provider shall capture all the fields in Data Dictionary format and keep the same always updated during the term of this Agreement.
  - (f) Service Provider shall report the incidents, including cyber incidents and those resulting in disruption of service and data loss/ leakage immediately but not later than one hour of detection.

Service Provider/ Vendor shall abide by the provisions of the DPDP Act, 2023 - 11th August, 2023; CG-DL-E-12082023-248045 as and when the relevant rules and guidelines come into force.

- (g) In addition to the above, additional detailed scope is placed at Annexure-A.
- (ii) Security Responsibility
  - (a) To maintain the confidentiality of the Bank's resources and other intellectual property rights.
  - (b) To proactively maintain the application as per the best practices and the bank security requirements so that the application always meet or exceed the performance requirements

## **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 has full right, title and interest in and to all software, copyrights, trade names, trademarks, service marks, logos symbols and other proprietary marks (collectively 'IPR') (including appropriate limited right of use of those owned by any of its vendors, affiliates or subcontractors) which it provides to the other Party, for use related to the Services to be provided under this Agreement.
- 5.1.4 It will provide such cooperation as the other Party reasonably requests in order to give full effect to the provisions of this Agreement.
- 5.1.5 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 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 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 Service Provider shall duly intimate to the Bank immediately, the changes, if any in the constitution of Service Provider.
- 5.2.4 Service Provider warrants that to the best of its knowledge, as on the Effective Date of this Agreement, the services and products provided by 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 Service provider shall ensure that all persons, employees, workers and other individuals engaged by or sub-contracted (if allowed) by 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 Service provider unless such person is found to be suitable in such verification and 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 warrants that at the time of delivery the software deployed/ upgraded as a part of this Agreement is free from malware, free from any obvious bugs, and free from any covert channels in the code (of the versions of the applications/software being delivered as well as any subsequent versions/modifications done). Software deployed/ upgraded as a part of this Agreement shall remain free from OWASP Top 10 vulnerabilities (latest) during the term of this Agreement.

- 5.2.7 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.
- 5.2.8 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 (if allowed) and in particular laws relating to terminal benefits such as pension, gratuity, provident 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.
- 5.2.9 During the Contract period, if any software or any component thereof is supplied by Service Provider is inoperable or suffers degraded performance, Service provider shall, at the Bank's request, promptly replace the software or specified component with new software of the same type and quality. Such replacement shall be accomplished without any adverse impact on the Bank's operations within agreed time frame and without any additional cost to the Bank.

## **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) Services Provider's breach of its warranties, covenants, responsibilities or obligations; or (ii) breach of confidentiality obligations mentioned in this Agreement; or (iii) any willful misconduct and gross negligent acts on the part of employees, agents, representatives or sub-contractors (if allowed) of Service Provider. Service Provider agrees to make good the loss suffered by the Bank.
- 6.2 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 Service Provider without undue



delay. Service Provider also undertakes to co-operate with other service providers thereby ensuring expected performance covered under scope of work.

**7. CONTINGENCY PLANS**

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

**8. TRANSITION REQUIREMENT**

In the event of failure of 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 the Agreement until a 'New Service Provider' completely takes over the work. During the transition phase, the existing Service Provider shall render all reasonable assistances 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, provided where transition services are required by the Bank or New Service Provider beyond the term of this Agreement, reasons for which are not attributable to Service Provider, payment shall be made to Service Provider for such additional period on the same rates and payment terms as specified in this Agreement. If existing vendor is found to be in breach of this obligation, they shall be liable for paying a penalty of 3% of total project cost Rs.\_\_\_\_\_ on demand to the Bank, which may be settled from the payment of invoices or bank guarantee for the contracted period. Transition & Knowledge Transfer plan is mentioned in Annexure F.

**9. LIQUIDATED DAMAGES**

If 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 Project Cost, as liquidated damages a sum equivalent to 0.5% of total Project cost for delay of each week or part thereof maximum up to 10% of total Project cost. 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 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 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 employee(s) of a Party on account of personal accidents while working in the premises of the other Party shall remain with the respective employer and not on the Party in whose premises the accident occurred unless such accidents occurred due to gross negligent act of the Party in whose premises the accident occurred.
- 10.6 For redressal of complaints of sexual harassment at workplace, Parties agree to comply with the policy framed by the Bank (including any amendment thereto) in pursuant to the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 including any amendment thereto.

## **11. SUB CONTRACTING**

- 11.1 Sub-Contracting is not permitted. However, Bank may permit sub-contracting on case-to-case basis at the sole discretion of the Bank. If permitted, the Service Provider shall carry out its standard due diligence process on sub-contracting/ sub-contractor.
- 11.2 Service Provider shall comply with all the instructions, requirements and any other conditions suggested by the Bank in order for the Bank to comply with its site access and regulatory audit requirements and upon' s Bank request Service Provider will provide a written confirmation of compliance with the requirements of this provision.
- 11.3 With the Bank's prior written approval, Service Provider may change the sub-contractor, provided it does not impact the quality of Services being delivered. However, Service Provider shall inform the Bank on its intention to change the sub-contractor and reason thereof.
- 11.4 Service Provider shall be 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.
- 11.5 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 and faith of the Bank's data / processes is maintained.
- 11.6 Notwithstanding approval of the Bank for sub-contracting, the Service Provider shall remain liable to the Bank for all acts/omissions of sub-contractors.
- 11.7 Service Provider shall ensure that it shall have all back-to-back commitments from its vendors in such agreements.
- 11.8 Service Provider shall provide the complete details of Services sub-contracted by it including the details of sub-contractor(s) and/or its agent to the Bank as and when requested.

## **12. INTELLECTUAL PROPERTY RIGHTS**

- 12.1 For any technology / software / product used/supplied by Service Provider for performing Services for the Bank as part of this Agreement, Service Provider shall have right to use as well as right to license such technology/ software / product. The Bank shall not be liable for any license or IPR violation on the part of Service Provider.
- 12.2 Without the Bank's prior written approval, Service provider will 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 or to limit the Bank's rights under this Agreement.
- 12.3 Subject to below mentioned sub-clause 12.4 and 12.5 of this Agreement, Service Provider shall, at its own expenses without any limitation, indemnify and keep fully and effectively indemnified the Bank against all costs, claims, damages, demands, expenses and liabilities whatsoever nature arising out of or in connection with all claims of infringement of Intellectual Property Right, including patent, trademark, copyright, trade secret or industrial design rights of any third party arising from the Services or use of the technology / software / products or any part thereof in India or abroad.
- 12.4 The Bank will give (a) notice to Service Provider of any such claim without delay/provide reasonable assistance to Service Provider in disposing of the claim; (b) sole authority to defend and settle such claim and; (c) will at no time admit to any liability for or express any intent to settle the claim provided that (i) Service Provider shall not partially settle any such claim without the written consent of the Bank, unless such settlement releases the Bank fully from such claim, (ii) Service Provider shall promptly provide the Bank with copies of all pleadings or similar documents relating to any such claim, (iii) Service Provider shall consult with the Bank with respect to the defense and settlement of any such claim, and (iv) in any litigation to which the Bank is also a party, the Bank shall be entitled to be separately represented at its own expenses by counsel of its own selection.
- 12.5 Service Provider shall have no obligations with respect to any infringement claims to the extent that the infringement claim arises or results from: (i) Service Provider's compliance with the Bank's specific technical designs or instructions (except where

Service Provider knew or should have known that such compliance was likely to result in an Infringement Claim and Service Provider did not inform the Bank of the same); or (ii) any unauthorized modification or alteration of the deliverable (if any) by the Bank.

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

- 13.1 It is agreed by and between the parties that Service Provider shall be subject to annual audit by internal/external 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 Service Provider shall submit such certification by such Auditors to the Bank. 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 Service Provider. 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 statutory/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 Service Provider on the risk parameters finalized by the Bank or in the certification submitted by the Auditors, it is agreed upon by 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 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(ies). The Bank

reserves the right to call for and/or retain any relevant information / audit reports on financial and security reviews with their findings undertaken by Service Provider. However, Service Provider shall not be obligated to provide records/ data not related to Services under the Agreement (e.g. internal cost breakup etc.).

13.4 Service Provider shall grants unrestricted and effective access to a) data related to the Services; b) the relevant business premises of the Service Provider; subject to appropriate security protocols, for the purpose of effective oversight use by the Bank, their auditors, regulators and other relevant Competent Authorities, as authorised under law.

#### **14. 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 similar 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 a receiving party in breach of the terms hereof.



- (ii) Where any Confidential Information was disclosed after receiving the written consent of the disclosing party.
  - (iii) Where 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 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.
- 14.10 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 Service Provider's performance under the Agreement.
- 14.11 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 shall be delivered to the Bank or at the Bank's written instruction destroyed, and no copies shall be retained by Service provider without the Bank's written consent.
- 14.12 The foregoing obligations (collectively referred to as "Confidentiality Obligations") set out in this Agreement shall survive the term of this Agreement and for a period



of five (5) years thereafter provided Confidentiality Obligations with respect to individually identifiable information, customer's data of Parties or software in human-readable form (e.g., source code) shall survive in perpetuity.

## **15. OWNERSHIP**

- 15.1 Service Provider agrees that the Bank owns the entire right, title and interest to any inventions, designs, discoveries, writings and works of authorship, including all intellectual property rights, copyrights. Any work made under this Agreement shall be deemed to be 'work made for hire' under any Indian/U.S. or any other applicable copyright laws.
- 15.2 The Intellectual Property Rights on the software code, copyright and source code for various applications/ interfaces developed under this Agreement, and any other component/ framework/ middleware used/ developed as pre-built software assets to deliver the solution, shall belong to the Bank and the Bank shall have complete and unrestricted rights on such property. However, Service Provider shall hold All Intellectual Property rights in any pre-built software *per se*, except for those which have been assigned under this Agreement.
- 15.3 All information processed by Service Provider during software maintenance belongs to the Bank. Service Provider shall not acquire any other right in respect of the information for the license to the rights owned by the Bank. Service Provider will implement mutually agreed controls to protect the information. Service Provider also agrees that it will protect the information appropriately.

## **16. TERMINATION**

- 16.1 The Bank may, without prejudice to any other remedy for breach of Agreement, by written notice of not less than 30 (thirty) days, terminate the Agreement in whole or in part:
- (e) If Service Provider fails to deliver any or all the obligations within the time period specified in the Agreement, or any extension thereof granted by the Bank;
  - (f) If Service Provider fails to perform any other obligation(s) under the Agreement;

- (g) Violations of any terms and conditions stipulated in the RFP;
- (h) On happening of any termination event mentioned herein above in this Agreement.

Prior to providing a written notice of termination to Service Provider under above mentioned sub-clause (i) to (iii), the Bank shall provide Service Provider with a written notice of 30 (thirty) days to cure such 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.

- 16.2 The Bank, by written notice of not less than 90 (ninety) days, may terminate the Agreement, in whole or in part, for its convenience, provided same shall not be invoked by the Bank before completion of half of the total Contract period (including the notice period). In the event of termination of the Agreement for the Bank's convenience, Service Provider shall be entitled to receive payment for the Services rendered (delivered) up to the effective date of termination.
- 16.3 In the event the Bank terminates the Agreement in whole or in part for the breaches attributable to Service Provider, the bank may procure, upon such terms and in such manner, as it deems appropriate, Services similar to those undelivered and subject to clause 20 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 to the extent not terminated.
- 16.4 The Bank shall have a right to terminate the Agreement immediately by giving a notice in writing to Service Provider in the following eventualities:
- (i) If any Receiver/Liquidator is appointed in connection with the business of Service Provider or Service Provider transfers substantial assets in favour of its creditors or any orders / directions are issued by any Authority / Regulator which has the effect of suspension of the business of Service Provider.
  - (ii) If Service Provider applies to the Court or passes a resolution for voluntary winding up of or any other creditor / person files a petition for winding up or dissolution of Service Provider.
  - (iii) If any acts of commission or omission on the part of Service Provider or its agents, employees, sub-contractors or representatives, in the reasonable opinion of the Bank tantamount to fraud or prejudicial to the interest of the

Bank or its employees.

(iv) Any document, information, data or statement submitted by Service Provider in response to RFP, based on which Service Provider was considered eligible or successful, is found to be false, incorrect or misleading.

16.5 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.

16.6 In the event of termination of the Agreement for material breach, the Bank shall have the right to report such incident in accordance with the mandatory reporting obligations under the applicable law or regulations.

16.7 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.

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

17.1 All disputes or differences whatsoever arising between the parties out of or in connection with this Agreement, if any, or in discharge of any obligation arising out of this Agreement and the Contract (whether during the progress of work or after completion of such work and whether before or after the termination of the contract, abandonment or breach of the contract), shall be settled amicably. If however, the parties are not able to solve them amicably within 30 (Thirty) days after the dispute occurs, as evidenced through the first written communication from any Party notifying the other regarding the disputes, the same shall be referred to and be subject to the jurisdiction of competent Civil Courts of Mumbai only. The Civil Courts in Mumbai, Maharashtra shall have exclusive jurisdiction in this regard.

17.2 Service Provider shall continue work under the Contract during the dispute resolution 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 competent court is obtained.

17.3 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.

18. **POWERS TO VARY OR OMIT WORK**

18.1 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.

18.2 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.

## **19. WAIVER OF RIGHTS**

Each Party agrees that any delay or omission on the part of the other Party to exercise any right, power or remedy under this Agreement will not automatically operate as a waiver of such right, power or remedy or any other right, power or remedy and no waiver will be effective unless it is in writing and signed by the waiving Party. Further the waiver or the single or partial exercise of any right, power or remedy by either Party hereunder on one occasion will not be construed as a bar to a waiver of any successive or other right, power or remedy on any other occasion.

## **20. LIMITATION OF LIABILITY**

20.1 The maximum aggregate liability of Service Provider, subject to below mentioned sub-clause 20.3, in respect of any claims, losses, costs or damages arising out of or in connection with this Agreement shall not exceed the total Project Cost.

20.2 Under no circumstances shall either Party be liable for any indirect, consequential or incidental losses, damages or claims including loss of profit, loss of business or revenue.

20.3 The limitations set forth in above mentioned sub-Clause 20.1 shall not apply with respect to:

- (i) claims that are the subject of indemnification pursuant to Clause 12<sup>12</sup> (infringement of third party Intellectual Property Right);
- (ii) damage(s) occasioned by the Gross Negligence or Willful Misconduct of Service Provider;
- (iii) damage(s) occasioned by Service Provider for breach of Confidentiality Obligations;
- (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.

For the purpose of above mentioned sub-clause 20.3(ii) “Gross Negligence” means any act or failure to act by a party which was in reckless disregard of or gross indifference to the obligation of the party under this

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<sup>12</sup> Please see Clause 12 ‘IPR Indemnification’

Agreement and which causes injury, damage to life, personal safety, real property, harmful consequences to the other party, which such party knew, or would have known if it was acting as a reasonable person, would result from such act or failure to act for which such Party is legally liable. Notwithstanding the forgoing, Gross Negligence shall not include any action taken in good faith.

“Willful Misconduct” means any act or failure to act with an intentional disregard of any provision of this Agreement, which a party knew or should have known if it was acting as a reasonable person, which would result in injury, damage to life, personal safety, real property, harmful consequences to the other party, but shall not include any error of judgment or mistake made in good faith.

## **21. FORCE MAJEURE**

- 21.1 Notwithstanding anything else contained in the Agreement, neither Party shall be liable for any delay in performing its obligations herein if and to the extent that such delay is the result of an event of Force Majeure.
- 21.2 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, acts of Government in their sovereign capacity, impeding reasonable performance of Service Provider 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.
- 21.3 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.

21.4 If the Force Majeure situation continues beyond 30 (thirty) days, 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 Agreement 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.

## 22. NOTICES

22.1 Any notice or any other communication required to be given under this Agreement shall be in writing and may be given by delivering the same by hand or sending the same by prepaid registered mail, postage prepaid, telegram or facsimile to the relevant address set forth below or such other address as each Party may notify in writing to the other Party from time to time. Any such notice given as aforesaid shall be deemed to be served or received at the time upon delivery (if delivered by hand) or upon actual receipt (if given by postage prepaid, telegram or facsimile).

22.2 A notice shall be effective when it is delivered or on the effective date of the notice, whichever is later.

22.3 The addresses for Communications to the Parties are as under.

(a) In the case of the Bank

Deputy General Manager  
Platform Engineering-II Department  
State Bank of India  
Global IT Centre  
Sector-11, CBD Belapur,  
Navi Mumbai, Maharashtra,  
India. PIN-400614

(b) In case of Service Provider

\_\_\_\_\_  
\_\_\_\_\_

22.4 In case there is any change in the address of one Party, it shall be promptly communicated in writing to the other Party.

## 23. GENERAL TERMS & CONDITIONS

- 23.1 **HANDHOLDING SUPPORT / 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 Services as mentioned in this Agreement
- 23.2 **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.
- 23.3 **SUCCESSORS AND ASSIGNS:** This Agreement shall bind and inure to the benefit of the parties, and their respective successors and permitted assigns.
- 23.4 **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) 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.
- 23.5 **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.
- 23.6 **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.
- 23.7 **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:
- (i) This Agreement;
  - (ii) Annexure of Agreement;





(iii) Purchase Order No. \_\_\_\_\_ dated \_\_\_\_\_; and

(iv) RFP: SBI/GITC/Platform Engineering-II/2024/2025/1196 dated 16/08/2024

23.8 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.

23.9 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.

23.10 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**

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

WITNESS:

- 1.
  
  
- 2.

\_\_\_\_\_ **Service Provider**

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

- 1.
  
  
- 2.

**ANNEXURE-A**

**DELIVERABLES/SCOPE OF WORK**

**1. DELIVERABLES/SCOPE OF WORK**

| SI No | Area                                         | Requirement/Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-------|----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1     | <b>Consideration for Scope of Work (SOW)</b> | <p>A. Definitions: Below terms are defined to avoid any “doubts” or “errors in understanding” the Scope of work, terms &amp; conditions.</p> <p>a. Term “<b>ITSAM Application</b>” means IT Service &amp; Asset Management Solution (referred as <b>ITSAM</b>). It covers all the components/modules, features, functionality, software’s (e.g. middleware, java, etc.) of the BMC Helix product platform, indicative reference list:</p> <ul style="list-style-type: none"> <li>i. BMC Helix ITSM</li> <li>ii. BMC Helix Capacity Optimization (BHCO)</li> <li>iii. BMC Helix Operations Management (BHOM)</li> <li>iv. TrueSight Orchestration</li> <li>v. BMC Helix Dashboard</li> <li>vi. BMC Helix Digital Workplace/ Catalog</li> <li>vii. BMC Helix Innovation Suite</li> <li>viii. BMC Helix Intelligent Automation</li> <li>ix. BMC Helix Log Analytics</li> <li>x. BMC Helix Service Monitoring</li> </ul> <p>b. Term “<b>Snow SAM Application</b>” means Snow Software Asset Management (referred as <b>SNOSAM</b>). It covers all the components/modules, features, functionality, software’s , (e.g. middleware, agents, service gateways, operating system, database, ITSM enhancer, data intelligence service, spend optimizer etc.) of the Snow Software products.</p> <p>c. Term “<b>Operating System (OS)</b>” and “<b>Database (DB)</b>” will have the same meaning as generally accepted practices</p> |

within the software services industry. However, the OS and DB along with other tools and technologies like containers, etc., required to install, run, update, upgrade and configure the required products, features, and services of the application will be in scope and the Bidder must ensure the services for the same (as asked in this RFP relevant sections) throughout the contract period.

- d. Term “**Containerized Platform**” or “**Container Platform**” means is a software solution that allows you to manage containerized applications. A container platform typically includes capabilities such as orchestration, monitoring, governance, security, and automation. Term “**Container**” means a lightweight, standalone package that encapsulates a complete runtime environment including an application and its dependencies (libraries, binaries, and any additional configuration files), increasing an application's portability, scalability, security, and agility.
- e. Application version minor and major are defined as below.
  - i. Major version means: A.1 to B.1
  - ii. Minor version means: A.1 to A.2
- f. Service packs for the operating systems and database will be treated as minor version.
- g. Throughout the RFP document, specific requirements are mentioned under specific headings of ITSAM and SNOSAM. Requirements mentioned without any heading of ITSAM or SNOSAM, are applicable for both the ITSAM and SNOSAM.
- h. Perquisites related to infrastructure (like FAR implementation, desktop access enablement, infra provisioning, etc) required for the update or upgrade or configuration or installation will be provided by the Bank. The details of such perquisites must be shared by the bidder in Bank defined formats.
- i. **Vulnerability**: it will have same meaning as generally accepted practices within the software services industry. A weakness in an IT system that can be exploited by an attacker to deliver a successful attack or harm. They can occur through flaws, user error, code error, configuration error and attackers will look to exploit any of them, often

combining one or more, to achieve their end goal. All components of the solution i.e., software/ modules/ components of ITSAM and SNOSAM application, operating system, and database shall be part of the scope for vulnerability assessment and resolution.

- i. The vulnerabilities can be pointed-out or detected by the Bank security solution or by the Bank audit teams or by the Regulatory advisories like CSITE, RBI, etc. or by advisories issued by Government of India. Notwithstanding the OEM has detected the vulnerability or not the Bidder has to provide the fix for the same.
- ii. The zero-day vulnerabilities/bug/threats are also under the scope of this point.
- j. **Application Support Services:** This includes all the activities required to make the application up, running, stable and secure as per Bank security and usage policies. Application activities (not limited to) like installation, configuration, maintenance, upgrade, patching, hardening as per Bank defined SCD, troubleshooting, vulnerability closure, security/audit observation closure, issue resolution, user assistance, performance tuning, etc. are under the scope of this point. All the application underlying components {components required to configure, update, maintain, access and operate in a containerized environment like Tanzu, OpenShift, etc. e.g. helm package manager, docker registry, harbour image repository, ingress, java, JVM, CI-CD pipelines, Jenkins, etc.} configuration, operations, maintenance & troubleshooting to install/run/update the application smoothly will also be under the scope of this point. Please note that the technologies mentioned are indicative and not comprehensive.
- k. The term “**Shift**” is defined as below:
  - i. General Shift: This shift is defined as the time covering the general bank working hours. Present general bank working hours at GITC are from 1030 hrs to 1830 hrs, which may change as per the

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|   |                                                           | <p>directions of the Government authorities or the Regulator or the Bank management.</p> <p>ii. Morning Shift, Afternoon Shift and Night Shift: The mentioned shift covers the period of eight hours each. Morning: 0700 hrs to 1500 hrs, Afternoon: 1500 hrs to 2300 hrs, Night: 2300 hrs to 0700 hrs. each shift must have handover from the ending shift to the starting shift resource.</p> <p>iii. The start and end time of the shifts can be changed as per the business requirements or the Regulatory or the Bank management instructions.</p> <p>iv. All the shifts are having eight working hours and one hour for work-break activities or handover time.</p>                                                                                                                                                                                                                                                                                                                          |
| 2 | <p><b>Out of Scope work and assumption</b></p>            | <p><b>Assumption:</b><br/>All the resources deployed for service delivery are adequately trained and skilled. Comprehensive verification of identity, education, professional skillset, and background/antecedents for all personnel is being done and documented.</p> <p><b>Out of Scope:</b> None</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 3 | <p><b>Description of Services : Supply and Deploy</b></p> | <ol style="list-style-type: none"> <li>1. Must configure, implement ,optimize and finetune all the features and functionalities of the products in totality.</li> <li>2. In case any of the software/ application/ module/ component name changed by the OEM, the service terms and conditions defined throughout this RFP will be explicit in nature for the new product names as they are for the older names.</li> <li>3. Must configure, implement ,optimize and finetune all the features and functionalities of the products in totality.</li> <li>4. Shall arrange for half-yearly review of the solution by the OEM covering the correct, complete, total implementation, health &amp; performance, capacity and digital forensic risk audit of the application. The review report shall be submitted to the Bank with recommendations for performance/ process/ security enhancements against world best practices for IT Services, Assets and Software’s lifecycle management</li> </ol> |

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|  |  | <p>process. The report shall also contain expected timelines for implementation of recommendations covering short-term and long-term enhancements.</p> <ol style="list-style-type: none"><li>5. Shall implement all the recommendations of OEM review , Bank security team and any other regulatory or government bodies within the defined timelines identified after mutual agreement.</li><li>6. Should provide documents related to installation, configuration, upgrade, change-request, integration, user manual, architecture diagram, data flow diagram, application data-dictionary, troubleshooting and root-cause-analysis (RCA) as required by the Bank.</li><li>7. All deployed resources must be technically qualified for the required skillset with relevant experience as defined in the Annexure-A- "<i>Section-2 Functional Requirements</i>".</li><li>8. All shifts must be staffed with the minimum required resources as outlined in Annexure-A- "<i>Section-2 Functional Requirements</i>". Failure to comply will result in penalties as specified in Annexure-E.</li><li>9. It is imperative to ensure that all resources are onboarded only after completion of comprehensive due diligence checks pertaining to their education, professional skills, and antecedents. It is essential to ensure that there are no adverse remarks in the due diligence checks.</li><li>10. Before deployment of the new resources to the Bank premises all the on boarding documents required by the bank must be submitted will in advance (at least 3 working days in advance).</li></ol> <p><b>A1- ITSAM:</b></p> <ol style="list-style-type: none"><li>1. For ITSAM application services the resource must be deployed for the Morning, Afternoon and General shift staffed with OEM resources i.e. M/s BMC payroll resources.</li><li>2. If in future considering the business requirements if night shift need to be made functional then the Bidder must provide the resources for the night shift with bidder payroll or the OEM payroll resource as per the Bank requirement. All the terms and conditions will be same as it is for the existing shifts.</li></ol> |
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|                 |                                                                             | <p>3. The cost for the additional resources for the night shift shall be invoiced as per the resource price discovered through this RFP.</p> <p><b>A2- SNOSAM:</b></p> <ol style="list-style-type: none"> <li>1. For SNOSAM application services the resource must be deployed for the General shift staffed with OEM resources i.e. M/s Snow Software or the bidder payroll.</li> <li>2. The application architecture , implementation, configuration and installation must be certified by the OEM M/s Snow Software confirming the best practices for the product.</li> <li>3. A certificate needs to be submitted by the bidder from the OEM confirming the solution design document.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <p><b>4</b></p> | <p><b>Installation / Integration Requirements with existing systems</b></p> | <ol style="list-style-type: none"> <li>1. The bidder must install, configure, implement, test, integrate and maintain the solution for the entire period of the contract.</li> <li>2. The solutions must integrate with all the applicable layers of infrastructure i.e., hardware, operating systems, databases, middleware, application servers, web servers, appliances, utilities, etc. The Bidder must provide the entire integration and on boarding process with all the dependencies throughout the contract period. The average time for onboarding should be provided.</li> <li>3. Integration and configuration should not impact on targeted system.</li> <li>4. Integration and configuration should not have any unplanned infrastructure downtime.</li> <li>5. The solution should have the ability to integrate with SSO solution of the Bank which uses WS-Federation / SAML protocols and MS ADFS as an Identity Provider.</li> <li>6. The solution must integrate with notification systems of the bank like email, sms, etc. to send alerts, reports, notifications, and tips.</li> <li>7. Integration with SIEM and Privileged Access Management Solutions, Identity Access Management Solutions for secured log monitoring, analytics, privileged access and identity management.</li> <li>8. Integrate with GRC solution, SLA performance monitoring solutions used by the Bank.</li> </ol> |

9. The solution must integrate (application and infrastructure) with various systems / applications of the Bank including but not limited to SOC (Security Operations Centre), SIEM (Security Information and Event Management), DAM (Database Activity Monitoring), PIMS (Privileged Identity Management Solution), NOC (Network Operations Centre), Centralized Command Centre, ITAM( IT Asset Management Solution), ADS ( Active Directory Services) , ITSM ( IT Service Management), DLP (Data leakage Prevention), ACC ( Application Change Control), FIM (File Integrity Management), Crypto-Key Management, HSM ( Hardware Security Module), APM (Application Performance Monitoring ) solution, Network monitoring solution, Database monitoring solutions, etc. during the entire period of contract wherever applicable.
10. Integrate the application with other applications of the Bank like Active Directory, HRMS, PIMS etc. for user authentication, people data and access management using API's or other relevant supported integration technologies.

**A1- ITSAM:**

1. The bidder must complete the integration of entire IT ecosystem for ITSAM for the required activities within the agreed timelines as approved by the Bank.
2. Should onboard the applications / assets, provide the technical support for integration, monitor the integration parameters, act on alert and monitoring thresholds, assist the owners in management and troubleshooting activities ( e.g. RCA identification) related to ITSAM during the entire period of the contract.
3. Application shall support integration with other solution of the Bank to publish or provide asset, service, change, incident, problem, knowledge management, application & infra monitoring, capacity related data from the BMC Helix CMDB/ BHOM/ BHCO/ Dashboard.

**A2- SNOSAM:**

1. The initial installation shall be deployed with five environments i.e. Primary, Disaster recovery, UAT, Dev and Pre-Prod.



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|  |  | <ol style="list-style-type: none"><li>2. All the configured environments needs to be managed by the service provider as per the applicable operational requirements mentioned in the relevant sections of the RFP for the contracted period.</li><li>3. The bidder must complete the integration of entire IT ecosystem for SNOSAM for the required activities software asset management and within the agreed timelines as approved by the Bank.</li><li>4. Should onboard the required applications / assets, purchase-order/contract details, product bundling information, provide the technical support for integration, monitor the integration parameters, act on alert and monitoring thresholds, assist the owners in for management and troubleshooting activities ( e.g. rca identification) related to SNOSAM during the entire period of the contract.</li><li>5. Application shall support integration with other solution of the Bank like procurement solution, contract/SLA monitoring, cost &amp; invoice processing, financial asset management, BMC Helix ITSM , CMDB and Discovery etc. to push or consume the information using API's or other relevant supported integration technologies.</li><li>6. The bidder must submit a detailed project delivery &amp; implementation plan covering:<ol style="list-style-type: none"><li>a. Requirement specification document</li><li>b. Architecture diagrams (Network, Data Flow, etc.)</li><li>c. Solution design document</li><li>d. Milestones and timelines</li><li>e. Comprehensive documentation for Implementation, configuration, failover and roll-out</li><li>f. Integration &amp; API Documentation and Data dictionary</li><li>g. End-User training and hand holding</li></ol></li><li>7. The Bidder shall capture procurement data of the Software Licenses (for example, number of licenses, purchased, purchase price, date of purchase, PO or invoice number, maintenance/expiration date, etc.) and reconcile it with the installed software in the Bank.</li><li>8. All software licenses procured by the Bank and their compliance thereof is required to be managed as per the</li></ol> |
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|   |                                                   | <p>licensing policies of respective OEMs. In case of anomalies observed, if any, Bidder has to guide the Bank in achieving license compliance and provide the Bank a license compliance certificate.</p> <p>9. Bidder will be responsible for developing and implementing best practices for processes &amp; procedures, end to end implementation and maintenance of SNOSAM Process in line with the industry best practices for the software asset management.</p> <p>10. Bidder may make use of additional tool(s) (if required) for software asset data collection, collation and reporting purposes. For implementation and usage of such tools, while the Bank shall provide necessary virtual server(s) along with OS licenses (Windows/ RHEL), database (Oracle) [any other OS/database if required need to bring by the bidder without any additional cost]. Bidder should have requisite product licenses/ permissions to use the tool(s) in Bank's premise. Such tool(s) need to pass through Bank security clearance process.</p>                                                                            |
| 5 | <p><b>Maintenance/ Management/ Operations</b></p> | <p>1. Bidder shall have the responsibility to perform all technical activities including but not limited to installation, configuration, patching, updates, upgrades, reporting, data extractions, audits etc of the solution in part or full to meet the latest technology standards in terms of performance, IT security and operationalization of the solution.</p> <p>2. Ensure that the application solution stack: installation, upgrade, operation, integration, maintenance &amp; administration, application backup &amp; recovery, DR/failover switchover activities, appliance administration/ installation (OS / DB if bundled as part of appliance), agents &amp; service gateways and Middleware administration /installation/ upgrade of other products provided by the OEM as part of solution. All the third-party software bundled as a part of the tool/solution (e.g. apache webserver, java, jvm, kubernetes, docker, etc.) will be under the scope of this point.</p> <p>3. All the activities related or required to perform for the application or underlying component upgrade are in scope</p> |

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|  |  | <p>of the services obligation of the bidder. The upgrade can be major or minor as per the requirement or recommendation of the Bank.</p> <ol style="list-style-type: none"><li>4. Must follow full Segregation of Duties and role-based access controls. The Bidder shall build the access control metrics for the application operations &amp; services team and the end users (as per the business usage).</li><li>5. Modules/Components of the application should be configured to ensure “role-based access control” (RBAC) so that the only the eligible users can access the eligible records/information.</li><li>6. Shall undertake to carry out implementation / operationalization including move, add and delete, changes / configure of software for the updates, releases, version upgrades as released by the OEM.</li><li>7. Should configure the application and ensure redundancy or high availability with no single point of failure wherever required by the Bank to meet the industry best practices.</li><li>8. The application should have layered security structure as per the security best practices and should cover the network zones for security. The communication of any component should only be limited to 1 layer UP or DOWN.</li><li>9. Should proactively provide the infrastructure sizing enhancement (if required) details to keep the infra-capacity utilization including memory, CPU, storage below 70% during the period of contract.</li><li>10. Should proactively review Bank’s monitoring alerts/information to ensure the infra-capacity are sufficiently advised well in time to keep the infra-utilization below 70%.</li><li>11. All the environments (Production- Primary (PR) &amp; Disaster Recovery (DR), Development (Dev), User Acceptance Testing (UAT), Pre-Production or System Integration Testing (Pre-Prod or SIT) of the application should always up to date and correctly reflect the actual state of the application set-up at any point of time during the contract period.</li><li>12. The production environment PR (Primary) and DR (Disaster Recovery) should always in sync with real-time</li></ol> |
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|  |  | <p>data sync provided prerequisites are in place. Raise escalation ticket to relevant teams and troubleshoot the issues to restore normalcy if there is any issue with prerequisites.</p> <ol style="list-style-type: none"><li>13. Arrange for continuous service improvement initiatives proactively. e.g., health check, new feature enablement, users “how to do what” sessions etc.</li><li>14. Complete implementation, operations, and management of the proposed solution for the Bank.</li><li>15. Shall design and implement the processes for infrastructure management of the solution in line with the industry standards like ITIL.</li><li>16. Must ensure that all the components and modules of the application, operating systems, and database are always updated to latest stable and secure versions as per recommendations of OEM / Bank security teams.</li><li>17. All the operational &amp; maintenance activities should be carried out proactively.</li><li>18. All the patches, updates, upgrades, or bug fixes for all the components of the application must be applied and configured for the entire period of the contract.</li><li>19. Timely closure of all the security, audit, regulatory advisory /observations as published by the different teams of the Bank.</li><li>20. Configure access/user-capability level of role holders as per Bank`s requirement.</li><li>21. Proactively check the health &amp; performance of the application and infrastructure to avoid any disruption.</li><li>22. The periodical backup and restore activities shall be tested to ensure the readiness of the application to prevent data loss in case of any disaster.</li><li>23. The application should be configured/updated to comply all bank`s regulatory and security team guidelines.</li><li>24. Create/update all the process, user manuals and SOP (standard operating procedures), integration, API information documents for the end user and bank application team for application operations.</li><li>25. Ensure that all the changes made by the users to various records are recorded and available for audit-trail for audit purpose.</li></ol> |
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|  |  | <p>26. Generation of reports/dashboard based on relevant information from different areas of application as and when required. Apart from standard reports, if any configuration, customization is required for generating a report/dashboard, it needs to be configured without any extra cost to the Bank.</p> <p>27. Will provide all the services for the application as detailed throughout this RFP document irrespective of location for application hosting (viz. on-premises-physical infra or public cloud or SBI- virtualized environment (i.e., Meghdoot) or private cloud or hybrid cloud.</p> <p>28. Should ensure that the all the existing and any new features of the application should be configured/enabled to enhance the user experience and ease of access to the application without any additional charges.</p> <p>29. Enabling/Configuring any or all features or functionality which is already available to the Bank with the respective products , should be under the services obligation and must be configured and delivered proactively.</p> <p>30. Application level necessary updates and configurations for firewall access request for application/module/component will be implemented by the team. IP and Port details, network communication rules (Firewall Access Request) should be provided for enabling access to the application/module/component for the users and application functioning as and when instructed by the Bank.</p> <p>31. Will do the required application level necessary updates, configurations, and operations to switch to disaster recovery site of the application within defined RTO as and when required for the application continuity or as advised by the Bank.</p> <p>32. Will do the required application/module/component level necessary updates, configurations, changes, and upgrades for all the application/module/component interfaces as and when identified.</p> <p>33. Will act proactively on the Bank’s monitoring tool alerts regarding application resource usage, health, interfaces, high availability and ensure the availability of the application/ module/ component from application availability perspective.</p> |
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|  |  | <p>34. Will check, monitor, and analyse application/service/error logs to identify the issues, if any.</p> <p>35. Create and execute data purging and archival jobs for the different modules/components across the application as and when advised by the Bank.</p> <p>36. Should implement the best practices of OEM / Bank review recommendation to improve the solution performance/service levels.</p> <p>37. Detailed RCA with evidence for any issues faced should be provided in defined timeframes.</p> <p>38. Must document the entire operations &amp; maintenance tasks and provide the bank with all the high-level and low-level documents incorporating the actual screenshots for the configuration and hand over the entire setup with proper knowledge transfer to the bank appointed resources (including third party resources) in case of transition requirement.</p> <p>39. The Bidder should maintain &amp; upgrade application related software's/components as and when required, throughout the contract period so that the application shall, always during the contract period, meet or exceed the specifications and the performance requirements.</p> <p>40. Must arrange for the prompt, conclusive, secure, and permanent closure of any issue/vulnerability/bug pointed out in any of the application security reviews carried by the bank or bank appointed third party during the contract period.</p> <p>41. The services shall be provided from the location decided by the Bank anywhere in India throughout the contract period , with the current site being GITC Navi Mumbai. The team shall be relocated as and when advised by the Bank to anywhere within India. The Bank shall advise the prior notice for relocation in advance during the period of contract.</p> <p>42. The service provider has to provide and timely update the application operation , maintainence, configuration and upgrade realted all documents. An indicative list (not limited to):</p> <ul style="list-style-type: none"><li>a. User Manual, Standard Operating Procedure,</li><li>b. User Traiuning / Hand-holding Presentations</li><li>c. Network Asrchitecture and Data flow daigram</li></ul> |
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- d. API configuration and integration document
- e. Data Dictionary of the application as per the bank defined format
- f. Application process and procedure
- g. Application RACI Matrix
- h. Application DR/failover swtiching
- i. Application technical operations process and procedure
- j. Installtion, configuration, and upgrade documentation
- k. Change request and testing document
- l. Application Solution design document
- m. The documents created and updated must be comprehensive and have complete text without redirection to any extenrla links. external links (if any) like: OEM prodcut pages, etc. can be included in the references section.

**A1- ITSAM:**

1. Ensure that all the task/activities to ensure the complete, updated, and consistent MOM dashboard, shall be performed by the team. It is to be ensured that the Application Models (service, impact) should be updated and refreshed as per the discovery data and relevant information received from the monitoring solutions regarding the respective assets across the bank.
2. The application relevant modules (BHOM, BHCO, Insights, log analytics & AI-Ops) must be configured and enhanced to consume the monitoring event, telemetry and capacity related data from petrol agent or the other monitoring solutions deployed by the bank for all the eligible assets deployed in the bank like servers, desktops, network devices, firewall, IDS/IPS, honeypot, virtualized environments (e.g. VMware ESXi/ESX, Microsoft-Hypervisor, etc.), Public cloud setup (e.g., Microsoft Azure, Google Cloud, etc.), Containers OS (Red Hat Enterprise Linux CoreOS, etc.), proprietary OS (e.g., Photon, AIX, Solaris, HPUX, etc.), Generic OS (e.g. RHEL, MS Windows, Ubuntu, Debian, SUSE, OEL, etc.), Storage, Kubernetes / Container Platforms (OpenShift, Tanzu, etc.)



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|  |  | <ol style="list-style-type: none"><li>3. Create , update, customize and configure relevant workflows/ forms/ service catalogue, service request, SLA, support group, notification schedules, dashboards &amp; reports, bhom &amp; bhco monitoring policies, event correlation &amp; enrichment, capacity trends &amp; forecast, application models, as required by the Bank.</li><li>4. Enable, configure and enhance the features, functionalities of the all the modules of the applications(e.g. Service Request, Digital Workplace ,Atrium Orchestrator, Event, Monitoring Application Modelling ,Incident ,Problem ,Change Request ,Configuration ,Release &amp; deployment ,Availability ,Capacity ,Problem &amp; Knowledge Management, BHOM, BHCO, AI-Ops). Any new feature/functionality released by the OEM for the application modules and available to the Bank under the existing products should be under the services obligation and must be delivered proactively as required by the Bank.</li><li>5. Raise and track issues with BMC Software Support, if required.</li><li>6. Bidder should ensure to identify, establish and maintain CI relationships as per requirement across all the application modules.</li><li>7. Create, update and modify application and impact service models ( business service , technical service) as per Bank's requirement. The models shall be comprehensive.</li><li>8. Create, configure, update and maintain Manager of Manager view as per the Bank requirements.</li><li>9. Bidder should create, update maintain, and customize the required workflows, forms, fields, catalogues and interfaces as per the Bank to meet end user requirements.</li><li>10. The change , incident, problem, knowledge, release, capacity, atrium orchestrator (AO) modules must be configured, update, maintained and customized as per the requirement of the Bank to meet the end user requirements.</li><li>11. Should create required catalog/workflow to track the operational and maintenance activities SLA as per the Bank requirements. Such catalog/workflow created for ITSAM application will be accounted for the penalty and SLA achievement confirmation.</li></ol> |
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12. Should create the problem and the knowledge management documents on case-to-case basis for the ITSAM operations as required.
13. Shall carry out all the routine day to day activities, data updates , proactive improvements & enhancement's related application functionalities covering (but not limited to) assets CI, contracts, inventory, SLA, workflows, reports, dashboard, service catalogue , petrol agents, application models, service maps, impact maps, business & technical services maps, AI-Ops situation-events , event corelation & enrichment, monitoring policies & thresholds, capacity trends & forecast, dynamic application modelling, proactive RCA, probable cause analysis reports, anomaly detection,
14. Update of application related documents including processes/ procedures/ manual, SOP's, knowledge management documents etc.

**A2-SNOSAM:**

1. Cerate and update application process & procedure documents for application integration and end-user operations.
2. The SNOSAM application should be configured to comply with the licensing policy for all the publishers / OEM / Bank's IS Security Policy / RBI / Regulatory guidelines etc.
3. Comprehensive inventory shall be built using agent-based , agentless methods, BMC Helix Discovery and BMC Client Management to identify known enterprise and shadow applications.
4. Bidder shall cover servers and end-points (desktops / laptops / kiosk etc.) as per the Bank requirement to capture the information of software's / licenses deployed in the Bank spread across all offices of the Bank.
5. The application should be configured to identify, account, and track the usage of the all the products and all type of licenses.
6. The product names should be normalized and update in BMC Helix CMDB as per requirement of the Bank.
7. The bidder shall handle all matters relating to implementation / coordination with other stakeholders in

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|  |  | <p>the Bank and operation of the system including but not limited to system interfaces, performance, documentation, user manual documentation and training for the successful implementation of the system.</p> <ol style="list-style-type: none"><li>8. SNOSAM should be configured such that it has comprehensive application recognition functionality. This shall cover applications, which are not installed but are directly running on end user machine as standalone software (executable software / binaries) or in hidden mode.</li><li>9. Bidder should ensure full coverage of assets in SNOSAM services.</li><li>10. License Information and Entitlement Summary (this need to be performed initially as part of implementation then after at least quarterly or as required by the bank)<ol style="list-style-type: none"><li>a. The Bidder shall capture procurement data of the Software Licenses (for example, number of licenses, purchased, purchase price, date of purchase, PO or invoice number, maintenance expiration date, etc.) and reconcile it with the installed software in the Bank.</li><li>b. Licenses should be classified as perpetual, CLI base, user/name based, instance based, subscription, yearly renewable etc. The Bidder shall include any other type of licenses other than mentioned here.</li><li>c. Bidder shall have to do the comparative study of software licenses of various OEMs procured and deployed in the Bank. The detailed comparative report should be submitted to the Bank.</li><li>d. The Bidder shall have to report that distinguishes between software version, numbers, installations, suites.</li><li>e. Bidder should help the Bank to determine license compliance in all respect in deployment of the software, the inventory functionality within SAM shall also give the information as to what applications are installed that may pose a risk of security or productivity.</li></ol></li></ol> |
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|  |  | <ul style="list-style-type: none"><li>f. Bidder should provide list of non-supported products (eol/ eos/ eeos) and recommendation on their usage in case of Business requirement.</li><li>g. Bidder should provide list of under-utilized and over-utilized licenses recommendation to the Bank for optimum utilization of the underutilized software.</li><li>h. Bidder shall highlight use of Shareware / Trial / Freeware software, if any and provide their view towards its usage.</li></ul> <p>11. Reports/Data for Software License Procurement (this need to be performed initially as part of implementation then after at least quarterly or as required by the bank)</p> <ul style="list-style-type: none"><li>a. Bidder will assist in gathering Software Procurement records from various sources and will analyses OEM portal extract, contracts, PO copies, Invoices and any other documents.</li><li>b. Bidder will identify license metric, version, edition, model for all products belonging to all publishers based on the agreements, contracts, invoices any other proof of purchase provided or from their own research.</li><li>c. Bidder shall inform Bank on discrepancies identified in entitlements and post discussion, reconcile the entitlement, finalize the license count along with license metric, version, edition, model number, serial number / product key, upgrade / downgrade path, AMC renewal date, Parent / Child contract, terms of usage and EULA, Cost, software metering details and create a digitized inventory.</li><li>d. Bidder will be responsible to keep the software asset repository and BMC helix CMDB updated and should create a dashboard as required by the Bank. The dashboard for the repository should contain descriptive and visual representation (graphs) of license entitlements based on different criteria, including but not limited to publisher, cost, license metric and AMC renewal date.</li></ul> |
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|  |  | <ul style="list-style-type: none"><li>e. There should be the ability to download/export/email the dashboard and the custom reports based on requirements.</li><li>f. Bidder should suggest appropriate license metric for any future license / AMC procurement based on actual usage and best practices. Bidder should also consider future road map of the OEM while providing their recommendations based on cost effective approach.</li></ul> <p>12. Software License Procurement Reporting (this need to be performed initially as part of implementation then after at least quarterly or as required by the bank)</p> <ul style="list-style-type: none"><li>a. Bidder to report complete software license deployment for all OEM software and Open Source.</li><li>b. Bidder to present the list of High, medium and low risk publishers based on cost exposure, compliance risk and any other factor based on best practices.</li><li>c. Bidder to prepare list of unauthorized (not whitelisted) software's installed across bank assets as per the whitelisted software list shared by the bank as part of the SAM process. Bidder to prepare / update software catalogue with any new findings from the above deployment summary.</li><li>d. Bidder to onboard all license compliance reporting in SAM to provide updated dashboard.</li><li>e. Bidder to perform periodic (at least half yearly basis or as and when required by the Bank) compliance check and verify SAM reporting is correct and valid.</li><li>f. Bidder to include traces, cracks, uninstallation etc. in compliance reporting. Bidder should also suggest steps to remove them from Bank's systems on proactive basis.</li><li>g. After implementation, review existing licensing entitlements / agreements with publishers / OEM and provide us specific pointers, guidelines, suggest updates in terms of contractual clauses and / or interpretations which will benefit the Bank</li></ul> |
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|                 |                                                  | <p>today or in future OR avoid any known discrepancies.</p> <p>13. Software License Procurement: Remediation and Optimization (this need to be performed after implementation at least quarterly or as required by the bank)</p> <ol style="list-style-type: none"> <li>a. Perform compliance check of all publishers or any un-authorized / crack / pirated products identified / crack, keygen setup files, the detailed methodology for proper removal of such software, and tools / scripts required to remove such software centrally and manually (in case of inaccessibility or network issues), should be provided by Bidder to facilitate positive confirmation on removal.</li> <li>b. Bidder to provide recommendation for commercial usage of Free ware software</li> <li>c. After an agreed duration of time, the compliance status to be rechecked for the software, if the files / over licensed applications have been removed properly, needs to be verified by Bidder.</li> <li>d. Bidder to create cost optimization plan for all key publishers including contracts, licenses, AMC and cloud migration.</li> </ol> <p>14. Software Audit Reponses</p> <ol style="list-style-type: none"> <li>a. In case of Audit Requests, irrespective of the Publisher/Manufacture, Bidder to conduct an internal assessment and provide detailed report and remediation methods to reduce non-compliance (if any).</li> <li>b. Bidder will assist the Bank in understanding the Audit report presented, comparing it with data collected during the audit and provide a roadmap for draft report discussion with the Auditor.</li> </ol> |
| <p><b>6</b></p> | <p><b>Security / Compliance Requirements</b></p> | <ol style="list-style-type: none"> <li>1. The bidder should comply with Bank’s IS security policy in all key concern areas relevant to the service. Some of the key areas but not limited to are:             <ol style="list-style-type: none"> <li>a. Responsibilities for data and application privacy and confidentiality</li> </ol> </li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

- b. Responsibilities on system and software access control and administration
  - c. Custodial responsibilities for data, software, hardware, and other assets of the Bank being managed by or assigned to the vendor.
  - d. Physical security of the facilities
  - e. Physical and logical separation from other customers of the vendor
  - f. Incident response and reporting procedures
  - g. Password policy of the Bank
  - h. Data Encryption/Protection requirement of the Bank
2. Remediate the vulnerabilities/security-observation in operating system, database, application, software/ module/ component pointed out by Bank or by any other Government regulatory bodies/authority.
- a. It can be detected by the Bank security scanning tools, directed by advisories/ security warnings/ security bulletin published by Bank regulators / Govt. Of India bodies/ CSITE, etc.
  - b. All the reported/identified vulnerabilities in the application, operating system, database should be closed within the defined timeframe. If any vulnerability cannot be closed due to the factors like technology limitation, tool limitation, functionality limitation or OEM dependency etc. should be documented and communicated to the Bank with the supporting evidence, within the defined timeframe for Closure. The criticality of vulnerabilities will be defined as per the definition adopted by the security team of the Bank.
  - c. The zero-day vulnerabilities/bug/threats need to be addressed as soon as declared and apply the relevant fix or compensatory controls advised by the OEM to safeguard the Bank.
  - d. Severity rating along with their closure timelines:

| <b>Rating</b> | <b>Maximum Time for Closure</b>  |
|---------------|----------------------------------|
| Critical      | 15 days of identifying/reporting |
| High          | 21 days of identifying/reporting |
| Medium        | 30 days of identifying/reporting |
| Low           | 45 days of identifying/reporting |

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|   |                               | <ol style="list-style-type: none"> <li>3. Shall deploy the patches, bug fixes, issue resolution configuration/controls as and when released by the OEM or as advised by the Bank.</li> <li>4. If any of the reported/identified/declared tool level bugs/defects cannot be closed immediately then Bidder must document, provide evidence and justification from the OEM. Bidder shall also ensure that an alternate solution/arrangement in the tool/application is implemented until permanent patch/solution is not provided by the OEM to safeguard Bank's interest.</li> <li>5. Shall ensure to implement the recommendations of Secure Configuration Document (SCD) for the application or application components as and when advised by the OEM/Bank security teams.</li> <li>6. Shall apply all patches, updates, version upgrade and releases to all the products covered under the scope of solution including appliance, application, middleware &amp; other application module/components, etc. as and when required throughout the contract period as per OEM /Bank security team recommendations.</li> <li>7. The bidder must close all the VA-PT points being identified by the Bank in the application or its components including its infrastructure periodically within the defined timeframe.</li> <li>8. The bidder is required to submit a source code review certificate for the ITSAM and SNOSAM application to the Bank on half yearly basis or as and when requested by the Bank for the version(s) deployed in the Bank. The certificate should be comprehensive and should contain all the information requested by the Bank related to the security aspects of the respective products.</li> </ol> |
| 7 | <b>Third-Party Components</b> | <ol style="list-style-type: none"> <li>1. All the components/modules or third-party software's supplied/used as a part of the solution stack by the OEM, the maintenance, operations, administration and upkeep (update, upgrade, bug/issue fix) of the same is under the scope of the Operations and Support service team.</li> <li>2. Any third-party components required to run the solution shall be provided with adequate number of licenses to the Bank.</li> <li>3. The Bidder must explicitly list such third-party solutions along with licenses details. Additional licenses shall be</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

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|   |                                                   | provided without any additional cost whenever required during the period of the contract to meet the project growth.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 8 | <b>Operations &amp; Support Team Requirements</b> | <ol style="list-style-type: none"> <li>1. Shall provide onsite resources for Application Services of ITSAM and SNOSAM for all activities as defined in the relevant sections of the RFP.</li> <li>2. All the resources must have the required minimum experience and qualification in the respective tool/technology of the application as defined in the “<i>Section-2 Functional Requirements</i>” Annexure-A.</li> <li>3. Should provide enough resources with relevant experience and expertise throughout the contract period to meet out all the service obligation as per RFP along with Service Delivery Manager /Project Manager.</li> <li>4. Shall provide onsite support as per the shift schedule defined for the purpose. However, in case of any Application specific requirements as intimated by bank in advance (excluding business exigencies) such as DR drills, planned downtime, application/ DB/ OS maintenance activity or application/ database restart at night, on-site support should be extended beyond normal working hours without charging any extra cost.</li> <li>5. The resources should be well trained and shall have all the required tool &amp; technology expertise of the application and its components &amp; services to effectively handle all the queries raised by the Bank / employees etc.</li> <li>6. Shall deploy the resources as soon as possible but not later than two weeks of Purchase Order issue date. Billing will start from the date of deployment of resources.</li> <li>7. All communication from the Bank to the service team will be channelized through Project Manager/ Service Delivery Manager and no direct communication to be done to the team members. Project Manager/ Service Delivery Manager will be accountable for activities delivery.</li> <li>8. The performance penalties stipulated in Annexure-E of the SLA will come into effect four weeks after the issuance of the purchase order, with this duration designated as a handholding period for the introduction of new resources.</li> <li>9. The minimum resource availability as mentioned in the Annexure-A-“<i>Section-2 Functional Requirements</i>” shall always be ensured. The invoicing will be allowed only for the resources present during the relevant shifts/duty hours.</li> </ol> |



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|  |  | <p>10. If minimum number of resources are not deployed or present in “a shift”, then the amount over and above of the penalty clauses as defined in Annexure-E will be deducted. Deduction amount “per shift” will be calculated as</p> <p>c. ITSAM:</p> <ul style="list-style-type: none"><li>i. 25,000.00 per shift per resource for the OEM payroll resource</li><li>ii. 15,000.00 per shift per resource for the service provider payroll resource</li></ul> <p>d. SNOSAM:</p> <ul style="list-style-type: none"><li>i. 20,000.00 per resource for the oem/service provider payroll resource.</li></ul> <p>11. The application support services must be staffed as per below</p> <p>a. ITSAM</p> <ul style="list-style-type: none"><li>i. by the oem payroll resources (i.e. BMC Software) for the Morning, Afternoon and General Shift.</li><li>ii. by oem/service integrator resource for the Night shift if such enhancement request is made by the Bank through a separate purchase order.</li></ul> <p>b. SNOSAM</p> <ul style="list-style-type: none"><li>i. implementation and operations : by the oem/service provider payroll resource</li></ul> <p>12. All the technical operations, integration, installation, maintenance, upgrades required to run the application efficiently and successfully with best user experience with the available products/ modules/ components need to be delivered/configured by the bidder.</p> <p>13. Bank reserves the right to interview all the resources to be deployed in the project and reject if not found suitable for the project. At a later stage also if any of the resources found unsuitable or incapable or violates any of the bank guidelines Bank may ask to remove all such resources on a short notice.</p> <p>14. Bidder shall deploy additional resources to ensure service delivery commitments in timely manner or for any specific purpose/consultancy purpose and should inform the Bank of the same. Any cost incurred by the way of this engagement shall be borne by the bidder.</p> <p>15. Bidder should share the required vendor on-boarding documents as defined by the bank before on-boarding any resource to the team. Documents like Background</p> |
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|                 |                                                   | <p>Verification Report (BGV), Police Verification, ID proof, address proof, relevant experience certificate, etc.</p> <p>16. The Bank may from time to time as per its requirements may procure additional resources by way of an issuance of separate purchase order over and above the aforementioned “number of shifts or minimum resources during a shift” during the contract period and the bidder shall provide such resources on the same rates as identified/discovered through this RFP.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <p><b>9</b></p> | <p><b>MIS / Report Generation Requirement</b></p> | <ol style="list-style-type: none"> <li>1. Must design and develop comprehensive reports and dashboard as per the best practices of the IT Asset , Service and Software Lifecycle Management Process.</li> <li>2. The reporting and MIS modules of the application should be configured to provide relevant information in the form of dashboards, csv/xlsx-extracts and pdf extracts.</li> <li>3. The reports/dashboards shall be periodically auto updated/refreshed, and data reports/extracts should be shared through automated emails to the relevant role holders.</li> <li>4. Should manage, update, create and customize the required dashboards using reporting tools as available in various module/component.</li> <li>5. Shall integrate with the bank email/notification systems to share the reports/dashboards with the relevant stake holders.</li> <li>6. Reporting module shall be configured for periodic(auto) and ad-hoc(manual) generation and distribution of reports or data through email/notification system of the bank.</li> </ol> <p><b>A1- ITSAM :</b></p> <ol style="list-style-type: none"> <li>1. The automated reports for various modules (e.g. service catalogues, change, incident, problem, knowledge, monitoring polices, sla breaches, capacity, etc.) of the application covering all or required attributes shall be provided to respective stakeholders as advised by the Bank</li> <li>2. Shall configure required dashboards to cover various aspects of IT Asset inventory, services, operations, eol/ eos/ eos, capacity and monitoring for operational managers, controllers, regulators, auditors and Top Management as and when required by the Bank. The dashboard must be refreshed automatically or periodically as advised by the Bank.</li> <li>3. The dashboards shall provide a bird-eye view of the entire IT eco system and associated operational information ( e.g.</li> </ol> |

|                  |                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|------------------|---------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                  |                                       | <p>change, incident, problem, knowledge, monitoring, capacity etc.)of the Bank.</p> <ol style="list-style-type: none"> <li>4. Should generate MIS reports for ITSAM operations periodically: e.g., Volume of tickets per day, resolution % per day, open/in-progress ticket etc.</li> <li>5. Provide reports/dashboards for the assets, services, purchase-order/contract data entered by users, application models, SLA, Tickets (open/closed), software/hardware inventory, change, incident, problem, knowledge, AI-Ops (situations occurred, trends, forecast, predictions), insights, problem, knowledge, catalog request, trend of tickets for a service catalog, monitoring, capacity etc. on weekly basis or a scheduled defined by the bank. The mentioned list is indicative only.</li> </ol> <p><b>A2- SNOSAM:</b></p> <ol style="list-style-type: none"> <li>1. Generate consolidated and detailed report for all software EOL/EOS/EEOS information in the Bank.</li> <li>2. Generate consolidated and detailed License going to expire in next 1, 3, 6,9 and greater than 9 months on monthly basis or as per defined frequency.</li> <li>3. Generate consolidated report for all licenses and software in the Bank as entitlement summary along with licenses usage / shortfall / surplus summary as per the defined frequency.</li> <li>4. Generate consolidated and detailed report on entitlement vs deployment of software licenses with compliance advisory.</li> <li>5. Generate anomalies report (if any)</li> <li>6. Investment and cost saving report publisher wise, department wise etc.</li> <li>7. Software deployment and license harvesting report on quarterly basis.</li> </ol> |
| <p><b>10</b></p> | <p><b>Performance Requirement</b></p> | <ol style="list-style-type: none"> <li>1. Uptime: Term “uptime” means the application is available to the end user with full functionality and features as for which the applications is configured.</li> <li>2. A partial failure will also be treated as complete failure for the purpose of calculating the uptime.</li> <li>3. Uptime Exclusions are only planned downtime window agreed to / by Bank or the reasons not attributable to the</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

|                  |                                                                                                           | <p>service provider. The availability will be calculated for the Shift Coverage period only.</p> <p>4. The bidder should ensure an uptime of 99.99%.</p> <p>5. Uptime (%) = (X / Y) *100, where</p> <p>a. X: Sum of total hours during the month– sum of downtime hours during the month (exclusion as per point3 above.)</p> <p>b. Y: Sum of total hours during the month</p> <p>c. Total hours:</p> <p>i. Where operations support/obligation is for 24x7: [24 x Number of days in the month ]</p> <p>ii. Where operations support/obligation is for 16x7: [16 x Number of days in the month ]</p> <p>iii. Where the operations support/obligation is for General Shift: [8 x Number of working Days]</p> <p>6. Periodicity of uptime calculation will be on monthly basis.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |           |          |           |           |                                                                                                           |                  |                                                                           |                  |           |                                                                               |                |                                                                            |                |           |                                                              |                 |           |                                                  |                  |
|------------------|-----------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|----------|-----------|-----------|-----------------------------------------------------------------------------------------------------------|------------------|---------------------------------------------------------------------------|------------------|-----------|-------------------------------------------------------------------------------|----------------|----------------------------------------------------------------------------|----------------|-----------|--------------------------------------------------------------|-----------------|-----------|--------------------------------------------------|------------------|
| <p><b>11</b></p> | <p><b>Term of the Project - Project Schedule</b></p>                                                      | <p>1. The duration of the engagement shall be for the period 01 Sep 2024 to 30 Jun 2026 (approx. period 22 months).</p> <p>2. Project Schedule for SNOSAM Implementation:</p> <p>a. The below mentioned timelines would be the from date (T-Day) mentioned in the LoI / Purchase Order.</p> <table border="1" data-bbox="603 1122 1385 2016"> <thead> <tr> <th>Milestone</th> <th>Activity</th> <th>Timelines</th> </tr> </thead> <tbody> <tr> <td rowspan="2"><b>M1</b></td> <td>Requirement analysis, License data collection, BRD, Solution &amp; architecture design document ,Infra sizing</td> <td>T1=T+ Four weeks</td> </tr> <tr> <td>Deployment of Non-Prod (Pre-Prod) environment with applicable integration</td> <td>T2=T1+Three week</td> </tr> <tr> <td rowspan="2"><b>M2</b></td> <td>Non-Prod Security review and Implementation of remaining Non-Prod environment</td> <td>T3=T2+Two week</td> </tr> <tr> <td>Closure of Security Review Observation and Production FAR details (PR, DR)</td> <td>T4=T3+Two week</td> </tr> <tr> <td><b>M3</b></td> <td>Production Deployment (PR and DR) and applicable integration</td> <td>T5=T4+Four Week</td> </tr> <tr> <td><b>M4</b></td> <td>Initial Reports for Entitlement, Utilization and</td> <td>T6=T5+Three Week</td> </tr> </tbody> </table> | Milestone | Activity | Timelines | <b>M1</b> | Requirement analysis, License data collection, BRD, Solution & architecture design document ,Infra sizing | T1=T+ Four weeks | Deployment of Non-Prod (Pre-Prod) environment with applicable integration | T2=T1+Three week | <b>M2</b> | Non-Prod Security review and Implementation of remaining Non-Prod environment | T3=T2+Two week | Closure of Security Review Observation and Production FAR details (PR, DR) | T4=T3+Two week | <b>M3</b> | Production Deployment (PR and DR) and applicable integration | T5=T4+Four Week | <b>M4</b> | Initial Reports for Entitlement, Utilization and | T6=T5+Three Week |
| Milestone        | Activity                                                                                                  | Timelines                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |           |          |           |           |                                                                                                           |                  |                                                                           |                  |           |                                                                               |                |                                                                            |                |           |                                                              |                 |           |                                                  |                  |
| <b>M1</b>        | Requirement analysis, License data collection, BRD, Solution & architecture design document ,Infra sizing | T1=T+ Four weeks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |           |          |           |           |                                                                                                           |                  |                                                                           |                  |           |                                                                               |                |                                                                            |                |           |                                                              |                 |           |                                                  |                  |
|                  | Deployment of Non-Prod (Pre-Prod) environment with applicable integration                                 | T2=T1+Three week                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |           |          |           |           |                                                                                                           |                  |                                                                           |                  |           |                                                                               |                |                                                                            |                |           |                                                              |                 |           |                                                  |                  |
| <b>M2</b>        | Non-Prod Security review and Implementation of remaining Non-Prod environment                             | T3=T2+Two week                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |           |          |           |           |                                                                                                           |                  |                                                                           |                  |           |                                                                               |                |                                                                            |                |           |                                                              |                 |           |                                                  |                  |
|                  | Closure of Security Review Observation and Production FAR details (PR, DR)                                | T4=T3+Two week                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |           |          |           |           |                                                                                                           |                  |                                                                           |                  |           |                                                                               |                |                                                                            |                |           |                                                              |                 |           |                                                  |                  |
| <b>M3</b>        | Production Deployment (PR and DR) and applicable integration                                              | T5=T4+Four Week                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |           |          |           |           |                                                                                                           |                  |                                                                           |                  |           |                                                                               |                |                                                                            |                |           |                                                              |                 |           |                                                  |                  |
| <b>M4</b>        | Initial Reports for Entitlement, Utilization and                                                          | T6=T5+Three Week                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |           |          |           |           |                                                                                                           |                  |                                                                           |                  |           |                                                                               |                |                                                                            |                |           |                                                              |                 |           |                                                  |                  |



|           |                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                      |                  |
|-----------|---------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
|           |                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Compliance from Production and required dashboards<br>Documentation:<br>Installation, configuration, User manual, SOP, API integration, DR failover, Data Dictionary |                  |
|           |                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | User training & handholding.                                                                                                                                         | T7=T6+Two week   |
|           |                                 | <b>M5</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Production Go-Live                                                                                                                                                   | <b>T+20 Week</b> |
|           |                                 | <p>b. Delay in above schedule of delivery will attract the penalties as defined in the Annexure-E for the reasons attributable to the bidder.</p>                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                      |                  |
| <b>12</b> | <b>Training</b>                 | <p>Arrange for end user education presentations/session as a part of continuous improvement to update the information about the new features/update of the ITSAM and SNOSAM application and “How to do what” session</p>                                                                                                                                                                                                                                                                                              |                                                                                                                                                                      |                  |
| <b>13</b> | <b>Scalability Requirements</b> | <ol style="list-style-type: none"> <li>1. The minimum count of resources or number of shifts can be scaled/enhanced in future depending upon the business and operational requirements of the Bank.</li> <li>2. The price value (per resource cost) for such enhancements will be the same as discovered through this RFP and the same will remain valid for the contracted period.</li> <li>3. The bidder has to provide the required enhancements withing 15 days of Purchase Order issued for the same.</li> </ol> |                                                                                                                                                                      |                  |

| <p><b>14</b></p>   | <p><b>Payment schedule</b></p>   | <ol style="list-style-type: none"> <li>All the payments are subjected to submission of valid invoices along with relevant SLA compliance report.</li> <li>The attendance report of minimum resources as per this RFP shall be produced along with the bills for support.</li> <li>The payment for the application services will be as per below schedule.<br/> <b>A3.ITSAM:</b> Monthly in arrears.<br/> <b>A4.SNOSAM:</b> <ol style="list-style-type: none"> <li><i>Operations and Maintenance:</i> Monthly in arrears</li> <li><i>Implementation:</i> <ol style="list-style-type: none"> <li>Milestones as defined under point-11 Project Schedule</li> <li>A partial completion or achievement of milestone will not be eligible for release of Payment.</li> <li>Implementation cost discovered through this RFP is “ImpCost”</li> </ol> </li> </ol> </li> </ol> <table border="1" data-bbox="730 954 1374 1216"> <thead> <tr> <th>Milestone achieved</th> <th>Payment % of ImpCost</th> </tr> </thead> <tbody> <tr> <td>M1</td> <td>30 % of ImpCost</td> </tr> <tr> <td>M2</td> <td>10 % of ImpCost</td> </tr> <tr> <td>M3</td> <td>30 % of ImpCost</td> </tr> <tr> <td>M4</td> <td>10% of ImpCost</td> </tr> <tr> <td>M5</td> <td>20 % of ImpCost</td> </tr> </tbody> </table> | Milestone achieved | Payment % of ImpCost | M1 | 30 % of ImpCost | M2 | 10 % of ImpCost | M3 | 30 % of ImpCost | M4 | 10% of ImpCost | M5 | 20 % of ImpCost |
|--------------------|----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|----------------------|----|-----------------|----|-----------------|----|-----------------|----|----------------|----|-----------------|
| Milestone achieved | Payment % of ImpCost             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                    |                      |    |                 |    |                 |    |                 |    |                |    |                 |
| M1                 | 30 % of ImpCost                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                    |                      |    |                 |    |                 |    |                 |    |                |    |                 |
| M2                 | 10 % of ImpCost                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                    |                      |    |                 |    |                 |    |                 |    |                |    |                 |
| M3                 | 30 % of ImpCost                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                    |                      |    |                 |    |                 |    |                 |    |                |    |                 |
| M4                 | 10% of ImpCost                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                    |                      |    |                 |    |                 |    |                 |    |                |    |                 |
| M5                 | 20 % of ImpCost                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                    |                      |    |                 |    |                 |    |                 |    |                |    |                 |
| <p><b>15</b></p>   | <p><b>Time Frame Metrics</b></p> | <p><u>Table: Time Frame Metrics</u></p> <ol style="list-style-type: none"> <li>All the time frames unit for             <ol style="list-style-type: none"> <li>General shift is “Bank Business Days”</li> <li>For the morning, afternoon and night shift is the shift coverage period.</li> </ol> </li> <li><u>Response Time:</u> The amount of time between when a ticket is assigned to the service provider and when the service provider first responds (automated responses don't count) and lets the user know they're currently working on it. In some cases, it can also extend to subsequent responses on the same ticket, i.e., the time between the oldest unanswered user response and the following reply from the service provider.</li> <li><u>Work Around Time:</u> The amount of time between when a ticket is assigned to the service provider and when a working</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                       |                    |                      |    |                 |    |                 |    |                 |    |                |    |                 |

|  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|--|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  | <p>solution is provided by the service provider to restore the operations to normal status. Implementation of a workaround solution will not release the service providers commitment to provide final solution, unless mutually agreed.</p> <p>4. <b>Resolution Time:</b> The amount of time between when a ticket is assigned to the service provider and when that ticket is solved (i.e., closed/resolved). Root Cause Analysis is always the part of solution provided as applicable.</p> |
|--|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## 2. Functional Requirements

### 2.1. Shift details and minimum resources requirements per shift:

| S N | Application | Module                                | Shift         | Minimum onsite resource per shift | Minimum Experience | Remarks                                                                                                                                                                                             |
|-----|-------------|---------------------------------------|---------------|-----------------------------------|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | ITSAM       | BMC Helix ITSM                        | Two Shift     | 1                                 | 5 years            | To perform all the application related tasks as per the RFP.                                                                                                                                        |
| 2   |             | BHOM                                  | Two Shift     | 1                                 | 5 years            |                                                                                                                                                                                                     |
| 3   |             | SME for BMC-Helix ITSM, BHOM and BHCO | General Shift | 2                                 | 8 years            |                                                                                                                                                                                                     |
| 4   | SNOSAM      | Implementation                        | Project based | Project based                     | 5 years            | To perform all the application implementation ,operations and maintenance related tasks as per RFP                                                                                                  |
| 5   |             | Operations and Maintenance            | General Shift | 1                                 | 4 years            | Please note that it covers all tools/ technologies on which the aforesaid SNOSAM tools are implemented. This may cover operating systems, middleware, containers, databases, utilities, agents etc. |

### 2.2. Coverage days for the shift

2.2.1. Two Shift: Morning and Afternoon Shift, on all days throughout the contract period.

2.2.2. General Shift: on all the Bank working days throughout the contract period

2.3. Resource Qualification and Experience:

2.3.1. Deployed resources must possess at least a bachelor's degree in engineering (i.e. B.E./B. Tech/MCA) or equivalent.

2.3.2. Resources must have a minimum amount of work experience, as detailed in the table above, in the relevant fields of the IT Service Management and Software Asset Management. Additionally, at least 2 years of this experience must be specifically with BMC IT Service Management and Snow Software respectively.

2.4. The term "Shift" is defined as below:

2.4.1. General Shift: This shift is defined as the time covering the general bank working hours. Present general bank working hours at GITC are from 1030 hrs to 1830 hrs, which may change as per the directions of the Government authorities or the Regulator or the Bank management.

2.4.2. Morning Shift, Afternoon Shift and Night Shift: The mentioned shift covers the period of eight hours each. Morning: 0700 hrs to 1500 hrs, Afternoon: 1500 hrs to 2300 hrs, Night: 2300 hrs to 0700 hrs. each shift must have handover from the ending shift to the starting shift resource.

2.4.3. The start and end time of the shifts can be changed as per the business requirements or the Regulatory or the Bank management instructions.

2.4.4. All the shifts are having eight working hours and one hour for work-break activities or handover time.

3. Documentation:

3.1. The service provider has to provide and timely update the application operation, maintenance, configuration and upgrade related all documents. An indicative list (not limited to):

3.1.1. User Manual, Standard Operating Procedure,

3.1.2. User Training / Hand-holding Presentations

3.1.3. Network Architecture and Data flow diagram

3.1.4. API configuration and integration document

3.1.5. Data Dictionary of the application as per the bank defined format

3.1.6. Application process and procedure

3.1.7. Application RACI Matrix

3.1.8. Application DR/failover switching



3.1.9. Application technical operations process and procedure

3.1.10. Installation, configuration, and upgrade documentation

3.1.11. Change request and testing document

3.1.12. Application Solution design document

3.2. The documents created and updated must be comprehensive and have complete text without redirection to any external links. External links like: OEM product pages, etc. can be included in the references section.

#### **4. Standard Services / Maintenance/ Upgrades**

4.1. All the required services need to be delivered as detailed in the RFP and this SLA document, and the same are listed in the section “Deliverables / Scope of work”.

4.2. The Maintenance and upgrade requirements are as detailed under “Deliverables / Scope of Work”.

4.3. Service Provider shall maintain and upgrade the software (application) during the warranty and support period so that the Software shall, at all times during the warranty and support period, meet or exceed the specifications in the Project Documents and the performance requirements as set forth in this Agreement. Service provider shall, at no cost to the Bank, promptly correct any and all errors, deficiencies and defects in the Software.

4.4. Service Provider shall have the operational maintenance obligations (e.g., telephone support, problem resolution, on-site services) as mentioned in Deliverables/Scope of Work.

4.5. The Service Provider will deploy the resources who are technically qualified and have sufficient expertise in the areas of BMC Helix Platform services relevant modules and Snow Software, required tool-technology. The project team should be well versed with the ITIL processes of asset management and the software lifecycle/license management

4.6. The service provider will depute Project Manager/ Service Delivery Manager and Project Team with relevant experience and has to submit the CV of Project Manager & Team Members demonstrating their proven experience and expertise in executing projects similar in scope and complexity. The Bank may interview the Project Manager / Team Member before on-boarding the team and may reject/accept them. The Bank may levy suitable penalty, in case of wilful deployment of inexperienced person by the service provider at Bank's site.

#### **5. Correction of Deficiencies in Deliverables**

5.1. If Service provider is unable to correct all deficiencies preventing acceptance of a deliverable or meet the performance requirements, for which Service provider is

responsible within the timelines as mentioned in this Agreement, the Bank may at its discretion:

- 5.1.1. Impose penalty on Service Provider as mentioned under **Annexure E**.
- 5.1.2. Terminate this Agreement for cause in accordance with Clause 17 (except that the Bank is under no obligation to provide Service provider any further opportunity to cure) and recover its damages as set forth in this Agreement.

## **6. Risk Management**

- 6.1. Service Provider shall identify and document the risk in delivering the Services. Service Provider shall identify the methodology to monitor and prevent the risk and shall also document the steps taken to manage the impact of the risks.
- 6.2. Service Request: All the task of BAU (business as usual) activities will be treated as service request. The service request will be tracked through bank defined ticket workflow like Remedy Service Catalogue or other ticketing mechanism or email as adopted by the bank

## **7. Service Complaints**

- 7.1. Complaints regarding the deficiency in services or performance or noncompliance of the bank guidelines/terms will be communicated through the email or physical letter as found suitable. The Service provider has to acknowledge such service complaints within 3 days of receipt and advise the steps taken to resolve the issues (if any) or performance improvement in not more than 15 days from acknowledgement.
- 7.2. The service complaint must be fully resolved within the maximum 25 days from the acknowledgement.

**ANNEXURE-B**

**1. Application Management:**

1.1. This includes all type of application operational activities required to make the application up, running, stable and secure as per Bank security and usage policies. All the application and its components related activities like installation, upgrade, patching, maintenance, troubleshooting, audit & security observation closure, vulnerability closure, hardening as per bank defined secure configuration document (SCD), etc. All the type of configuration of Operating Systems (Windows & Non-Windows), Database and other required technology (like Oracle 3-Node RAC, Docker, Kubernetes, Jenkins, Tanzu, Open shift, etc.) required to successfully run the BMC ITSAM and SNOSAM application suite are under the scope.

The metrics will be as per the scope of work, deliverables and specification as mentioned in the relevant sections in this agreement.

**ANNEXURE-C**

**1. SNOSAM Implementation Milestones**

| Milestone | Activity                                                                                                                                                                                                           | Timelines        |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| <b>M1</b> | Requirement analysis, License data collection, BRD, Solution & architecture design document ,Infra sizing                                                                                                          | T1=T+ Four weeks |
|           | Deployment of Non-Prod (Pre-Prod) environment with applicable integration                                                                                                                                          | T2=T1+Three week |
| <b>M2</b> | Non-Prod Security review and Implementation of remaining Non-Prod environment                                                                                                                                      | T3=T2+Two week   |
|           | Closure of Security Review Observation and Production FAR details (PR, DR)                                                                                                                                         | T4=T3+Two week   |
| <b>M3</b> | Production Deployment (PR and DR) and applicable integration                                                                                                                                                       | T5=T4+Four Week  |
| <b>M4</b> | Initial Reports for Entitlement, Utilization and Compliance from Production and required dashboards<br>Documentation: Installation, configuration, User manual, SOP, API integration, DR failover, Data Dictionary | T6=T5+Three Week |
|           | User training & handholding.                                                                                                                                                                                       | T7=T6+Two week   |
| <b>M5</b> | Production Go-Live                                                                                                                                                                                                 | <b>T+20 Week</b> |

**2. Service Desk Support Metric**

**Application Response, Workaround, Resolution Time metrics**

(Table: Time Frame Metrics)

| Impact / Urgency Level               | Definition                                                                                                                                                                                                                             | Response Time | Workaround | Resolution Time |
|--------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|------------|-----------------|
| Critical (Severity 1)<br><b>S1</b>   | Severe impact: a critical that makes the application environment unavailable to conduct business such as: A business service is not available, a production system has crashed, infrastructure outage, Data integrity is at risk, etc. | 0.5 Hours     | 2 Hours    | 4 Days          |
| High/Major (Severity 2)<br><b>S2</b> | Major impact: the business service, major functionality of application, or system, is seriously affected (no data loss), business e.g. service performance has degraded.                                                               | 1 Hour        | 4 Hours    | 5 Days          |

|                                                    |                                                                                                                                                                                                                                                                                         |            |            |            |
|----------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|------------|------------|
| Medium<br>(Severity 3)<br><b>S3</b>                | Minor impact: Incidents related to business service, major applications, or system causing moderate user impact; no data loss, business service still functioning.                                                                                                                      | 2<br>Hours | 1<br>Days  | 9<br>Days  |
| Low /Minor<br>(Severity 4)<br><b>S4</b>            | Minimal impact: incidents related to business service, major applications, or system causing low user impact; no data loss, business service still functioning. User access issues or access management requests are examples of S4. Also includes business impacting service requests. | 4<br>Hours | 4<br>Days  | 10<br>Days |
| Very Low/<br>Cosmetic<br>(Severity 5)<br><b>S5</b> | Query or informational request                                                                                                                                                                                                                                                          | 5<br>Hours | 10<br>Days | 15<br>Days |

### 3. Service Level Reporting/ Frequency

Below is an illustrative list (but not limited to) of service team performance reports need to be generated and shared with relevant stakeholders defined. Reports can be added or removed as per the service review meeting/discussions.

| Report Name                                                     | Interval    | Recipient                        | Responsible                                                   |
|-----------------------------------------------------------------|-------------|----------------------------------|---------------------------------------------------------------|
| Open/Closed Tickets                                             | Weekly      | Bank ITAM team                   | Service Provider Project Manager/<br>Service Delivery Manager |
| SLA breach report                                               | Fortnightly | DGM IT PE2 and<br>Bank ITAM team | Service Provider Project Manager/<br>Service Delivery Manager |
| Proposed new value-addition as a part of continuous improvement | Quarterly   | DGM IT PE2 and<br>Bank ITAM team | Service Provider Project Manager/<br>Service Delivery Manager |
| Application and infrastructure health report                    | Weekly      | Bank ITAM team                   | Service Provider Project Manager/<br>Service Delivery Manager |
| Open workorder / changes                                        | Monthly     | Bank ITAM team                   | Service Provider Project Manager/<br>Service Delivery Manager |
| SNOSMA Implementation Status                                    | Weekly      | DGM IT PE2 and<br>Bank ITAM team | Service Provider Project Manager/<br>Service Delivery Manager |

### 4. Service Level Review

| Agenda | Chaired by | Responsible | Frequency |
|--------|------------|-------------|-----------|
|--------|------------|-------------|-----------|



|                                                  |                                 |                                                            |                                                  |
|--------------------------------------------------|---------------------------------|------------------------------------------------------------|--------------------------------------------------|
| ITSAM operations, maintenance and support status | DGM (IT-PE-II), State Bank GITC | Service Provider Project Manager/ Service Delivery Manager | Monthly or Quarterly as per business requirement |
| SNOSAM Implementation                            | DGM (IT-PE-II), State Bank GITC | Service Provider Project Manager/ Service Delivery Manager | Monthly                                          |
| SNOSAM Operations                                | DGM (IT-PE-II), State Bank GITC | Service Provider Project Manager/ Service Delivery Manager | Monthly or Quarterly as per business requirement |

**5. Service Level Review**

The following members comprise of the Service Review Board:

- GM (IT-Infra), SBI GITC Belapur (optional case to case basis)
- DGM(IT-PE-II), SBI GITC Belapur
- Onsite Delivery Manager – M/s. -----

The review meeting will be held at SBI premises on half yearly or annually basis as per the business requirements.

**ANNEXURE-D**

**ESCALATION MATRICS<sup>13</sup>**

| Service level Category                                      | Response Time/<br>Workaround Time/<br>Resolution Time<br>(refer Table: Time Frame Metrics) | Escalation thresholds.          |                                |                                 |                          |
|-------------------------------------------------------------|--------------------------------------------------------------------------------------------|---------------------------------|--------------------------------|---------------------------------|--------------------------|
|                                                             |                                                                                            | Escalation Level 1              |                                | Escalation Level 2              |                          |
|                                                             |                                                                                            | Escalation to                   | Escalation Mode                | Escalation to                   | Escalation Mode          |
| ITSAM and SNOSAM :<br>Production Support:                   | As severity of the incident defined in Table: Time Frame Metrics                           | <Name, designation contact no.> | Service Ticket/<br>Email/ Call | <Name, designation contact no.> | Service Ticket/<br>Email |
| SNOSAM<br>Implementation                                    | Delay in Milestones                                                                        | <Name, designation contact no.> | Service Ticket/<br>Email/ Call | <Name, designation contact no.> | Service Ticket/<br>Email |
| ITSAM and SNOSAM :<br>Application Development & Maintenance | As severity of the incident defined in Table: Time Frame Matrices                          | <Name, designation contact no.> | Service Ticket/<br>Email/ Call | <Name, designation contact no.> | Service Ticket/<br>Email |
| ITSAM and SNOSAM:<br>Information Security                   | As severity of the incident defined in Table: Time Frame Matrices                          | <Name, designation contact no.> | Service Ticket/<br>Email/ Call | <Name, designation contact no.> | Service Ticket/<br>Email |

<sup>13</sup> To ensure that the service beneficiary receives senior management attention on unresolved issues, service provider operates a problem escalation procedure in order that any unresolved problems are notified to service provider management personnel on a priority basis dependent upon the impact and urgency of the problem.

**ANNEXURE-E**

If the Service Provider fails to deliver the required services within the stipulated time defined for the activity, will attract penalties as defined below in this Annexure-E.

1. All the penalties, as applicable, will be applied in parallel on monthly basis.
2. The penalty shall only be applicable if the reasons are attributable to the Bidder.
3. The penalties may be recovered from invoices presented for payment or through credit note or invoking Performance Bank Guarantee submitted.
4. Application of penalties and payments thereof will not relieve the Bidder from the obligation of delivery of services during the valid contract period.
5. A penalty period may spill-over across more than one month (thus multiple invoice), the amounts are deducted in each month invoices as applicable. If the delay approaches to next invoice period, the delay period will be calculated from the actual delay start date and the penalty will be invoked for the next invoice period too.
6. All the BAU activities or the daily operational activities will be considered as work-order tickets and will be governed relevant SLA of workorders.
7. The maximum penalties as described in this Annexure can be 10% of the total project cost for the whole contract period. Once the maximum penalty deduction is reached, the Bank may consider termination of the Agreement.
8. Uptime penalties: The uptime penalties shall be calculated as per following table.

| S N | Uptime Range           | Penalty                               |
|-----|------------------------|---------------------------------------|
| 1   | Uptime >= 99.99%       | No penalty                            |
| 2   | 99.99 > Uptime <99.00% | 2% of cost of monthly support charges |
| 3   | Uptime <=99.00%        | 5% of cost of monthly support charges |

9. Response, Workaround and Resolution Time Penalties for ITSAM and SNOSAM  
All the time frames unit is “Shift Coverage Period” and **Severity** definition will be as per the Annexure-A “**point-15. Time Frame Matrices**”

a. Response time penalties

| S. No | Service level category                                                      | Severity of Service Call   | Service level object | Penalty                          |
|-------|-----------------------------------------------------------------------------|----------------------------|----------------------|----------------------------------|
| 1     | Responses to any support request / technical activities requested/ planned/ | Critical (Severity 1) S1   | > 0.5 hour           | Rs.2000 per hour or part thereof |
| 2     |                                                                             | High/Major (Severity 2) S2 | > 1 hours            | Rs.2000 per hour or part thereof |



|   |                                                                                         |                                    |           |                                   |
|---|-----------------------------------------------------------------------------------------|------------------------------------|-----------|-----------------------------------|
| 3 | routine advised by the Bank as per Service Desk Support Metric (Timeframe Metric Table) | Medium (Severity 3) S3             | > 2 hours | Rs. 1000 per hour or part thereof |
| 4 |                                                                                         | Low /Minor (Severity 4) S4         | > 4 hours | Rs. 1000 per hour or part thereof |
| 5 |                                                                                         | Very Low/ Cosmetic (Severity 5) S5 | > 5 Hours | Rs. 1000 per hour or part thereof |

b. Workaround time penalties

| S. No | Service level category                                                                                                                                                                      | Severity of Service Call           | Service level object | Penalty                           |
|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|----------------------|-----------------------------------|
| 1     | <b>Workaround</b> to be provided for any support request / technical activities requested/ planned/ routine advised by the Bank as per Service Desk Support Metric (Timeframe Metric Table) | Critical (Severity 1) S1           | > 2 hours            | Rs.2000 per hour or part thereof  |
| 2     |                                                                                                                                                                                             | High/Major (Severity 2) S2         | > 4 hours            | Rs.2000 per hour or part thereof  |
| 3     |                                                                                                                                                                                             | Medium (Severity 3) S3             | > 1 Day              | Rs. 10000 per day or part thereof |
| 4     |                                                                                                                                                                                             | Low /Minor (Severity 4) S4         | > 4 Days             | Rs. 10000 per day or part thereof |
| 5     |                                                                                                                                                                                             | Very Low/ Cosmetic (Severity 5) S5 | > 10 Days            | Rs. 10000 per day or part thereof |

c. Resolution time penalties

| S. No | Service level category                      | Severity of Service Call | Service level object | Penalty                          |
|-------|---------------------------------------------|--------------------------|----------------------|----------------------------------|
| 1     | <b>Resolution</b> for any support request / | Critical (Severity 1) S1 | > 4 Days             | Rs.20000 per day or part thereof |

|   |                                                                                                                                  |                                    |           |                                   |
|---|----------------------------------------------------------------------------------------------------------------------------------|------------------------------------|-----------|-----------------------------------|
| 2 | technical activities requested/ planned/ routine advised by the Bank as per Service Desk Support Metric (Timeframe Metric Table) | High/Major (Severity 2) S2         | > 5 Days  | Rs.20000 per day or part thereof  |
| 3 |                                                                                                                                  | Medium (Severity 3) S3             | > 9 Days  | Rs. 10000 per day or part thereof |
| 4 |                                                                                                                                  | Low /Minor (Severity 4) S4         | > 10 Days | Rs. 10000 per day or part thereof |
| 5 |                                                                                                                                  | Very Low/ Cosmetic (Severity 5) S5 | > 15 Days | Rs. 10000 per day or part thereof |

10. SNOSAM Implementation penalties

| Milestone | Delay range    | Penalty                        |
|-----------|----------------|--------------------------------|
| M1, M2    | Delay <=1 week | 5,000 per day or part thereof  |
|           | Delay >1 week  | 10,000 per day or part thereof |
| M3,M4     | Delay <=1 week | 5,000 per day or part thereof  |
|           | Delay >1 week  | 10,000 per day or part thereof |
| M5        | Delay >1 week  | 10,000 per day or part thereof |

11. Security Incident Closure

| Incident Severity | Timeline for Resolution | Penalty                        |
|-------------------|-------------------------|--------------------------------|
| P0 (Critical)     | Within 1 day            | 10,000 per day or part thereof |
| P1 (High)         | Within 2 days           | 5,000 per day or part thereof  |
| P2 (Medium)       | Within 3 days           | 1,000 per day or part thereof  |
| P3 (Low)          | Within 4 days           | 1,000 per day or part thereof  |

12. Other operational categories and relevant penalties (ITSAM and SNOSAM Operations)

| S<br>N | Applicable to | Service level category                                                             | SLA Measure                                                                                                                                                                                                                                                                                    | Penalty Calculation                                                                                                                                                                                                                                                                                   |
|--------|---------------|------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1      | ITSAM, SNOSAM | RTO during disaster for switching to DR site                                       | <p>As per agreed and approved DR Plan. If the RTO gets revised after periodic review by the OEM or the Bank, the SLA measures for RTO will be applicable for the new time.</p> <p>Bank related prerequisites (like: network availability, backup, FAR, etc.) will be ensured by Bank team.</p> | The uptime penalties shall be applicable for RTO beyond approved DR Plan.                                                                                                                                                                                                                             |
| 2      | ITSAM, SNOSAM | VA/PT Closure                                                                      | <p>All the reported/identified VA/PT observation should be closed within the defined time frame listed in Annexure-A</p> <p>Scope of work<br/>The criticality of vulnerability will be defined as per the definition adopted by the security team of the Bank.</p>                             | <p>INR 1000 per VA per week or part thereof. If VA closure requires a product upgrade or version change as recommended by OEM (like compatibility issues with existing version). The same should be documented and submitted to the bank with proper evidence to put the relevant VA SLA on hold.</p> |
| 3      | ITSAM, SNOSAM | Team member not acceptable to the Bank on behavioural or lack of knowledge grounds | Replacement should be done within 60 days from the date of intimation by the Bank.                                                                                                                                                                                                             | INR 2000.00 for a delay of each week or a part thereof.                                                                                                                                                                                                                                               |
| 4      | ITSAM, SNOSAM | Application Module Upgrade                                                         | <p>Minor version upgrade: 1 month<br/>Major version upgrade: 4 months</p>                                                                                                                                                                                                                      | <p>Penalties shall be calculated based on Resolution Time Penalties–<br/>Severity-3</p>                                                                                                                                                                                                               |

|    |               |                                                               |                                                                                                                                                             |                                                                                     |
|----|---------------|---------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| 5  | ITSAM, SNOSAM | Operating system/ Database/application: SCD implementation    | SCD Implementation: 3 months                                                                                                                                | Penalties shall be calculated based on Resolution Time Penalties–<br><br>Severity-2 |
| 6  | ITSAM, SNOSAM | Integration with Security and Monitoring tool                 | 15 days                                                                                                                                                     | Penalties shall be calculated based on Resolution Time Penalties–<br><br>Severity-3 |
| 7  | ITSAM SNOSAM  | Workorder/ Catalog / Form /Report/ Dashboard Configuration    | Effort:<br>Very High:72 days<br>High: 60 days<br>Medium: 25 days<br>Low: 10 days<br>Very Low: 2 Days<br>Informational: 5 hours                              | Penalties shall be calculated based on Resolution Time Penalties–<br>Severity 3     |
| 8  | ITSAM, SNOSAM | Audit Closure                                                 | As agreed between the bank and the operations & support team as per discussion.<br>(Scope: application and all its components, operating system, databases) | Penalties shall be calculated based on Workaround Time Penalties–<br><br>Severity 3 |
| 9  | ITSAM, SNOSAM | Integration with other tools, applications                    | Effort:<br>Very High:30 days<br>High: 20 days<br>Medium: 10 days<br>Low: 5 days                                                                             | Penalties shall be calculated based on Workaround Time Penalties–<br><br>Severity 2 |
| 10 | SNOSAM        | EOL/EOS/EEOS report for the OS, DB, and application software  | Within 1 day                                                                                                                                                | Penalties shall be calculated based on Workaround Time Penalties–<br><br>Severity-4 |
| 11 | SNOSAM        | Ad-hoc License utilization , entitlement or compliance report | Within 2 days                                                                                                                                               | Penalties shall be calculated based on Workaround Time Penalties–<br><br>Severity 2 |



|    |               |                                                              |                                                                                           |                                                                                                                                                                                             |
|----|---------------|--------------------------------------------------------------|-------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 12 | SNOSAM        | Operating system/Database upgrade                            | Minor version upgrade:<br>1 month<br>Major version upgrade:<br>3 months                   | Penalties shall be calculated based on Resolution Time Penalties–<br><br>Severity-3                                                                                                         |
| 13 | ITSAM, SNOSAM | Other activities of application and operations & maintenance | As per Table: Time Frame Matrix<br>Severity:<br>S1,S2,S3,S4,S5<br>as the case applicable. | Penalties shall be calculated based on Response, Workaround and Resolution Time Penalties–<br>Response, Workaround, and Resolution Penalties of the relevant severity<br>S1, S2, S3, S4, S5 |

**ANNEXURE-F**

**Transition & Knowledge Transfer Plan**

**1. Introduction**

1.1 This Annexure describes the duties and responsibilities of Service Provider and the Bank 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 Service Provider to a New/Replacement SERVICE PROVIDER or back to the Bank 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 Bank intends to continue equivalent or substantially similar services to the Services provided by Service Provider after termination or expiry the Agreement, either by performing them itself or by means of a New/Replacement SERVICE PROVIDER, Service Provider shall ensure the smooth transition to the Replacement SERVICE PROVIDER and shall co-operate with the Bank or the Replacement SERVICE PROVIDER as required in order to fulfil the obligations under this annexure.

3.2 Service Provider shall co-operate fully with the Bank and any potential Replacement SERVICE PROVIDERS tendering for any Services, including the transfer of responsibility for the provision of the Services previously performed by Service Provider to be achieved with the minimum of disruption. In particular:

3.2.1 during any procurement process initiated by the Bank and in anticipation of the expiry or termination of the Agreement and irrespective of the identity of any potential or actual Replacement SERVICE PROVIDER, Service Provider shall comply with all reasonable requests by the Bank 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 Bank and procedures used by Service Provider for handling Data) reasonably necessary to achieve an effective transition, provided that:

- 3.2.1.1 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 Service Provider to any such party;
  - 3.2.1.2 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 Service Provider shall provide sufficient information to comply with the reasonable requests of the Bank to enable an effective tendering process to take place but shall not be required to provide information or material which Service Provider may not disclose as a matter of law.
- 3.3 In assisting the Bank and/or the Replacement SERVICE PROVIDER to transfer the Services the following commercial approach shall apply:
- (1) where Service Provider does not have to utilise resources in addition to those normally used to deliver the Services prior to termination or expiry, Service Provider shall make no additional Charges. The Bank 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 Bank agrees in advance that such redeployment will prevent Service Provider from meeting any Service Levels, achieving any other key dates or from providing any specific deliverables to the Bank, the Bank 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 Service Provider are additional to those in place as part of the proper provision of the Services the Bank shall pay 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 Bank.

- 3.4 If so required by the Bank, on the provision of no less than 15 (fifteen) days' notice in writing, Service Provider shall continue to provide the Services or an agreed part of the Services for a period not exceeding **6 (Six)** months beyond the date of termination or expiry of the Agreement. In such event the Bank shall reimburse 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) Services for which rates already specified in the Agreement shall be provided on such rates;
  - (2) materials and other costs, if any, will be charged at a reasonable price which shall be mutually agreed between the Parties.
- 3.5 Service Provider shall provide to the Bank an analysis of the Services to the extent reasonably necessary to enable the Bank to plan migration of such workload to a Replacement SERVICE PROVIDER provided always that this analysis involves providing performance data already delivered to the Bank as part of the performance monitoring regime.
- 3.6 Service Provider shall provide such information as the Bank 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 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 Bank 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 Bank shall pay for the services of such Key Personnel on a time and materials basis at the rates agreed between the parties.
- 3.8 Service Provider shall co-operate with the Bank 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



Service Provider for the Bank, including the configurations set up for the Bank and any and all information to be provided by Service Provider to the Bank 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 Bank will use reasonable endeavors to ensure that the Replacement SERVICE PROVIDER co-operates with Service Provider during the handover of the Services.

**5. Subcontractors**

5.1 Service Provider agrees to provide the Bank with details of the Subcontracts (if permitted by the Bank) used in the provision of the Services. 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 Service Provider shall deliver to the Bank 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 Service Provider shall deliver to the Bank the Asset Register comprising:

- (1) a list of all Assets eligible for transfer to the Bank; 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 Bank shall notify Service Provider of the Assets it requires to be transferred, (the “Required Assets”), and the Bank and Service Provider shall provide for the approval of the Bank a draft plan for the Asset transfer.
- 7.3 In the event that the Required Assets are not located on Bank premises:
- (1) Service Provider shall be responsible for the dismantling and packing of the Required Assets and to ensure their availability for collection by the Bank or its authorised representative by the date agreed for this;
  - (2) any charges levied by Service Provider for the Required Assets not owned by the Bank 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 Bank will not be responsible for the Assets.
- 7.4 Service Provider warrants that the Required Assets and any components thereof transferred to the Bank 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 Service Provider shall deliver to the Bank all licenses for Software used in the provision of Services which were purchased by the Bank.
- 8.2 On notice of termination of this Agreement Service Provider shall, within **2 (two)** week of such notice, deliver to the Bank 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 Bank shall be responsible for any costs incurred in the transfer of licenses from Service Provider to the Bank 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 Bank shall notify Service Provider of the licenses it wishes to be transferred, and Service Provider shall provide for the approval of the Bank 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 Service Provider shall deliver, or otherwise certify in writing that it has delivered, to the Bank 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 Service Provider shall deliver to the Bank a full, accurate and up-to date set of Documentation that relates to any element of the Services as defined in Annexure A.

**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 Service Provider shall deliver to the Bank:

- (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 Service Provider shall deliver to the Bank 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 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 Service Provider shall deliver to the Bank 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 Service Provider shall cease to use the Bank's Data and, at the request of the Bank, shall destroy all such copies of the Bank's Data then in its possession to the extent specified by the Bank.

14.2 Except where, pursuant to paragraph 14.1 above, the Bank has instructed Service Provider to destroy such Bank's Data as is held and controlled by Service Provider, **1 (one)** months prior to expiry or within **1 (one)** month of termination of this Agreement, Service Provider shall deliver to the Bank:

- (1) An inventory of the Bank's Data held and controlled by Service Provider, plus any other data required to support the Services; and/or
- (2) a draft plan for the transfer of the Bank's Data held and controlled by Service Provider and any other available data to be transferred.

**15. Training Services on Transfer**

15.1 Service Provider shall comply with the Bank'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 Bank 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 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, Service Provider shall produce for the Bank'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, Service Provider shall schedule all necessary resources to fulfil the training plan, and deliver the training as agreed with the Bank.

15.5 SERVICE PROVIDER shall provide training courses on operation of licensed /open source software product at Bank's GITC Navi Mumbai Premises, at such times, during business hours as Bank may reasonably request. Each training course will last for 16 hours (8hr x 2day). Bank may enroll up to 30 of its staff or vendor partner employees of the new/replacement service provider in any training course, and Service Provider shall provide a hard copy of the Product (licensed or open sourced) standard training manual for each enrollee. Each training course will be taught by a technical expert with no fewer than **5** years of experience in operating ITSAM/SNOSAM software system. SERVICE PROVIDER shall provide the 10 training without any additional charges.

## **16. Transfer Support Activities**

16.1 **6 (six)** months prior to expiry or within **10 (ten)** Working Days of issue of notice of termination, Service Provider shall assist the Bank 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 Bank, as the case may be.

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

- (1) a timetable of events;
- (2) resources;
- (3) assumptions;
- (4) activities;

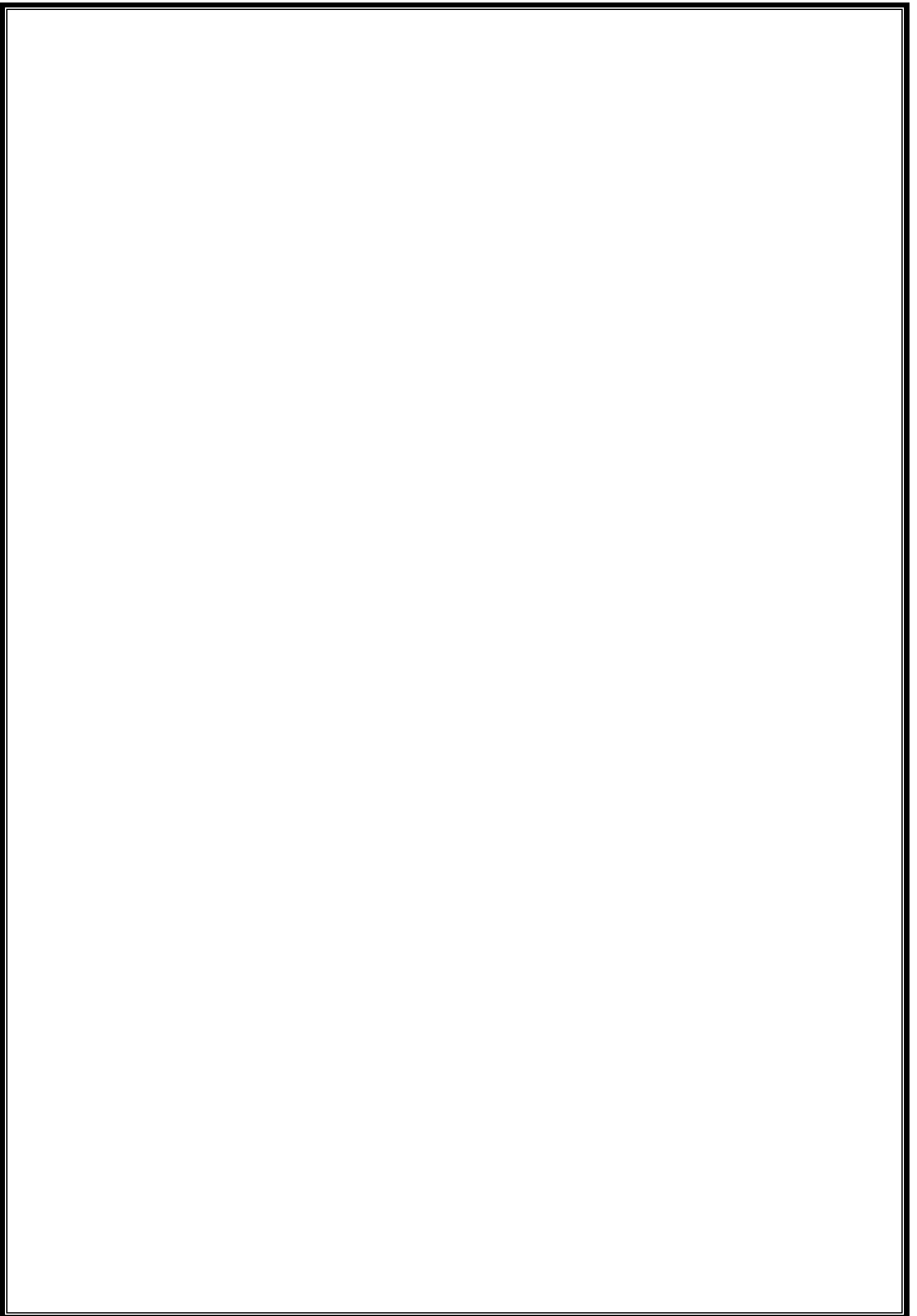
- (5) responsibilities; and
  - (6) risks.
- 16.3 Service Provider shall supply to the Bank or a Replacement SERVICE PROVIDER specific materials including but not limited to:
- (a) Change Request log;
  - (b) entire back-up history; and
  - (c) dump of database contents including the Asset Register, problem management system and operating procedures. For the avoidance of doubt this shall not include proprietary software tools of Service Provider which are used for project management purposes generally within Service Provider's business.
- 16.4 Service Provider shall supply to the Bank 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 Service Provider shall provide to the Bank refreshed versions of the materials required under paragraph 16.3 above which shall reflect the position as at the date of expiry.
- 16.6 Service Provider shall provide to the Bank 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 Service Provider till the date of expiry or termination.
- 16.7 Service Provider shall provide for the approval of the Bank a draft plan to transfer or complete work-in-progress at the date of expiry or termination.
- 17. Use of Bank Premises**
- 17.1 Prior to expiry or on notice of termination of this Agreement, Service Provider shall provide for the approval of the Bank a draft plan specifying the necessary steps to be taken by both Service Provider and the Bank to ensure that the Bank's Premises are vacated by Service Provider.
- 17.2 Unless otherwise agreed, Service Provider shall be responsible for all costs associated with Service Provider's vacation of the Bank's Premises, removal of equipment and furnishings, redeployment of SERVICE PROVIDER Personnel, termination of arrangements with Subcontractors and service contractors and



restoration of the Bank Premises to their original condition (subject to a reasonable allowance for wear and tear).

XXXX







**NON-DISCLOSURE AGREEMENT**

THIS RECIPROCAL NON-DISCLOSURE AGREEMENT (the “Agreement”) is made at \_\_\_\_\_ between:

State Bank of India constituted under the State Bank of India Act, 1955 having its Corporate Centre and Central Office at State Bank Bhavan, Madame Cama Road, Nariman Point, Mumbai-21 and its Global IT Centre at Sector-11, CBD Belapur, Navi Mumbai- 400614 through its Platform Engineering-II Department (hereinafter referred to as “Bank” which expression includes its successors and assigns) of the 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 \_\_\_\_\_ (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 (the Party receiving the information being referred to as the “Receiving Party” and the Party disclosing the information being referred to as the “Disclosing Party. 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 developed, 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 free from any confidentiality obligations 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 and without confidentiality restrictions on use and disclosure; 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 “Covered Person” which term shall mean employees, contingent workers and professional advisers of a party 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 Covered Person, sufficient to enable it to comply with all the provisions of this Agreement. If Service Provider appoints any Sub-Contractor (if allowed) then Service Provider may disclose confidential information to such Sub-Contractor subject to such

Subcontractor giving the Bank an undertaking in similar terms to the provisions of this clause. Any breach of this Agreement by Receiving Party's Covered Person or Sub-Contractor shall also be constructed a breach of this Agreement by Receiving Party.

(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 (provided not restricted by applicable laws) prior to such disclosure and shall comply with any applicable protective order or equivalent. The intended recipients for this purpose are:

- i. the statutory auditors of the either party and
- ii. government or regulatory authorities regulating the affairs of the parties and inspectors and supervisory bodies thereof

(c) 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.

3. **Rights and Remedies**

(a) Receiving Party shall notify Disclosing Party immediately upon discovery of any unauthorized used 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 (including but not limited to as listed below), to injunctive or equitable relief as may be deemed proper by a Court of competent jurisdiction.

- i. Suspension of access privileges
- ii. Change of personnel assigned to the job

iii. 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 sole and 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's patents, copyrights, trademarks, or trade secret information.
- (b) Confidential Information made available is provided "As Is," and disclosing party disclaims all representations, conditions and warranties, express or implied, including, without limitation, representations, conditions or warranties of accuracy, completeness, performance, fitness for a particular purpose, satisfactory quality and merchantability provided same shall not be construed to include fraud or wilful default of disclosing party.
- (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. Nothing in this clause prevents a party from having recourse to a court of competent jurisdiction for the sole purpose of seeking a preliminary injunction or any other provisional judicial relief it considers necessary to avoid irreparable damage. This Agreement shall be governed by and construed in accordance with the laws of Republic of India. Each Party hereby irrevocably submits to the exclusive jurisdiction of the courts of Mumbai.
- (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) The Agreement shall be effective from \_\_\_\_\_ ("Effective Date") and shall be valid for a period of \_\_\_\_\_ year(s) thereafter (the "Agreement Term"). The foregoing obligations as to confidentiality shall survive the term of this Agreement and for a period of five (5) years thereafter provided confidentiality obligations with respect to individually identifiable information, customer's data of Parties or software in human-readable form (e.g., source code) shall survive in perpetuity.

5. **Suggestions and Feedback**

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.

RFP for procurement of onsite application support services for BMC Helix Platform and Snow Software



Dated this \_\_\_\_\_ day of \_\_\_\_\_ (Month) 20\_\_ at \_\_\_\_\_ (place)

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

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

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

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





**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> |
|--------------------|---------------|--------------------|-----------------------|------------------------|--------------------------|
|                    |               |                    |                       |                        |                          |
|                    |               |                    |                       |                        |                          |
|                    |               |                    |                       |                        |                          |
|                    |               |                    |                       |                        |                          |

**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) |                |
|                                                        |                |

**Name & Signature of authorised signatory**

**Seal of Company**

**Appendix-N**

**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 Platform Engineering-II Department / Office at Global IT Center at CBD Belapur, 400614, (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/ Authorised signatory (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 any Bank including SBI . However, payment of any such amount by way of Bank Guarantee, if so permitted as per Bid documents / RFP should be from any Scheduled Commercial Bank other than SBI 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 anyone 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 5.1(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).

|                     |
|---------------------|
| Name: Shri Otem Dai |
| IAS (Retd.)         |
| otemdai@hotmail.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

Name of the Officer.

Designation

Office / Department / Branch

State Bank of India.

For BIDDER

Chief Executive Officer/

Authorised Signatory

Designation

Witness

1

2

Witness

1.

2.

**Note: This agreement will require stamp duty as applicable in the State where it is executed or stamp duty payable as per Maharashtra Stamp Act, whichever is higher.**

**FORMAT FOR EMD BANK GUARANTEE**

To:  
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**EMD BANK GUARANTEE FOR**  
**NAME OF SERVICES TO STATE BANK OF INDIA TO MEET SUCH**  
**REQUIREMENT AND PROVIDE SUCH SERVICES AS ARE SET OUT IN THE**  
**RFP NO. SBI/GITC/Platform Engineering-II/2024/2025/1196 DATED 16/08/2024**

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 to provide \_\_\_\_\_ (name of Service) 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, without protest or demur or without reference to Bidder and notwithstanding any contestation or existence of any dispute whatsoever between Bidder and SBI, pay SBI forthwith 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 earlier.
- f) Unless a claim or suit or action is filed against us on or before \_\_\_\_ (date to be filled by BG issuing bank), 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.
- g) 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 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 of the bank

**(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)**

Appendix-P

**This appendix is not applicable for this RFP.**

