



**REQUEST FOR PROPOSAL (RFP) for
Selection of Bidder for Procurement,
Installation, Management &
Maintenance of Network/Security
Equipments and Renewal of Annual
Maintenance Contract for Existing
Network Equipments**

Date: June 16, 2022

India Post Payments Bank



Invitation for Request for Proposal (RFP)

IPPB invites proposals from reputed services providers / Vendors / OEM for Selection of Bidder for Procurement, Installation, Management & Maintenance of Network / Security Equipments and Renewal of Annual Maintenance Contract for Existing Network Equipments. This RFP may be downloaded by the bidders free of cost from the GeM portal (<https://gem.gov.in/>) . All the documents and process related information are also published on the IPPB Website (www.ippbonline.com)

RFP Summary Sheet

Name of the company	India Post Payments Bank Limited	
Tender Reference Number	IPPB/CO/PRO/2022/09	
GEM BID Number	GEM/2022/B/2239377	
Bid / Tender Fees	No Tender Fees	
EMD Amount	Rs. 7,69,360 (Rupees Seven Lacs Sixty Nine Thousand Three hundred Sixty only) in the form of NEFT / RTGS / Bank Guarantee, etc from a scheduled bank to the credit of / in the name of India Post Payments Bank Limited.	
Account number for Depositing Bid / Tender Fees and EMD Amount	A/c No.: 36071473569 IFSC: SBIN0000691 Bank: State Bank of India, Parliament Street, New Delhi	
Date of issue of the RFP	As mentioned in GEM BID	
Pre-bid meeting date	Date: June 21, 2022	Time: 14:00 HRS
Last date to seek clarification	Date: June 21, 2022	Time: 14:00 HRS
Last Date and Time for RFP submission / upload of bids	Date: July 07, 2022	Time: 15:00 HRS
Date and time for opening of RFP	Date: July 07, 2022	Time: 15:30 HRS
Date & Time for opening of Commercial Bids	To be communicated later	
Primary point of contact for RFP / Technical queries		
Name: Rishikesh Sharma Designation: Manager Email: rishikesh.ks@ippbonline.in		
Place of Pre-bid meeting	India Post Payments Bank Ltd. 2 nd Floor, Speed Post Centre Building Bhai Veer Singh Marg, Gole Market New Delhi – 110001.	
Place of Bid submission and RFP Opening		
Address for Communication		

- 1) The Bank reserves the right to change the schedule mentioned above or elsewhere mentioned in the document, which will be communicated by placing the same as corrigendum on the GEM Portal and / or on IPPB Bank Website (www.ippbonline.com)
- 2) The copy of this document may be downloaded from the GEM Portal / Bank website free of cost.
- 3) Complete confidentiality should be maintained. Information provided here should be used for its intended scope and purpose. Retention of this RFP signifies your agreement to treat the information as confidential.

(Bidder Stamp & Signature)

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- 4) Bid processing fee and Earnest Money Deposit must accompany all RFP offers as specified in this RFP document and it should be handed over to the bank in a separate cover. The EMD, if submitted in Bank Guarantee form, should reach to above mentioned address of India Post Payments Bank Ltd on or before the closing date as mentioned in the above RFP timelines. This cover containing EMD in BG form shall be opened along with online Technical Bids.
- 5) The Bank reserves the right to reject any or all offers without assigning any reason.
- 6) All communication with regards to this request for proposal needs to be directed to IPPB directly either through email / hardcopy at the addresses mentioned above and within the stipulated time.
- 7) RFP offers will be opened in the presence of the bidder's representatives who choose to attend the opening of the RFP on the above-specified date, time, and place. A maximum of TWO representatives will be allowed who will be the authorized personnel. A letter of authorization have to be presented to the bank duly issued by the competent authority of the bidder company.
- 8) Eligibility criteria, Terms and Conditions and various formats and pro forma for submitting the RFP offer are described in the RFP document.
- 9) Tender offers will be opened in the presence of the bidder's representatives who choose to attend the opening of the tender on the above-specified date, time and place. **The representative needs to carry an Authorization certificate** from their competent personnel to attend the meeting as per [Annexure XIV – Pre Bid Meeting Authorization letter](#)

Common terms of reference / definition

Sr	Definitions of some common terms & Abbreviations	
1)	Bank	India Post Payments Bank
2)	DoP	Department of Posts
3)	Bidder / Respondents	Applicants applying for this RFP and are interested in providing the product / services as per the RFP document.
4)	Document	Refers to this RFP document
5)	GEM	Government E Marketplace https://gem.gov.in/
6)	Contract / Agreement	Refers to the master services agreement (including service agreements, terms, and conditions etc.) to be signed between IPPB and the selected bidder
7)	Proposal / Bid / Application / Tender / Offer	Refer to the bid submitted by the bidder in response to the RFP herein.
8)	User	Refer to the Bank employees and other identified personnel
9)	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;

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		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)
10)	RFP	Request for Proposal
11)	Contractor /Supplier /Vendor	Final successful Bidder to whom the contract will be awarded
12)	EMD	Earnest money deposit
13)	CBS	Core Banking Solution
14)	OEM	Original Equipment Manufacturer
15)	SLA	Service Level Agreement
16)	MOU	Memorandum of Understanding
17)	IST	Indian Standard time GMT + 5:50
18)	INR / Rs	Indian Rupee
19)	PBG	Performance Bank Guarantee

Interpretations:

- 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).
- The singular includes the plural and vice versa.
- Reference to any gender includes each other gender.
- 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.
- The Schedules, Annexures and Appendices to this Agreement shall form part of this Agreement.
- 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.
- 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.
- Any agreement, notice, consent, approval, disclosure or communication under or pursuant to this Agreement is to be in writing.
- 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.

(Bidder Stamp & Signature)

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1. PART – A – GENERAL TERMS AND CONDITIONS

1.1 Introduction

India Post Payments Bank Limited ("IPPB") is a company incorporated and registered under Companies Act, 2013 and a payments banking company registered under section 22 (1) of the Banking Regulation Act, 1949 duly licensed by Reserve Bank of India. IPPB is engaged in conducting banking and payments business providing services to retail and corporate customers. IPPB has its Registered Corporate Office at Speed Post Center, Bhai Veer Singh Marg, New Delhi – 110 001.

The bank has pan-India presence with around 650 regional branches which are connected to approx. 1.55 lakh Post offices which will act as access points for the bank and its customers. Around 1.5 lakh micro ATMs are distributed to Postal staff for carrying out business of IPPB.

The bank is looking to select a vendor who can provide the items / services as described under [PART – B – BID SPECIFIC CLAUSES](#) of this document. Selection will be made based on the method as described in the following sections after meeting the eligibility criteria.

Bid submission, queries and all other terms and conditions are detailed in the following sections of this document. All communication with regards to this proposal needs to be directed to all the addresses mentioned above.

1.2 Tender Fees

As part of the technical bid submission, the bidders are required to deposit the tender fees as mentioned under the invitation to RFP.

The bidders who are claiming tender fees exemption under MSME Act / or any other government provision(s) are required to fill in the details in the [Annexure III – Bidder Details](#) and attach the necessary documents.

1.3 EMD

The bidder shall furnish, as part of its Technical Bid, Earnest Money Deposit as mentioned in the Invitation to Bid. The earnest money deposit shall be denominated in Indian Rupees only. EMD can be deposited either in form of NEFT/ RTGS / Insurance Surety Bonds / Demand Draft / Fixed Deposit Receipt / Banker's Cheque or in form of Bank Guarantee as per [Annexure XII – Bank Guarantee format for Earnest Money Deposit](#)

The bids not secured in accordance with the above will be rejected by the Bank as non-responsive.

The EMD may be forfeited:

a) If the bidder withdraws its bid during the period of bid validity specified by the bidder

OR

b) In case of the successful bidder, if the bidder fails:

I) To sign the contract

II) To furnish performance bank guarantee

Earnest Money Deposit of all bidders, except successful bidders, shall be refunded on declaration of successful bidders by obtaining claim letter from the bidders. In case of



successful bidders, the same shall be refunded upon furnishing of the performance bank guarantee.

The bidders who are claiming EMD exemption under MSME Act / or any other government provision(s) are required to fill in the details in the [Annexure III – Bidder Details](#) and attach the necessary documents.

1.4 Language of the Bid

The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and Bank shall be written in English language.

1.5 Public Procurement (Preference to Make in India), Order 2017

The bank will comply with the government guidelines on Public Procurement (Preference to Make in India), 2017 and its subsequent revision, and will evaluate the proposals as per the guidelines.

Bidders who want to avail the benefits as per the guidelines should submit the relevant documents / undertaking letter along with their technical bids duly signed by their statutory auditor or cost auditor (in case of companies) or from a practising cost accountant or chartered accountant (in respect of suppliers other than companies) giving the percentage of local content for each of the components of the BOQ. Also, the bidders to note that the RFP is not divisible in nature.

1.6 Compliance to Government Law

The Bank will adhere to the OMs no. 6/18/2019- PPD dated 23rd July and 24th July, 2020 & its subsequent notifications/ revisions issued by the Department of Expenditure (Ministry of Finance) of the Govt. Of India having guidelines regarding procurement from bidders from a country or countries which share land boundary with India. The bidders have to submit the registration certificate / undertaking along with the technical bid as per the attached format as [Annexure XIV – Undertaking](#)

1.7 Signature

The covering letter and all documents must be signed with the Bidder's name and by an Authorized Signatory of the Bidder, who is authorized to commit the Bidder to contractual obligations. All obligations committed by such signatories are liable to be fulfilled by the Bidders who would be selected to carry out the project as per the terms of this RFP.

All the commitments, obligations and responses (all the pages) against this RFP must be signed by the signatory of the Bidder.

1.8 Bid / RFP Submission Process

- i. Bank will not accept delivery of Bid in any manner other than that specified in this document. Bid delivered in any other manner shall be treated as defective, invalid and rejected.

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- ii. An authorized signatory of the Bidder shall initial all the pages of the original Bid. The authorization shall be in the form of a written Power of Attorney in [Annexure IX – Power of Attorney for signing of application](#) accompanying the Bid or in any other form demonstrating that the signatory has been duly authorized to sign.
- iii. The Bidders are required to submit soft copies of their Bids electronically on the GeM Portal.
- iv. Bidders are required to enroll on the GeM Portal for submission of the bid.
- v. Bidder has to abide with the all the standard procedures and terms and conditions of the GEM portal. Bidders should also read the special instructions, manuals, FAQ etc as available on GEM portal.
- vi. The Bidders should upload the scanned copies of all relevant certificates, documents etc. on GEM portal in support of their RFP. The Bidder should sign on all statements, documents etc. uploaded by them owning responsibility for their authenticity. Bids must be submitted online by the last date and time indicated in the “Invitation to Bid”.
- vii. Bidders are strongly advised not to wait till the last day for uploading and submitting their bids.
- viii. Bidders are required to submit bids as per the format specified in this document. Submission of the Bids in wrong format will result in the Bid being deemed non-responsive.

The bids shall be submitted in two parts enclosed in two separate documents:

- a. Technical Bid
- b. Commercial Bid

All the pages of the proposal including annexures and documentary proofs should be numbered and signed by the authorized signatory.

The proposal should be prepared in English in PDF format except the Price Offer which shall be in Excel Format.

1.9 Performance Security / Guarantee

The Performance security / guarantee may be furnished in the form of Insurance Surety Bonds, AC Payee Demand Draft, Fixed Deposit Receipt from a commercial Bank, Bank Guarantee from a commercial bank or online payment in the account of IPPB.

The successful bidder(s), whose bid is accepted, will be required to furnish Performance security of **3%** of the purchase Order or as decided by the Bank within the period specified (within 15 days of issue of letter awarding the tender as successful bidders). The performance security should remain valid for a period of 60 days beyond the date of completion of all contractual obligations of the supplier. In case the bidder fails to deposit the said performance guarantee within the period as indicated above, the Earnest Money deposited by the bidder shall be forfeited automatically without any notice to the bidder. The Earnest Money deposited along with bid shall be returned after receiving the aforesaid Performance Guarantee.

(Bidder Stamp & Signature)

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The terms and conditions for the Performance Bank Guarantee are as follows:

- i. The Performance bank guarantee shall be in the standard format as per Annexure - [Annexure XIII – Bank Guarantee for Performance Guarantee](#)
- ii. The Performance Bank Guarantee shall be issued by a Scheduled Commercial Bank in India.
- iii. The Performance Bank Guarantee shall be denominated in Indian Rupees. All charges whatsoever such as premium; commission etc. with respect to the Performance Bank Guarantee shall be borne by the successful Vendor
- iv. The Performance Bank Guarantee so applicable must be duly accompanied by a forwarding letter issued by the issuing bank on the printed letterhead of the issuing bank. Such forwarding letter shall state that the Performance Bank Guarantee has been signed by the lawfully constituted authority legally competent to sign and execute such legal instruments. The executor (BG issuing Bank Authorities) is required to mention the Power of Attorney number and date of execution in his / her favour with authorization to sign the documents.
- v. Each page of the Performance Bank Guarantee must bear the signature and seal of the BG issuing Bank and Performance Bank Guarantee number.
- vi. In the event of the Vendor being unable to service the Agreement or causing delay in providing the requisite service for whatever reason, the Payment Bank reserves the right to invoke the Performance security / Bank Guarantee at its sole discretion.
- vii. Notwithstanding and without prejudice to any rights whatsoever of the Bank under the Agreement in the matter, the proceeds of the Performance Bank Guarantee shall be payable to Bank as compensation by the successful Vendor for its failure to complete its obligations under the Agreement. Bank shall notify the successful Vendor in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the successful Vendor is in default.
- viii. The Payment Bank shall also be entitled to make recoveries from the successful Vendor's bills, Performance Bank Guarantee, or any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.
- ix. The Performance Bank Guarantee may be discharged / returned by Bank upon being satisfied that there has been due performance of the obligations of the successful Vendor under the Agreement. However, no interest shall be payable on the Performance Bank Guarantee.

1.10 Terms and Conditions

1.10.1 Period of validity of bids

The process of bid evaluation, approval and subsequent activities may be assumed to take a reasonable amount of time. Therefore, the bids shall remain valid for **75 days** from the due date of submission of bids (from Due Date) as prescribed by the Bank for

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acceptance. A bid valid for a shorter period shall be rejected by the Bank as non-responsive.

A quotation once accepted, shall be valid for further period of 6 months from date of acceptance of quotation / award of Purchase Order. Bank will be at liberty to place order within this period of 6 months.

1.10.2 Modifications and withdrawal of bids

No bid can be modified by the bidder, subsequent to the closing date and time for submission of bids.

1.10.3 Clarification of bids

A bidder requiring any clarification on this document may notify the bank in writing by e-mail at the email address provided in the "RFP Summary Sheet". Bidders shall send the queries only in the prescribed format specified in [Annexure VII –Query Format](#) mentioned in the document.

No requests for clarification will be accepted by telephone. Bank shall respond over email or in writing and post online any request for clarification of the RFP document that it receives until the date mentioned in RFP Summary Sheet. Any questions submitted post the clarification submission date shall not be considered by the bank. In no event will the bank be responsible for ensuring that bidder's inquiries have been received by the bank.

1.10.4 Erasures or alterations

The proposal / documents submitted by the bidder on the GEM portal would be considered as the official / final submission by the bidder.

The offers containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled. No columns of the tender should be left blank. Offers with insufficient information and Offers which do not strictly comply with the stipulations given in this document, are liable for rejection. Correct technical information of the product being offered must be filled in. Filling in of the information using terms such as "OK", "accepted", "noted" may not be acceptable. The bank may treat offers not adhering to these guidelines as unacceptable.

1.10.5 Revised bids

If necessary, the bank reserves the right to call for revised technical or commercial bid from all the eligible bidders for the selection of the said RFP.

1.10.6 Non-transferable offer

This tender document is not transferable. Only the party to whom it is issued is entitled to submit the offer to the bank.

1.10.7 Confidentiality

The information given in this document is confidential and is for use by the bidder to whom it has been issued. Each party, i.e. the Bank and the bidder, shall treat the other party's information as confidential and will take necessary steps to prevent the

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disclosure of the other's confidential information to third parties. Both the parties will keep the contents of order/ Agreement confidential, including the price information.

1.10.8 Cost and Currency

The offer must be made in Indian Rupees only.

The total price quoted should be inclusive of applicable duties, levies and charges, etc. The GST details to be mentioned separately in the commercials. All costs should be given in Figures and Words. No cost variation will be permitted other than statutory dues (Upward revision of service taxes / GST will be borne by the Bank and benefit of downward revision of taxes shall be passed by the bidder to the Bank).

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Bank or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and 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 in preparation or submission of the Bid, regardless of the conduct or outcome of the Bidding Process.

1.10.9 Compliance to Terms and Conditions

It is essential that all the bidders should agree to all the above-mentioned terms and conditions and they should submit one statement to that effect on the letterhead of the bidder along with the technical bid as per [Annexure I – Conformity Letter](#); otherwise the offer shall be rejected.

1.10.10 Applicable law and jurisdiction of court

This RFP shall be governed in accordance with the Laws of India for the time being in force and will be subject to the exclusive jurisdiction of Courts at Delhi (with the exclusion of all other Courts).

1.11 Additional Terms and Conditions

Following additional terms and conditions shall apply to the evaluation process:

1.11.1 Bidder warranties

By submitting a Response, Bidder represents and warrants to the Bank that, as at the date of submission:

- i. the Bidder has fully disclosed to the Bank in its Responses all information which could reasonably be regarded as affecting in any way evaluation of the Response;
- ii. all information contained in the Bidder's Response is true, accurate and complete and not misleading in any way;
- iii. no litigation, arbitration or administrative proceeding is presently taking place, pending or to the knowledge of the Bidder threatened against or otherwise involving the Bidder which could have an adverse effect on its business, assets or financial condition or upon IPPB's reputation if the Response is successful;
- iv. the Bidder will immediately notify IPPB of the occurrence of any event, fact or circumstance which may cause a material adverse effect on the Bidder's business,

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assets or financial condition, or IPPB's reputation or render the Bidder unable to perform its obligations under the Service level agreement, if any or have a material adverse effect on the evaluation of the responses by; and

- v. the Bidder has not and will not seek to influence any decisions of IPPB during the evaluation process or engage in any uncompetitive behaviour or other practice which may deny legitimate business opportunities to other Bidders.

1.11.2 Confidentiality

Bidder must keep confidential any information received from or about IPPB as a result of or in connection with the submission of the Response. All information contained in the Response, or in subsequent communications shall be deemed confidential and may be used only in connection with the preparation of Bidder's Response. Unless expressly agreed in writing prior to submissions, Responses are not confidential and may be used by Bank in whole or part. Bank however, will not disclose the information provided by Bidder in a Response other than to its affiliates or to its professional advisors, unless required otherwise by any provisions of law. Additionally, and at any point of the evaluation and selection process, Bank may require the Bidder to execute an NDA if the Bidder has not executed an NDA with Bank previously.

1.11.3 Not an offer to contract

This RFP is not an offer to contract, nor should it be construed as such; it is a definition of specific requirements and an invitation to recipients to submit a responsive proposal addressing such requirements. IPPB reserves the right to make no selection and enter into no agreement as a result of this RFP.

1.11.4 Bank's Right

It should be understood that your response to this RFP constitutes an offer to do business on the terms stated in your response and that, should a contract be awarded to you, the Bank may, at its option, incorporate all or any part of your response to this RFP in the contract. Bank reserves the right to accept your offer without further discussions and without any additional opportunity for you to amend, supplement or revise your submitted offer.

1.11.5 Financial documents

IPPB may request additional financial/business information from the Bidder at its discretion.

1.11.6 Selection criteria

The selection criteria, inquiries, questions or information put forth in the Response are meant to be provided on the aforesaid and established through the details submitted by the bidder in the Technical Bid. Financial bids of those companies which do not meet the evaluation standard, will not be opened and processed further.

1.11.7 Termination/or suspension of evaluation process

Bank reserves the right to suspend or terminate the Bidder evaluation process (in whole or in part) at any time in its absolute discretion and without liability to the Bidder or any third party. Bidders will be notified if any suspension or termination occurs but IPPB is not obliged to provide any reasons.

(Bidder Stamp & Signature)

RFP for Selection of Bidder for Procurement, Installation, Management & Maintenance of Network / Security Equipments & Renewal of AMC for Existing Network Equipments

1.11.8 Other Rights

Without limiting its rights under any other clause of this evaluation process or at law, and without liability to the Bidder or any third party, IPPB may at any stage of the evaluation process:

- i. Require additional information from a Bidder;
- ii. Change the structure and timing of the evaluation process;
- iii. Terminate further participation in the evaluation process by a Bidder;
- iv. Negotiate with more than one Bidder;
- v. Terminate negotiations being conducted with a Bidder;
- vi. Vary or extend the timetable and evaluation process

1.11.9 Responsibility for Costs

Bidder is responsible for all costs, expenses or liabilities incurred by them or on their behalf in relation to the evaluation process (including in relation to providing IPPB with the response, the revised response or any additional information).

1.11.10 Non-Reliance by Bidder

Bidder, by submitting a Response, acknowledges that:

- i. it does not rely on any information, representation or warranty, whether oral or in writing or arising from other conduct, other than that specified in this RFP or otherwise provided by IPPB in writing;
- ii. it has made its own inquiries as to regarding the risks, contingencies and other circumstances that may have an effect on the Bidder's Response as well as the accuracy, currency or completeness of such information; and
- iii. Information provided in its Responses are based on historical trends does not constitute a representation that such trends will continue into the future or occur again and nothing contained in its Response can be relied upon as a commitment, guarantee or representation regarding future events or performance.

1.11.11 IPPB 's right to vary

IPPB reserves the right to vary any aspect of this evaluation process, RFP without liability to Bidder. Where IPPB varies any aspect of this evaluation process or the agreement, the bank shall notify the Bidder of that variation.

1.11.12 Incorporation of Responses into agreement

The successful bidder as concluded by the Bank shall sign a service level agreement. Bank may, at its sole discretion, incorporate any portion of any successful Response of a successful Bidder in to the final service level agreement. The bank may require a successful Bidder to submit, before negotiation of the service level agreement, details of issues which may affect their ability to act as a Bidder.

1.11.13 Indemnity

The bidder (the "Indemnifying Party") undertakes to indemnify bank (the "Indemnified Party") from and against all Losses on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying

Party's negligence or wilful default in performance or non-performance under this Agreement. If the Indemnified Party promptly notifies Indemnifying Party in writing of a third-party claim against Indemnified Party that any Service provided by the Indemnifying Party infringes a copyright, trade secret or patents incorporated in India of any third party, Indemnifying Party will defend such claim at its expense and will pay any costs or damages that may be finally awarded against Indemnified Party.

Further, Indemnifying Party will indemnify the Indemnified Party, if the loss to the indemnified party is caused by:

- i. an act or omission of the bidder, director/ authorized signatory, its agents, or partners of the firm, proprietor etc. in the performance of the services provided by the bidder,
- ii. breach of any of the terms of this Request for Proposal or breach of any representation or warranty by the bidder,
- iii. use of the deliverables and or services provided by the bidder,
- iv. infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfil the scope of the work herein Bidder shall further indemnify the Bank against any loss or damage to the Bank's premises or property, Bank's data, loss of life, etc., due to the acts of the bidder's employees, agents or representatives.

The bidder shall further indemnify the Bank against any loss or damage arising out of loss of data, claims of infringement of third-party copyright, patents, or other intellectual property rights, and third-party claims on the Bank deliverables at all points of time,

1.11.14 Representation and Warranties

Successful Bidder represents and warrants to the IPPB as follows:

- i. It has been duly incorporated in India and is valid as per the existing laws of India.
- ii. It shall not violate any proprietary and/ or intellectual property rights of any third party, including without limitation, confidential relationships, patents, trade secrets, copyright and/or any other proprietary rights.
- iii. The Employees of the successful Bidder shall continue to be its Employees and work under its discretion and shall not claim any employment from IPPB by the virtue of providing the services, irrespective of the location of their work. The payment of salary, benefits and all related taxes for the employees of the respective party will be the sole responsibility of that party only.
- iv. Will not contravene any provision of any law, statute, rule or regulation or any order, writ, injunction or decree of any court, governmental instrumentality or Governmental Authority to which it is subject.
- v. The signatory to this agreement has due authority and power in its favour to execute this Agreement and bind and such authority and power is still valid and subsisting.

(Bidder Stamp & Signature)

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- vi. This Agreement constitutes legal, valid and binding obligations of such Party enforceable in accordance with its terms; and
- vii. The execution and delivery of, and the performance of obligations under and in compliance with the provisions of this Agreement will not result in: (i) a violation of any terms and conditions of Articles of Association, Memorandum of Association or any other relevant charter documents of respective party whereby the respective Parties are constituted; or (ii) a breach of, or constitute a default under, any instructions to which it is a party or by which it is bound; or (iii) a violation of any law or regulation in any jurisdiction having the force of law or of any order, judgment or decree of any court or governmental agency or agreement to which it is a party or by which it is bound.
- viii. That the successful Bidder is not misleading IPPB in any way;
- ix. no litigation, arbitration or administrative proceeding is presently taking place, pending or to the knowledge of the successful Bidder threatened against or otherwise involving the successful Bidder which could have an adverse effect on its business, assets or financial condition or upon IPPB's reputation;
- x. That the successful Bidder will immediately notify IPPB of the occurrence of any event, fact or circumstance which may cause a material adverse effect on the successful Bidder business, assets or financial condition, or IPPB's reputation or render the successful Bidder unable to perform its obligations under the agreement, if any or have a material adverse effect on the evaluation of the responses by Bank; and
- xi. the successful Bidder has not and will not seek to influence any decisions of IPPB during the evaluation process or engage in any uncompetitive behaviour or other practice which may deny legitimate business opportunities to other successful Bidders

1.11.15 Non-Disclosure Agreement

As the successful bidder will have access to the data of the Bank, the Bank may require the successful bidder to sign a Non-Disclosure agreement undertaking indemnity for not disclosing or part with any information relating to the Bank and its data to any person or persons or authorities, without written consent of the Bank. Breach of the same will result in cancellation of the agreement apart from other remedies which shall be available to the Bank against the bidder. If the Bank decides, Bidder shall sign non-disclosure agreement within one month of issuing of purchase order failing which Bank will cancel the order and may take appropriate action against the bidder.

1.11.16 Order Cancellation

The bank reserves its right to cancel the order (fully or partially) in the event of work not done per the mutually agreed terms & conditions. In addition to the cancellation of the purchase order, the bank reserves the right to appropriate the damages from the performance bank guarantee (PBG) given by the bidder and/or foreclose the bank guarantee for damages / losses incurred by the bank. The vendor shall continue to fulfil the contract to the extent not terminated.

1.11.17 Non-transferable offer

This tender document is not transferable. Only the party to whom it is issued is entitled to submit the offer to the bank.

(Bidder Stamp & Signature)

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1.11.18 Force Majeure

A Force Majeure (FM) means extraordinary events or circumstance beyond human control such as an event described as an act of God (like a natural calamity) or events such as a war, strike, riots, crimes (but not including negligence or wrong-doing, predictable/seasonal rain and any other events specifically excluded in the clause). In case of a FM, the contract frees both parties (bank & the vendor) from contractual liability or obligation when prevented by such events from fulfilling their obligations under the contract. However, this does not excuse a party's non-performance entirely, but only suspends it for the duration of the FM. The parties have to give notice of FM as soon as it occurs and it cannot be claimed ex-post facto. If the performance in whole or in part or any obligation under this contract is prevented or delayed by any reason of FM for a period exceeding 90 (Ninety) days, either party may at its option terminate the contract without any financial repercussion on either side.

Notwithstanding the punitive provisions contained in the contract for delay or breach of contract, the vendor would not be liable for imposition of any such sanction so long as the delay and/or failure of the supplier in fulfilling its obligations under the contract is the result of an event covered in the FM clause.

1.11.19 Blacklisting:

If the bidder fails to perform the obligations as per this RFP and the agreed terms of this RFP, or withdraws his/her bid or his/her performance is found to be unsatisfactory by the Bank (India Post Payments Bank Ltd.), the Bank may at its sole discretion blacklist the bidder from participating in any offer by the Bank calling Bids, for a period as decided by the bank.

1.11.20 Intellectual Property Rights

The name, logo, design and other proprietary rights of the India Post Payments Bank (IPPB) is solely the property of IPPB and in no case the Bidder shall use the same, except for the purposes mentioned under this agreement and exclusively for the IPPB only.

1.11.21 Liquidated damages

- a) If the vendor fails to comply with the terms of this TENDER, the Bank shall, without prejudice to its other remedies available to it, deduct from the Performance Bank Guarantee or any payments due to the vendor, as agreed estimated liquidated damages.
- b) The payment or deduction of such Liquidated Damages shall not relieve the vendor from his obligations to complete its obligations under this Agreement.
- c) The parties agree that the Liquidated Damages set out hereunder are genuine pre- estimate of costs and losses likely to be incurred by the Employer due to a failure to comply with the terms of the TENDER.

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d) In the event of failure of the vendor to provide the deliverables as per the agreed terms of the contract, the Bank shall have the right to levy liquidated damages on the vendor as under:

- i. For any delay beyond 12 weeks from the date of issuance of purchase order in **delivery of equipments**, Bank will charge penalty at 0.5% of the order value per week or part thereof, subject to a maximum of 10% of contract value.
- ii. For any delay beyond 2 weeks after completion of 12 weeks from the date of issuance of **purchase order in installation of equipments**, Bank will charge penalty at 0.5% of the order value per week or part thereof, subject to a maximum of 10% of contract value.
- iii. Submission of back to back certificate from OEM within 30 days from issuance of purchase order, Bank will charge a penalty of Rs. 1000/- per day, post completion of 30 days, subject to a maximum of 10% of contract value.
- iv. Liquidated damages, by way of price reduction shall be recoverable by the Bank by reducing the amount payable to the vendor.
- v. Part of week will be considered as full week.
- vi. If the site is not ready for installation of equipments due to reasons not attributed to bidder, no penalty will be levied by the Bank.

1.11.22 Precedence of Documents

If there is any inconsistency between the terms of this RFP and any of its appendices, schedules or attachments then, unless the contrary is explicitly stated in this RFP, the terms of the RFP will prevail to the extent of any inconsistency.

1.11.23 Resolution of disputes and arbitration

The bank and the bidders shall make every effort to resolve any disagreement or dispute amicably, arising in connection with the contract, by direct and informal negotiation between the designated officer of the bank and designated representative of the bidder. If designated officer of the bank and representative of bidders are unable to resolve the dispute within a reasonable period as deemed fit by the Bank, they shall immediately escalate the dispute to the senior authorized personnel designated by the Bank and bidders respectively. If the parties fail to resolve the dispute within 21 (Twenty-One) days after the commencement of such negotiations, the Bank can:

1. All disputes or differences arising out of or in connection with the present contract including the one connected with the validity of the present contract or any part thereof, should be settled by bilateral discussions.
2. Refer the dispute for arbitration, whereby one Arbitrator each shall be appointed by each party and the third Arbitrator (Umpire) shall be appointed

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by mutual consent of both arbitrators. This first Arbitrator shall preside over the Arbitration proceedings.

3. Within thirty (30) days of the receipt of the said notice, the arbitrators shall be appointed in writing.
4. The Arbitrators shall have its seat in New Delhi or such other place in India as may be mutually agreed to between the parties.
5. The arbitration proceedings shall be conducted under the Indian Arbitration and Conciliation Act, 1996 and the award of such Arbitration Tribunal shall be enforceable in Indian Courts only.
6. Each party shall bear its own cost of preparing and presenting its case. The cost of arbitration including the fees and expenses shall be shared equally by the parties, unless otherwise awarded by the arbitrator.
7. The parties shall continue to perform their respective obligations under this contract during the pendency of the arbitration proceedings except in so far as such obligations are the subject matter of the said arbitration proceedings.

1.11.24 Governing Laws & Dispute Resolution

The RFP and selection process shall be governed by and construed in accordance with the laws of India and will be subject to the exclusive jurisdiction of Courts at Delhi (with the exclusion of all other Courts).

1.11.25 Disclosure and return

In the event that you elect not to respond to this RFP, then the restrictions shall continue to apply to the use or disclosure of the information. Additionally, Bidders must immediately return this document and certify in writing to the bank, that all copies have been deleted in soft copy and destroyed, for hard copy.

1.11.26 Taxes & Duties

Bidder will be entirely responsible for all applicable taxes, duties, levies, charges, license fees, road permits etc., in connection with delivery of Hardware and Software at site including incidental services, transportation, installation and commissioning. Payment of GST and other applicable taxes if any, will be made at actual, on production of suitable evidence of payment by bidder.

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2 PART – B – BID SPECIFIC CLAUSES

2.1 Scope of work

Bank has its administrative and back offices office at New Delhi. The offices has firewall, router, network switches, Wifi access points etc as part of network infrastructure.

Apart from this, Bank intends to procure additional network Equipments to support the network infrastructure of its administrative and back offices at Delhi and Mumbai.

Bank intends to issue this bid document to eligible Bidders in India to participate in the competitive bidding for procurement, installation, management & maintenance of network equipments and to renew AMC for existing network equipments at Delhi and Mumbai.

The broad scope of work under this tender is divided into **SIX parts:**

1. Scope of work for new network equipments
2. Scope of work for renewal of annual maintenance contract (AMC) for existing network equipments
3. General Scope of work (applicable for both i.e. new network equipments and devices under renewed AMC)
4. Facility Management Service
5. Network Rack Dressing
6. Buyback of Old Network Switches

2.1.1 Scope of work for new network equipments

Requirements of new network equipments

DL1 – Delhi Location – 1 is Corporate Office, New Delhi

DL2 – Delhi Location – 2 is CPC, New Delhi

DL3 – Delhi Location – 3 is GM Finance building, New Delhi

ML1 – 1 Mumbai Location – 1 is Dadar Office, Mumbai

Sr.No	Item	Qty	Location & Qty	Detailed Specifications in
1	Router	01	ML1 – 01	Router
2	Distribution Switch – Type 01	02	DL1 – 02	Switch Type – 01
3	Access Switch – Type 02	14	DL1 – 12 DL2 – 02	Switch Type – 02
4	Access Switch – Type 03	01	ML1 – 01	Switch Type – 03
5	Firewall	01	DL3 – 01	Firewall
6	Network rack 09RU	01	ML1 – 01	Network Rack – 9RU
7	Network rack 15RU	01	DL2 – 01	Network Rack – 15RU
8	Network rack 42RU	01	DL1 – 01	Network Rack – 42RU
9	Wifi Access Point	10	DL1 – 04 DL3 – 05 ML1 – 01	Wifi Access Point
10	AAA server	02	DL1 – 01 DL2 – 01	AAA Server
11	Network rack dressing for 42RU rack	05	DL1 – 05	Network Rack Dressing

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RFP for Selection of Bidder for Procurement, Installation, Management & Maintenance of Network / Security Equipments & Renewal of AMC for Existing Network Equipments

The scope of work for new network equipments includes the following:

1. Supply, installation, configuration, management & maintenance of the procured network equipments.
2. All the equipments should be covered under the contract period of 5 years with 3 years warranty and 2 years comprehensive AMC post warranty period of 3 years. Bank may extend the comprehensive AMC for further 2 years after completion of 5 years contract at the same terms and conditions based on the requirement. However, Bank may negotiate the cost.
3. All the hardware and software provided to Bank by the bidder under this project should be licensed and legally obtained. All the hardware and other equipments supplied should be original, brand new and solution must be supplied with original and complete documentation, printed in English language.
4. The bidder should supply the equipments with all necessary accessories as per the specifications, features and functionalities mentioned in this RFP at respective locations.
5. Bank will specify the location for supply, installation, and commissioning of network equipment at the time of placing purchase order to the successful bidder.
6. The successful bidder shall deliver all the components at the identified locations within 12 weeks from the issuance of Purchase order. The installation and go-live shall be completed in another 02 weeks. (Liquidity damage applicable in case of default).
7. The selected bidder is required to deliver all the required equipments for the location mentioned in the purchase order in a single shipment. Bank will not accept the partial delivery of the equipments. The partial delivery will not be considered as delivered.
8. The equipments shall be supplied with power cable (Indian Standard) and rack mount kit.
9. The bidder shall be fully responsible for installation and commissioning of the network/security equipments (Router, Firewall, switches, AAA server, wifi access points, racks) including connecting network cables and other related activities such as unpacking, uncrating, inspection etc., for which the Bank shall provide the required space. While installation the bidder shall check physical availability of items as per the packing list/invoices. The bidder shall have to arrange for all tools / equipment required for installation and maintenance. Any discrepancy observed between ordered and delivered items, the same has to be brought to the notice to the Bank.

(Bidder Stamp & Signature)

RFP for Selection of Bidder for Procurement, Installation, Management & Maintenance of Network / Security Equipments & Renewal of AMC for Existing Network Equipments

10. The bidder shall ensure that key personnel with relevant skill-sets are available at designated locations identified by the Bank for installation and commissioning of the equipments.
11. The bidder should rack mount the hardware after removal of the existing hardware items, if any, from the racks. The removed hardware should be handed over to the bank's officials. The Wifi access points shall be installed at the points identified by the Bank.
12. The bidder should carry out shifting of network cables from the existing network equipments to the new network equipments.
13. Any additional requirement regarding hardware, software, connectors (except patch chords and Patch panels) etc. after awarding the contract will not be entertained by the Bank. The Bidder shall be responsible for the same.
14. The installation/configuration should be carried out on holidays or after office hours as per the banks requirement with minimum downtime to avoid disruption in services.
15. Structured Cabling for the supplied equipment, labelling, dressing, and tagging of cables including power cables within the racks is the responsibility of the bidder.
16. The equipments proposed should not have been declared 'Out of Sale' at the time of delivery.
17. In case of equipments provided to the bank under this project declared "Out of support" by OEM, bidder will deploy the similar or next available higher version of the equipment during the contract period without any additional cost to the Bank up to the remaining period of the contract. Payment & period of the contact and residual value for that equipment will be followed as a continuity of the earlier equipment which is replaced because of 'Out of Support'
18. Network Equipments (Firewall, Router, switch, WiFi) shall be IPv6 ready from day one.
19. The bidder should implement patches/ upgrades/ updates for Products (software/ firmware/ OS) as and when released by OEM free of cost. The bidder should bring to notice of the Bank all releases/ version changes.

2.1.2 Scope of work for renewal of annual maintenance contract (AMC) for existing network equipments

1. Bidder shall provide AMC services to Bank for the Network/security equipments for the period of two years from the date of purchase order. The AMC of the devices shall commence from the date of purchase order.

(Bidder Stamp & Signature)

RFP for Selection of Bidder for Procurement, Installation, Management & Maintenance of Network / Security Equipments & Renewal of AMC for Existing Network Equipments

2. Bidder will provide (24*7) Back to Back support from OEM for these Network Equipments (Kindly refer – Annexure C5). A certificate for the same from OEM will be produced by the Bidder within 30 days of the purchase order.
3. It is responsibility of the bidder to raise the RMA for the faulty equipments during the AMC period and replace the same without any additional cost to the Bank. However, it should be noted that till the time RMA arrived for replacement, bidder will provide standby device to continue the services of the Bank of same or higher version. Any engineer visit required in these will be managed by bidder without any additional cost to the Bank.
4. It is bidder's responsibility to align engineer whenever Bank log a call with the bidder over E-mail/phone or Portal for the Equipments.
5. Bidder will provide escalation matrix with hierarchy.

2.1.3 General Scope of work (applicable for both i.e new network equipments and Renewed AMC devices)

1. Maintenance and upkeep of the network/security equipment deployed under this project is the responsibility of the bidder.
2. Bidder will provide configuration Management Services for these Network/Security Devices.
3. Bidder is responsible for preparing, maintaining and updating network documents/inventory for the devices under the scope of this tender.
4. The bidder is required to work in tandem with other vendors with whom the Bank is having an agreement for installation/support/implementation/management of existing/proposed banking applications/other activities which have dependency on Bank's Network infrastructure.
5. The bidder shall prepare the basic configuration template for the devices under the scope of this tender as per the Bank's Information Security policy and implement the same to maintain the uniformity of the configuration.
6. The bidder will be responsible for hardening of network/security equipments as per the Bank's Information security policy for the devices under this tender. Bank conducts the audit of the IT systems by Internal and External auditors on yearly basis. Vendor will be responsible for complying with all the audit observations in all respect including but not limited to OS, application, database, etc. for systems the equipments under this project.
7. The bidder shall monitor the network connectivity of administrative /back offices (total location 4) . Bidder shall co-ordinate with the network link service providers and take the necessary action to restore the link in case of down time without waiting for down call from Bank.

(Bidder Stamp & Signature)

RFP for Selection of Bidder for Procurement, Installation, Management & Maintenance of Network / Security Equipments & Renewal of AMC for Existing Network Equipments

8. All Configuration changes to be made on the existing and proposed network equipments and security devices is under the scope of this RfP.
9. The bidder shall also monitor, and close security incidents raise by Bank's security team related to equipment under this tender.
10. The bidder is required to take backup of all solutions and device configurations provided under this tender as per the bank backup policy (daily, weekly, monthly).
11. Due to business requirement, Bank may shift the equipments to other locations within the country at a future date during the warranty and AMC period. Then the selected Bidder should take responsibility for dismantling, shifting to new location, re-installation at the new location and making the network operational without any additional cost to Bank. However, Bank will reimburse the transportation charges, if any, at actual on submission of bills.

2.1.4 Facility Management Services (FMS)

The bidder has to provide onsite Facility Management services by deploying the professionals to support 24x7x365 days basis with shift duty hours for managing the network and security equipments.

1. The requirement of resources is as below:

Sr.	Description	Location	Resource required	Remark
1	Team Lead – Level 2 (L2)	Delhi	01	
2	Network Engineer- Level 1 (L1)	Delhi	03	To manage 24*7*365 network operations at administrative/ back office.
3	Network Engineer- Level 1 (L1)	Delhi	01	

2. Roles and Responsibilities

Below are the roles and responsibilities of deployed resources but not limited to:

Service Group	Responsibility Areas
Team Lead – Level 2 (L2)	<ol style="list-style-type: none"> 1. Team management. 2. Configure the changes in the network /security equipments/wifi. 3. Overall proactive monitoring and management. 4. Responsible for all technical aspect of the network/wifi and security devices and running of the entire network under the scope. 5. Troubleshooting. 6. Network/firewall/wifi Changes. 7. Preparation of change request. 8. Coordination for RMA. 9. Closure of audit observation and patch deployment.

(Bidder Stamp & Signature)

RFP for Selection of Bidder for Procurement, Installation, Management & Maintenance of Network / Security Equipments & Renewal of AMC for Existing Network Equipments

Service Group	Responsibility Areas
	10. Hardening of network/wifi/security equipment as per SCD document and IS policy of the bank. 11. Trouble shooting and debugging of problems, if any. 12. SLA maintenance/management, daily, weekly and quarterly interface utilization report, hardware report etc. 13. Submission of periodical reports on the performance of the equipments and its review. 14. OS Upgradation/Patch Updation/Hot fixes/Bug fixes etc. 15. IP address and VLAN maintenance. 16. Any other matter to be taken with Bank's present SI.
Network Engineer- Level 1 (L1)	1. Day-to-day maintenance and backup. 2. Inventory Management and Updation. 3. 24*7*365 shift management. 4. Liaisoning with Telecom Service Providers for link management and maintenance for administrative/back office. 5. Trouble shooting and debugging of problems, if any. 6. Any other matter to be taken up with network link Service Provider 7. Call logging with OEM for rectifying any issue 8. Submission of periodical reports on the performance of the equipments and its review. 9. SLA maintenance/management, daily, weekly and quarterly interface utilization report, hardware report etc.

3. Educational Qualification for onsite Engineer

Sr No	Description	Qualification	Experience
i.	Level-2 FM resource	Graduation	5 years' experience in configuration management of network and security devices .
ii.	Level-2 FM resource	BE/B.Tech	4 years' experience in configuration management of network and security devices.
iii.	Level-1 FM resource	Graduate	2 years' experience in configuration management of network and security.

4. Working Hour of FMS engineer

Sr.No	Resource	Timing	Working Day
1	Team Lead – L2	10:00 Hrs- 18:00Hrs	Bank working day at Delhi
2	L1	3 shifts – each shift maximum of 08Hrs of working – total 03 resources to manage 24*7*365 operations	365 days
3	L1	10:00 Hrs- 18:00Hrs	Bank working day at Delhi

5. The onsite FMS resources to be deputed shall be interviewed by Bank/Bank designated officials to assess their knowledge level by way of personal interaction or written paper for ensuring the quality of onsite technical support.

(Bidder Stamp & Signature)

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6. In case of exigency or for any other requirement, Bank may call team lead (L2) engineer on holidays as well as on non-business hours.
7. Based on requirement, Bank may ask for additional facility management resources for any new/existing location as per cost discovered. Bank at its discretion also reserves right to reduce number of required resources for any/all locations. In such case payment will be made at actual.
8. The onsite FMS resources should be prepared to work for extended hours in case of need.
9. The on-site team shall maintain attendance register and the same should be shared with Bank on monthly basis.
10. The on-site team shall not be changed without prior approval from Bank and adequate notice (minimum one month for Level 1 (L1) and two months for Level 2 (L2). Any resigned resource of on-site team should not be relieved before giving suitable replacement.
11. Absence of any onsite FMS resource must be complemented with equal or higher skill resource
12. It is responsibility of the FM resource to raise the RMA for the faulty device and follow up with the vendor for the replacement of the same.
13. Bank may add additional locations/devices during the contract period to monitor and for configuration of devices.
14. Bank feels that the provided FM resource is not well qualified or well experienced in handling the duties assigned to him by Bank, in such case bidder will have change the FM resource immediately on receipt of email communication from Bank. The new resource will be available to Bank within 10 days of such email, failing which Bank will consider absence of resource and penalty will be imposed.
15. The bidder will comply to daily wages guidelines of Govt of India.
16. Bidder will submit the background verification report, KYE (Know Your Employee), Resume, Certificates or any other documents required by the Bank at the time of on-boarding of the resources for this project.

2.1.5 Network Rack Dressing

1. Bank has deployed 42RU network racks at its administrative and back offices in Delhi. The bidder shall do the structured cabling for the supplied / existing equipments and its labelling, dressing, and tagging of cables including power cables within the racks.
2. Patch panel dressing installed inside the network racks are under the scope of this tender.

(Bidder Stamp & Signature)

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3. The bidder has to arrange all miscellaneous items required for network rack dressing such as cable tie, one wrap tie, tagging device, LAN tester, optic cable splicing tool etc. without any additional cost to the Bank. However, Bank will arrange / reimburse for patch cable, optic cable and patch panel only.

2.1.6 Buyback of Old Network Switches

1. Bank will place order with option of buyback of existing D-link Switches- Web smart switch-DGS-1210-28 "as is where is basis". Bidder should produce the relevant document as proof for having collected old hardware / equipment against which only the payment will be released. The condition for buy back is "as is where is basis" and bidder has to collect it from IPPB administrative office, Delhi. The bidder should include the cost of buy back "as is where is basis" in TCO. It is the responsibility of bidder to collect old hardware and peripherals on their own expenditure. Bank will not bear any dismantling / transportation charges or any other expenses incurred while collecting the old equipments.
2. The bank has a total of 19 No. of D Link Switches – Web Smart Switch – DGS – 1210-28 which the bank wants to offer the selected bidder under buyback option.

2.2 Contract Validity

The contract shall be valid for a period of 60 months from the date of purchase order.

2.3 Right to alter quantities & Repeat orders

1. The Bank reserves the right to alter quantities as also to delete/add some items specified in this offer. The Bank may, at its discretion, place repeat orders based on the requirement of the Bank within 24 months from the date of Purchase Order to an extent of 25% of the order value. All such repeat orders will be based on the prices and terms & conditions as agreed upon for the main contract.
2. In case of any downward revision of prices, taxes, levies etc., the vendor should pass on such benefit to the Bank and the same will be guided by the fall clause.

2.4 Service Level Agreement (SLA)/ Contract and Non-Disclosure Agreement

3. IPPB and the selected bidder shall sign Service Level agreement/Contract and Non-Disclosure Agreement with Bank within 30 days' post issuance of purchase order failing which bidder payment will not be released and liquidity damage may be imposed.
4. The contract/ agreement shall be executed only at Delhi and the selected bidder shall bear the cost of stamp duty for the contract/ agreement as applicable in the state of Delhi.

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RFP for Selection of Bidder for Procurement, Installation, Management & Maintenance of Network / Security Equipments & Renewal of AMC for Existing Network Equipments



2.5 Service uptime and Penalty

1. If the successful bidder fails to rectify the equipment under warranty and AMC within 4 hours either by rectification of fault or replacement of device / components, the Bank shall levy penalty at the rate of Rs. 2,000/- per day from 4 hours reporting the issue to the bidder.
2. Penalty for equipments under renewed AMC will be pegged at cost of one year AMC of that equipment.
3. Penalty for new equipments will be pegged at cost of that equipment including 3 years warranty.
4. In case of absence of the FM / alternate engineer, there will be an additional penalty of Rs. 1,000/- per day besides deducting prorated charges from agreed FM charges.
5. Applicable penalty will be deducted from subsequent payments.
6. The penalty will be in addition to any Liquidity damages as incurred by the bank.

2.6 Delivery Timelines

1. The successful bidder shall deliver all the components at the identified locations within **12 weeks from the issuance of Purchase order**. The installation and go-live shall be completed in another 02 weeks.
2. AMC services for existing network equipments shall commence immediately after the issuance of purchase order. However, bidder needs to submit the back to back certificate from OEM within 30 days of placing the purchase order, failing which services will be considered down and penalty will be imposed as per the SLA.
3. The permanent FM services will be provided within 04 weeks of the purchase order. However, bidder will provide configuration support immediately after purchase order on case to case basis till permanent FM resource available at onsite. Please note that the payment for the FM resource will start from the date of joining of onsite permanent resource. If permanent onsite resource does not join in the stipulated time, then Liquidated damages will be imposed as per the LD clause.

2.7 Payment

1. Bank will make the payment subject to signing of the contract, NDA and submission of back to back support certificate with OEM as follows:

(Bidder Stamp & Signature)

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Sr.	Phase	Percentage (%) of Payment Released
1	Delivery of Network Equipments	50%
2	Installation and commissioning of equipments	35%
3	Final project acceptance & submission of performance bank guarantee.	15%

2. Payment will be made after delivery of equipment ordered for all sites. The payment will be made only against submission of invoices and proof of delivery challans duly acknowledged by bank officials.
3. Payment for AMC will be made on quarterly in arrears after deducting penalty, if applicable.
4. Payments for FMS will be made on quarterly in arrears after deducting penalty, if applicable.
5. All payments shall be subject to deduction of taxes at source as per applicable laws.
6. The bank will levy GST on penalty amount.

2.8 Bid Evaluation

2.8.1 Opening of RFP

For bids received within the prescribed closing date and time, the Technical Bid will be opened in the presence of bidders' representatives who choose to attend the opening of the offer on the date and time decided by the Bank as mentioned in this document; any change shall be informed to bidders through GeM Portal / Bank's website/ e-mail to the authorized representative. The representatives of bidders' present shall sign a register of attendance.

Only of the bidders, who have been deemed qualified in technical evaluation; commercial bid will be opened on prospective dates which will be communicated through GeM portal / Bank Website/ email.

2.8.2 Shortlisting of Bidders

For responses received within the prescribed closing date and time the Bank will scrutinize the offers received to determine whether they are complete and as per the requirements, and also whether all the required documents, as asked for and is required to evaluate the responses have been submitted, whether the documents have been properly signed, etc.

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The Bank may, at its discretion, waive any minor non-conformities or any minor irregularity in the proposal. This shall be binding on all bidders and the Bank reserves the right for such waivers.

Upon receipt of applications (RFP) the same shall be scrutinized and evaluated by the Bank and the Bank will shortlist / select bidders as per requirement and the same shall be communicated to the bidders. The Bank also reserves the right to accept or reject any or all applications without assigning any reason whatsoever.

During pre-qualification and evaluation of the proposals, Bank may, at its discretion, ask respondents for clarifications on their proposal. The respondents are required to respond within the time frame prescribed by IPPB.

Respondents are not permitted to modify, substitute or withdraw proposals after its submission.

2.8.3 Commercial Bid Evaluation

The Commercial bids will be evaluated on the basis of the quotes submitted for the policy, by the technically qualified bidder.

2.9 Price Composition and Total Cost of Ownership (TCO)

1. Bidder with lowest TCO will be selected as L1 bidder, subject to fulfilment of technical specification and all terms and conditions of this tender.
2. The charge to be quoted should be inclusive of duties and levies. The charge should also include location network setup, which includes all the cost of hardware, software, installation, maintenance, transportation, forwarding, insurance, road permit, etc. No additional cost will be paid to bidder except applicable taxes which will be paid at actual.
3. The prices should be exclusive of GST (SGST/CGST/IGST) which will be payable at actual applicable at the time of invoicing. Bidder has to show GST if applicable separately in the invoice.
4. Applicable GST(SGST/CGST/IGST) has to be specified separately in the Price Offer format. No cost variation will be permitted other than statutory dues (Upward revision of GST will be borne by the Bank and benefit of downward revision of taxes shall be passed by the bidder to the Bank).
5. The prices quoted should include charges towards freight, forwarding, delivery, and installation, insurance charges, configuration/reconfiguration and commissioning of equipment.
6. Unit prices should be given for every item offered.

(Bidder Stamp & Signature)

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7. Bidders are required to quote rates strictly as per the format given in Annexure.
8. The quoted rate shall be firm and fixed for entire contract period and shall not be subject to any escalation and no extra charges shall be payable for outside professional assistance (if hired by the bidder).

2.10 Claims

1. If the material supplied are found to be of different make and / or model than those in the accepted offer and are of specifications lower than those stipulated in the accepted offer, Bank shall have the right to totally reject the goods and/or to prefer a claim for compensation for the part of goods, which are rejected.
2. The supplier shall reimburse to Bank the actual expenditure incurred, on such goods, within 15 (fifteen) days of its demand.
3. The supplier shall be responsible for arranging the rejected goods to be removed at his/her cost from premises of Bank's branch.
4. The supplier shall also compensate for losses, if any, sustained by Bank due to defective packing and/or wrong marking of the goods.

2.11 Bidder Eligibility Criteria

To be considered for selection by the Bank, the bidders should meet the following criteria:

Table 1: Eligibility Criteria:

Sr	ELIGIBILITY CRITERIA	Documents required	Document Submitted
1.	Bidder should be a company registered under Companies Act 1956 and Companies Act 2013 / LLP / Registered Partnership firm / Proprietorship firm since the last three years as on RFP submission date.	Certificate of Incorporation, PAN, TAN, GSTIN Certificate and any other tax related document if applicable, to be submitted.	
2.	The bidder submitting the offer should have minimum average turnover of Rupees 1.92 Crores for the last three financial years i.e. 2019-20, 2020-21 & 2021-22. This must be the individual company turnover and not of any group of companies. The MSE Bidders are given Exemption in the turnover	Copy of audited balance sheet of the financial year 2019-20, 2020-21 & 2021-22 along with CA certificate mentioning the turnover of the last three financial years. If the copy of audited balance sheet for Financial year 2021-22 is not available then certificate from Company CA to be submitted.	

(Bidder Stamp & Signature)

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Sr	ELIGIBILITY CRITERIA	Documents required	Document Submitted
	<p>provided they submit a valid document of registration as per the government guidelines.</p> <p>(Please note that only Manufacturers / Service Providers for respective services are eligible for the exemption. Traders are excluded from the purview of this policy)</p> <p>The registered Start Ups are given Exemption in the turnover provided they submit a valid document of registration as per the government guidelines.</p>		
3.	<p>Bidder should have positive net worth for last three financial years 2019-20, 2020-21 & 2021-22.</p>	<p>Copy of audited balance sheet of the financial year 2019-20, 2020-21 & 2021-22 along with CA certificate mentioning the net worth of the last three financial years.</p> <p>If the copy of audited balance sheet for Financial year 2021-22 is not available then certificate from Company CA to be submitted.</p>	
4.	<p>Bidder / OEM should not have been blacklisted by any bank / PSU / Government institution in India. An undertaking to this effect must be submitted on their letter head.</p>	<p>Self - Declaration in the letterhead of the bidder's company to that effect should be submitted.</p> <p>For OEM, a separate letter to be submitted by the bidder duly signed by the OEM.</p>	
5.	<p>The bidder / OEM should ensure that there are no court proceedings / inquiries / investigations have been commenced / pending against selected bidder by any statutory or regulatory agencies which may result in liquidation of company / firm and / or deterrent on continuity of business.</p>	<p>Self - Declaration in the letterhead of the bidder's company to that effect should be submitted.</p>	

(Bidder Stamp & Signature)

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Sr	ELIGIBILITY CRITERIA	Documents required	Document Submitted
6.	The Bidder must have successfully executed / completed at least one single order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company.	Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer.	
7.	The bidder should have previous experience of at least 3 project involving the following scope of work 1) Supply of network & security equipments 2) Facility Management Services for network equipments 3) AMC of Network equipments in a single order or multiple orders and with at least 50% of the quantities as mentioned in this RFP Document to Government institutions / PSU / Banks in last three FY 2019-20, 2020-21 & 2021-22.	Copies of Work Orders / relevant document as proof, Completion Certificate for relevant submitted order / Purchase order.	

2.12 Technical Specifications & compliance

2.12.1 Router

Mention Make and Model: _____

Sr.No	Required Minimum Specification	Compliance (Yes / No)	Remark
1.	Proposed appliance should have minimum 2x10/100/1000Gig fiber fully populated WAN ports and 2x10/100/1000T Ethernet Ports. The		

(Bidder Stamp & Signature)

RFP for Selection of Bidder for Procurement, Installation, Management & Maintenance of Network / Security Equipments & Renewal of AMC for Existing Network Equipments

Sr.No	Required Minimum Specification	Compliance (Yes / No)	Remark
	device should have minimum 2x100/1000T LAN Ports.		
2.	Router should support hardware based cryptography acceleration with minimum IPSec throughput of 50 Mbps.		
3.	The router should have a DRAM of minimum 512 MB		
4.	Minimum flash RAM should be atleast 64MB for proper operation		
5.	Appliance should support common routing protocols like Static, RIP, OSPFv3, BGPv4, Policy based routing, GRE , etc.		
6.	The router should be capable of WAN protocols like PPP, Multilink PPP, etc.		
7.	Dynamic Host Control Protocol (DHCP) server/relay/client		
8.	Support for 802.1q VLANs		
9.	Should have AES-128 Standards. Should support IPSec.		
10.	Support for RADIUS/ TACACS for AAA functionality.		
11.	Router should provide remote logging for administration using: a. Telnet b. SSH V.2 c. CLI		
12.	Router should have capability to upgrade, patch the operating system automatically, manually and remotely		
13.	PPP PAP & CHAP support		
14.	Control SNMP access through the use of SNMP with MD5 authentication.		
15.	SNMP over IPV6 & AES & 3DES encryption support for SNMP Version 3		
16.	Support of Standard Access Lists.		
17.	NAT Support		
18.	Appliance should be hardened appliance from OEM and should have capability to boot from OEM provided image only and not from non-standard/unauthorized software.		
19.	Solution should have enterprise license without any restrictions. If during the contract, solution is not performing as per specifications in this RFP, bidder has to upgrade/enhance the devices or place additional devices and reconfigure the system without any cost to bank		
20.	Appliance should be IPv6 ready from day-1.		

(Bidder Stamp & Signature)

RFP for Selection of Bidder for Procurement, Installation, Management & Maintenance of Network / Security Equipments & Renewal of AMC for Existing Network Equipments

Sr.No	Required Minimum Specification	Compliance (Yes / No)	Remark
21.	Appliance should be provided with AC power supply and India Standard power cord		
22.	Should be rack mountable and should come with mounting kit.		

2.12.2 Switch Type – 01

Mention Make and Model: _____

Sr.No	Required Minimum Specification	Compliance (Yes / No)	Remark
1	Proposed switch should be rack mountable physical appliance and supplied with rack mounting kit.		
2	The switch must have power redundancy. Appliance should be provided with AC power supply with India Standard power cord		
3	Switch should have minimum 48 10/100/1000 Base-T ports with additional populated 4*1/10G ports for uplink connectivity.		
4	The switch must have RJ-45 or USB serial console port		
5	The switch should support POE, POE+ on all 48 ports		
6	Switch must have switching capacity of at least 128 Gbps		
7	Switch have minimum 4GB of flash memory		
	Switch have minimum 2GB of DRAM		
8	The Switch must support 16000 MAC address		
9	The switch should have at least 65 Mbps forwarding rate.		
10	The switch must support Auto-MDIX to provide automatic adjustments for straight-through or crossover cables on 10/100/1000 ports		

(Bidder Stamp & Signature)

RFP for Selection of Bidder for Procurement, Installation, Management & Maintenance of Network / Security Equipments & Renewal of AMC for Existing Network Equipments

Sr.No	Required Minimum Specification	Compliance (Yes / No)	Remark
11	The switch must support Layer 4 prioritization to enable prioritization based on TCP/UDP port numbers		
12	The switch must support Class of Service (CoS) to sets the IEEE 802.1p priority tag based on IP address, IP Type of Service (ToS), Layer 3 protocol, TCP/UDP port number, source port, and DiffServ		
13	The switch must Provide congestion management		
14	The switch must be IPv6 ready from day 1		
15	The switch must support IPV6 host to enable switches to be managed in an IPv6 network		
16	The switch must support Dual stack (IPV4 and IPV6) to transition from IPv4 to IPv6, supporting connectivity for both protocols		
17	The switch must support ACL with access control entries and QoS for IPv6 network traffic		
18	The switch must support LLDP-MED (Media Endpoint Discovery)		
19	The switch must support IEEE 802.1AB Link Layer Discovery Protocol (LLDP)		
20	The switch must support Local MAC Authentication		
21	The switch must support IEEE 802.3ad link-aggregation-control protocol (LACP) and port trunking		
22	The switch must provide easy-to-configure link redundancy of active and standby links		
23	The switch must support SNMPv3		
24	The switch must support ingress and egress port monitoring enable network problem solving		
25	The switch must support IEEE 802.1Q (4094 VLAN IDs) and 512 VLANs simultaneously		
26	The switch must support Jumbo packet		
27	The switch must support MAC-based authentication		
28	The switch must support Multiple IEEE 802.1X users per port		
29	The switch must provide IP Layer 3 filtering based on source/destination IP address/subnet and source/destination TCP/UDP port number		
30	The switch must support RADIUS/TACACS+ for CLI administrator logging in		
31	The switch must support Secure shell protocol and Secure Sockets Layer (SSL)		

(Bidder Stamp & Signature)

RFP for Selection of Bidder for Procurement, Installation, Management & Maintenance of Network / Security Equipments & Renewal of AMC for Existing Network Equipments

Sr.No	Required Minimum Specification	Compliance (Yes / No)	Remark
32	The switch must support Port security		
33	The switch must prevent particular configured MAC addresses from connecting to the network		
34	The switch must allow assignment of descriptive names to ports		
35	The switch must support RMON and sFlow or Netflow or equivalent		
36	The switch must support IEEE 802.1S, 802.1W and 802.1D standards to protect from STP loops		
37	Support for IEEE rapid spanning tree.		
38	Should support BPDU guard to avoid topology loop.		
39	The switch must support IEEE 802.1X with radius change of authorization-CoA to have integration with NAC		
40	To support 802.1x network authentication and port security on a port basis which will help to deploy Network Access Control (NAC) <ol style="list-style-type: none"> 1. IEEE 802.1x 2. 802.1x with VLAN Assignment 3. 802.1x Guest VLAN 4. 802.1x - Auth-Fail VLAN or equivalent. (An auth fail VLAN allows users without valid credentials to access a limited set of services which can be controlled by an administrator. 5. 802.1x - Auth Fail Open or equivalent. (Auth Fail Open feature enables the administrator to apply a policy that allows users to have network access when the AAA server is unreachable.) 6. 802.1x with ACLs 7. 802.1x with Port Security 8. 802.1x Accounting 		
41	Operating temperature of 0°C to 45°C		

2.12.3 Switch Type – 02

Mention Make and Model: _____

Sr.No	Required Minimum Specification	Compliance (Yes / No)	Remark
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(Bidder Stamp & Signature)

RFP for Selection of Bidder for Procurement, Installation, Management & Maintenance of Network / Security Equipments & Renewal of AMC for Existing Network Equipments

1	Proposed switch should be Rack Mountable physical appliance and supplied with rack mounting kit		
2	48 RJ-45 autosensing 10/100/1000 ports and 2x1/10Gig Base-T uplink port		
3	The switch must have 1 dual-personality (RJ-45 or USB micro-B) serial console port		
4	Switch must have switching bandwidth of at least 100 Gbps		
5	Switch shall have minimum Packet Forwarding Rate of 60 Mpps.		
6	The device should have a DRAM of minimum 512 MB.		
7	Minimum flash RAM should be atleast 256MB for proper operation		
8	The switch must Provide congestion management		
9	The switch must support Auto-MDIX to provide automatic adjustments for straight-through or crossover cables on 10/100/1000 ports		
10	The switch shall be IPv6 ready from day 1		
11	The switch must support Local MAC Authentication		
12	The switch must support IEEE 802.3ad link-aggregation-control protocol (LACP) and port trunking		
13	The switch must support SNMPv3		
14	The switch must support IEEE 802.1Q (4094 VLAN IDs) and 256 VLANs simultaneously		
15	The switch must allows automatic learning and dynamic assignment of VLANs		
16	The switch must support IEEE 802.1S, 802.1W and 802.1D standards to protect from STP loops		
17	Support for IEEE rapid spanning tree.		
18	The switch must support IEEE 802.1X with radius change of authorization-CoA to have integration with NAC		
19	The switch must support MAC-based authentication		
20	The switch must support Multiple IEEE 802.1X users per port		
21	The switch must support RADIUS/TACACS+ for AAA integration		
22	The switch must support Secure shell protocol and Secure Sockets Layer (SSL)		
23	The switch must support Per-port broadcast throttling		
24	The switch must support Port security		

(Bidder Stamp & Signature)

RFP for Selection of Bidder for Procurement, Installation, Management & Maintenance of Network / Security Equipments & Renewal of AMC for Existing Network Equipments

25	The switch must prevent particular configured MAC addresses from connecting to the network		
26	Operating temperature of 0°C to 45°C		

2.12.4 Switch Type – 03

Mention Make and Model: _____

Sr.No	Required Minimum Specification	Compliance (Yes / No)	Remark
1	Proposed switch should be Rack Mountable physical appliance and supplied with rack mounting kit.		
2	24 RJ-45 autosensing 10/100/1000 ports and 2x1Gig Base-T uplink port		
3	The switch must have 1 dual-personality (RJ-45 or USB micro-B) serial console port		
4	Switch must have switching capacity of at least 52 Gbps		
5	Minimum flash memory 16MB and DRAM 512 MB		
6	Support for minimum of 8000 MAC addresses		
7	IEEE 802.1Q VLAN Support – Port based VLANs		
8	The switch must Provide congestion management		
9	The switch must support Auto-MDIX to provide automatic adjustments for straight-through or crossover cables on 10/100/1000 ports		
10	Switch shall be IPv6 ready from day 1		
11	The switch must support Local MAC Authentication		
12	The switch must support SNMPv3		

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RFP for Selection of Bidder for Procurement, Installation, Management & Maintenance of Network / Security Equipments & Renewal of AMC for Existing Network Equipments

13	The switch must support RADIUS/TACACS+ for CLI administrator logging in		
14	The switch must support Secure shell protocol and Secure Sockets Layer (SSL)		
15	The switch must support Port security		
16	Operating temperature of 0°C to 45°C		

2.12.5 Firewall

Mention Make and Model: _____

Sr.No	Required Minimum Specification	Compliance (Yes / No)	Remark
1	The appliance based security platform should be application centric, next generation firewall capabilities (NGFW) with Firewall, IPS, Threat Protection and Secure web gateway in a single appliance.		
2	The appliance shall be rack mountable with necessary mounting kit.		
3	Dual power supply with indian standard power cable.		
4	The appliance shall have one number of RJ 45 console port and USB port, 2xGE RJ45 MGMT/HA ports, 2xGE RJ45 WAN ports, 8xGE RJ 45 Ports and 4xGE SFP slots.		
5	The appliance shall protect against malware, exploits, and malicious websites in both encrypted and non-encrypted traffic.		
6	Must have firewall throughput 10 Gbps, 1.5 Gbps NGFW, 2.0 Gbps IPS and 1.0 Gbps Threat Protection		
7	Firewall should support Throughput (Packets Per Second) 05 Mpps		
8	Firewall should support minimum IPsec VPN Throughput of 3Gbps.		
9	The appliance shall support 1000 Gateway-to-Gateway IPsec VPN Tunnels		

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RFP for Selection of Bidder for Procurement, Installation, Management & Maintenance of Network / Security Equipments & Renewal of AMC for Existing Network Equipments

10	NGFW shall Protect against network exploitable vulnerabilities		
11	Appliance shall be IPv6 ready from day 1.		
12	Firewall should support creating access-rules with IPv4 & IPv6 objects, user/groups, application, URL, Zones, VLAN's, etc		
13	Should be capable of dynamically tuning IDS/IPS sensors (e.g., selecting rules, configuring policies, updating policies, etc.) with minimal human intervention.		
14	Secure web gateway shall block and control web access based on user or user groups across URL's and domains		
15	Block DNS requests against malicious domains		
16	Operating temperature should be 0–40°C		

2.12.6 Network Rack – 9RU

Mention Make and Model: _____

Sr.No	Item	Specification	Compliance (Yes / No)	Remark
1	Dimension	Table top 19" 9U Rack with 500D		
2	Material	Steel Rack (Body should be at least 1.2mm thick)		
3	Finish	Powder coated and uniform finish		
4	Shelves	Cantilever shelves – 2 nos. 250 mm depth Max. 2U		
5	Fans	1 no. AC power supplied from the power strip fans		
6	Power Strip	19" mounted strip with Anchor universal power sockets (6 nos) of 5 Amps each & fuse		
7	Power Cord	2.5 Mtrs with 15 Amps plug		
8	Front Door	Fiber Glass or plain white glass with lock & key		
9	Rear	Rear Cover with rectangle cut to route cables and push in jack panel		
10	Screws	Pack of 10 nos. only		

2.12.7 Network Rack – 15RU

Mention Make and Model: _____

Sr.No	Item	Specification	Compliance (Yes / No)	Remark
1	Dimension	Table top 19" 15U Rack with 500D		

(Bidder Stamp & Signature)

RFP for Selection of Bidder for Procurement, Installation, Management & Maintenance of Network / Security Equipments & Renewal of AMC for Existing Network Equipments

2	Material	Steel Rack (Body should be at least 1.2mm thick)		
3	Finish	Powder coated and uniform finish		
4	Shelves	Cantilever shelves – 2 nos. 250 mm depth Max. 2U		
5	Fans	1 no. AC power supplied from the power strip fans		
6	Power Strip	19" mounted strip with Anchor universal power sockets (6 nos) of 5 Amps each & fuse		
7	Power Cord	2.5 Mtrs with 15 Amps plug		
8	Front Door	Fiber Glass or plain white glass with lock & key		
9	Rear	Rear Cover with rectangle cut to route cables and push in jack panel		
10	Screws	Pack of 10 nos. only		

2.12.8 Network Rack – 42RU

Mention Make and Model: _____

Sr.No	Item	Specification	Compliance (Yes / No)	Remark
1	Dimension	Floor Standing 42U*800W*1000D		
2	Material	Steel Rack. 42U*1000D side panels, 42U x 800W Front Perforated Door, 42U x 800W Rear Perforated Door.		
3	Finish	Powder coated and uniform finish		
4	Shelves	Cantilever shelves – 2 nos. 250 mm depth Max. 2U		
5	Fans	Fan housing unit with 4 fan position. Fan 90CFM 230V AC, 4" dia – Qty 04.		
6	Power	PDU sockets 12x5/15 Amps with 16 Amp MCB and indicator with 3 meter cable		
7	Front Door	Fiber Glass or plain white glass with lock & key		
8	Rear	Rear Cover with rectangle cut to route cables and push in jack panel		
9	Screws	Pack of 20 nos. only		

2.12.9 Wifi Access Point

Mention Make and Model: _____

(Bidder Stamp & Signature)

RFP for Selection of Bidder for Procurement, Installation, Management & Maintenance of Network / Security Equipments & Renewal of AMC for Existing Network Equipments

Sr.No	Required Minimum Specification	Compliance (Yes / No)	Remark
1	AP should be able to function as a full fledged stand-alone access point without the requirement of a controller.		
2	The AP shall be indoor type and can be mounted on wall / ceiling. Required mounting kit should be included with each AP		
3	Access Point shall be able to powered up using PoE (.af)/ PoE (.at) and should support full features with PoE+ (802.3af/802.3at)".		
4	Access Points proposed shall include radios for 2.4 GHz and 5 GHz with 802.11ax and shall be a,b,g,n,ac backward compatible.		
5	AP shall support 4x4 MIMO for both 2.4 and 5 ghz radio and shall support OFDMA and MU-MIMO		
6	AP shall support Proactive Key Caching and/or other methods for Fast Secure Roaming.		
7	Access Point shall support console port that uses standard port (RJ-45) type connection or USB physical jack or Micro-USB.		
8	Must support minimum 500 Mbps data rate		
9	AP should have minimum 10/100/1000 BASE-T Ethernet network interface (RJ45)		
10	Radio may be configured to operate at interference Free band of frequencies.		
11	AP should have integrated / external antenna, Also should support minimum 100 concurrent user's.		
12	The radio transmit power should be as per Norms of Indian regulator and should be auto adjustable.		
13	AP shall support the ability to serve clients and monitor the RF environment concurrently.		
14	AP shall support minimum 16 WLANs per AP for SSID deployment flexibility.		
15	AP shall support telnet and/or SSH login for troubleshooting flexibility.		
16	Access Point shall provide for concurrent support for high definition IP Video, Voice and Data application without needing any configuration.		
17	L2 tunnel support , inbuilt QoS.		
18	Should support WLAN / USER based rate limit		
19	The access point should support 802.1q VLAN tagging.		
20	Shall support centralized authentication with external radius , LDAP or AD.		
21	The access point should support WPA2 enterprise authentication and AES/CCMP encryption. AP should support Authentication via 802.1X and Active Directory.		

(Bidder Stamp & Signature)

RFP for Selection of Bidder for Procurement, Installation, Management & Maintenance of Network / Security Equipments & Renewal of AMC for Existing Network Equipments

Sr.No	Required Minimum Specification	Compliance (Yes / No)	Remark
22	Access point shall support following security mechanism: WPA-PSK, WPA-TKIP, WPA2, AES, 802.11i.		
23	Access point shall have option of external power adaptor as well. Adaptor should be provided with APs.		
24	AP shall support IPv4 and IPv6 functionalities from day one.		
25	All the licenses required to implement the features specified shall be provided from day 1.		
26	Regulatory Compliance FCC/ISED Low Voltage Directive 2014/35/EU IEC/EN 60950 EN 60601-1-1, EN 60601-1-2		
27	Operating Temperature: 0°C - 40°C		
28	Operating Humidity: 10 % - 95% non-condensing.		

2.12.10 AAA Server

Mention Make and Model: _____

Sr.No	Required Minimum Specification	Compliance (Yes / No)	Remark
1	All the proposed solutions (Router, Firewall, Switch, access points) as well as existing network devices (as per Annexure C5) shall be able to integrate with proposed AAA solution.		
2	Should be a hardware based appliance solution for Authentication, Authorization and Accounting and 802.1x implementation.		
3	Should be a clustered solution with two appliance so that there is no single point of failure of the AAA implementation for all locations.		
4	Shall perform AAA function for all configured networking devices that includes routers, switches, firewalls, APs etc. in the network.		
5	Should support 100 devices from day 1 and can be expandable upto 500 devices without replacing/upgrading the hardware.		
RADIUS conformance to the following IETF RFCs			
6	RFC 2138, Remote Authentication Dial In User Service .		
7	RFC 2139, RADIUS Accounting.		
8	RFC 2865, RFC 2866, RFC 2867, RFC 2868, RFC 2869		
9	Should provide login authentication functionality.		
10	Upon successful login, the system shall be configurable in way so that command access to certain devices for a particular username can be restricted.		

(Bidder Stamp & Signature)

RFP for Selection of Bidder for Procurement, Installation, Management & Maintenance of Network / Security Equipments & Renewal of AMC for Existing Network Equipments

Sr.No	Required Minimum Specification	Compliance (Yes / No)	Remark
11	The system should log failed attempts of authentication and command execution.		
12	Should allow the network administrators to control who can log in to the network from wired connections, What privileges each user has in the network, What accounting information is recorded in terms of security audits or account billing, What access and command controls are enabled for each configuration administrator		
13	Should support user and administrative access reporting, dynamic quota generation and time based restrictions based time of day and day of week		
14	Should support PAP, CHAP and MS-CHAP, EAP-MD5, EAP-TLS password protocols.		
15	Should support PEAP to provide a new, secure, and client-server authentication method for wireless networks.		
16	Should support SSL for administrative access		
17	Should support integration with Windows user database and LDAP database.		
18	Should support PKI		
19	Should support Network Time Protocol for time synchronization with the network.		
20	Should support Windows user database integration for authentication Function.		
21	Should support access connection type of wired/wireless LAN, dialup, broadband, and virtual private networks (VPNs).		
22	Device command set authorization		
23	Should support IPv6 features		

2.12.11 Technical Specification / Configuration of proposed Solutions

Sr.No	Equipment	Make and Model	Detail Hardware Configuration
1	Router		
2	Firewall		
3	Wifi access point		
4	Switch Type 1		
5	Switch Type 2		
6	Switch Type 3		
7	AAA Server		
8	Network Rack 42 RU		
9	Network Rack 15 RU		
10	Network Rack 9 RU		

(Bidder Stamp & Signature)

RFP for Selection of Bidder for Procurement, Installation, Management & Maintenance of Network / Security Equipments & Renewal of AMC for Existing Network Equipments

2.13 Bid Submission Process

2.13.1 Documents for Technical Bid

Interested and eligible bidders may submit their proposal in the prescribed format (enclosed here) with complete information. The proposal duly filled in, along with all supporting document(s) / information should be submitted to the bank through the GEM Portal.

Sr	Description	Submitted YES / NO
1.	Tender Fees and its details	Not applicable
2.	EMD Amount	
3.	Document for EMD and Tender fees exemption (Submit only if exemption is claimed)	
4.	Duly signed and stamped RFP document along with all the issued corrigendum's, as a token of acceptance of terms and conditions of RFP.	
5.	Duly filled Technical Specifications & compliance	
6.	Duly filled Annexure I – Conformity Letter	
7.	Duly filled Annexure II – Eligibility Criteria Compliance along with supporting documents	
8.	Duly filled Annexure III – Bidder Details	

(Bidder Stamp & Signature)

RFP for Selection of Bidder for Procurement, Installation, Management & Maintenance of Network / Security Equipments & Renewal of AMC for Existing Network Equipments

9.	Duly filled covering letter as per Annexure IV – Bidder Response Cover Letter	
10.	Duly filled Past Experiences as per Annexure V – Past Experience	
11.	Comments on T&C in Annexure VI – Comments on Terms and Conditions, Services and Facilities	
12.	Duly Filled self-declaration as per Annexure VIII – Self-Declaration	
13.	Duly filled Annexure IX – Power of Attorney for signing of application	
14.	Duly signed and stamped Annexure X – Integrity Pact	
15.	Duly filled Annexure XI – Commercial Bid format	
16.	Duly filled Annexure XV – Manufacturer Authorization Form	
17.	Duly filled Annexure XVI – Undertaking	
18.	Duly filled Certificate declaring the local content	

2.13.2 Documents for Commercial Bid

The bidder shall submit the commercial bid as per the format given in [Annexure XI – Commercial Bid format](#)

A masked [Annexure XI – Commercial Bid format](#) should be submitted in Technical offer

The Commercial Offer should give all relevant price information as per [Annexure XI – Commercial Bid format](#) and should not contradict the Technical Bid document in any manner.

(Bidder Stamp & Signature)

RFP for Selection of Bidder for Procurement, Installation, Management & Maintenance of Network / Security Equipments & Renewal of AMC for Existing Network Equipments

3 PART – C – ANNEXURES

3.1 Document Checklist

Sr	Description	Submitted YES / NO
1.	Tender Fees and its details	Not applicable
2.	EMD Amount	
3.	Document for EMD and Tender fees exemption (Submit only if exemption is claimed)	
4.	Duly signed and stamped RFP document along with all the issued corrigendum's, as a token of acceptance of terms and conditions of RFP.	
5.	Duly filled Technical Specifications & compliance	
6.	Duly filled Annexure I – Conformity Letter	
7.	Duly filled Annexure II – Eligibility Criteria Compliance along with supporting documents	
8.	Duly filled Annexure III – Bidder Details	
9.	Duly filled covering letter as per Annexure IV – Bidder Response Cover Letter	
10.	Duly filled Past Experiences as per Annexure V – Past Experience	
11.	Comments on T&C in Annexure VI – Comments on Terms and Conditions, Services and Facilities	
12.	Duly Filled self-declaration as per Annexure VIII – Self-Declaration	
13.	Duly filled Annexure IX – Power of Attorney for signing of application	
14.	Duly signed and stamped Annexure X – Integrity Pact	
15.	Duly filled Annexure XI – Commercial Bid format	
16.	Duly filled Annexure XV – Manufacturer Authorization Form	
17.	Duly filled Annexure XVI – Undertaking	
18.	Duly filled Certificate declaring the local content	

(Bidder Stamp & Signature)

RFP for Selection of Bidder for Procurement, Installation, Management & Maintenance of Network / Security Equipments & Renewal of AMC for Existing Network Equipments



3.2 Annexure I – Conformity Letter

(To be submitted on company letterhead)

To,
The Senior Manager - IT,
India Post Payments Bank
Corporate Office, 2nd Floor,
Speed Post Centre Building,
Bhai Veer Singh Marg,
Gole Market, New Delhi – 110 001.

Sir,

Sub: - Response to the India Post Payments Bank for RFP for Selection of Bidder for Procurement, Installation, Management & Maintenance of Network / Security Equipments & Renewal of AMC for Existing Network Equipments

Further to our proposal dated DD.MM.YYYY, in response to the RFP document (hereafter referred to as "RFP DOCUMENT") issued by India Post Payments Bank ("Bank") we hereby warrant and confirm that:

We hereby agree to comply with all the terms and conditions / stipulations as contained in the RFP document and other documents including the changes made to the original documents issued by the bank, provided however that only the list of deviations furnished by us in Annexure VI – Comments on Terms and Conditions, Services and facilities of the main RFP document which are expressly accepted by the bank and communicated to us in writing, shall form a valid and binding part of the aforesaid RFP document.

The bank is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and the bank's decision not to accept any such extraneous conditions and deviations will be final and binding on us.

Annexure V – Past Experience

Sr. No.	Name of organization /	Brief details of scope of work	Order Quantity / Quantities supplied	Name of person in-charge from client side with contact no. and e-mail id	Period	
					From	To

(Bidder Stamp & Signature)

RFP for Selection of Bidder for Procurement, Installation, Management & Maintenance of Network / Security Equipments & Renewal of AMC for Existing Network Equipments



(Signature, name and designation of the authorised signatory)

Note: Appointment letter/Client letter/Contract with Client / Completion certificate in support of the information above should be submitted.

Annexure VI – Comments on Terms and Conditions, Services and Facilities Yours faithfully

Authorised Signatory

Designation

Bidder's corporate name

(Bidder Stamp & Signature)

RFP for Selection of Bidder for Procurement, Installation, Management & Maintenance of Network / Security Equipments & Renewal of AMC for Existing Network Equipments



3.3 Annexure II – Eligibility Criteria Compliance

Sr	ELIGIBILITY CRITERIA	Documents required	Document Submitted
1.	Bidder should be a company registered under Companies Act 1956 and Companies Act 2013 / LLP / Registered Partnership firm / Proprietorship firm since the last three years as on RFP submission date.	Certificate of Incorporation, PAN, TAN, GSTIN Certificate and any other tax related document if applicable, to be submitted.	
2.	<p>The bidder submitting the offer should have minimum average turnover of Rupees 1.92 Crores for the last three financial years i.e. 2019-20, 2020-21 & 2021-22. This must be the individual company turnover and not of any group of companies.</p> <p>The MSE Bidders are given Exemption in the turnover provided they submit a valid document of registration as per the government guidelines.</p> <p>(Please note that only Manufacturers / Service Providers for respective services are eligible for the exemption. Traders are excluded from the purview of this policy)</p> <p>The registered Start Ups are given Exemption in the turnover provided they submit a valid document of registration as per the government guidelines.</p>	<p>Copy of audited balance sheet of the financial year 2019-20, 2020-21 & 2021-22 along with CA certificate mentioning the turnover of the last three financial years.</p> <p>If the copy of audited balance sheet for Financial year 2021-22 is not available then certificate from Company CA to be submitted.</p>	
3.	Bidder should have positive net worth for last three financial years 2019-20, 2020-21 & 2021-22.	<p>Copy of audited balance sheet of the financial year 2019-20, 2020-21 & 2021-22 along with CA certificate mentioning the net worth of the last three financial years.</p> <p>If the copy of audited balance sheet for Financial year 2021-22 is not available then certificate from Company CA to be submitted.</p>	
4.	Bidder / OEM should not have been blacklisted by any bank / PSU / Government institution in India. An	Self - Declaration in the letterhead of the bidder's company to that effect should be submitted.	

(Bidder Stamp & Signature)

RFP for Selection of Bidder for Procurement, Installation, Management & Maintenance of Network / Security Equipments & Renewal of AMC for Existing Network Equipments



Sr	ELIGIBILITY CRITERIA	Documents required	Document Submitted
	undertaking to this effect must be submitted on their letter head.	For OEM, a separate letter to be submitted by the bidder duly signed by the OEM.	
5.	The bidder / OEM should ensure that there are no court proceedings / inquiries / investigations have been commenced / pending against selected bidder by any statutory or regulatory agencies which may result in liquidation of company / firm and / or deterrent on continuity of business.	Self - Declaration in the letterhead of the bidder's company to that effect should be submitted.	
6.	The Bidder must have successfully executed / completed at least one single order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company.	Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer.	
7.	The bidder should have previous experience of at least 3 project involving the following scope of work 1) Supply of network & security equipments 2) Facility Management Services for network equipments 3) AMC of Network equipments in a single order or multiple orders and with at least 50% of the quantities as mentioned in this RFP Document to Government institutions / PSU / Banks in last three FY 2019-20, 2020-21 & 2021-22.	Copies of Work Orders / relevant document as proof, Completion Certificate for relevant submitted order / Purchase order.	

(Bidder Stamp & Signature)

RFP for Selection of Bidder for Procurement, Installation, Management & Maintenance of Network / Security Equipments & Renewal of AMC for Existing Network Equipments



3.4 Annexure III – Bidder Details

(To be submitted in this format only)

To,
The Senior Manager - IT,
India Post Payments Bank Ltd.
Corporate Office, 2nd Floor, Speed Post Centre Building,
Bhai Veer Singh Marg, Gole Market, New Delhi – 110 001.

S. No.	Required Details	Response
General Details		
1.	Name of Company / Bidder / Organisation	
2.	Postal Address	
3.	Telephone, Fax Number, Email Address	
4.	Nature of activity	
5.	Details of ownership	
6.	Holding company or parent company	
7.	Whether Original Equipment Manufacturer (OEM) / Reseller	
8.	If the bidder is authorized Dealer / Distributor / Trader / Reseller (attach OEM authorization certificate)	
9.	Number of years in the business	
10.	Website address (if applicable)	
11.	GST Registration No. (if available)	
12.	Income Tax PAN	
13.	Number of Branch Offices	
14.	Name, address and telephone number, Email id of the primary contact at your organization for this proposal	
Financial Information		
1.	Annual Turnover (2018-19) in INR Crore	
2.	Annual Turnover (2019-20) in INR Crore	
3.	Annual Turnover (2020-21) in INR Crore	
Bank Details for Payment		

(Bidder Stamp & Signature)

RFP for Selection of Bidder for Procurement, Installation, Management & Maintenance of Network / Security Equipments & Renewal of AMC for Existing Network Equipments



1.	Bank Name	
2.	Branch Address along with IFSC code	
3.	Account Number	
EMD & Tender Fees Details		
1.	Tender Fees Details	Amount
		Transaction Details
2.	EMD Details	Amount
		Transaction Details
3.	Whether Claiming Exemption from Submitting Tender Fees & EMD Amount (Mention Yes or No)	
	If Yes,	
4.	Please mention the details thereof (Relevant Act / Section) under which claiming Tender Fees and EMD amount exemption	
5.	Attach Supporting Documents for the same claim	
MAKE IN INIDA		
1	Please confirm if you qualify for Public Procurement (Preference to Make in India), Order 2017 (YES / NO)	
2	If Yes, then submit the required documents as per the guidelines mentioning the local content in the proposed goods / services.	

Declaration:

I hereby declare that I / We have verified the details indicated above and also confirm that all the Information submitted is true to the best of my knowledge.

Authorised Signatory

Designation along with Bidder's name with seal

(Bidder Stamp & Signature)

RFP for Selection of Bidder for Procurement, Installation, Management & Maintenance of Network / Security Equipments & Renewal of AMC for Existing Network Equipments



3.5 Annexure IV – Bidder Response Cover Letter

(To be submitted on company letterhead)

Date:

To,
The Senior Manager - IT,
India Post Payments Bank
Corporate Office, 2nd Floor, Speed Post Centre Building, Bhai Veer Singh Marg, Gole
Market, New Delhi – 110 001.

Dear Sir,

1. Having examined the Scope Documents including all Annexures / Appendices, the receipt of which is hereby duly acknowledged, we, the undersigned offer to provide our services for the policies mentioned in the 'Request for Proposal' and the other schedules of requirements and services for your bank in conformity with the said Scope Documents.
2. If our Bid is accepted, we undertake to abide by all terms and conditions of this Scope document.
3. We agree to abide by this Scope Offer for **75 days** from last date of submission of bid (Due Date) and our Offer shall remain binding on us and may be accepted by the bank any time before expiry of the offer.
4. This Bid, together with your written acceptance thereof, shall constitute a binding Contract between us.
5. We undertake that in competing for and if the work is allocated to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India namely 'Prevention of Corruption Act, 1988', and other relevant statutes in this regard.
6. We certify that we have provided all the information requested by the bank in the format requested for. We also understand that the bank has the exclusive right to reject this bid in case the bank is of the opinion that the required information is not provided or is provided in a different format.

Date:

Authorized Signatory

(Name: Contact Person, Phone No., Fax, E-mail)

(Bidder Stamp & Signature)

RFP for Selection of Bidder for Procurement, Installation, Management & Maintenance of Network / Security Equipments & Renewal of AMC for Existing Network Equipments



3.6 Annexure V – Past Experience

Sr. No.	Name of organization /	Brief details of scope of work	Order Quantity / Quantities supplied	Name of person in-charge from client side with contact no. and e-mail id	Period	
					From	To

(Signature, name and designation of the authorised signatory)

Note: Appointment letter/Client letter/Contract with Client / Completion certificate in support of the information above should be submitted.

(Bidder Stamp & Signature)

RFP for Selection of Bidder for Procurement, Installation, Management & Maintenance of Network / Security Equipments & Renewal of AMC for Existing Network Equipments

3.7 Annexure VI – Comments on Terms and Conditions, Services and Facilities

Sr. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation
1				
2				
3				
4				
5				
6				
7				
8				
9				

Date:

Authorised Signatory & Stamp

(Name: Contact Person, Phone No., Fax, E-mail)

(Bidder Stamp & Signature)

RFP for Selection of Bidder for Procurement, Installation, Management & Maintenance of Network / Security Equipments & Renewal of AMC for Existing Network Equipments

3.8 Annexure VII –Query Format

Queries:

Sr. No.	Page #	Point / Section #	Query	Banks Response (bidder Should not fill in this column)
1				
2				
3				
4				
5				
6				
7				
8				
9				

Date:

Authorised Signatory & Stamp

(Name: Contact Person, Phone No., Fax, E-mail)

(Bidder Stamp & Signature)

RFP for Selection of Bidder for Procurement, Installation, Management & Maintenance of Network / Security Equipments & Renewal of AMC for Existing Network Equipments



3.9 Annexure VIII – Self-Declaration

(To be submitted on Bidder's letterhead)

Date:

To,

The Senior Manager - IT,

India Post Payments Bank Ltd.

Corporate Office, 2nd Floor, Speed Post Centre Building, Bhai Veer Singh Marg, Gole Market, New Delhi – 110 001.

Dear Sir,

I on behalf of _____ (bidder's name) declare the following:

- 1) There is no case with the Police / Court / IRDA / SEBI / Regulatory authorities against the proprietor / firm / partner/ company/ Directors /employee which may adversely affect the company position in performing the contract.
- 2) We have not been suspended / delisted / blacklisted by any other Govt. Ministry / Department / Public Sector Undertaking / IRDA / SEBI / Autonomous Body / Court etc. during the past 3 years.
- 3) We certify that neither our firm nor any of the partners/ directors is involved in any scam or disciplinary proceedings settled or pending adjudication.
- 4) We hereby undertake and confirm that we have understood the scope of work properly and shall comply with the terms of engagement.

Date:

Authorized Signatory

(Name: Contact Person, Phone No., Fax, E-mail)

(Bidder Stamp & Signature)

RFP for Selection of Bidder for Procurement, Installation, Management & Maintenance of Network / Security Equipments & Renewal of AMC for Existing Network Equipments



3.10 Annexure IX – Power of Attorney for signing of application

(To be submitted on a INR 100 Stamp Paper only)

Know all men by these presents, we..... (name of the firm and address of the registered office) do hereby irrevocably constitute, nominate, appoint and authorize Mr/ Ms (name), son/daughter/wife of and presently residing at, who is presently employed with us (the "Bidder") and holding the position of, as our true and lawful attorney (hereinafter referred to as the "Attorney") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our application for pre-qualification and submission of our bid for the ***** Project proposed or being developed by the ***** (the "Authority") including but not limited to signing and submission of all applications, bids and other documents and writings, participate in pre-applications and other conferences and providing information/ responses to the Authority, representing us in all matters before the Authority, signing and execution of all contracts and undertakings consequent to acceptance of our bid, and generally dealing with the Authority in all matters in connection with or relating to or arising out of our bid for the said engagement and/ or upon award thereof to us and/or till the entering into of the agreement with the Authority.

AND we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE,, THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS DAY OF 2....

For	
Authorized Signature:	
Authorized Signatory Name:	
Title of Signatory:	
Address:	

Witnesses:
1.
2.

Accepted

Attorney's Signature:	
Attorney's Name:	
Attorney's Title:	
Address:	

Notes:

(Bidder Stamp & Signature)

RFP for Selection of Bidder for Procurement, Installation, Management & Maintenance of Network / Security Equipments & Renewal of AMC for Existing Network Equipments



The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure

Wherever required, the Applicant should submit for verification the extract of the charter documents and documents such as a board or shareholders' resolution/ power of attorney in favor of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Applicant

For a Power of Attorney executed and issued overseas, the document will also have to be legalized by the Indian Embassy and notarized in the jurisdiction where the Power of Attorney is being issued.

However, the Power of Attorney provided by Applicants from countries that have signed the Hague Legislation Convention 1961 are not required to be legalized by the Indian Embassy if it carries a conforming Apostille certificate.



3.11 Annexure X – Integrity Pact

This Agreement (hereinafter called the Integrity Agreement) is made on ____ day of the month of ____ 20____, between,

On one hand, India Post Payments Bank Limited (CIN U74999DL2016GOI304561), having its Registered Office at Post Office, Speed Post Centre Building, Market Road, New Delhi – 110001, (hereinafter referred to as the "Principal/Owner", " IPPB" or "Buyer", as the case may be, which expression shall unless repugnant to the context thereof, include its successors, assigns), acting through _____, ,party of the FIRST PART,

And

M/s_____ represented by _____, Authorized Signatory (hereinafter called the "Vendor" or "Service Provider", as the case may be, which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) party of the Second Part.

WHEREAS the Principal/ Owner has floated the RFP reference number _____ (hereinafter referred to as "Tender/Bid") and intends to award, under laid down organizational procedure, contract for _____ for IPPB, 2nd Floor, Speed Post Center, Bhai Veer Singh Marg, Market Road, New Delhi – 110001 Hereinafter referred to as the "Contract". and the VENDOR is willing to offer/has offered the services.

AND WHEREAS the Principal/Owner values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/transparency in its relation with its Vendor(s) and Contractor(s).

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 Principal/Owner to obtain the desired services at a competitive price in conformity with the defined specification by avoiding the high cost and the distortionary impact of corruption on public procurement, and

Enabling VENDORS 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 Principal/Owner will commit to prevent corruption, in any form, by its officials by following transparent procedures.

Article 1: Commitment of the Principal/Owner

1.The Principal/Owner commits itself to take all measures necessary to prevent corruption and to observe the following principles:

a.No employee of the Principal/Owner, personally or through any of his/her family members, will in connection with the Tender, or the execution of the Contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.

(Bidder Stamp & Signature)

RFP for Selection of Bidder for Procurement, Installation, Management & Maintenance of Network / Security Equipments & Renewal of AMC for Existing Network Equipments



b.The Principal/Owner will, during the Tender process, treat all Vendor(s) with equity and reason. The Principal/Owner will, in particular, before and during the Tender process, provide to all Vendor(s) the same information and will not provide to any Vendor(s) confidential / additional information through which the Vendor(s) could obtain an advantage in relation to the Tender process or the Contract execution.

c.The Principal/Owner shall endeavor to exclude from the Tender process any person, whose conduct in the past has been of biased nature.

d. All the officials of the BUYER will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

In case any such preceding misconduct on the part of such official(s) is reported by the VENDOR 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 Principal/Owner 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 Principal/Owner the proceedings under the contract would not be stalled.

If the Principal/Owner obtains information on the conduct of any of its employees which is a criminal offence under the Indian Penal code (IPC)/Prevention of Corruption Act, 1988 (PC Act) or is in violation of the principles herein mentioned or if there be a substantive suspicion in this regard, the Principal/Owner will inform the Chief Vigilance Officer and in addition can also initiate disciplinary actions as per its internal laid down policies and procedures.

Article 2: Commitment of the Vendor(s)/Vendor(s)

1.It is required that each Vendor/Vendor (including their respective officers, employees and agents) adhere to the highest ethical standards, and report to the India Post Payments Bank all suspected acts of fraud or corruption or Coercion or Collusion of which it has knowledge or becomes aware, during the tendering process and throughout the negotiation or award of a contract.

2.The VENDOR commits itself to take all the measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid/tender process 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: -

- a) The Vendor(s)/Vendor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal/Owner's employees involved in the Tender process or execution of the Contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the Tender process or during the execution of the Contract.
- b) The VENDOR will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour or any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the India Post Payments 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.

(Bidder Stamp & Signature)

RFP for Selection of Bidder for Procurement, Installation, Management & Maintenance of Network / Security Equipments & Renewal of AMC for Existing Network Equipments



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- c) The VENDOR 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 India Post Payments Bank or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the Government.
- d) VENDOR shall disclose the payments to be made by them to agents/brokers or any other intermediary, in connection with this bid/contract.
- e) The VENDOR further confirms and declares to the India Post Payments Bank that the VENDOR 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 VENDOR, 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.
- f) The VENDOR, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the India Post Payments Bank 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.
- g) The VENDOR 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.
- h) The VENDOR will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- i) The VENDOR shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the India Post Payments Bank as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier or information contained or transmitted electronically. The VENDOR also undertakes to exercise due and adequate care lest any such information is divulged.
- j) The VENDOR commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- k) The VENDOR shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- l) If any employee of the VENDOR or any person acting on behalf of the VENDOR who is directly or indirectly involved in the bidding process of this RFP, is a relative of any of the officers of the India Post Payments Bank who is directly or indirectly involved in the bidding process, bid evaluation for this RFP, the same shall be disclosed by the VENDOR at the time of filing of tender. The term relative for this purpose would be as defined in Sub-Section (77) of Section 2 of the Companies Act of 2013.
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(Bidder Stamp & Signature)

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The VENDOR 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 India Post Payments Bank.

The Vendor(s) will not enter with other Vendor(s) into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non- submission of bids or any other actions to restrict competitive or to cartelize in the bidding process.

c.The Vendor(s) will not commit any offence under the relevant IPC/PC Act.

The Vendor(s)/ of foreign origin shall disclose the names and addresses of agents/representatives in India, if any. Similarly, Vendor(s) of Indian Nationality shall disclose names and addresses of foreign agents/representatives, if any. Either the Indian agent on behalf of the foreign principal or the foreign principal directly could bid in a tender but not both. Further, in cases where an agent participates in a tender on behalf of one manufacturer, he shall not be allowed to quote on behalf of another manufacturer along with the first manufacturer in a subsequent/parallel tender for the same item.

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

The Vendor(s) will not, directly or through any other person or firm indulge in fraudulent practice means a willful misrepresentation or omission of facts or submission of fake/forged documents in order to induce public official to act in reliance thereof, with the purpose of obtaining unjust advantage by or causing damage to justified interest of others and/or to influence the procurement process to the detriment of the India Post Payments Bank interests.

The Vendor(s) will not, directly or through any other person or firm use Coercive Practices (means the act of obtaining something, compelling an action or influencing a decision through intimidation, threat or the use of force directly or indirectly, where potential or actual injury may befall upon a person, his/ her reputation or property to influence their participation in the tendering process)

Article 3: Consequences of Breach

Without prejudice to any rights that may be available to the Principal/Owner under law or the Contract or its established policies and laid down procedures, the Principal/Owner shall have the following rights in case of breach of this Integrity Pact by the Vendor(s)/ and the Vendor accepts and undertakes to respect and uphold the Principal/Owner's absolute right:

1.If the Vendor(s)/, either before award or during execution of Contract has committed a transgression through a violation of Article 2 above or in any other form, such as to put his reliability or credibility in question, the Principal/Owner after giving 14 days' notice to the Vendor shall have powers to disqualify the Vendor(s)/ from the Tender process or terminate/determine the Contract, if already executed or exclude the Vendor from future contract award processes. The imposition and duration of the exclusion will be determined by the severity of transgression and determined by the Principal/Owner. Such exclusion may be forever or for a limited period as decided by the Principal/Owner.

2.To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the VENDOR. However, the proceedings with the other VENDOR(s) would continue.

(Bidder Stamp & Signature)

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- a) The Earnest Money Deposit (in pre-contract stage) and/or Performance Security (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be requiring to assign any reason therefore.
 - b) To immediately cancel the contract, if already signed, without giving any compensation to the VENDOR.
 - c) To recover all sums already paid by the BUYER, and in case of an Indian VENDOR with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of a VENDOR from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the VENDOR from the BUYER in connection with any other contract for any other stores, such outstanding payment could also be utilized to recover the aforesaid sum and interest.
 - d) To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the VENDOR, in order to recover the payments, already made by the BUYER, along with interest.
 - e) To cancel all or any other Contracts with the VENDOR. The VENDOR 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 VENDOR.
 - f) To debar the VENDOR from participating in future bidding processes of the Government of India for a minimum period of five years, which may be further extended at the discretion of the BUYER.
 - g) To recover all sums paid in violation of this Pact by VENDOR(s) to any middleman or agent or broker with a view to securing the contract.
 - h) In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with the VENDOR, the same shall not be opened.
 - i) Forfeiture of Performance Bond/Performance Bank Guarantee in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

4.2 The BUYER will be entitled to take all or any of the actions mentioned at para 4.1 (i) to (x) of this Pact also on the Commission by the VENDOR or any one employed by it or acting on its behalf (whether with or without the knowledge of the VENDOR), 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.

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

Criminal Liability: If the Principal/Owner obtains knowledge of conduct of a Vendor or Vendor, or of an employee or a representative or an associate of a Vendor or Vendor which constitutes corruption within the meaning of IPC Act, or if the Principal/Owner has substantive suspicion in

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this regard, the Principal/Owner will inform the same to law enforcing agencies for further investigation.

Article 4: Previous Transgression

1.The Vendor declares that no previous transgressions occurred in the last 5 years with any other Company in any country confirming to the anticorruption approach or with IPPB or any other Central/State Public Sector Enterprises in India that could justify his exclusion from the Tender process.

1. The VENDOR agrees that if it makes incorrect statement on this subject, VENDOR can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

Article 5: Equal Treatment of all Vendors/Vendors/Sub Vendors

a.The Vendor(s)/Vendor(s) undertake(s) to demand from all sub-Vendors a commitment in conformity with this Integrity Pact. The Vendor/Vendor shall be responsible for any violation(s) of the principles laid down in this agreement/Pact by any of its Sub Vendors/sub-vendors.

b.The Principal/Owner will enter into Pacts on identical terms as this one with all Vendors and Vendors.

c.The Principal/Owner will disqualify Vendors, who do not submit, the duly Signed Pact between the Principal/Owner and the Vendor, along with the Tender or violate its provisions at any stage of the Tender process, from the Tender process.

Article 6- Duration of the Pact

This Pact begins when both the parties have legally signed it. It expires for the Vendor/Vendor 12 months after the completion of work under the contract or till the continuation of defect liability period, whichever is more and for all other Vendors, till the Contract has been awarded.

If any claim is made/lodged during the time, the same shall be binding and continue to be valid despite the lapse of this Pacts as specified above, unless it is discharged/determined by the Competent Authority, INDIA POST PAYMENTS BANK.

Article 7- Other Provisions

1.This Pact is subject to Indian Law, place of performance and Jurisdiction is the Headquarters of the Division of the Principal/Owner, who has floated the Tender.

2.Changes and supplements need to be made in writing. Side agreements have not been made.

3.If the Vendor is a partnership or a consortium, this Pact must be signed by all the partners or by one or more partner holding power of attorney signed by all partners and consortium members. In case of a Company, the Pact must be signed by a representative duly authorized by board resolution.

4.It is agreed term and condition that any dispute or difference arising between the parties with regard to the terms of this Integrity Agreement / Pact, any action taken by the

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Owner/Principal in accordance with this Integrity Agreement/ Pact or interpretation thereof shall not be subject to arbitration.

5. Independent Monitors

- a) Smt. Manisha Nanda, IAS (Retd.) and Shri Rakesh Jain IA&AS (Retd) have been appointed as Independent External Monitors (hereinafter referred to as Monitor) for overseeing and implementation of the Pre-Contract Integrity Pact for procurement of services for the BUYER.
- b) Their contact details are as under:
Smt. Manisha Nanda, IAS (Retd.) – EMAIL - nanda_manisha@yahoo.co.in
Shri Rakesh Jain IA&AS (Retd) - EMAIL - rakeshjain18@hotmail.com
- c) 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.
- d) The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.
- e) Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.
- f) 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.
- g) The VENDOR(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the VENDOR. The VENDOR 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 VENDOR/Sub-contractor(s) with confidentiality.
- h) 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.
- i) 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/VENDOR and, should the occasion arise, submit proposals for correcting problematic situations.

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 VENDOR and the VENDOR shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

Law and Place of Jurisdiction

(Bidder Stamp & Signature)

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This Pact is subject to Indian Law. The place of performance and jurisdiction is New Delhi.

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.

Validity

- a) 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.

Article 8- Legal and prior rights

All rights and remedies of the parties hereto shall be in addition to all the other legal rights and remedies belonging to such parties under the Contract and/or law and the same shall be deemed to be cumulative and not alternative to such legal rights and remedies aforesaid. For the sake of brevity, both the Parties agree that this Integrity Pact will have precedence over the Tender/Contact documents with regard any of the provisions covered under this Integrity Pact.

IN WITNESS WHEREOF the parties have signed and executed this Integrity Pact at the place and date first above mentioned in the presence of following witnesses:

For and on behalf of Principal/Owner	For and on behalf of Vendor
Signature	Signature
Name	Name
Designation	Designation
INDIA POST PAYMENTS BANK, 2nd floor, Speed Post Centre, Bhai Veer Singh Marg, Market Road New Delhi- 110001	M/s Vendor Name & Address
Witness 1	Witness 2
(Signature, name and address)	(Signature, name and address)

Place:

Dated:

(Bidder Stamp & Signature)

RFP for Selection of Bidder for Procurement, Installation, Management & Maintenance of Network / Security Equipments & Renewal of AMC for Existing Network Equipments



3.12 Annexure XI – Commercial Bid format

Sr	Description	Qty	Unit Price	Total Price Excluding GST	GST %	GST Amount	Final Cost
		A	B	C = A x B	D	E = C x D	F = C + E
A	Scope – 1 – New Network Equipments						
1.	Router - With 3 Year warranty	01					
2.	Firewall - With 3 Year warranty	01					
3.	Wifi access point - With 3 Year warranty	10					
4.	Switch Type 1 - With 3 Year warranty	02					
5.	Switch Type 2 - With 3 Year warranty	14					
6.	Switch Type 3 - With 3 Year warranty	01					
7.	AAA Server - With 3 Year warranty	02					
8.	Network Rack 42 RU - With 3 Year warranty	01					
9.	Network Rack 15 RU - With 3 Year warranty	01					
10.	Network Rack 9 RU - With 3 Year warranty	01					
	AMC of New Network Equipments						
11.	Router - AMC for 1st Year - After 3 Year warranty	01					
12.	Firewall - AMC for 1st Year - After 3 Year warranty	01					
13.	Wifi access point - AMC for 1st Year - After 3 Year warranty	10					
14.	Switch Type 1 - AMC for 1st Year - After 3 Year warranty	02					
15.	Switch Type 2 - AMC for 1st Year - After 3 Year warranty	14					
16.	Switch Type 3 - AMC for 1st Year - After 3 Year warranty	01					
17.	AAA Server - AMC for 1st Year - After 3 Year warranty	02					
18.	Router - AMC for 2nd Year - After 3 Year warranty	01					
19.	Firewall - AMC for 2nd Year - After 3 Year warranty	01					
20.	Wifi access point- AMC for 2nd Year - After 3 Year warranty	10					
21.	Switch Type 1- AMC for 2nd Year - After 3 Year warranty	02					
22.	Switch Type 2 - AMC for 2nd Year - After 3 Year warranty	14					
23.	Switch Type 3 - AMC for 2nd Year - After 3 Year warranty	01					
24.	AAA Server - AMC for 2nd Year - After 3 Year warranty	02					
C	AMC for Existing Equipments						
25.	Router- HP MSR 50-40	04					
26.	Firewall- Fortigate 200E	01					
27.	Aruba-WiFi Access Points-APIN0205	06					
D	Facility Management Service						
28.	Team Lead – Level 2 (L2) - Unit Cost for Year - 1	01					

(Bidder Stamp & Signature)

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Sr	Description	Qty	Unit Price	Total Price Excluding GST	GST %	GST Amount	Final Cost
		A	B	C = A x B	D	E = C x D	F = C + E
29.	Network Engineer- Level 1 (L1) – to manage 24*7*365 operation - Unit Cost for Year - 1	03					
30.	Engineer- Level 1 (L1) - Unit Cost for Year - 1	01					
31.	Team Lead – Level 2 (L2) - Unit Cost for Year - 2	01					
32.	Network Engineer- Level 1 (L1) – to manage 24*7*365 operation - Unit Cost for Year - 2	03					
33.	Engineer- Level 1 (L1) - Unit Cost for Year - 2	01					
34.	Team Lead – Level 2 (L2) - Unit Cost for Year - 3	01					
35.	Network Engineer- Level 1 (L1) – to manage 24*7*365 operation - Unit Cost for Year - 3	03					
36.	Engineer- Level 1 (L1) - Unit Cost for Year - 3	01					
37.	Team Lead – Level 2 (L2) - Unit Cost for Year - 4	01					
38.	Network Engineer- Level 1 (L1) – to manage 24*7*365 operation - Unit Cost for Year - 4	03					
39.	Engineer- Level 1 (L1) - Unit Cost for Year - 4	01					
40.	Team Lead – Level 2 (L2) - Unit Cost for Year - 5	01					
41.	Network Engineer- Level 1 (L1) – to manage 24*7*365 operation - Unit Cost for Year - 5	03					
42.	Engineer- Level 1 (L1) - Unit Cost for Year - 5	01					
E	Network Rack Dressing						
43.	Network rack dressing for 42RU rack	05					
F	Buyback of Existing D Link Switches						
44.	BUYBACK of SWITCH - D-link Switches- Web smart switch-DGS-1210-28 - The cost of this item will be deducted from the above mentioned items to arrive at TCO	19					
45.	Total Cost Of Ownership = (Sum of Final Cost of item 1 to 43) - (Sum of final Cost of item 44)						
46.	TCO in Words :						

NOTE:

- The above mentioned quantity is purely indicative to derive Total Cost of Ownership and the actual quantity may vary. Bidder should provide products and services at the discovered unit costs as per the requirement of the Bank.
- L1 bidder will be selected on the basis of Total Cost Of Ownership. The actual order may vary and will be placed as per the actual requirement.
- Prices of all items shall be quoted in INR only.
- Unit price of all items, including optional items as well as TCO must be quoted in WORDS AND FIGURES.
- Cost comparison will be on the basis of total cost of ownership calculated as explained above.

(Bidder Stamp & Signature)

RFP for Selection of Bidder for Procurement, Installation, Management & Maintenance of Network / Security Equipments & Renewal of AMC for Existing Network Equipments



- f. The contract is for five years from the date of signoff of new hardware project implementation at all locations as given in purchase order.
- g. The indicative commercial offer shall be on a fixed price basis. The price should be inclusive of all other charges but exclusive of Goods & Service Tax (GST) shall be payable by the Bank at actual.
- h. The break up price of individual line item after selection of L1 bidder must be in the same proportion as given in the indicative price bid.
- i. Bidder has to show the bifurcation/details of applicable GST (CGST/SGST/IGST) in every invoice. Any upward /downward revision in GST will be borne by Bank
- j. The Total cost ownership should be inclusive of all other charges but exclusive of Goods & Service Tax (GST) shall be payable by the Bank at actual on date of invoicing.
- k. Bank will not pay any Labor charges for transportation, Road Permit, installation of hardware, items separately. All such costs, if any, should be absorbed in the above TCO.
- l. The Bidder shall give a total composite price inclusive of all out-of-pocket expenses, levies and taxes, excluding GST. All the levies and taxes will be according to the prevailing tax regime as on the date of submission of bids.
- m. Bidders are required to quote rates strictly as per the format.
- n. The quoted rate shall be firm and fixed for entire contract period, including extensions thereof, and shall not be subject to any escalation and no extra charges shall be payable for outside professional assistance (if hired by the bidder).
- o. Bidders are advised NOT to mention Rebate/Discount separately, either in this Annexure or anywhere else in the offer. In case bidders intend to offer any Rebate/Discount, they should include the same in the item rate(s) itself within this Annexure and indicate the discounted unit rate(s) only. In case, it is observed that any of the bidder(s) has/have mentioned Discount/Rebate separately, the same shall not be considered for evaluation.

Date:

Stamp and Signature

Authorized Signatory

(Name: Contact Person, Phone No., Fax, E-mail)

(Bidder Stamp & Signature)

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3.13 Annexure XII – Bank Guarantee format for Earnest Money Deposit
BANK GUARANTEE FOR EMD

(To be Stamped in accordance with Stamp Act)

The non-judicial stamp paper should be in the name of issuing Bank

Ref.....

Bank Guarantee No.....

Date.....

To
India Post Payments Bank
Post Office
Speed Post Centre Building
Market Road
New Delhi – 110001
India

Dear Sirs,

1. In accordance with Invitation to Bid under your Reference No.....,

M/s....., having its Registered/Head Office at..... (hereinafter called the 'Bidder') wish to participate in the said Bid or..... and you, as a special favour have agreed to accept an irrevocable and unconditional Bank Guarantee for an amount of..... valid upto on behalf of Bidder in lieu of the Bid deposit required to be made by the Bidder, as a condition precedent for participation in the said Bid.

2. We, the Bank at (local address) having our Head office at, guarantee and undertake to pay immediately on demand by India Post Payments Bank, the amount of Rs.
..... (in words & figures) without any reservation, protest, demur and recourse. Any such demand made by the valid holder of this Guarantee shall be conclusive and binding on us irrespective of any dispute or difference raised by the Bidder.

3. This guarantee will not be discharged due to the change in the constitution of the issuing Bank or the Supplier(s)/Service Provider(s).

4. Notwithstanding anything contained hereinabove:

(1) Our liability under this guarantee is limited to Rs. (in words & figures).

(2) This Bank Guarantee will be valid up to; and

(3) We are liable to pay the guarantee amount or any part thereof under this Bank Guarantee only upon service of a written claim or demand by you on or before

(Bidder Stamp & Signature)

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In witness whereof the Bank, through its authorised officer, has set its hand and stamp on this.....day of.....20.....at.....

WITNESS

.....
(Signature) (Signature)

.....
(Name) (Name)

.....
(Official Address) (Designation with Bank Stamp)

Attorney as per Power of Attorney No.....

Dated.....



3.14 Annexure XIII – Bank Guarantee for Performance Guarantee

(To be stamped in accordance with Stamp Act)

The non-judicial stamp paper should be in the name of issuing Bank

Ref.....

Bank Guarantee No.....

Date.....

To

India Post Payments Bank
Post Office
Speed Post Centre Building
Market Road
New Delhi – 110001
India

Dear Sirs,

1. In consideration of the India Post Payments Bank, a scheduled bank registered under Reserve Bank of India (hereinafter referred to as the 'Bank' or 'Purchaser' which expression shall unless repugnant to the context or meaning thereof include its successors, administrators and assigns) having awarded to M/s..... with its Registered/Head office at

..... (hereinafter referred to as the "Contractor" or "Vendor" or "Service Provider" which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns), a Contract by issue of Letter of Intent or Purchase Order No..... dated and the same having been acknowledged by the Contractor / Vendor / Service Provider, resulting in a Contract, bearing No..... dated.....valued at.....for..... (scope of Contract) and the Contractor / Vendor / Service Provider having agreed to provide a Contract Performance Guarantee for the faithful performance of the entire Contract not exceeding Rs. (in words & figures).

2. We.....(Name & Address of Bank Branch) having its Head office at (hereinafter referred to as the ' Issuing Bank', which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns) do hereby guarantee and undertake to pay the amounts due and payable under this guarantee without any demur, reservation, context, recourse or protest and/or without any reference to the Contractor merely on a demand from the Owner stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the Owner by reason of breach by the said Contractor(s) of any of the terms or conditions contained in the said Agreement or by reason of the Contractor(s)' failure to perform the said Agreement. Any such demand made on the Issuing Bank shall be conclusive and binding notwithstanding any difference between the Owner and the Contractor / Vendor / Service Provider or any dispute pending before any Court, Tribunal, Arbitrator or any other authority. We agree that the

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guarantee herein contained shall be irrevocable and shall continue to be enforceable till the Owner discharges this guarantee.

3. The Bank / Purchaser shall have the fullest liberty without affecting in any way the liability of the Bank / Purchaser under this guarantee, from time to time to extent the time for performance of the Contract by the Contractor. The Bank / Purchaser shall have the fullest liberty, without affecting this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the Contractor, and to exercise the same at any time in any manner, and either to enforce or to forbear to enforce any covenants, contained or implied, in the Contract between the Bank / Purchaser and the Contractor or any other course or remedy or security available to the Bank / Purchaser. The Issuing Bank shall not be released of its obligations under these presents by any exercise by the Bank / Purchaser of its liberty with reference to the matters aforesaid or any of them or by reason of any other act of omission or commission on the part of the Bank / Purchaser or any other indulgences shown by the Owner or by any other matter or thing whatsoever which under law would, but for this provision have the effect of relieving the Issuing Bank.

4. The Issuing Bank also agrees that the Bank / Purchaser at its option shall be entitled to enforce this Guarantee against the Issuing Bank as a principal debtor, in the first instance without proceeding against the Contractor / Vendor / Service Provider and notwithstanding any security or other guarantee the Bank / Purchaser may have in relation to the Contractor's liabilities.

5. This guarantee will not be discharged due to the change in the constitution of the Bank or the Contractor(s)/Service Provider(s).

6. Notwithstanding anything contained hereinabove:

(1) Our liability under this guarantee is limited to Rs. (in words & figures).

(2) This Bank Guarantee will be valid upto; and

(3) We are liable to pay the guarantee amount or any part thereof under this Bank Guarantee only upon service of a written claim or demand by you on or before

In witness whereof the Issuing Bank, through its authorised officer, has set its hand and stamp on this.....day of.....20.....at.....

WITNESS

.....
(Signature)

.....
(Signature)

.....
(Name)

..... (Name)

.....
Address)

..... (Official
(Designation with Bank Stamp)

(Bidder Stamp & Signature)

RFP for Selection of Bidder for Procurement, Installation, Management & Maintenance of Network / Security Equipments & Renewal of AMC for Existing Network Equipments



3.15 Annexure XIV – Authorisation letter

(To be submitted on company letterhead via email)

To,
Senior Manager - IT,
India Post Payments Bank
Corporate Office, 2nd Floor,
Speed Post Centre Building,
Bhai Veer Singh Marg, Gole Market, New Delhi – 110 001.

Sir,

Sub: - Authorisation Letter – For attending Meeting – RFP _____

We, _____ (name of the company) hereby authorise the following executive from our company to attend the pre bid meeting in person or through VC link of the subject RFP.

The details of the authorised personnel is as under;

Sr	Name	Designation	Mobile No	Email ID for VC invite

Kindly send the VC link for pre bid meeting on the above mentioned email id of the authorised personnel.

Yours faithfully,

Authorised Signatory

(Stamp & Sign)

Designation

(Bidder's corporate name)

(Bidder Stamp & Signature)

RFP for Selection of Bidder for Procurement, Installation, Management & Maintenance of Network / Security Equipments & Renewal of AMC for Existing Network Equipments



3.16 Annexure XV – Manufacturer Authorization Form
(To be submitted only if applicable)

Ref No :
.....

Dated :

To,
Manager,
India Post Payments Bank
Corporate Office, 2nd Floor, Speed Post Centre Building, Bhai Veer Singh Marg, Gole Market,
New Delhi – 110 001.

Reference: Tender No. dated _____ due on _____

Dear Sir,

We _____ the Manufacturers of _____
_____ having manufacturing unit at _____
_____ (Address of the
factory) do hereby authorize M/s. _____ (Name and Address
of dealer) to submit a bid, and subsequently negotiate and sign the contract with you against
the above tender.

We hereby extend our full guarantee, warranty and support and also in meeting warranty
obligations by providing necessary spares in time for the goods & services offered by the above
dealer against this tender.

Yours faithfully
(Name)
(Name of the manufacturer)

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



3.17 Annexure XVI – Undertaking

Format for declaration (On Letter head of Bidder / OEM)

Restrictions on procurement from bidders from a country or countries, or a class of countries under Rule 144 (xi) of the General Financial Rules 2017

We certify as under:

We have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries, and solemnly certify that we fulfil all requirements in this regard and are eligible to be considered. We certify that:

1.we are not from such a country or, if from such a country, we are registered with the Competent Authority (copy enclosed). and;

2.we shall not subcontract any work to a contractor from such countries unless such contractor is registered with the Competent Authority.

(Stamp and Signature of Authorized Person)

Name & Designation

Name of company

Date

Place

(Bidder Stamp & Signature)

RFP for Selection of Bidder for Procurement, Installation, Management & Maintenance of Network / Security Equipments & Renewal of AMC for Existing Network Equipments