

REQUEST FOR PROPOSAL (RFP)

FOR

SELECTION OF SERVICE PROVIDER FOR SUPPLY, INSTALLATION, COMMISSIONING, OPERATIONS AND MAINTENANCE OF ENTERPRISE NETWORK CONNECTIVITY AND NETWORK INFRASTRUCTURE FOR 5 YEARS

Notice No.:

PSB/HOIT/RFP/GEM2026/B/51/2026-27

DATED 10.06.2026



PUNJAB & SIND BANK

**Punjab & Sind Bank
Second Floor
IT Department
Plot Number 151, Sector 44,
Gurugram, 122003**

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1 Invitation for Tender offers

Punjab & Sind Bank (PSB) invites sealed tender offers (Technical bid and commercial bid) from eligible, reputed Bandwidth service providers/ Service Integrators for providing Network Hardware, Network Links, Network associated Solutions at bank's Data Centers & Offices, including management of Network Operation Center (NOC). Bidder is also required to supply, implement, configure & manage the network hardware and associated solutions required at Data Centers, branch & offices.

In this RFP, the term bidder/prospective bidder refers to the bidder for delivering the link & services mentioned in the **scope of work**.

Please note:

- All costs and expenses (whether in terms of time or material or money) incurred by the Recipient/ Bidder in any way associated with the development, preparation and submission of responses, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by the Bank, will be borne entirely and exclusively by the Bidder.
- Bidders are required to submit a Bank Guarantee drawn in favour of "**Punjab & Sind Bank**" payable at **New Delhi**, towards Earnest money Deposit (EMD) for Rs. 12,00,00,000 (Rupees Twelve Crores only) valid for 180 days from the date of submission of the bid. Offers made without EMD will be rejected. The Bank may accept Bank Guarantee in lieu of EMD for an equivalent amount issued by any scheduled commercial bank acceptable to Punjab & Sind Bank. The Bank Guarantee should be valid for 180 days from the date of submission of the offer. The format of Bank Guarantee is enclosed as **Bank Guarantee Form**
- EMD in the form of Bank Guarantee must accompany all tender offers as specified in this tender document. EMD in the form of Bank Guarantee should not be included with Technical or Commercial bid. It should be in separate cover to be handed over to the Bank. For more details on EMD please refer to '**Earnest Money Deposit**' section 7.5
- Tender offers will be opened in the presence of the bidder's representatives who choose to attend the opening of tender on the specified date, time and place.
- Technical Specifications, Bill of Material document, Terms and Conditions and various formats and pro forma for submitting the tender offer are described in the tender document and Annexure

2 Data Sheet

The following is an indicative timeframe for the overall process. PSB reserves the right to vary this timeframe at its absolute and sole discretion and without providing any notice/intimation or reasons thereof. Changes to the timeframe will be communicated to the affected Respondents during the process.

Particulars	Details
Tender Number	PSB/HOIT/RFP/ GEM2026/B/51/2026-27
Tender Title	Selection of Service Provider for Supply, Installation, Commissioning, Operations and Maintenance of Enterprise Network Connectivity and Network Infrastructure for 5 years
Bid Security Deposit (EMD) Note: Only for Price of Tender Copy and Bid Security Deposit	Rs. 12,00,00,000/ (Rs. Twelve Crores Only) <i>Note: - Bidders who are eligible for EMD (Earnest Money Deposit) exemption as per GeM General Terms and Conditions (GeM 4.0, Version 1.25, dated 14th July 2025, Page 19) are required to submit a Bid Security Declaration in lieu of EMD.</i>
Date of Publishing of RFP on Bank's website	10.06.2026
Last Date for Submission of Pre-Bid Query	22.06.2026 16:00 HOURS (queries must be mailed to hoit.tenders@psb.bank.in only)
Pre-bid Meeting	25.06.2026 11:30 HOURS Pre-Bid meeting will be held Online, and participants are requested to attend the meeting Online. Those who are interested in participating the Prebid meeting should share the participant details to hoit.tenders@psb.bank.in Upon perusal of the same, the link / meeting id will be shared to the participant to participate in the virtual meeting.
Bid submission last date and time	10.07.2026 15:00 HOURS
Eligibility cum Technical bid opening date and time	10.07.2026 15:30 HOURS
Date of Technical presentation	To be notified later.
Commercial Bid opening Date and Time	To be notified later

Project Office Locations	Punjab & Sind Bank Second Floor, IT Department Plot Number 151, Sector 44, Gurugram, 122003
Contact Persons for any clarifications/ Submission of Bids	Parmod Kumar (Senior Manager) Nilesh Kanphade (AGM)
Contact Numbers	+91 9729434040
	<p>1. No suggestions or queries shall be entertained after pre-bid meeting.</p> <p>2. This document can be downloaded from following website: https://punjabandsind.bank.in</p> <p>Any Amendments, Modifications, Pre-Bid Replies, Clarifications & any communication etc. will be uploaded on the Bank's website (i.e. https://punjabandsind.bank.in & https://gem.gov.in/ No individual communication will be sent to the individual bidders.</p>
<p>Information for Online Participating:</p> <p>The following activities will be conducted online through the https://gem.gov.in/ website:</p> <ol style="list-style-type: none"> 1. Purchase of RFP document including all Annexures. 2. Addendums to the RFP. 3. Submission of Technical Bid & Commercial Bid by the Bidder. 4. Opening of Technical Bid 5. Reverse auction. 5. Announcement of results, if any. <p>Instructions:</p> <ol style="list-style-type: none"> 1. Bidders who wish to participate will have to register with GeM Portal and follow respective guidelines. <p>In case of any clarification/ queries regarding online registration/ participation, Bidders may reach out to: Email: hoit.tenders@psb.bank.in</p>	

* All MSMEs(Micro , Small and medium Enterprises) having registration as per provisions of the Public Procurement Policy for Micro, Small and Medium Enterprises i.e. District Industries Centre (DIC) or Khadi and Village Industries Commission (KVIC) or Khadi and Industries Board (KVIB) or Coir Board or National Small Industries Commission (NSIC) or directorate of Handicrafts and Handlooms or Udyog Aadhaar Memorandum or any other body specified by Ministry of MSME and Start-ups (recognized by DIPP) are exempted from submission of Participation Fee, EMD amount only. Relevant Certificates should be submitted by the bidder in this regard to avail exemption.

Note:

1. If any of the dates given above happens to be Holiday in Banks in Haryana, the related activity shall be undertaken on the next working day at the same time.

2. All Claims made by the Bidder will have to be backed by documentary evidence.
3. Bidders should submit bids well before time rather than waiting for the last moment to avoid any technical glitches or networking issues etc. at their end.
4. Bidders are requested to use a reliable internet connection (data cable / broadband) to safeguard themselves. The bank is not responsible for telephone line glitch, internet response issues, hardware hangs etc. at bidder's end.
5. No Claim of any bidder shall be entertained, whatsoever for delayed submission of their bid at any stage because of any reason. Therefore, bidders are advised to submit their bids well before the scheduled time.

The tender document may also be downloaded from the Bank's official website also <https://punjabandsind.bank.in>

3 Structure of the RFP

- An overview of services to be provided by the selected Bidder.
- The technical and commercial evaluation methodology which shall be followed to select the successful Bidder and;
- The terms and conditions to which this RFP and the Bidder responses shall be subject to PSB shall enter into a separate contract after selecting the bidder, which shall detail the terms and conditions.

A detailed set of annexure is provided to the bidder for formulation of responses for evaluation covering sections such as technical requirements, bidder details, Bidders experience & strength etc. The list of such annexure is provided in the table below.

Bid Formats attached to this document

Annexures
Annexure 1: Bank Guarantee Form
Annexure 2: Technical Proposal Format
Annexure 3: Commercial Compliance Certificate
Annexure 4: Compliance Certificate
Annexure 5: Proposed Agency Profile
Annexure 6: Confirmation of Terms & Condition
Annexure 7: Tender Offer Cover Letter
Annexure 8: Submission Checklist
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Annexure 10: Confirmation of eligibility
Annexure 11: Proposed Team profile
Annexure 12: NDA Format
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Annexure 17: Manufacturer's Authorization Format
Annexure 18: Compliance for Reverse Auction
Annexure 19: Letter of authority for participation in reverse auction
Annexure 20: Certificate on OEM Requirements
Annexure 21: Escalation Matrix
Annexure 22: Litigation Certificate
Annexure 23: Non-Blacklisting Undertaking
Annexure 24: Undertaking of Authenticity (on bidder's letterhead)
Appendix 01: Present Inventory
Appendix 02: Minimum Technical Specification
Appendix 03: Commercial Bill of Material Format

4 Introduction

4.1. Overview

Punjab & Sind Bank (hereon referred to as 'PSB' or the 'Bank') is a major Public Sector bank in Northern India. The Bank's Corporate Office is in Kidwai Nagar, New Delhi.

The Bank has a national presence through a widespread network of 1657 branches all networked under Centralized banking Solution on Finacle. It also has a network of more than 1175 ATM(s) spread across the country including onsite and offsite ATMs as well. With more than 118 years of customer services, the Bank has a large satisfied clientele throughout the country. For enhancing customer convenience levels and overall inter-branch efficiency, the bank has been a frontrunner in implementing various IT enabled products. Bank has already launched various delivery channels such as Internet Banking, Mobile Banking, and ATMs.

Bank has migrated its Core Banking platform to Finacle 10 version. Also, bank has deployed IT solutions like NAC solution, Secure web gateway/web proxy solution, Patch Management Solution, IT Inventory Management, Application Whitelisting, Mobile Device Management (MDM) solution, SDWAN, SDN, ITSM, Change management, Incident management etc.

Presently Bank is having all the links through its existing system Integrator M/s Sify Technologies Limited.

The Bank invites Request for Proposal for selection of Network service provider(s)/ Service Integrator (s) for providing Network Hardware, Network Links, Network associated Solutions at bank's Data Centers & Offices, including management of Network Operation Center (NOC).

4.2. Purpose of this document

"Bank" intends to issue this bid document, hereinafter called RFP, to eligible Network service provider/ Service Integrator, hereafter called as 'SPs/SIs' or 'SP/SI', to participate in the competitive bidding for appointment of SP/SI for providing data connectivity at datacenters & offices and management of network operation center

The bank intends to appoint a bandwidth service provider for a tenure of 5 years to provide all required connectivity i.e. MPLS, Internet, point to point link etc. to the bank during the contract period. Bank may place order for additional links or increase the bandwidth of the existing links during the tenure of the contract based on the rate contract finalized as part of the RFP.

Bank may place additional order for proposed hardware during the tenure of the contract. Any item (links, hardware or software) purchases / upgraded / shifted shall be done from identified rates as provided in the commercial bill of materials on pro-rata basis during the tenure of the contract.

As part of scope for Network operation Center (NOC), bidder will have to manage all the proposed links and also the additional link that bank procures from the other service provider during the contract period. The NOC will be the single point of contact for all link related issues of the bank and bidder will be responsible for implementation, configuration, troubleshooting, maintenance, Liaising etc. activities for

the links & associated active network components (modems, routers & switches) used in data center, branches & other office. The bidder will be responsible for supply, configuration, management & support of all the active network components with respect to link termination at branches, offices & data centers. The bidder will also be responsible for onsite support if required for any link & hardware related issues. In case of any link or hardware failure which have not been supplied by bidder, bidder will be responsible for call login & follow-up for call resolution within the SLA timeline.

Bank is already having monitoring tool for monitoring of the links & link related hardware, bidder has to integrate the proposed infra/ applications with this tool i.e. Manage Engine's tool.

The bank will not accept any plea from the Service Provider(s)/ Service Integrator(s) for any additional costs other than the TCO mentioned in the RFP for the mentioned scope.

Disclaimer:

The RFP document is not a recommendation, offer or invitation to enter into a contract, agreement or any other arrangement in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between the Bank and any successful bidder as identified by the Bank after completion of the evaluation process detailed in **Section 9**.

The information contained in this RFP document or any information provided subsequently to Bidder(s) whether verbally or in documentary form by or on behalf of the Bank, is provided to the Bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP is neither an agreement nor an offer and is only an invitation by Bank to the interested parties for submission of bids. The purpose of this RFP is to provide the Bidder(s) with information to assist the formulation of their proposals. While effort has been made to include all information and requirements of the Bank with respect to the solution requested, this RFP does not claim to include all the information each bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where ever necessary obtain independent advice. Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

This is not an offer by the Bank but only an invitation to bid in the selection process initiated by the Bank. No contractual obligation whatsoever shall arise from the RFP process until a formal contract is executed by the duly authorized signatory of the Bank and the Bidder.

4.3. Existing IT Set-up

The Bank currently has existing DC located in Airoli, Mumbai, DRC at Noida & NDR at Rabale, Mumbai. Bank may relocate the Data Centers to new locations post the completion of the existing SI contract and bidder needs to shift all the infra seamlessly to new locations of Bank's Data Center along with liaising with Bank and Bank's vendors.

Network Connectivity:

The PSB Network Infrastructure consists of 4 MPLS clouds provided by Sify/BSNL/TTSL/Airtel. The Primary Data Centre (Co-hosted and located at Mumbai-Airoli) and Disaster Recovery Centre at Noida have Point to Point Connectivity of 2 Gbps (Primary & Secondary Link). The Near DR is situated at Mumbai- Rabale. Connectivity of Branches to DC/DR is through MPLS Cloud of 655/200/100/255 Mbps (from Sify/BSNL/TTSL/Airtel respectively) at DC/DR end and connectivity at Branches are having 2 links each with a bandwidth of 512 Kbps / 2 Mbps (VSAT/LL/RF/5G) in active-active mode. The DC is having internet bandwidth of 300 Mbps from two service providers & DR has 500 Mbps internet bandwidth from two service providers in active-active mode. If bidder require existing Network architecture of the bank, they may send a request to hoit.tenders@psb.bank.in along with the authority letter for the person sending the request.

The list of present inventory of Network IT assets is attached as '**Appendix 01**'

5 Eligibility Criteria

S.No.	Eligibility Criteria	Supporting Documents
General Eligibility		
1	The bidder should be a Government Organization / PSU / PSE or a Public /Private Limited Company registered in India as per Company Act 1956 /2013 and should be in existence for last 5 years from the date of issuance of RFP in business of MPLS services / VPN services.	Certificate of incorporation/certificate for commencement of business/ other relevant documentary proof is to be submitted
2	Bidder must have installed/operational a minimum of 5000 MPLS VPN Layer 3 link during last five (5) financial years (2021-22, 2022-23, 2023-24, 2024-25 and 2025-26) in India having PAN – India presence. Out of which 1000 MPLS VPN Layer 3 Links should have been commissioned by the bidder for a single Scheduled commercial bank and should be operational at present.	Supporting documents (e.g. Installation certificate, Acceptance certificate, letter of commissioning etc. from the buyer) should be submitted along with bid
3	The Bidder should have minimum 100+ MPLS PoPs (Point of presence) across India. The Bidder should have dual MPLS PoPs in Mumbai and Delhi-NCR. The two PoPs must be geographically separated and located at different physical premises/ buildings. Both PoPs shall not be housed in the same campus, facility, data center or building.	Bidder is required to provide self-declaration.
4	The bidder should have minimum annual turnover of Rs.500.00 Crore in each of the last 3 financial years i.e.2023-24, 2024-25 and 2025-26 as per the audited balance sheet available at the time of submission of tender. This must be the individual company turnover and not that of any group of companies.	Audited Balance Sheet and Profit and Loss Account Statement for last three years and CA certificate.
5	Bidder should have positive net worth for the last three financial years (FY 2022-23, 2023- 24 and FY 2024-25). In case of merger or acquisition, financials of merged or acquired companies may be considered in case of new companies.	
6	The OEM of any proposed solution / bidder should not have filed for Bankruptcy in any country.	Self-declaration from bidder/ proposed OEM Confirming the criteria.
7	The companies or firms, bidding for the above tender, should have not been blacklisted by any of Government Authority or Public Sector Undertaking (PSUs). The bidder shall give an undertaking (on their letter head) that they have not been	Self-declaration confirming the criteria.

	blacklisted by any of the Govt. Authority or PSUs. In case, in the past, the name of their Company was blacklisted by any of the Govt. Authority or PSUs, the same must have been removed from the blacklist as on date of submission of the tender, otherwise the bid will not be considered. It is further clarified that any interim stay Order passed by any Court/Forum in favor of bidder against its blacklisting shall not be considered by Bank as the bidder having satisfied/ fulfilling the eligibility criteria under this clause.	
8	Bidder should have a valid Unified License (UL) / National Long Distance (NLD) license as per Telecom policy of India.	Copies of the licenses to be provided along with self-attestation by the authorized signatory of the bidder with company seal. In case the bidder has license where validity is less than 5 years, a declaration should be submitted by the bidder regarding obtaining renewal / fresh license.
9	Bidder should be either an Original Equipment Manufacturer (OEM) of devices/software solutions or authorized partner of OEM. In case the bidder is an Authorized partner of the OEM, Bidder needs to provide Manufacturer Authorization Form (MAF) from OEM stating that bidder is authorized partner of OEM and authorized to participate in this tender and in case the bidder is not able to perform obligations as per contract during the contract period, contracted services will be provided by OEM. OEM can quote directly or through authorized partners. However, both i.e. OEM & their authorized partner cannot participate in the RFP. In case both (OEM & his authorized partner) participate, only bid of the OEM will be considered.	MAF to be submitted.
10	If the bidder or its subsidiary or its associate or sister company or its holding company has already had an association with Punjab & Sind Bank in the past 5 years or at present as a service provider on any project, then the bidder is required to submit the satisfactory certificate from the bank issued/dated post the issuance of the RFP. Additionally, the Bidder should not have any Service Level Agreement/Contract pending to be signed with the Bank pending for more than 6 months from the date of issue of purchase order or bank should not have cancelled PO after selection through open	Self-Certification from the bidder along with the satisfactory certificate from PSB (In case of association)

	RFP due to non-performance.	
11	The bidder should have a fully operational Network Operation Centre (NOC) in India for at least 5 years and must be providing 24*7*365 support.	Self-declaration along with copy of work order/letter from customer.
12	The Bidder's NOC must be ISO 27001:2021 certified.	Copy of the relevant ISO Certifications.
13	The Bidder should also have BCP with a Disaster Recovery Site for NOC in place for running all the operations covered in primary NOC site.	Details of NOC DR/BCP site with Addresses
Bidders technical Experience		
1	The Bidder must have implemented / must be managing and monitoring Data Centre Network of minimum 3 Organizations out of which one organization must be BFSI with a minimum size of 1500 branches during last 5 years.	Relevant documents (Purchase Order /Work Order/ Contract Agreement and Sign-off copy/Go-Live Certificate / Completion Certificate/Letter from the organization) should be submitted as evidence
2	The Bidder must be implemented / must be managing and monitoring Data Centre Network (SDN) with controller, minimum 2 spine and 20 leaf switches for minimum 2 Organizations out of which one organization must be BFSI during last 5 years.	
3	The bidder should have implemented /managing Network access control solution (NAC Solution) in two organizations out of which one organization must be BFSI India with minimum 3000 endpoints during last 5 years	
4	The bidder should have implemented/ managing any SDWAN Solution with minimum 1500 branch locations in one BFSI in India during last 5 years. The said solution should be live with all SD-WAN components including but not limited to controller, Orchestrator, Analytics at on-premises of the customer organization.	
Track Record of OEMs		
1	The proposed OEMs SDWAN solution should have a minimum installation base of 1500 branches each in minimum two public sector bank in India during last 5 years.	Relevant documents (Purchase Order /Work Order/ Contract Agreement and Sign-off copy/Go-Live Certificate / Completion Certificate/Letter from the organization) should be submitted as evidence.
2	The proposed OEMs SDN solution should be implemented in 2 public sector bank in India with minimum 4 spines switches and 50 leafs switches along with centralized SDN controller/s in each bank	

	during last 5 years	
3	Proposed Switch OEM should have a minimum installation base of 1000 switches each in two scheduled commercial bank in India during last 5 years.	
4	Proposed Collaboration OEM Solution should have a minimum installation base of 1000 End-user devices (i.e. IP phones and VC endpoints) in one public sector bank in India during the last 5 years.	
5	Proposed Network Performance Monitoring and diagnostics (NPMD) OEM Solution should have been deployed in 5 BFSI customers out of which one should be public sector Bank in India during last 5 years.	
6	Proposed AAA Solution should have been deployed in one public sector bank in India during last 5 years	
7	Proposed Network access control solution (NAC Solution) should have been deployed in one public sector bank in India with minimum 10000 endpoints during last 5 years	
Support Services		
1	The bidder must have employed a minimum of 100 certified network engineers in their organization's payroll.	Details of network engineers employed by them with name, qualification and certification
2	The bidder should have adequate support infrastructure with minimum 25 own or franchisee logistical centers across India out of which at least one support infrastructure/ logistic center should be necessarily located in each of the states where Bank's 33 Regional Offices are located (list of regional offices: Annexure 16)	List of own logistic centers along with full postal address, name of the center in-charge and their contact detail
3	The OEM should have their own Support Center in India for providing 24 hours x 365days Telephonic support.	Details of OEM support center need to be shared as self-declaration.

Note:

- Attested photocopies of all relevant documents / certificates should be submitted as proof in support of the claims made. The bidder should provide relevant additional information wherever required in the eligibility criteria. The Bank reserves the right to verify /evaluate the claims made by the Bidder independently. Any decision of the Bank in this regard shall be final, conclusive and binding upon the Bidder.
- In case of business transfer where bidder has acquired a Business from an entity ("Seller"), work

experience credentials of the Seller in relation to the acquired Business may be considered.

- In case of corporate restructuring the earlier entity's incorporation certificate, financial statements, Credentials, etc. may be considered.
- Experience of 100% owned subsidiary of the bidder can be considered as bidder's experience.
- If an agent submits a bid on behalf of the Principal/ OEM, the same agent shall not submit a bid on behalf of another Principal/ OEM for the same solution.
- Scheduled commercial banks do not include small finance banks, payment banks, regional rural banks and cooperative banks
- Branches mean bank branches only and exclude extension counters, satellite offices, part-shifted branches, specialized branches and banking correspondents.

6 Scope of Work

The scope of work involves supply, installation, configuration, management, preventive maintenance, monitoring, software / firmware upgrade / updation etc. under complete managed SDWAN services and setup of onsite NOC including bandwidth provisioning between DC, DRC, NDR and Branch, other office locations, NPMD at DC & DR, Collaboration (Video Conferencing) solution at CO Kidwai Nagar, HO Rajendra Place and HO IT.

The scope of work can be divided into following components as mentioned below-

1. Implementation, configuration & management of Data connectivity at Data Centres, Branches & offices.
2. Implementation & management of Network Operation Centre (NOC)
3. Implementation, configuration & management of Collaboration (Video Conferencing) solution at select offices.
4. Implementation, configuration & management of Network Packet Monitoring and Diagnostics (NPMD) solution at DC and DR.
5. Supply, implementation, management & support of network/Collaboration/ NPMD hardware at primary Data Centre (DC), Disaster Recovery Center (DR), Near DR (NDR), branches / offices.
6. Implementation and maintenance of earthing at all new branch locations and AMC for existing branch locations for in-scope equipment. The earthing should have adequate differential between earth and neutral voltage.
7. Management, preventive maintenance, monitoring, software / firmware upgrade / updation etc. under complete managed SDWAN.
8. Provide OEM advanced services for design, review and validation
9. Provide transition and migration from existing service provider
10. Provide Warranty, AMC, ATS for the tenure of the contract
11. Provide reverse transition and exit management at the tenure of the contract
12. Bidder is required to monitor and manage Bank's existing NTP server for time synchronization for all in-scope applications and infrastructures supplied by the bidder. Bidder is also responsible for integration and synchronization of NTP server with in-scope application and infrastructure supplied by the bidder. Bidder is required to propose a OEM supported product as part of the solution, no

open-source distribution shall not be entertained by the Bank.

13. Details migration plan has to be shared with Bank well before initiating the process, Zero downtime/Operation movement Downtime has to be maintained for migration activity. Bidders may run the operations from DR to achieve Zero Downtime/Operation movement Downtime.
14. **Bidders are advised to assess the current infrastructure / Solutions (Please refer Appendix 01). Bidder has a option to refresh existing infra /solutions from day one OR to provide AMC till EOL/EOS of the solution/Infrastructure and replace them as per specification mentioned in RFP thereafter to ensure complete OEM support during tenure of contract. In case of specification of any item is missing in the RFP bidder has to replace the said item with equivalent or higher specification.**
15. Bidder has to supply the items mentioned in commercial bill of material for tenure of contract. Bank may procure the items at a variance of up to 25% of the required quantity in the RFP as per agreed rate card.

6.1. Transition and migration services

Bidder is required to provide transition services for the existing network links and equipment(s) from current system integrator. As part of the transition services following would be required to be provided by the successful bidder:

1. Bidder to do the feasibility study at the new premises and take necessary steps to make the new sites connected, if any.
2. Delivery of new network links and network equipment(s) at branches & offices and DC, DRC and NDR locations.
3. Replication links connectivity between branches and offices with existing DC, DRC and NDR location.
4. Facility Management for DC, DRC, NDR and NOC support to be taken over by the selected bidder before termination of the contract. Bidder is required to consider parallel run of three (3) months for understanding current service management framework, processes, create runbook, understanding daily activities, housekeeping, compliance and change management, issue tracking and resolution notification; Bidder is required to take over the support two (2) months prior to date of termination.
5. Assist the bank from network and link standpoint when bank or it's appointed service provider migrate application, compute, storage from existing DC, DRC and NDR to new DC, New DRC and New NDR.
6. Bidder is required to submit complete migration strategy as a part of technical proposal.
7. Bidder is required to call out complete preparedness requirement from the bank side as part of technical proposal; it should be in tabular format with complete RAID and RACI matrix.
8. Bidder is required to submit a detailed project plan with project schedule
9. Bidder should adequately prepare a fallback / rollback plan as part of the technical proposal. In case of reversal is required Bank shall not pay any cost for the same.
10. Bidder is required to involve project manager during all discussion about migration.
11. Bidder's resources are required to carry the Organization's ID card when visiting premises of the Bank. This is applicable for Bidders personnel, OEM personnel or subcontractor's personnel. Bidders resources is required to arrange premises visit with prior approval from designated authority.
 - The successful bidder has to submit a daily status report to the ZO and ITD HO regarding number of branches whose transition has been completed.

- Once the successful bidder has updated the Bank about the completion of the transition of a branch, from that point onwards the whole responsibility of that branch (maintaining SLAs, uptimes) is with the successful bidder.
- Takeover at DC/DRC/HOs and other locations – The successful bidder would deploy its program manager and other resources within a period of 4 weeks of date of award and would be single point of contact for PAN India to share the project status on daily basis and as & when required by Bank and they have to submit the following documents at Network Dept. :
 - The successful bidder shall conduct study of Bank’s existing network (including IP schema, router configuration, IPSec encryption, routing protocols etc.,) and redesign the architecture of existing network.
 - Network Design document and configuration document has to be submitted separately.
 - The successful bidder has to submit detailed report to PSB containing but not limited to network architecture, LAN design etc.
 - Disaster Recovery plan (for network including links, equipment) should be prepared with step-by-step procedure of the network recovery, time taken for network recovery and dependencies.

Bidder will have the sole responsibility for implementation of the new Bidder’s delivery organization structure. All preparation and planning for such implementation must be completed during the Transition Period.

The bidder will explain how and when it will implement the transition activities, describe how it will transition Services from PSB’s current environment. The Bidder will include a project plan (“Transition Project Plan”) indicating the tasks, timeframes, resources, and responsibilities associated with the transition activities. Bidder has to develop a detailed transition plan covering at least the following key areas:

- **Transition Schedules, Tasks and Activities**
 - Transition activities
 - Operations and Support
- **Maintenance Resource Requirements**
 - Facilities
 - Personnel
- **Other Resources**
 - Relationships to Bank’s other Teams / Projects
 - Management Controls
 - Reporting Procedures
 - Risks and Contingencies- Key Risks, issues, dependencies and mitigation plans.
 - Transition Team Information
 - Transition Impact Statement and assessment
 - Review Process
 - Configuration Control
 - Plan Approval
 - Describe tools, methodologies and capabilities of the teams deployed for transition.

Bidder is required to ensure that its framework for transition of proposed services from PSB IT team/current Service Provider; at a minimum should include the following phases and allied activities:

Service Requirements	Description
Initiation	Kick off the transition based on the agreed transition plan
Planning	This phase takes care of all the planning activities required for successful transition of services
Execution	Execute the transition of services while ensuring near zero risk and no disruption to business
Closure	Create all the transition documents and submit to the client for review and sign off and start off with MIS & SLA reporting.

Bidder's Roles & Responsibility

Sl. No.	Tasks
A	Initiation
1	Project kick-off
2	Team mobilization
B	Planning
3	Project charter
4	Communications plan
5	Set-up transition management process (risk, issues, changes, dependencies, reporting etc.)
C	Execution
7	Discover and study existing practice, process, assets etc.
8	Define service delivery process
9	Define processes, develop SOPs, checklists, escalation matrix and flow charts. (Bidder has to obtain PSB's sign off on documentation prior to completion of transition phase)
10	RACI Matrix
11	Configuration of monitoring parameters and SLAs
12	Shadow support
D	Transition closure
14	Primary takeover
15	Business as usual to be delivered by successful bidder's operations team as per scope of work
16	Finalized run-books
17	Hand-over document
18	Finalize the Service transfer process document
19	Submit the Transition documents to the bank for review and sign off
20	Periodic SLA reporting

21	The scope of work mentioned is illustrative and not exhaustive. The bidder needs to comply with Bank's requirements and any statutory or regulatory guidelines
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Roles and Responsibility for Migration:

S.No.	Activity	Responsible	Informed
1.	Migration, transition strategy preparation along with takeover from existing SI	Bidder	Bank
2.	Resource allocation for discussion on transition – Project Manager	Bidder	Bank
3.	Detailed migration plan, including schedule	Bidder	Bank
4.	Detailed migration checklist with RAID matrix	Bidder	Bank
5.	Strategy and Checklist for readiness and preparation	Bidder	Bank
6.	Fallback / Rollback plan	Bidder	Bank

- Bidder to ensure proper documentation during each phase of transition and get them approved by PSB IT team.
- Maintain steady operation of Transition period will have to be done within 60 days from the date of the order from the existing service provider.
- Bidder has to provide sufficient staff during the transition period however the payment for services shall start after the transition period and formal handover of service to the bidder.
- Finalize the reporting mechanism in consultation with the Bank.

6.2. Supply, Implementation, configuration & management of Data connectivity & network devices at Data Centers, Branch & offices

Bidders are required to provide the complete connectivity solution to the bank at its DC, DR, NDR & branch offices. The solution will require providing MPLS connectivity, Internet links & other point to point links required to run banking operations. In addition to the links the bidder will have to supply, install, manage & support the network hardware in DC, DR, NDR & branch offices. All network routers and switches supplied under RFP should be TEC certified /compliant.

Bank is in process to sign MoU with BSNL. BSNL will provide one link at Bank's DC, DR & branch offices as per feasibility. Configuration and Management of these BSNL links will also be the responsibility of the successful bidder.

Bank can on board any ISP(s) in future based on Bank's requirement, and the configuration and management of these links will also be responsibility of the successful bidder. Bidder has to provide rate card of the management of the third-party link as per commercial BOM.

The terminology for ISP which will be referred to in this RFP

NSP1 link: BSNL link

NSP2 link: Bidders own link

NSP3 link: Bidders partner Link

NSP4, NSP5, NSP6 etc.....: Any other ISP onboarded by bank.

Bank reserves the right to change the media of network connectivity if required. SP has to monitor the links and if frequent issues are observed in any particular link SP has to move forward for changing the last mile media for better stability. In cases, especially in Metro Areas where RF cannot be installed due to NO ROOF RIGHTS, Bank has the right to prefer wired link from any of the Bank's onboarded ISP(s) as per feasibility

The broad scope of work would include the following:

1. The bidder will have to provide branches and other offices with MPLS network link service provider. The bidder will be the single point of contact for the bank for all the connectivity provided to Bank and entirely responsible for the same. The contract will be for a period of 5 years from the date of execution of the contract. Bank at its discretion may also release orders for additional locations. In case of downward revision of rates by TRAI at any point of time during the contract period, the same will be passed on to the Bank proportionately. No upward revision of rates will be allowed.
2. Bidder is not allowed to change the Service Provider for proposed link bandwidth or OEM for proposed network devices during the tenure of the contract, unless otherwise there are exceptional situations like bankruptcy, insolvency, going out business globally or India of the respective SP or OEM.
3. Bidder is not allowed to propose options for service provider for link bandwidth or OEM for network devices. In case of proposing any option for such components, Bank shall have discretion to exercise rejection of the Bid.
4. Bidder should provide redundant backhaul setup (in terms of links and CPE and POPs) at Bank's DC and DR sites. Bidder should have to ensure the readiness of backhaul setup at identified HUB locations (DC & DRC) before the commissioning of single branch location MPLS links. Bidder should intimate bank the process for upgradation of the backhaul and or branch links once it reaches 70%.
5. The last mile of Backhaul delivered link from POP should be highly redundant and there should not be any single point of failure. The last mile for DC, DR must be OFC with self-healing ring based architecture. The bidder should have their own nationwide high availability MPLS network backbone that has at least a redundant path through links from carriers/infrastructure providers. The core MPLS backbone of both proposed MPLS should be fully meshed. Bidder has to submit the declaration for this clause during bid submission.
6. Branches connected through MPLS should communicate with each other directly without coming to HUB location i.e. any to any communication. The circuit should be available in full duplex mode with sending and receiving available on the same circuit. (For eg. - On a 1 Mbps circuit, 1 Mbps sending and 1 Mbps receiving should be possible simultaneously).
7. Bidder is required to deliver the large bandwidth DC, DRC and NDR links as mentioned in the bill of materials. Links are segregated in DC to DRC, DC to NDR, NDR to DRC, DC and DRC to MPLS backhaul etc.
8. Bidder is required to deliver L3 VPN links between DC and third part and DRC and third party as mentioned in Bill of materials. These links are required to be implemented through L3 VPN hub not through individual point to termination for individual links.
9. The bidder must be capable of providing bandwidth on demand and upgrading as and when required by the bank. At least one link of each branch and both links DC, DRC, NDR should have capability to

offer bandwidth on demand at least till twice of capacity of existing bandwidth. The price of the bandwidth on demand should not be more than 1.5 times of the bandwidth price quoted in Bill of material for similar link on prorated basis. For example- If a link is upgraded with 4Mbps additional bandwidth for 7 days, the price of the bandwidth should not be more than 1.5 times of the price of 4Mbps link quoted in Bill of material for 7 days period.

10. Bidder should provide Private MPLS VPN Network i.e. separate Virtual Route Forwarding (VRF) for branches which should not be integrated for any other entity. Further, as per requirement of Bank, additional VRF (for off-site network or voice/video or other requirement) is also to be provisioned as per requirement of Bank.
11. Bidder should provide links preferably on wired media as fiber. DC, NDR and DR sites should be delivered only on wired FIBRE media.
12. Bidder should have provision Data Center replication links between DC-NDC, DC-DR, NDR-DC and NDR-DR as primary backup secondary on two different network paths.
13. The branch bandwidth requirement(s) have been categorized into 2 types as mentioned below. Please refer to 'Annexure 16: List of Branches' for detailed bandwidth requirement.

Type of Branch	Mix of Links
Type 1	4Mbps Wired / Wireless Primary + 4Mbps Wired / Wireless Secondary (Active-Active)
Type 2	Offsite ATM Any Two redundant links through wired, wireless or 3G/4G/5G last miles. (Active – Active) of bandwidth 512 Kbps or more

**Bank may upgrade the above links as and when required during the project tenure with pre-approved rate cards as provided in the Bill of Materials.*

14. Bidder is required to provide more than 96% of the links through wired/ wireless last mile for branches /offices from Bidder as a mandatory requirement of project completion. For remaining 3% Bidder may use 4G/5G and 1% keeping the SLA parameter of the RFP.
15. In case of Bidder proposing a SIM based solution bidder is required to factor seamless integration of the solution with branch router or ATM router. In case of 4G and above is not available in the area Bidder should propose the solution on 4G and above.
16. Bidder should provide declaration as the delivered MPLS VPN Network of bank is fully isolated from Internet traffic in their network and separated at device level as well.
17. Bidder should do all internal cabling till branch end devices for successful commissioning of the required MPLS link without any additional cost to the bank.
18. Maintenance of electrical earthing pit at all branch location for in-scope equipment and implementation of the same at new branch locations. The earthing should have adequate differential between earth and neutral voltage. Bidder is required to provide annual preventive maintenance and fault rectification of the earthing pit for the entire tenure of the contract. Bidder will be required to replace its supplied equipment free of cost in case of equipment fault due to electrical earthing.
 - Electrical Resistivity should not be more than 3 Ohm after compression.

19. Proper cabling at branch end and DC, DRC, NDR location should be done neat and clean with proper tagging and duct by the bidder without any additional cost to the Bank. Cabling needs to be done for in-scope equipment(s), migrated equipment(s) and WAN terminations. Cabling for wireless link from external antenna till the branch router to be done using conduit, preferably PVC conduit.
20. It is the responsibility of Bidder to ensure active-active link configuration i.e. both links should be operational at any point of time and when one MPLS link fails, all traffic should switch over without manual intervention to Bidder's working MPLS network and vice-versa without any downtime for locations i.e. zero downtime.
21. Bidder should do the site survey of all locations prior to delivering the requested MPLS link at identified branches or offices. All site survey reports should be submitted to bank with proper acknowledgment from concerned location officials. The bank can ask the bidder to present these reports at any point of time.
22. In case of wireless link Bidder should provide the complete site readiness requirement to bank designated team and local branch officials in writing.
23. Bank will only provide space and UPS Power supply for installing the requisite devices. All other required infra should be arranged by bidder at no extra cost to bank. Bank will not take any responsibility for installation of MUX/MAST/RF antenna/Modems etc. Bidder should take adequate insurance for deploying hardware (MUX/MAST/RF antenna/Modems/) at no cost to bank for preventing the equipment from any kind of damage. Bidder should take up yearly preventive maintenance of the mast installed at bank premises. The bidder should provision separate earthing pit for the mast implemented at branch/office site. Bank will provide roof / ground access for pole or mast installation till 9 meters. In case mast height is more than 9 meters, it will be bidder's responsibility to manage the installation and support.
24. Bidder to provide maintenance/ replacement of power surge protection solution installed at existing branch / offices to ensure protection against power surge and provide installation and maintenance of the same at new branch locations for the tenure of the contract.
25. Bidder should ensure all links should be proactively monitored with Bank's Network Monitoring System. Bidder must have their own NOC facility for monitoring of the network.
26. Bidder has to take action for all down calls as per the required SLA and ensure the restoration on immediate priority.
27. There will be no change in existing IP schema for bank branches/offices/DC/DR locations during the implementation of new links.
28. Devices/equipment's or any other materials required for implementation of the required solution not quoted by bidder in the bid, shall be supplied by the bidder only and no extra cost is payable by the bank.
29. The proposed network should be IPV4 and IPV6 compliant. The bidders should have capability to configure IPv6 traffic on MPLS VPN network as per the bank requirement at no additional cost to the bank, as and when the bank decides to implement IPv6 in the bank's Network.
30. The bidder should ensure all encrypted traffic should flow in required MPLS network without any hiccups i.e branch to DC or DR site and vice versa.
31. Bidder has to ensure all required licenses and certificates should be available from government authorities for delivering the wired or wireless as RF only link at bank branches/offices / DC and DR sites.

32. The Bidder should have predefined traffic transport QoS (Quality of Service) parameters, which provide throughput, latency, packet loss, jitter commitments and application prioritization.
33. The proposed links should adhere to the below quality requirement
 - i. **MPLS Link**
 - Bidder should ensure the average round trip delay should not be more than 120 milli seconds (ms) on wired & Wireless (RF/Wi-max) MPLS links.
 - Bidder should ensure the average round trip delay should not be more than 300 milli seconds (ms) on 3G/4G/5G based MPLS links.
 - Average end to end packet loss should not be more than 5 in 1,000 for wireless/wired connectivity
 - Average Jitter of the connectivity should be less than 35 ms.
 - Minimum MTU (maximum transmission unit) size should be 1500 bytes.
 - ii. **Internet Link**
 - Latency should not be more than 150 ms (Location to Internet peering)
 - iii. **Point to point link**
 - Latency should not be more than 70 ms.
 - The links connecting DC to NDC and DR to NDR should not have average latency more than 3 ms as the same will be used for synchronous replication between storages.
34. All the proposed wireless links should be mandatorily provided with Ethernet drop at last mile. In case any additional hardware is required to provide Ethernet drop, the same should be factored by bidder in link charges and should not be quoted separately.
35. Bidder should provide adequate hardware, infrastructure, and field engineer for restoration of links to meet the SLA parameters defined in the RFP.
36. Bidder has to provide an escalation matrix of implementation and support.
37. Bidder has to setup weekly meeting with bank officials till Project rollout or implementation. After implementation of complete solution, bidder has to ensure monthly review meeting with bank officials. Bidder has to ensure the bi-monthly meeting should be attended by National level officials from bidders end.
38. The bidder shall provide the service, system spare parts and complete maintenance of the system for a period of not less than 5 years from the date of acceptance of each site, extendable on mutual agreement. The bidder shall submit an undertaking letter to this effect along with the Technical bid, otherwise the bid is liable for rejection.
39. All tools, tackles, testing instruments, consumables, vehicles, etc., as required during all operations such as transport, installation, testing, commissioning and maintenance during the contract period shall be provided by the Bidder at no extra cost to the Bank for completing the scope of work as per this RFP.
40. In future, bank may carry out addition of applications to the bank's network, including modification for the network security policy. Accordingly vendor should carry out necessary configuration changes in the MPLS network, as advised by the bank time to time and no

additional cost will be borne by the bank in this regard.

41. Since Bank need to build MPLS network for the locations as per “Annexure 16: List of Branches” of this RFP. Bidder should ensure all required wireless certificates or licenses from competent and government authority should be available before deploying such solutions in project. Any issues related to wireless licenses to be taken care by the successful bidders. External antennas should have proper lightening conductors. Bidder should ensure the compliance for wired link availability for such locations.
42. As per regulatory, corporate compliance and business requirements Bank will open new branches in every financial year. For all such locations where new branches are proposed for opening will be provided new links apart from the requested location under this RFP. Bidder has to deliver the link as per the timeline mentioned under this RFP. All such new links will be under same SLA and scope of work as mentioned locations under this RFP. Bank will pay the quoted onetime price & the recurring price based on the Commercial Bill of Material submitted as part of bid submission. The selected Bidder should comply with the Bank’s IT and IS policy. The same will be shared with the successful bidder.

Please refer to the table below for Branches projection:

Year	2026	2027	2028	2029	2030	2031
No. of Branches	1657	1850	2050	2150	2300	2500

43. The proposed network by the bidder should support the following:
 - All web and client – server based application
 - Video Conferencing
 - Voice over IP (VOIP)
 - End to End QOS should be possible
 - IPSEC Compliant
44. All branches are simultaneously required to be connected to DC and DR site or any other HUB locations as desired by Bank at any point of time to access the applications hosted there e.g. A branch has to access application at DR site, then it will go directly to DR site instead of coming at DC site. Bank will run primary services from DC and hence DC IP segment should be accessible from DR also in case of any issue with DC Backhaul link. Time to time, Bank is doing DR drill in complete or partial. Partial means only selected IP segment or specific IP address are being allowed through DR location. Therefore, selected IP Segment/specific IP segment should be routed to DR locations only.
45. Bidder has to provide the seamless MPLS VPN Network for branches where branches can have the portability to connect any sites i.e. any to any configuration should be available in MPLS VPN Network.
46. Bank in its network will be using Dynamic Routing protocol for traffic forwarding. The service providers have also to ensure Dynamic Routing protocol without any limitation/constraint at network/device level.
47. All links and network equipment and devices should have gone through UAT for successful commissioning and acceptance.

48. Bank is having SDWAN technology and the proposed MPLS networks should support the same.
49. Bidder's network should support access control list (ACL) Support, SNMP v3 support , Network Time Protocol Version 4 (NTPv4), Syslog, Ping, Trivial File Transfer Protocol (TFTP), Secure Shell version 2 (SSHv2) and Internet Protocol version 6 (IPv6) support.
50. Bidder to provide 10 days advance training/workshop and certification directly from OEM on the configuration, management & troubleshooting of the proposed SDWAN technology & hardware to 10 bank representative shortlisted by Bank at Bank's DC/PMO/ training center/Head Office/ OEM training center in two batches as per Bank's requirement.
51. The Data Center links should have at least 100% scalability without any requirement of technology upgrade at bank's end.
52. Bidder to provide dedicate internet clean pipe solution at the DC & DR with scrubbing facility of 5 Gbps (Comprehensive DDoS protection). Bidder to provide at least 32 no. of public IPs with each link.
53. The successful bidder has to monitor the alerts generated for prevention of Denial of Services (DOS)/ Distributed Denial of services (DDOS) and to take preventive measures/precaution in- coordination with Bank's Team.
54. Local lead/last mile connectivity shall be the responsibility to the Successful bidder and should ensure proper installation of connectivity at premises without causing any disfigurement at the location. If any disfigurement is caused then the cost of the same will be recovered from Successful Bidder.
55. The Bidder shall be responsible to carry out acceptance test of delivered links in presence of branch officials. The Bank at its' discretion may modify, add or amend the acceptance tests which then will have to be included by the vendor. The Vendor shall arrange for the tests at the relevant sites in the presence of the officials of the Bank. The Vendor should ensure that the tests will involve trouble-free operation of the link apart from physical verification and testing and that there shall not be any additional charges payable by the Bank for carrying out this acceptance test. The link acceptance test criteria is mentioned below-
 - i. **Links terminating in DC, DR & NDR**
 - The link parameters such as latency, jitter, packet loss etc. should be within acceptable limit mentioned in Section 10.2: Service Level Agreement (SLA)
 - The full link throughput may be demonstrated using software such as WAN killer or equivalent.
 - ii. **Links terminating at branches & other offices**
 - The link parameters such as latency, jitter, packet loss etc. should be within acceptable limit mentioned in Section 10.2: Service Level Agreement (SLA)
 - The full link throughput may be demonstrated using software such as WAN killer or equivalent or generating traffic through ping of 1000 byte packet size
56. The provisioned items will be deemed accepted only on successful acceptance of those products. The Bank at its' discretion may modify, add or amend the acceptance tests which then will have to be included by the vendor. The Vendor shall arrange for the tests at the relevant sites in the presence of the officials of the Bank. The Vendor should ensure that the tests will involve trouble-free operation of the complete system apart from physical verification and testing and that there shall not be any additional charges payable by the Bank for carrying out this acceptance test.
57. The Bidder will be solely responsible for all liaising, regulatory and follow up jobs with the external

agencies e.g. DoT, WPC etc., for submitting applications /papers seeking all necessary approvals to meet project requirements/submission of payments etc., during project planning, execution, and tenure of contract.

58. The bidder shall be solely responsible of collection of hardware (active / passive) from the locations in case of migration of link from Wireless (RF) to Wired, 4G / 5G to Wireless (RF) or Wired etc. or closing of the branch. The equipment(s) like routers and switches are required to be submitted to custodian of the bank zonal offices, stocking centers etc. which may be available in case of further use against specific requisition. An updation to the inventory portal is also required to be done.
59. VSAT for branches: Bidder is required to propose bandwidth of dedicated 4 Mbps for all the branches where RF, leased line, stable 4G/5G connectivity is not available for the mode of communication to run Finacle 10.X. The quantum of VSAT branches should not go beyond 1% of total no. of branches. Bidder should ensure the average round trip delay should not be more than 750 milli seconds (ms) for VSAT links. Bidder is required to ensure that at least 3 concurrent users are able to perform the business activity using the bank's applications including Finacle 10.x and banks applications should run smoothly at the branches with the proposed connectivity. Bidder is required to merge the VSAT backhaul link with MPLS VRF of the service provider, so that there shall not be any performance bottleneck. The VSAT backhaul link should be minimum of No. of branches*4 Mbps*30% concurrency. Bidder is required to provide monkey cage and conduit piping for the VSAT outdoor equipment(s).
60. Bidder is required to submit the roaster plan one month in advance before the deployment of resources as per the roaster plan and biometric attendance of bidder's resources is mandatory. Bank will provide the infrastructure for biometric attendance of the resources at its Premises including banks identified NOC location, DC and DR. Bidder is required to submit the attendance report of succeeding month to the bank within 5 days of beginning of every month. If there is any change in the plan or deployment, bidder is required to intimate the bank 15 days prior to making such change and shall take requisite approval from the bank.
61. Bidder is required to provide single phase chemical earthing at new branches to achieve the earthing requirement of the bank as mentioned in the RFP and shall provide AMC of earthing of existing branches.
62. Bidder is required to size, supply, implement, maintain and manage a Primary Rate Interface (PRI) channel along with integration with IP Telephony. The proposed setup should encompass the following functionalities: centralized call management, call routing, call diversion, call conferencing, call recording, automatic call transfer, voice mail etc. using IP PBX or equivalent infrastructure. Bidder is required to implement the solution in such a way so that it can be connected over a distributed geography; like a NOC may be implemented at Delhi where PRI channel shall get terminated and it can connect with multiple telephony channels at Mumbai and Delhi-NCR. Bidder is required to factor 100 IP telephony equipment(s) for end users and implementation of the same. Bidder is required to propose any communication server or media gateway as required for completeness of the solution. Bank shall purchase the additional quantity on pro-rata basis using rate as identified through the commercial bill of materials. Minimum Features of the solution:
 - Support for SIP and H.323 Signaling protocols
 - It should support soft and hard both types of IP phones
 - It should connect Network Time Protocol server for time synchronization

Scope of Work for Data Center Devices and associated management and monitoring software

Bank is having Cisco SDN and Cisco secure workload setup in its DC and DR with Leaf-Spine architecture. Details of Devices is placed as Annexure-A. Bidder is required to provide AMC of existing hardware and

software for which EOL/EOS is not yet declared and AMC/ replacement for the devices whose EOL/EOS has already been declared and which are going EOL during the tenure of the contract.

Scope of Work for Micro-segmentation Implementation

The Bidder shall be responsible for designing, deploying, and managing a Zero-Trust Micro-segmentation framework across all VLANs within the Bank's DC/DR environment. Leveraging existing investments in Cisco ACI and Cisco Secure Workload (CSW), the objective is to move from traditional perimeter security to a granular, identity-based security model that prevents lateral movement of threats.

The Bidder must ensure the following technical integration and delivery:

- **ACI & CSW Synergy:** Integrate Cisco Secure Workload with Cisco ACI APIC to enable bidirectional telemetry. CSW must ingest ACI fabric data (EPGs, VRFs and Tenants) to correlate network flows with application identities.
- **Application Dependency Mapping (ADM):** Utilize CSW's AI/ML capabilities to automatically discover application dependencies across all VLANs. The bidder must map all "East-West" traffic flows before any enforcement.
- **Granular Policy Definition:** Define security policies based on application behavior, user identity, and workload attributes rather than just IP addresses or VLAN IDs.
- **Dynamic Enforcement:**
 - Implement **Network-level enforcement** using Cisco ACI Contracts and Endpoint Security Groups (ESG).
 - Implement **Workload-level enforcement** via CSW software agents for deep visibility and host-based firewall control.

3. Detailed Scope of Work (SoW)

- **Phase 1: Discovery & Assessment:** Identify all critical banking applications (Core Banking, CASA, Swift, Treasury etc.).
- **Phase 2: Policy Simulation (Soft Enforcement):** Generate automated whitelist policies. Run these policies in "Audit Mode" or "Dry Run" to ensure no legitimate banking traffic is dropped.
- **Phase 3: Hard Enforcement:** Gradually move applications from "Discovery" to "Enforcement" mode. The bidder must provide a risk-mitigation plan for the transition.
- **Phase 4: Vulnerability-Based Quarantine:** Configure CSW to automatically detect software vulnerabilities (CVEs). Setup automated "Quarantine" policies that trigger if a workload's risk score exceeds the Bank's threshold.
- **Phase 5: Compliance Reporting:** Generate automated reports for regulatory bodies (e.g., RBI/DORA/PCI-DSS) proving that critical workloads are isolated and secure.

Deliverables

1. High-Level and Low-Level Design (HLD/LLD) documents.
2. Application Dependency Maps for all in-scope VLANs.
3. Standard Operating Procedures (SOPs) for adding new workloads to the segmented environment.
4. Weekly Risk Assessment and Policy Compliance reports.

Bidder must ensure below points during micro segmentation :-

The bidder must ensure that in case of any security policy failure, the critical banking services remain operational (Fail-Open/Fail-Closed strategy to be defined by the bank).

Zero-Downtime Migration: All micro-segmentation activities must be performed without causing any downtime to the live banking production environment.

OR

Bidder may propose new SDN solution with scope of work as mentioned below:

Bidder is required to design, supply, implement, maintain and manage data center network equipment including Leaf and spine switch, various termination routers (MPLS, Internet, 3rd party), SDN controller, requisite modem, monitoring and analytics tool and provide warranty, AMC and ATS services for the mentioned equipment(s) and associated software for DC, DRC and NDR. Setup of DRC would be 100% replica of DC. The bidder is required to do all the configuration in the hardware to enable SDN technology in the DC, DRC network from day one.

SDN Fabric controller:

Bidder should propose solution that shall adopt fabric-based approach. The solution should have the capability to create a network policy across both DC and DR or should be able to choose just one DC using a single UI interface. Network policies and logical topologies, to be applied based on the application profiling.

DC Architecture should have the below capabilities as defined:

1. The SDN Fabric across DC and DRC should be managed and monitored through a single console.
2. Network fabric design with Spine & leaf model design to support the move to management automation, programmatically defined policy, and dynamic workloads of both Virtual & physical device.
3. Built-in Security: Security is one of the biggest concerns and is required by regulation. Standard tasks like firewall configurations demand a lot of effort. Fabric must act as single distributed layer 2 switch, Layer 3 router and Stateless distributed firewall etc. Fabric must have adequate security adoption model for connected systems or hosts to help in protecting against any kind of attacks like Unauthorized Access, Man - in - the - middle - attack, Replay Attack, Data Disclosure, and Denial of Service. Architecture should provide secure zero-trust using whitelist policy model in a heterogeneous network environment
4. Consistent services and manageability on physical devices and virtual overlays: Design should support Virtualization from multiple vendors. Consistency in terms of manageability, troubleshooting, and security must be present between different virtual networks and the physical network to help minimize the administrative efforts and eliminate errors.
5. Multi-vendor service integration: Data center should have built on the technologies of multiple vendors. It must be verified that infrastructure components (like security, load balancing, virtualization, and storage) from various vendors operate together.
6. Network Fabric: Network Fabric should have the Clos Architecture defined using Spine, Leaf. Fabric must provide REST APIs from the Central management appliance/SDN Controller in order to integrate with best of breed Management, Monitoring, Hypervisor
7. Programmability & SDN controller: DC Fabric must provide open scripting interface from the central management appliance / SDN Controller for configuring the entire fabric. Centralized management appliance or SDN Controller must communicate to south bound devices using open standard protocol.
8. Virtualization: The Network Fabric must integrate with various industry adopted Virtual Machine Manager (i.e. vCenter, SCVMM, OpenStack etc.) of different Hypervisors like VMware, Hyper-V, Kvm etc.
9. The analytics platform should support capability to visualize network communication characteristics for mission-critical applications running both in on-premises data centers.
10. The platform should analyze all DC traffic flow telemetry collected from servers and network to monitor various network performance statistics
11. The platform should be able to perform Application network performance analysis to identify the

- location of a performance bottleneck: server or client.
12. The platform should be able to perform Network performance diagnostics to Identify the network congestion cause
 13. The platform should provide TCP performance statistics for all traffic flowing the DC for viewing per flow Round Trip latency, TCP retransmissions, TCP window-size changes, TCP Maximum Segment Size (MSS) change.
 14. It should provide Network flow stitching to visualize end-to-end client server flows going through load balancers for easier/faster troubleshooting in case of performance issues
 15. The platform should perform analytics on the collected flow data to provide location of bottleneck whether network or application
 16. The analytics platform should be able to capture and analyze flow and process telemetry from all workloads across all DC's.
 17. The analytics platform should be able to automatically generate per application whitelist policy
 18. The analytics platform should be able to enforce the auto generated whitelist policy allowing only the required traffic, blocking everything else.
 19. The platform should provide capability to edit and modify the discovered policies to define and include more absolute and business policies.
 20. The platform should provide integration with orchestration tools to provide rich application context to the workload.
 21. The platform should provide continuous review of the whitelist policy using real-time or historic data and provides versioning and change logs for audit.
 22. It should support exporting the policy to Network fabric or security devices.
 23. The platform should Track application whitelist policy for compliance deviations and generate alerts
 24. The platform should support capability to enforce the generated application whitelist policy on the application host workload using built-in host firewall on the application workload.
 25. It should provide consistent enforcement across bare-metal, virtual machine and containers.
 26. The secure tool should provide application insights and inventory across DC and DRC's using auto generated application discovery and dependency mapping for workloads in various Dev, Test, Pre-Prod, Prod and other DC and DRC zones. It should provide an always on application blueprint for ever changing application relationships and inter-dependencies.
 27. It should generate a whitelist policy based on real-time application behavior and keep the policies up-to-date as applications evolves and more applications are added and modified. The tool should enforce the generated application whitelisted policy consistently across bare-metal, virtual and container workloads. It should track policy compliance.
 28. The tool should have the capability to track every process executed on the server and map behavior deviations instantaneously to malware execution patterns. It should provide high fidelity alters for both system generated and user defined events.
 29. It should provide accurate inventory of the installed software packages on the workloads to quickly identify any known vulnerabilities and exposures. It should then provide actions to quarantine or restrict communications based on vulnerabilities or vulnerability score.
 30. It should provide an always-on traffic search and analysis capability for tracking and monitoring application and network performance on a per flow basis between all DC and external endpoints for real time and historic traffic flow.
 31. The bidder is to include micro-segmentation as per the scope mentioned above.

Scope of Work for branch devices and Software defined WAN

Bank is having Cisco SDWAN setup at all sites including DC, DR. Bank is having various types of routers details of which is placed as Annexure-A. Bidder is required to provide AMC of existing hardware and software for which EOL/EOS is not yet declared and AMC/ replacement for the devices whose EOL/EOS is already declared and which are going EOL during the tenure of the contract. New proposed hardware for new branches/ replacement hardware after EOL of current hardware must support PQC (Post Quantum Cryptography). Proposed device which supports PQC should be designed and supplied with additional resource in terms of throughput, Memory and cores to enable PQC, so that enabling PQC doesn't introduce the latency, performance issue and any additional bandwidth requirement

Migration from existing to PQC infra should be taken care by bidder and OEM team and should ensure smooth migration without any disruption.

Bank is also having SDWAN licenses, bidder is required to check the validity of same with concerned OEM.

OR

Bidder may propose new SDWAN solution with support for PQC (Post Quantum Cryptography) in addition to the scope of work as mentioned below:

Bidder is required to design, supply, implement, maintain and manage branch network equipment, SDWAN framework, data center SDWAN termination router and requisite modem and provide warranty, AMC and ATS services for the mentioned equipment(s) and associated management software. The bidder is required to do all the configuration in the hardware to enable SDWAN technology in the network from day one.

1. Bidder has to provide SDWAN router with 2 WAN and 8 LAN ports at 1200 branches with switching and NAC capabilities. For these 1200 branches, switch is not required. For remaining 800 branches, ROs, ZOs and Hos, bidder has to provide SDWAN router with 2 WAN and 4 LAN ports as per the bandwidth requirement of the bank-
2. New proposed hardware for new branches/ replacement hardware after EOL of current hardware must support PQC (Post Quantum Cryptography). Proposed device which supports PQC should be designed and supplied with additional resource in terms of throughput, Memory and cores to enable PQC, so that enabling PQC doesn't introduce the latency, performance issue and any additional bandwidth requirement. Migration from existing to PQC infra should be taken care by bidder and OEM team and should ensure smooth migration without any disruption.
3. For the Offsite location ATMs Bidder shall provide link on any last mile on Ethernet interface drop at router end and ATM router should have at least two (2) Ethernet WAN interface.
4. Ethernet interfaces for WAN termination and on Ethernet interface for LAN connectivity to ATM device. Bidder should configure the solution in such a way so that ATM Data traffic & Branch Traffic are completely separate (VRFs / logical Routing Separation) in the SD WAN architecture.
5. Bidder should configure SD WAN solution in such a way that that in future PSB can create a full mesh logical neighbourhood for Video / Audio Traffic & rest all data traffic should go to the DC only in a Hub & Spoke fashion.
6. The branch Switch & the SD WAN branch / ATM router both should be monitored & managed centrally from NOC or DC or DRC.

7. Bidder is required to do VLAN configurations, IP Address Information, Policies & any other related configuration for the router as well as the branch switch from a central location. The Software Image management for both the branch router as well as the switch needs to happen centrally.
8. Bidders is required to configure central monitoring system to have a complete visibility of network health parameters for both the WAN infrastructure as well as LAN infrastructure so that isolation of any network level issue can be done faster.
9. Bidder is required to do a traffic profiling and configure QOS policies for various bank applications which can be centrally deployed and managed.
10. The proposed in-scope network equipment(s) should support a NAC solution central to all the locations and must be giving access on a user based level. The switch should support TACACS+ and radius authentication, Port-based ACLs, Port security, Private VLANs, for Layer 2 interfaces to allow application of security policies on individual switch ports. The proposed Branch Switches must integrate with Security Solutions deployed at Central Location, such as NAC and should also support the below said features:
 - AAA- for secured LAN Access using 802.1X, MAB, VLAN Assignment
 - Profiling - For device identification using RADIUS CoA (Change of Authorization) and Profiling Probes
 - Posture assessment:- To quarantine and block the non-compliant devices from entering the network, using RADIUS CoA, URL Redirection + SessionID.
 - Bank is having NTP solution at DC and DR. Bidder has to provide AMC/ Replacement based on the EOL of the device and manage the same.
 - Bidder is required to support the implementation and to sync the devices with NTP server
 - Bidder is also required to implement static MAC binding at all sites for all the LAN devices such as PC, Printer, Scanner etc.
 - Each of the edge routers should support the following features-
 - i. Load-balance traffic across multiple links based on load balancing algorithms efficiently using all available WAN bandwidth.
 - ii. The solution should be able to monitor the network performance parameters viz., jitter, latency and packet loss and should be able to make decisions to forward critical applications over the best performing path based on the defined application policy.
 - iii. The solution must respond to measured performance changes (degradation) in addition to link and node state changes (up / down) and adjust application forwarding accordingly.
 - iv. The solution should support VRRP or equivalent to maintain hardware level redundancy in DC, DR & NDR
 - v. The solution should support Quality of Service, WAN load balancing.
 - vii. The solution should provide detailed dashboard & reports on network performance parameters like utilization, packet loss, jitter, latency, etc. for DC, DR, NDR, 3rd Party link Branches and link delivered in other in-scope locations and the same should be made available during DR Drill and Disaster Recovery Situation as well.
 - viii. The solution should support routing based on network performance measured per application. The solution should support Zero Touch Provisioning (ZTP) with centralized configuration templates
 - ix. The solution should provide self-service portal to configure & manage the WAN.

- x. The solution should provide visibility of application behavior.
- xi. All licenses required to meet the throughput & features shall be provided on day one.
- xii. All CPEs should be physical platform with 19" rack mountable option.
- xiii. Edge device must be able to identify and classify applications, including application encrypted traffic. Identification and classification of at least the following classes of application types must be supported by the solution:
 - Core & Non-core application (Client server & web based)
 - Antivirus & Mailing Solution
 - Operating System and Client software patching solution; Internet Gateway; Security solutions etc.
- xiv. The solution must have application awareness with capability of inspection of traffic in order to identify and monitor applications performance to determine what traffic is running across the network in order to tune the network for business critical services, resolve network problems and to help ensure that critical applications are properly prioritized across the network.
- xv. All remote site traffic must be encrypted when transported over WAN transport media for protecting Data confidentially and Integrity.
- xvi. The end to end packet encryption must be done as per IPSec Standard with industry adopted practices (currently 256 bit) using security algorithm and widely adopted standard.
- xvii. The use of encryption should not limit the performance or availability of remote site applications and should be transparent to end users.

The bidder will be required to configure the WAN devices when a branch is added/removed from the WAN network.

- All the equipment(s) & associated software components should be provided with 3 year warranty. Subsequently, the bidder shall provide the AMC/ATS services during the entire contract period. The bidder is also required to maintain existing equipment(s) till they are replaced (also in transition period) or till the end of the contract period.
- In case equipment taken away for repairs, the bidder shall provide similar standby equipment so that the equipment can be put to use in the absence of the originals/replacements without disrupting the Bank's regular work.
- End of Life (EoL) / End of Support (EoS) Equipment

The Bidder should not quote any network equipment that are already declared End of Sale at the time of proposal, if any of the equipment are found end of sale declaration, Bidder will have to replace the equipment with higher configuration of the same OEM (i.e. OEM proposed replacement), with no additional cost to the Bank.

Further, if any of the equipment reaches End of Support / End of Life within contract period, Bidder is required to replace the said equipment with higher configuration (OEM proposed replacement) 6 months before reaching the date of End of Support/ Life, with no additional cost to the Bank.

The service window for support & management of the entire network is mentioned below. However, bidder is expected to serve as per business need of Punjab & Sind Bank.

Service	Service Window (Data Center/HO/ Zonal Office)	Service Window (Branches)
Link & Device Management Services	24 x 7 x 365	During Business Hours
Change Management Services	24 x 7 x 365	During Business Hours
Security Management Services	24 x 7 x 365	During Business Hours

6.3. Network Access Control

The proposed Network Access Control solution should be able to address the following key areas but not restricted:

- i. Bank intends to procure a Network Access Control solution which is an automated security control platform that can monitor and control everything on the network—all devices, all operating systems, all applications, all users.
- ii. The solution shall let employees and guests remain productive on the network while critical network resources and sensitive data remain protected. Based on third-generation network access control (NAC) technologies, the solution shall be easy to install, manage, configure and upgrade.
- iii. NAC shall provide following:
 - a. Visibility into user identities and device types
 - b. Guest user self-enrolment
 - c. Easy access to WPA2 secure wireless and wired networks
 - d. Real-time policy assessment
 - e. Dynamic role-based enforcement
 - f. Guided Self-Remediation Process
- iv. NAC solution deployed shall allow only authorized and compliant devices to access and operate on Bank’s network. The Bidder shall design the NAC solution such that the Bank does not need re-architecture of the network or upgrade/ replacement of the network devices
- v. In case of failure of NAC appliance/ software, the Bidder shall provide redundant solution in no more time than 4 hours for any location wherever NAC is deployed.
- vi. The Bidder is required to supply, implement & maintain NAC

Sr. No.	Locations	No. of endpoints	Additional Scalability for Next 5 years
1	Endpoints (Includes DC, DRC, Branches. ATM)	12000	4000

SOLUTION IMPLEMENTATION

- i. Implement the solution for the identified devices.
- ii. Configuration of the required policies

SOLUTION INTEGRATION

- i. Integrate NAC with SIEM to generate alerts for any NAC violations.
- ii. The responsibility of integration of solutions with SIEM and other security solution, if required, lies with the Bidder selected through this RFP
- iii. Bank shall provide adequate support to the Bidder for the purpose of integration.

- iv. The Bidder needs to ensure the proposed solution is configured to generate events for monitoring through SIEM

Monitoring

- i. Monitor events from NAC and take appropriate action after approval from Bank on an on-going basis.
- ii. Improve the policies configured on an on-going basis to reduce the occurrence of false positives.

Management and Monitoring of additional Solutions

During the tenure of the contract, Bank may ask successful bidder to depute additional resources for management and monitoring of its following solutions at agreed rate card and SLA timelines as part of this RFP:

- a. Firewall
- b. Proxy
- c. DDOS
- d. PAM
- e. Anti-Virus etc.

6.4. Collaboration

Collab covers the organization's Collaboration infrastructure requirements, encompassing IP Telephony, On-Premises Conferencing, and Video Collaboration Devices. Bidders are expected to provide AMC/support coverage for all existing inventory items for the tenure available on the OEM side. Where OEM support is no longer available or expires within the contract term, the bidder must propose a replacement with a superior or equivalent product within the commercial envelope, ensuring uninterrupted service for the full 5-year term. Proposals that do not address the complete lifecycle of all inventory items will not be considered.

Unified Communications & IP Telephony

The Bank currently operates an IP telephony environment comprising multiple independent call processing clusters deployed across geographically distributed sites within India. The endpoint estate includes approximately 500 Cisco IP desk phone devices of various models (refer Appendix 01 - Existing Inventory).

On- premise call processing servers are also listed in Annex A.

Also, bank has video endpoints which are currently registered to Cisco cloud portal (Control Hub). Which is a single pane of glass for management, control for VC, firmware upgrades, analytics, directory search and calendaring services.

In addition, the organization operates Cisco CMS1000 on-premise conferencing bridge infrastructure (refer Annex A for model details). The organization wishes to retain and consolidate conferencing capability as part of this engagement.

Scope of Requirement

The service integrator shall deliver a unified communications platform that fulfils all the following outcomes:

Cluster Consolidation & Site Connectivity

- Consolidate the existing multi-cluster telephony architecture into a single logical call processing domain.

- Enable seamless inter-site calling and Closed User Group (CUG) dialing across all organizational locations from day one of the contract.
- All existing IP phone endpoints listed in Annex A must be supported on the proposed platform from service commencement, without mandatory device replacement as a precondition of go-live.
- Where the service integrator proposes retention of existing endpoints, full feature parity with the current deployment must be maintained.
- Where the service integrator proposes endpoint replacement within the commercial envelope, replacement devices must be of equivalent features, functionality and form factor or superior capability.

Conferencing Consolidation

- The on-premise conferencing bridge infrastructure listed in Appendix 01 shall be integrated into or replaced as part of the unified communications platform within this scope.
- IP phone users must be able to initiate, join, and manage audio and video conferences directly from their desk endpoints, without dependency on a separate software client or PC application.
- The solution must support Meet-Me conferencing, ad-hoc multi-party audio and video calling, and scheduled conference bridge access.
- Conference bridge access must be available for VC for the registered endpoints (refer Scope 3) through a unified dial plan.

Advanced Feature Requirements

The platform must support the following features as a minimum:

- Extension Mobility - allowing users to log in to any desk phone across any site and retrieve their personal profile, directory, and call settings.
- Single Number Reach - enabling a single number to ring both the desk phone and a designated mobile number simultaneously or in sequence.
- Survivable Remote Site Telephony - ensuring local call processing continuity at branch sites in the event of WAN disruption.
- Contact Centre capability supporting up to 10 agents, with skill-based routing, queue management, and supervisor reporting for internal consumption.

Soft client & Mobile Extension

- The platform must support a software-based client for PC and mobile devices that operates as a native extension of the on-premise call control platform.
- The soft client must share the same directory, presence status, call history as the user's physical desk phone - a single number must ring both simultaneously.
- No separate communications platform, standalone licensing stack, or secondary identity is acceptable for the soft client function.

Endpoint & Platform Management

- The service provider shall be responsible for end-to-end lifecycle management of all endpoints deployed under Scopes 1 and 3, including provisioning, firmware updates, configuration management, and fault diagnostics, for the duration of the contract.
- The successful bidder shall either integrate all proposed replacement devices into the organisation's existing management platform, or propose a consolidated alternative that provides equivalent capability

including centralised device management, firmware lifecycle management, usage analytics, and calendaring and directory integration - from a single management interface across the entire endpoint estate (Existing & New). Any proposed migration from the existing platform must include a full transition plan at no additional cost to the organisation.

Call Recording & Compliance

- The platform must natively support call recording on a per-user, per-device, or policy- driven basis with proper integration with existing Harman Media Suite recording platform for basic compliance use cases.
- Integration with certified third- party compliance recording platforms must be supported via documented APIs, without requiring custom development by the organization.

Platform Continuity Commitment (5-Year Term)

The service integrator shall provide a Platform Continuity Commitment as part of their proposal, clearly addressing how the proposed solution will remain fully vendor-supported, commercially licensed, and operationally stable for the entire 5-year contract duration.

The organization acknowledges that enterprise infrastructure undergoes lifecycle transitions within a 5-year horizon. The service integrator is expected to take full ownership of managing any such transitions - including software upgrade programs, hardware lifecycle management, or evolution to alternate deployment models - within the contracted service and commercial framework, without additional unplanned cost to the organization.

Video Collaboration Device Refresh

The organization's existing video collaboration device estate is listed in Annex A - Existing Inventory. All devices listed under this scope need to be replaced. Bidders must propose **replacement devices of equivalent or superior capability** that are compatible with the unified communications platform proposed under Scope 1 and meet the outcome requirements detailed below.

For each device category, the requirement is stated as an outcome and minimum capability specification. Bidders must demonstrate how their proposed device meets each stated requirement.

6.5. Network Performance Monitoring and Diagnostics (NPMD)

- The Bidder shall be responsible for the implementation, configuration, integration, and monitoring of the Network Performance Monitoring and Diagnostics (NPMD) solution.
- The Bidder shall deploy the central dashboard/application console in High Availability (HA) configuration and ensure deployment on virtualized environments including Nutanix, KVM, Microsoft Hypervisor, VMware, or equivalent platforms.
- The Bidder shall configure packet capture using SPAN ports and/or TAPs and enable monitoring of traffic across on-premises and virtual environments, including VMware, AWS, Azure, GCP, or equivalent infrastructures.
- The Bidder shall configure dashboards for monitoring performance of critical applications, with auto-refresh at intervals of 5 minutes. The Bidder shall also enable scheduled report generation and delivery via email, and provide API-based report extraction in CSV format for integration with third-party solutions such as Heal APM/observability platforms
- The Bidder shall configure threshold-based alerting mechanisms for application performance degradation

and integrate alerts with the existing ITSM solution (e.g., ManageEngine) through email and/or JSON-based API.

- The Bidder shall be responsible for continuous monitoring and management of the solution. The bidder shall ensure deployment of patches, updates, and upgrades without operational disruption, including support for offline patching mechanisms. The bidder shall also configure and maintain automated and scheduled backups of the central application console.
- Solution shall be able to recognize VISA, Master Card, AMEX and other Card traffic and it should provide visibility for Latency, Requests and Failures for the various card processing related processes.

6.6. Security Enablement across the solutions and services

For all solution(s), application(s), software(s), hardware/ networking component(s) and security component(s) that the bidder provides as part of the requirements of this RFP, the bidder is requested to ensure that adequate controls and governance are implemented. Audit trail and logs of the corresponding solution and or application and or software and or hardware and or networking components and or security components must be logged, reported, monitored and made available to the bank for further analysis.

The logs should include, but not be limited to:

- Date and Time
- Log in and Log Out of User ID
- Terminal ID/IP address
- Screen/modules affected
- Activity performed
- type of exception or error
- Severity of error
- Data value change (old and new value)
- Override ID Used
- Creation and modification of user accounts including resetting/change of password
- Access to data
- Login Attempts (successful and unsuccessful)
- Access to security protected audit log changes made by administrator (DB, OS or Security) including super ID (root/admin) access
- System should be capable of defining log retention period, archival and purging

The transfer of audit trail and logs, of the in-scope components mentioned above, to Bank's Security Operations Center or to Bank's custodian, may be fulfilled on real time basis or store & forward basis, as decided by the bank.

6.7. Implementation & Management of Network Operation Centre (NOC)

A brief overview of the requirement is outlined below and it is mandatory for the bidder to submit its compliance on the followings:

1. The network to be managed, maintained and monitored by the Successful Bidder is consisting

of entire Wide Area Network. This also includes the links procured from various bandwidth service providers connected in the bank network. Besides this, Successful Bidder has to manage the Local Area Network (Edge router & branch switch) at Branches/offices/ATM, DC, DRC & other offices and has to integrate WAN network with the Local Area Network at each of the offices.

2. The links are to be monitored and maintained (including troubleshooting and lodging of complaints) by the successful bidder for any application to be used by the Bank. These shall include internet banking services, ATM services or any application/services desired by the Bank. The successful bidder shall also coordinate/ liaison/ take up with various bandwidth service providers/ organizations/ banks for integration/ troubleshooting of Bank's network (LAN/WAN) till the integration is complete/link is restored in all aspects. This will involve holding discussions/meetings with service providers/vendors/third party integrators, etc., understanding their network and preparing the network design and other network requirements (including integration) for setting up/restoring the disrupted link. This includes coordinating and escalation of issues relating to link disruption and faulty equipment of any service provider or equipment supplier.

Maintenance of Network

Managing & Supporting Network at Field level

- The Successful Bidder shall provide technical expertise at the site to resolve any type of network problem e.g. Service Provider's exchange/ POP problem, local lead problem, power problem etc. for smooth operation of the bank applications.
- Support should be available during business hours (8AM to 8 PM or till the day- end of last branches in their respective controlling offices), on all working days. At DC, DRC and NOC, support will be provided on (24 * 7) on all days including holidays.
- In the event of any problem at any location the support shall be made available immediately irrespective of the locations working on Wired/Wireless connectivity including the links from any service providers, notwithstanding the time schedule mentioned above
- To resolve the problem successful bidder shall liaison with all concerned service providers and extend technical and other support.
- The Successful Bidder shall be responsible for escalating the unresolved problems by field engineers to his higher authorities and get it rectified within stipulated time period and ensure uptime as defined in this bid document. (Successful bidder is to provide the call escalation matrix to every location).
- If a branch is getting decommissioned, the selected bidder will be responsible for coordinating with the service provider (bidder himself or other service provider appointed by Bank during the tenure of the contract) for link termination, handing over the requisite equipment to bank officials with detailed report.
- Make visit(s) to the site to ensure compliance of deficiencies for in-scope equipment(s), if any, reported by the bank or identified by the bidder.

Managing & Supporting Network at NOC level

- The Successful Bidder should provide technical expertise at NOC to manage the network and to support field engineers to resolve the problem and for day to day smooth operation.
- The solution must be implemented with a custom built dashboard as per the requirement of the bank.

- The support at NOC for DC & DRC should be available for on 24X7 basis.
- The NOC should be manned by dedicated manpower as per the details given in the RFP.
- Bank reserves the right for all administration management of the supplied network devices.
- The Bidder is required setup a NOC and provision the resources and infrastructure in the Bank's Project Management Office / Head Office Premises at Delhi-NCR, Data Center Premises and Disaster Recovery Center Premises. The Bidder is required to design, install, commission and maintain the NOC site along with the requisite Hardware and monitor using monitoring tool.
- The NOC will be used to monitor the WAN Links, branch LAN and in-scope hardware and associated software at DC, DRC, Near Site and branches/offices using proposed monitoring tool. The indicative requirements for the NOC to be provided by the bidder are captured as below
 - Adequately Factor PCs as per the number of resources provisioned at the premise
 - LED Screens (as per requirement) for monitoring, associated connectors and cables should be made available as per agreed rate card
 - Structured Cabling for the NOC area
 - 2 PRI lines 100 IP Telephony line

The Bank shall provide necessary space and seating infrastructure, power, UPS and basic furniture for setting up NOC. The Bank shall be responsible for payment of telephone bills, however the bills are required to validated and approved by the Bidder in writing against consumptions.

Disaster Recovery Plan

- The network switchover should be automatic from the primary to the secondary and vice versa for every affected link/ location. DRC site may be configured as Active location for some of applications, hence the traffic from branches/offices are directly landing at DRC. In case of failure of connectivity at DRC site, the traffic should be automatically routable from DC site to DRC site.
- In case of failure of one link of any location, traffic through the other link should be routed to DC or through the DRC site in such a way that all traffic will reach DC ultimately. The backup link will be active in case of failure of the primary link for DC & DRC.
- On restoration of disrupted link, traffic should be dropped from other link automatically at the affected site.
- On restoration of DC, traffic should be stopped from DRC link automatically.
- There is multiple of third party integration for which the connectivity from our DC, DRC & NDR has been ensured. In case of failure of links/Device at our primary site (i.e. DC), the traffic should be routed through DRC to DC in co-ordination with third party.
- In the scenario where DC & DRC location of 3rd party has been connected to Bank's DC & DRC and there may be some issue at DC location of 3rd party and there may be requirement to route Bank's DC traffic through our DRC to 3rd party DRC location. In case of any issue with third party DC site, the successful bidder has to ensure to route the traffic from third party DR to bank DC/DRC location.
- Successful bidder should ensure a daily report regarding failure of any link with reason thereof should be submitted to the bank.

Operations

Procurement of New Link, Upgradation of bandwidth in existing link

Successful bidder shall be responsible for following activities while assessing /upgradation /conversion of all types of links/media for network.

- Provide the link feasibility

- Check physical proximity between branches and local exchanges for shortest route.
- Selection of appropriate media based on requirement and availability.
- Define Network routing architecture between two end points.
- Ensure cost effectiveness of link.
- Apply and Obtain necessary network/link approvals
- Based on requirement, application for procurement of link will be submitted by the successful bidder to the bandwidth provider.
- Getting Demand note from bandwidth provider and its submission to Bank.
- Obtaining Advice note & work order.
- Liaisoning for availability of proper infrastructure at Bandwidth provider's POP/ exchange
- Liaisoning for early commissioning /shifting /surrendering/upgradation/conversion of links.
- Liaisoning for Cable laying and port/channel allocation, internal cabling inside the Bank's premises up to the network equipment.
- Bandwidth Assessment for up gradation of link
- Any other work related to commissioning of new link, upgrading and conversion of existing link, shifting and surrendering of any link

Uptime Maintenance

- The overall site (branches/offices/off-site ATMs) availability uptime for Bank or any other location desired by the bank shall be as per SLA mentioned in the RFP on all days irrespective of holidays throughout the year.
- The successful bidder shall be responsible to attend the issue as reported through any of the following:
 - The network trouble tickets generated in the monitoring tool
 - SMS, Telephonic information
 - E-mail information etc.
- Irrespective of the channel through which the issues are reported, the successful bidder is expected to capture the date and time of notification
- In case the helpdesk is unable to perform above mentioned tasks than it will attract the penalties

Integration of new applications/network on existing Network

- Based on the requirement, successful bidder has to integrate any new network to the Banks existing network smoothly.
- Review of DC/DRC every quarter and submit recommendations for improvement to ITD, HO team.
- Design and configuration documents are to be submitted by the successful bidder for approval from Bank's side.

Installation, Configuration and Maintenance of Network Equipment

Site preparation

Successful bidder has to do site survey for all proposed sites to be implemented into the network and submit a report.

Installation, Configuration, Manage and maintenance of Equipment

- Generate & provide suitable IP address to new branches as per Bank's existing IP addressing scheme
- Detailed configuration of equipment to be deployed in the network.

- Configure necessary security feature.
- Energization of the leased line
- Integration of Branch LAN with banks Enterprise Wide Network
- Successful Bidder should conduct acceptance tests to ascertain the quality and completeness of the installation DRC
- The successful bidder has to provide technical expertise at site to resolve/coordinate to resolve any type of issues with network operation. To resolve the problem, the successful bidder shall have to liaison with the hardware OEM as well as respective service provider.
- The successful bidder is responsible to ensure that the NOC solutions and operations comply with the Bank's information security policies, applicable laws and regulations.
- In addition, the bidder is responsible for impact assessment and modification of NOC operations at no extra cost, on account of any changes to applicable information security policies/ regulations
- The successful bidder team has to ensure that no Generic ID is being used in the network, only designated IDs integrated with existing Centralized Access control mechanism (i.e. TACACS, RADIUS etc.) are being used.
- All the devices should be having Time Synch with centralized NTP server implemented & maintained in Bank premises by the bidder.
- The successful bidder has to comply the Audit point as recommended by Bank's Auditor and also to provide requisite support in case of Audit from external Auditor.
- Any new changes in network should be in consultation with Bank's team and properly documented for further references.
- The bidder will be required to stock adequate stand by equipment and spares at disposal of their support engineers in order to meet uptime commitment specified in the RFP

Bidder is required to provide an undertaking that the spares devices are exclusively for PSB use for the case/issue occurring in the bank in order to ensure the proper functioning of the devices like Fault in the existing device needing replacement or temporary allocation if new branch opening till the devices are supplied.

- Optimization of processes for management and operation (but not limited to) the following processes:
 - Implement network control parameter settings for immediate performance improvements
 - Develop a clear-cut strategy for network operation and optimization activities
 - Track problems and recommend solutions to any network related flaws

Analysis & Troubleshooting

The selected bidder should be able to analyse the problems identified in the network, perform a root cause analysis for the problem and they should troubleshoot network issues, locate network breaches, etc. among captured network packets. The successful bidder shall also analyse whether the application slowness is on account of abnormality of Network parameters (High Latency, Bandwidth utilization, CPU utilization of Network devices) and take necessary steps to resolve the slowness issue immediately.

Modify and Improve

- The selected bidder will be required to make necessary modifications and improve the network monitoring, device configurations, traffic management, network latency, load balancing, bandwidth utilization, etc.

- All activities related to modifications should be planned well in advanced and necessary permissions should be taken from the Bank team to perform such activities.
- It is expected from the successful bidder to co-ordinate with the Bank team to improve processes related to network management. The selected bidder will have to improve his internal process if required to improve the network performance.

Documentation & Reports

1. The successful Bidder shall provide documentation related to every activity (as per the scope of work) like network design/expansion, equipment configuration, layout plan and any changes made to, or deviations from design, configuration, base line configuration, case study on issues occurred for future reference, etc.
2. The successful Bidder shall provide following reports from time to time (as per the timeline and format decided by the bank)
 - Site Status- Real time View
 - Packet Error Statistics – Real Time View
 - Response time reports
 - Location wise down time reports on periodic basis and as & when required with time window
 - Location wise Bandwidth report (bandwidth configured and link utilized) real-time, periodic basis and as & when required with time window
 - Help desk reports
 - Manpower deployment report
 - Spare Equipment report etc.
 - Status of commissioning of links on monthly basis.
 - Call Escalation Matrix
 - Feasibility report of links of various service providers
 - Both link uptime report
 - Latency Statistics reports – location wise real-time basis, periodic basis and as & when required
 - Jitter Statistics reports – location wise real-time basis, periodic basis and as & when required
 - Monitoring of health of devices i.e. CPU, memory, etc.
 - Monitoring & reporting of health of links i.e. CRC error, I/O error, flapping, etc.
 - Application wise bandwidth utilization report on demand
 - Inventory management of all network devices with firmware / software version and hardware configuration.
 - Monthly SLA adherence report
 - Bidder is required to provide automated comprehensive SLA report, Bidder is required to do any necessary integrations for generation of automated comprehensive SLA monitoring report between management, monitoring, analytics and reporting tools.
 - Any other reports/facilities as requested by the bank
 - Shall prepare & provide Standard site preparation guidelines.
 - Overall project documentation.
 - Take regular backup of configuration after a specific time interval of all the bank's all in-scope network devices

6.7.1 Maintaining of IP Address Schema

- The bidder shall design the IP addressing schema for the new branches/offices inaugurated during the tenure of the contract in line with the existing IP schema and implement the same at each

WAN location after obtaining approval from the Bank. Bidder will be required to co-ordinate with the Bank officials & its appointed representative for finalizing the IP address scheme.

- If it is felt necessary that the IP design needs to be changed at a later date, the bidder should design the new IP schema based on Expansion of Bank's WAN requirements and implement the same on the network. The selected bidder shall coordinate with the vendors of LAN, PCs, servers and their equipment and with the help of them migrate old IP addresses to the new schema. The selected bidder shall submit a comprehensive document for the IP address scheme including implementation details for connecting all the branches/offices/ATMs/other locations of the Bank.

6.7.2 Network functionalities Assessment through Independent Third Party

During the tenure of the contract, the bidder shall engage an experienced third party to conduct network assessments once in a year or whenever there is change or enhancement in network architecture on the following aspects from a third party:

- To examine the health of the network by verifying the parameters such as link latency, CRC errors, link utilization during peak hours, version control of router OS and other in-scope network devices.
- To identify the performance bottlenecks and to take suitable rectification steps, in consultation with the Bank and suggest measures for improvement.
- The engaged independent third party should deploy people who has vast experience with expert level certifications in the area of routing, switching and associated management and monitoring applications from the proposed OEM suite of products.
- Bidder will be responsible for complying with all the assessment observations.

6.7.3 OEM Professional Services

The Vendor has to bring in OEM's Professional Services team for the following services as part of services. OEM needs to carry out the following services & activities:

- **Scope of OEM Professional Service for SDN:** OEM professional services is required to design and validation of Software defined networking at DC, DRC location including design of SDN controller, Leaf and Spine switching architecture, management switching and monitoring, management and analytics software design.
- **Scope of OEM Professional Service for SDWAN:** OEM professional service is required to design and implementation of SDWAN, branch equipment(s)(routers and switches) and management and monitoring software for identified five (5) branches / locations and validation of design and implementation of all the branches / locations. The activity shall be conducted from DC or DRC of the bank.
- **Scope of OEM Professional Service for NAC:** OEM Professional Service is required to design proposed solution.
- OEM Professional Services Team will conduct a five (5) business day workshop on-site at PSB premises with PSB Technical Team and appointed System Integrator to gather necessary information for design of the project, including proposed Bill of Material, existing network design, features required, any dependencies, application defined cost of services in accordance to priorities against applications, policies for application based routing and traffic classification and profiling, project timelines and similar as necessary to identify inputs for high level design for PSB implementation.
- OEM is required to either provide portal access for all enlisted patched release in periodic interval or submit a compliance to patch updation against the released patches in last one quarter in advance.

OEM required to implement all proposed solutions in DC, DR and at minimum 15 pilot branch locations as specified by the Bank.

6.7.4 Project Team Handover

Bidder is required to provision for adequate transition between project implementation team and support team with proper documentations (configuration, procedures etc.) handed over to support team and bank's designated team.

6.7.5 OEM Documentation & Deliverable

- Customer Requirements Document
- Low Level Design Document
- Network Ready for Use Document within one month of submission of the Report by OEM, at no additional Cost to the Bank.
- Annual review report

6.7.6 Logging of devices

- The bidder is required to maintain the log of critical network devices installed at DC, DRC, NDR and other locations for a period of six months. The logs should onsite for six months thereafter logs can be stored on tapes and submitted to Bank.
- The bidder have to ensure that the log from all in-scope devices are being stored at log servers on regular basis.

6.7.7 OS, software, firmware, patch, backup Management

- The bidder is required to inform the bank in case of any requirement of firmware / software upgradation required in any of the WAN devices and perform the same post approval from the Bank. Bidder is required to ensure periodic patch management and time to time updation of requisite software and firmware patches. Bidder to ensure security patches to be implemented immediately once it is released with zero downtime. The bidder is required to take periodic backup of all in-scope devices as per bank's IT policy and keep the same.
- The bidder is required to occasionally test the authenticity of the backup taken by restoring the same in the router.
- The bidder is required to take configuration backup before & after each change management activity as the same can be used for restoration in case of any issue post change management.

6.7.8 Inventory Management

- Bank has Asset Management tool. Bidder is required to maintain and update record about inventory addition, movement, discard etc. in Bank's Asset Management tool for which the access will be provided by bank.

6.8. Network Management Services Providers Personnel Management

6.8.1 Resource Management

Bidder should provide below mentioned resources at Bank DC, DRC, HO, CO & NOC location for providing Proactive support to all requested locations. The requirement of L1, L2 engineers are mentioned

below.

All Onsite Resource of the Bidder are required to carry their Company ID card at all times within the bank's premise.

Bidder should submit Background Verification certificates and other such documents as per regulatory requirements and frequency as specified by the Bank from time to time.

These are the minimum resources required by the bank, bidder may right size the resource as the Scope and SLA of the RFP. In case of any additional resources are required to maintain the scope & SLAs, bidder may factor the same over and above the minimum resources required below. L2, Technical Project Manager (L2) and the resources deployed at DC and DRC locations are required to be on bidder's payroll.

Location	Type of Resource	1 st shift	2 nd Shift	3 rd Shift	4 th Shift
NOC, DC, DR	L0 (Technical support/ Desktop Support)	1	4	1	
	L1	3	5	4	3
	L2	1	3	1	
	Technical Project Manager and L3 Level		2		

6.8.2 Personnel Selection Criteria

In order to monitor, manage and mitigate the network events on 24x7x365 days basis the Bidders shall depute qualified, experienced officials having knowledge of all proposed WAN device & links.

Position	Skillset	Responsibility
Qualification for L0 Technical support/ Desktop Support personnel	<ul style="list-style-type: none"> • Basic Qualification –Graduate or above. • Should have knowledge of Desktop and basic network troubleshooting • Minimum 1 years of experience in handling IT technical support in field. • Person should have knowledge of networking and desktop support. • Sound troubleshooting skills • Person should be Good Team Member and should have good co-ordination skills 	<ul style="list-style-type: none"> • Troubleshooting desktop and network related issues at HO/CO; • Call logging; call assignment, follow-up for call closure. Submission of related reports periodically. • Basic level trouble shooting of reported issues.
Qualification for L1 Support personnel	<ul style="list-style-type: none"> • Basic Qualification –Graduate or above. • Certification – Min. CCNA or equivalent product OEM certification at Administrator Level. • Minimum 2 years of experience in handling large corporate network or Banking network. • Person should have adequate knowledge of routing and switching protocol and networking devices. • Sound analytical and troubleshooting skills • Person should be Good Team Member and should have good co-ordination skills • L1 resources are required to be on bidder’s payroll. 	<ul style="list-style-type: none"> • Call logging; call assignment, follow-up for call closure (talking to branches to arrive at problems and solutions) and call closure. Submission of related reports periodically. • Basic level trouble shooting of reported issues. • Liaisoning with link service provider for commissioning / maintenance of WAN links.

<p>Qualification for L2 Support personnel</p>	<ul style="list-style-type: none"> • Basic Qualification – Graduate (with background in IT such as BSc/BCA/MCA/B.Tech/BE (CSE/ECE/IT)) or above. • Certification – Min. CCNP or equivalent product OEM certification at Professional Level. • Minimum 05 years of experience in handling large corporate network or Banking network out of which minimum 02 years of experience in implementation and support of SDWAN & SDN/ NAC. • L2 resources are required to be on bidder’s payroll. Person should have adequate knowledge of routing and switching protocol and networking devices. Person should have adequate knowledge on management, monitoring, reporting and analytics software. • Sound analytical and troubleshooting skills. • Person should be Good Team 	<ul style="list-style-type: none"> • Management, administration and troubleshooting of links, network equipment, associated management, monitoring and analytics applications. • Network equipment access control • Troubleshooting & debugging of problems, if any. • OS, firmware and patch upgradation of network devices and associated management, monitoring, reporting and analytics applications. • Troubleshooting of link related network issues with link providers. • Closure of call with OEM for device and software related issues.
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Position	Skillset	Responsibility
Qualification for L3 Support Personnel	<p>Member and should have good co-ordination skills.</p> <ul style="list-style-type: none"> • Basic Qualification – B.Sc (IT)/ BCA/ MCA/ B.Tech/ BE (CSE/ECE/IT) or above. • Minimum 08 years of experience in handling Bank's WAN or a similar network out of which minimum 05 years of experience in implementation and support of SDWAN & SDN with minimum CCIE or equivalent product OEM certification at Professional Level. • L3 support personnel is required to be on bidder's payroll. Person should have adequate knowledge of routing and switching protocol and networking devices. Person should have adequate knowledge on management, monitoring, reporting and analytics software. • Sound analytical and troubleshooting skills. • Good Team Management and • co-ordination skills 	<ul style="list-style-type: none"> • Responsible as a single point of contact for any escalations across the locations. • Ensure compliance of the Contract and SLAs through supervising the performance of other personnel of the Bidder involved in service deliveries etc. • Single point of contact for providing any information required by the Bank. • Managing / supervising timely resolution of escalations / tickets via resource allocation, using Bidder's NOC or using the pre-defined support arrangement with OEM. • Required to attend Bank's NOC on all working days of the Bank.

<p>Qualification for Technical Project Manager</p>	<ul style="list-style-type: none"> • Basic Qualification – Graduate or above. • Minimum 08 years of experience in handling Bank's WAN or a similar network with minimum CCNP or equivalent product OEM certification at Professional Level. • Technical Project Manager is required to be on bidder's payroll. Person should have adequate knowledge of routing and switching protocol and networking devices. Person should have adequate knowledge on management, monitoring, reporting and analytics software. • Sound analytical and troubleshooting skills. • Good Team Management and co-ordination skills 	<ul style="list-style-type: none"> • Responsible as a single point of contact for any escalations across the locations. • Ensure compliance of the Contract and SLAs through supervising the performance of other personnel of the Bidder involved in service deliveries etc. • Single point of contact for providing any information required by the Bank. • Managing / supervising timely resolution of escalations / tickets via resource allocation, using Bidder's NOC or using the pre-defined support arrangement with OEM. • Required to attend Bank's NOC on all working days of the Bank.
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Bank will interview the resources deployed and incase any resource is not found technically competent by the bank, bidder is required to provide an alternate resource of equivalent experience meeting the RFP criteria.

6.8.3 Network Management Service Provider Personnel Security Requirements

The bidder and its personnel having access to information on bank's security programs and systems received or generated under this contract shall ensure that they meet bank's requirements.

- Bidder shall conduct adequate background checks of the personnel who will be deputed at positions handling Bank's sensitive information. Selected bidder shall submit an undertaking that they have conducted adequate background screening of their employees who will be assigned this project.
- Bidder's personnel shall maintain confidentiality of the Bank's information accessed by them.
- Bidder shall sign Confidentiality cum Non-Disclosure Agreement on behalf of all such employees. Once Bidders' personnel is removed from the project, whether on termination / resignation etc. the same should be immediately informed to the Bank and preclude any further access to all information to such person. If Bank finds that any of the employee(s) of the bidder is not suitable to work on the project or the employee breaches confidence or Non-Disclosure Agreement (including ex-employees worked on this assignment of the Bank), the Bank shall hold the bidder fully responsible for such acts and notify the bidder accordingly. Upon notification, the bidder shall ensure that immediate action is taken against such employee(s) or ex-employee(s) which should also include disabling access through

access control systems, disabling system access privileges, return of access identification and media, and banning the entry into any establishment of the bank and liquidity damage.

Bidder should not transfer any of its resource from Bank's premises within 6 months of deployment without written consent of Bank official. In case of inevitable circumstances, bidder shall deploy the employee with equivalent or higher work experience at least one month prior to replacement of the deployed resource. Bank will impose a penalty at a rate of 10% of the concerned resource's monthly payable for each case of such violation.

6.8.4 Warranty, AMC & ATS

The hardware and software proposed by the Bidder by way of this RFP should come with warranty as provided by the respective OEMs. Thereafter, the Bidder should provide AMC/ATS for these products and solutions (after the warranty of 3 Years for Hardware and 1 Year for Software). At DC, DR and NDR Warranty of Hardware shall begin post installation of devices and acceptance of the devices, warranty of Software shall begin post installation and acceptance of the software Warranty of Hardware & software at Branches/office Warranty of Hardware shall begin post installation of devices Warranty of Software shall begin post installation of the software

Subsequently, the bidder shall provide the Warranty/AMC/ATS services during the entire contract period.

As part of warranty, AMC & ATS support the bidder will provide following services:

- Provide on-site comprehensive warranty for all the components provided as part of this RFP. The Warranty, (ATS/AMC) should be back to back from OEM onsite and comprehensive in nature with (24 x 7) service support including spares replacement/repair, patch upgrades .
- The services offered through Warranties, Annual Maintenance Contract, Annual Technical Support should meet the end-to-end onsite support requirements for implementing and maintaining infrastructure deployed as part of the RFP till end of tenure of contract.
- Provide for maintenance of network equipment including preventive maintenance, as well as repair or replacement activity after a problem has occurred, if the supplied equipment are to be replaced permanently due to the Bidder's inability to provide spares or maintain the equipment, the bidder shall replace the equipment of same make / model / configuration or of higher configuration. However, The Bank may accept different make / model / configuration at its discretion if the original make / model / configurations are not available in the market due to obsolescence or technological upgradation.
- Annual preventive maintenance of all the equipment to be supplied, which should inter-alia, includes cleaning of inside and outside of all equipment during warranty / AMC period and ensuring that system does not have any Virus/malfunction/defects;
- Bidder to propose for AMC and ATS for existing Array Load balancer for the tenure of the contract; this is also include re-configuration and maintenance support for the load balancer
- Provide the support services like repair, replacement to resolve the problem as per the service levels defined in the RFP.
- Further provided that the Bank may, during the tenure of the warranty / AMC / ATS, shift the goods wholly or in part to other location(s) within India and in such case the Supplier undertakes to continue to warranty/AMC/ATS or maintain the goods at the new location.
- The scope of Annual Maintenance Contract also includes but not limited to provision of new system

software releases, patches, versions of Software including Firmware, Testing Tools and Bug fixes. Assist the Bank or its System Integrator to install the same, if Bank desires during period of warranty/AMC/ATS free of cost.

- The bidder warrants that the Goods supplied under the Contract are new & unused, of the most recent or current models and incorporate all recent improvements in design and materials unless provided otherwise in the RFP.
- The bidder further warrants that all the equipment supplied under as part of this RFP shall have no defect arising from design, materials or workmanship (except when the design and/or material is required by the Bank's Specifications) or from any act or omission of the bidder, that may develop under normal use of the supplied Goods in the conditions prevailing at the final destination.
- The bidder shall not be responsible for LAN cabling at DC, DRC and NS for connecting the Network equipment(s) with the compute and storage equipment(s). However, bidder will be required to provide patch cords to connect the shifted hardware, new hardware & links. The cross connects from NOC room shall be provided by hosting service provider, which shall enable bank to connect to bandwidth service provider for connecting onwards to other locations of the bank and 3rd party networks.

6.9. Project Timeline

The Bidder is expected to adhere to the timelines stipulated below. Non-compliance to these timelines by the Bidder would lead to Liquidated Damages as stated in this RFP:

#	Activity	Month 0-3	Month 4	Month 5
1	Implementation of proposed links at DC, DR & NDR			
2	Implementation of branch links from service provider 1			

#	Activity	Month 0-3	Month 4	Month 5
A	60% link delivery			
B	80% link delivery			
C	100% link delivery			

#	Activity	Month 0-3	Month 4	Month 5
1	Supply, installation and configuration of Network equipment(s) and associated software(s) as per the requirement of RFP			
2	DC, DR and NDR location			
3	60% branch location			
4	80% branch location			
5	100% branch location			

#	Activity	Month 1	Month 2	Month 3	Month 4	Month 5
1	Transition and migration service					

A	Delivery of MPLS and Replication links for New DC, New DRC and New NDR					
B	Delivery of MPLS and Replication links for existing DC, DRC and NDR, , this link should be commissioned 1 month prior to end of date of contract (31 st Mar 2027)					
C	Point to Pont or MPLS link between existing MPLS to new MPLS					
D	Parallel run for knowledge transfer and handholding					
E	Cutover of parallel run and complete takeover					

7 Terms and Conditions

The following are the general terms and conditions proposed to be included in the Contract. PSB reserves the right to add, delete, modify or alter all or any of these terms and conditions in any manner, as deemed necessary before signing the final agreement.

The Bidder, selected for the project, will have to enter into a contract agreement directly with PSB. The contract agreement will contain various terms and conditions relating to payment, delivery, installation and commencement of operations, commissioning and acceptance, support and maintenance, penalty due to delay in performance etc. All the diagrams, drawings, specifications and other related information, to be provided by the bidder and agreed to by PSB, will also form a part of the agreement.

Bidders not complying with the terms and conditions of the RFP are liable to be rejected.

The successful bidder must initiate work on the project within 15 days of execution of the contract. The first page of the contract agreement shall be on a stamp paper of appropriate value.

The bill for the services rendered must be furnished along with the prices thereof, as per the terms and conditions contained in this document.

Payment shall be made on the actual procurement however the commercial evaluation shall be on the Total Cost of Ownership (TCO).

General Terms and Conditions

7.1. Terms of Assignment

The selected Bidder should perform activities as mentioned in “Scope of Work Section 6. However, if for any reason the work is not completed as per the requirements of the RFP within the stipulated time the bank will impose Liquidated damages as per clause 7.14 and penalty as per the section 10.2.

7.2. Amendment of the Bidding Documents

At any time prior to the deadline for submission of bids, the Bank, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the Bidding Documents by amendment. All prospective Bidders may check Bank's website for amendments and it will be binding on them.

7.3. Documents

The Bidder should submit a comprehensive Project Management Plan which should include the following:

- Project Implementation Schedule
- Change Management Process
- Transition process
- Call login & resolution process
- Project Progress Report should be generated fortnightly/ monthly/ any other periodicity as mutually agreed between the Bank and the Bidder.

In addition to Project management plan bidder has to provide additional documents during the course of implementation & go-live. All related documentations shall be supplied by the selected bidder in Pendrive and also in printed media at no extra cost. The documentation has to be provided by the bidder location wise as per the requirement. The updated Network Diagram of the WAN infrastructure has to be provided. Training on MPLS Network operations and FLM (First Level Maintenance) of the link or equipment's shall be provided to the branch staff at the time of installation. It should be mentioned specifically in the installation and acceptance certificate given by the branch Manager. Bidder should annually submit the complete project document covering all details of all sites on specified periodicity as decided by the Bank. After expiry of the contract bidder has also to submit the complete document of the project covering all details of all orders sites under this project. Bank at its discretion can ask bidder to provide all kind of details related to project in the document. Bank will give the Project signoff after the submission of requested document only.

7.4. Documents Consisting the Bid

The Bid prepared by the Bidder shall comprise the following components:

Technical Bid – Part I of the bid document. The Bidder shall furnish as part of its technical bid, documents establishing the bidder's eligibility to bid and its qualifications to perform the Contract. As part of its technical bid, the bidder should submit documents agreeing to the bid's terms and conditions. The documentary evidence of the Bidder's qualifications to perform the Contract if its bid is accepted, shall establish to the Bank's satisfaction:

- that, the Bidder has the financial and technical capability necessary to perform the Contract;
- that, the Bidder meets the qualification requirements
- Bid document as per format enclosed in Annexure
- Bid security (Earnest Money Deposit)
- Duly Signed and Stamped RFP Document with Corresponding corrigendum/addendums

The Bank may, at its discretion, reject any bid document not accompanied by the above.

7.5. Earnest Money Deposit (EMD)

Earnest Money Deposit of Rs. 12,00,00,000/ (Rupees Twelve Crores Only) has to be submitted in the form of Bank Guarantee drawn in favour of "Punjab & Sind Bank" payable at New Delhi. Earnest Money will not carry any interest. The Earnest Money Deposit of unsuccessful bidders will be refunded while intimating the rejection of the bid within 60 days after the conclusion of the contract. The Bank Guarantee towards Earnest Money Deposit should be delivered separately along with the sealed envelopes containing RFP responses and it should not be kept inside the sealed envelopes containing RFP responses. Non-submission of Earnest Money Deposit will lead to outright rejection of the Offer.

The Earnest Money Deposit will be forfeited if:

- The bidder withdraws his tender after opening of the envelope containing eligibility criteria documents.
- The successful bidder fails to honor the Bids placed.
- The successful bidder fails to sign the Contract Form (**Annexure 14: SAMPLE Contract Form**) and / or furnish the Performance Bank Guarantee (**Annexure 13: Performance Bank Guarantee Format**)

7.6. Adherence to Terms and Conditions

The Bidders who wish to submit responses to this RFP should note that they should abide (in true intent and spirit) by all the terms and conditions contained in the RFP. If the responses contain any extraneous conditions put in by the Respondents, such responses may be disqualified and may not be considered for the selection process.

7.7. Execution of Agreements/NDA

The selected bidder shall execute Non-Disclosure Agreement (NDA) on the draft suggested by the Bank. As the selected bidder will have access to the data/information of the Bank while implementing the project as per defined scope under RFP, the Bank will require the selected bidder to sign a non-disclosure agreement along with the Contract in the NDA format (**Annexure 12: NDA Format**) provided by the Bank, undertaking not to disclose or part with any information relating to the Bank and its data to any person or persons, as may come into possession of the selected bidder during course of the implementation. All expenses and costs for execution of the Contract/Agreement and NDA shall be borne by the successful Bidder. The conditions stipulated in the NDA shall be strictly adhered to and any breach / violation thereof will entail termination of the Contract without prejudice to the other rights of the Bank including recovery of liquidated damages as specified in this RFP or NDA.

7.8. Substitution of Project Team Members

During the assignment, the substitution of key staff identified for the assignment will not be allowed unless such substitution becomes unavoidable to overcome the undue delay or that such changes are critical to meet the obligation. In such circumstances, the Selected Bidder, as the case may be, can do so only with the prior written concurrence of the Bank and by providing the replacement staff of the same level of qualifications and competence. If the Bank is not satisfied with the substitution, the Bank reserves

the right insist the bidder to replace the resource. Further, the Bank reserves the unconditional right to insist the Selected Bidder to replace any team member with another (with the qualifications and competence as required by the Bank) during the course of assignment pursuant to this RFP. Bank may allow any such substitution of key staff only with its written consent with similar experience and expertise.

7.9. Professionalism

The Selected Bidder should provide professional, objective and impartial advice at all times and hold the Bank's interest paramount and should observe the highest standard of ethics, values, and code of conduct, honesty and integrity while executing the assignment.

7.10. Expenses

It may be noted that Bank will not pay any additional amount/expenses / charges / fees / traveling expenses / boarding expenses / lodging expenses / conveyance expenses / out of pocket expenses etc. other than the amount mentioned in the award of the contract.

7.11. Contract Performance Guarantee

Within the period prescribed under Annexure "Annexure 1: Bank Guarantee Form" from Date of execution of Contract, the Bidder shall furnish to the Bank, the Performance Security for an amount of 10% of Contract value which would be valid for the six months post Contract Period - 5 years (extendable for additional 2 years on basis of annual renewal on existing terms & conditions. However, the final commercials will be mutually decided & agreed). The planned contract period is 5 years and hence PBG with validity of five years and six month will need to be provided (5 years of planned Contract Period + Extended six months). In the event of the Successful Bidder being unable to service the contract for whatever reason, Bank Shall provide a cure period of 30 days and thereafter invoke the PBG, if the bidder is unable to service the contract for whatever reason. The proceeds of the performance security shall be payable to the Bank as compensation for any loss resulting from the Bidder's failure to complete its obligations under the Contract.

- The Performance Security shall be denominated in Indian Rupees and shall be by way of Bank Guarantee issued by a Scheduled / Nationalized bank in India (other than Punjab & Sind Bank), acceptable to the bank in the Format.
- The performance security will be discharged by the Bank and returned to the Bidder after 30 days following the date of completion of the Bidder's performance obligations under the contract.
- In the event of any contract amendment, the Bidder shall, within 30 days after receipt of such amendment, furnish the amendment to the performance security, rendering the same valid for the duration of the contract as amended.

7.12. Single Point of Contact

The selected Bidder has to provide details of single point of contact viz. name, designation, address, e-mail address, telephone/mobile no., fax no. etc.

7.13. Applicable Law and Jurisdiction of Court

The Contract with the selected bidder shall be governed in accordance with the Laws of India for the time being in force and as amended from time to time and will be subject to the exclusive jurisdiction of Courts at New Delhi.

7.14. Liquidated Damages (LD)

The Bank will consider the inability of the bidder to deliver services or install the equipment within the specified time limit as a breach of contract and would entail the payment of Liquidated Damages on the part of the bidder. The liquidated damages represent an estimate of the loss or damage that the Bank may have suffered due to delay in performance of the obligations (relating to delivery, installation, operationalization, implementation, training, acceptance, warranty, maintenance etc. of the proposed solution/services) by the bidder. Installation will be treated as incomplete in one / all of the following situations:

1. Non-delivery of any component or other services mentioned in the order
2. Non-delivery of supporting documentation
3. Delivery / availability, but no installation of the components and/or software
4. No integration
5. Non Completion of Transition within suggested timeline
6. System operational, but not as per SLA, Timelines and scope of the RFP

Bank may at its option demand and recover from the Successful Bidder(s) an amount equivalent to 1(one) percent of the undelivered portion of contract value for every week of delay or part thereof, subject to a maximum of 10% of the overall contract value. Once the maximum is reached, the Bank may consider termination of the contract. Similarly for delay in Services, subject to a maximum of 10% of the overall contract value, the Bank may at its option demand and recover from the Vendor(s) an amount equivalent to 1 (one) percent of the incomplete portion of services for every week of delay or part thereof.

Further, the Bank also reserves the right to cancel the order and invoke the Performance Bank Guarantee in case of inordinate delays in the delivery/ installation of the equipment. Bank shall provide a cure period of 30 days and thereafter foreclose the performance bank guarantee without any notice. In the event of the Bank agreeing to extend the date of delivery at the request of Successful Bidder(s), it is a condition precedent that the validity of Performance Bank Guarantee shall be extended by further period as required by the Client before the expiry of the original bank guarantee. Failure to do so will be treated as breach of contract. In such an event, the Bank, however, reserves its right to foreclose the bank guarantee. For the purpose of this RFP, the total of penalties as per SLA and the Liquidated damages will be subject to a maximum of 10% of the overall contract value.

7.15. Force Majeure

Any failure or delay by selected bidder or Bank in the performance of its obligations, to the extent due to any failure or delay caused by events beyond the control of either Party (Bank or Selected Bidder) and which such Party could not have avoided by use of reasonable case, including but not limited to acts of god or public enemy, actions of Governmental Authorities, acts of war, rebellion, sabotage or fires, floods, explosions, epidemic, quarantine restrictions, riots, or strikes or analogous events (“Force Majeure Events”).

If the successful Bidder is prevented or delayed from the performing any of its obligations under the Contract by Force Majeure Events, then the successful Bidder shall notify Bank the circumstances constituting the Force Majeure Event and the obligations, performance of which is thereby delayed or prevented, the beginning and end of the cause of delay immediately, but in no case later than 3 days from the beginning and end of such Force Majeure Event respectively.

7.16. Authorized Signatory

The selected bidder shall indicate the authorized signatories who can discuss and correspond with the Bank, with regard to the obligations under the contract. The selected bidder shall submit at the time of signing the contract, a certified copy of the resolution of their Board, authenticated by Company Secretary/Director, authorizing an official or officials of the company or a Power of Attorney copy to discuss, sign agreements/contracts with the Bank. The bidder shall furnish proof of signature identification for above purposes as required by the Bank.

7.17. Indemnity

Bidder shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceeding, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of services offered by him & supplied by him.

The total liability of the selected bidder under this clause and contract shall not exceed the total contract value.

7.18. Assignment

Neither the contract nor any rights granted under the contract may be sold, leased, assigned, or otherwise transferred, in whole or in part, by the selected Bidder without advance written consent of the Bank and any such sale, lease, assignment or transfer otherwise made by the selected Bidder shall be void and of no effect.

7.19. No Employer – Employee Relationship

The selected Bidder or any of its holding/subsidiary/joint-venture/ affiliate / group / client companies or any of their employees / officers / staff / personnel / representatives/agents shall not, under any circumstances, be deemed to have any employer-employee relationship with the Bank or any of its employees/officers/ staff/representatives/ personnel/agents.

7.20. Vendor's Liability

The bidder's aggregate liability shall be limited to the total contract value during the Contract Period.

However, there shall be no cap on liability of the Vendor for below mentioned events:

- a) Any willful misconduct or gross negligence of the Vendor, its employees, its agents or employees of its subcontractors in the performance of the Services;
- b) Infringement of any patent, trademarks, copyrights, intellectual property rights etc. or such other statutory infringements or any other law in respect of the Services provided by the Vendor.

The Bank shall not be held liable for and is absolved of any responsibility or claim/litigation arising out of the use of any third party software/services supplied by the Vendor as part of this Agreement.

In no event shall a Party be liable for any indirect, incidental or consequential damages or liability, under or in connection with or arising out of this Agreement or the services delivered.

Wilful misconduct means where the bidder intends actual harm upon Bank, which may harm Bank and does not include mistake or negligence in any form. Gross negligence means a serious disregard of an obvious risk.

All terms and conditions, payments schedules, time frame for implementation, expected service levels as per this Agreement will remain unchanged unless explicitly communicated by the Bank in writing to the bidder. The Bank shall not be responsible for any judgments made by the Vendor with respect to any aspect of the assignment. The Vendor shall at no point be entitled to excuse themselves from any claims by the Bank whatsoever for their deviations in confirming to the terms and conditions, payments schedules, expected service levels, time frame for implementation etc. as mentioned in this Agreement.

The bidder undertakes to provide appropriate human as well as other resources required, to execute the various tasks assigned as part of the project, from time to time.

7.21. Subcontracting

The selected Bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the vendor under the contract. Bidder shall be the single point of contact and solely responsible for the implementation, integration, support and maintenance for the entire project that includes the services offered by the bidder. Bidder will be solely responsible for ensuring adherence to the Service Levels, terms & condition and Service Quality for each of the deliverables. Resource who are being used for field / branch support and services may be on subcontractor's payroll. Selected Bidder is required to furnish list of subcontractors with their details and back to back Non-Disclosure Agreement (NDA) signed between Bidder and the subcontractor as per the RFP.

7.22. Cancellation of Contract

The Bank reserves the right to cancel the contract of the selected Bidder and recover expenditure incurred by the Bank in any of the following circumstances. The Bank would provide 30 days cure period to rectify any breach/ unsatisfactory progress if:

- The selected Bidder commits a breach of any of the terms and conditions of the bid/contract.
- The selected Bidder becomes insolvent or goes into liquidation voluntarily or otherwise.
- The progress regarding execution of the contract, made by the selected Bidder is found to be unsatisfactory.
- If deductions on account of penalty and liquidated damages exceeds more than 10% of the total contract price.

After the award of the contract, if the selected bidder does not perform satisfactorily or delays Execution of the contract, the bank may give a 30 days cure period. Thereafter, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out the bidding process for the execution of the balance of the contract capped up to a maximum of 50% of the Price quoted by the bidder of the undelivered portion of services. This clause is applicable if for any reason the contract is cancelled.

7.23. Dispute Resolution

If a dispute, controversy or claim arises out of or relates to the contract, or breach, termination or invalidity thereof, and if such dispute, controversy or claim cannot be settled and resolved by the Parties through discussion and negotiation, then the Parties shall refer such dispute to arbitration. Both Parties may agree upon a single arbitrator or each Party shall appoint one arbitrator and the two appointed arbitrators shall thereupon appoint a third arbitrator. The arbitration shall be conducted in English and a written order shall be prepared. The venue of the arbitration shall be New Delhi. The arbitration shall be held in accordance with the Arbitration and Conciliation Act, 1996. The decision of the arbitrator shall be final and binding upon the Parties, provided that each Party shall at all times be entitled to obtain equitable, injunctive or similar relief from any court having jurisdiction in order to protect its intellectual property and confidential information.

7.24. Contract Period

The terms and conditions of purchase order and RFP (read with addendums/Corrigendum/ Clarifications) shall constitute a binding contract.

The Bidder is required to sign the contract and submit performance bank guarantee within 15 days from the date of acceptance of the Purchase Order.

The contract period for the project is the Implementation Period (as mentioned in Section 6.9: Project Timelines) + Support period (60 Month Post Go-live) which will commence from the effective date of agreement.

The bank may, at its sole discretion, extend the contract for an additional period of five years in the tranches of 3 year and two years. During the extension period, the rates of respective support components shall not exceed 15-20% of the last tranche support components (ATS/ AMC/ O&M/ Subscription/ Services) prices.

The decision to further extend the contract with the same bidder shall be at the sole discretion of the Bank. Further, the Bank will have the right to renegotiate prices of AMC, ATS rates at the end of the contract period.

End of Sales / End of support: The bidder must ensure that any equipment (hardware/software) supplied as part of this RFP should not have either reached or announced end of sales as on the date of such supply or end of support for at least duration of the contract (including the period of 3-year extension).

In the event if any equipment supplied by the bidder reaches the end of support, within the contract period, the bidder has to replace the equipment/component at no additional cost to the Bank.

During the extension period, if any product goes end of support bidder is required to provide the extended OEM support for proposed product or provide the bank with the alternative product of similar/higher configuration from OEM (with requisite support) at no additional cost to the bank.

The Pre-Contract Integrity Pact Agreement submitted by the bidder during Bid submission will automatically form a part of the Contract Agreement till the conclusion of the contract, including extended period.

7.25. Integrity Pact

To ensure transparency, equity, and competitiveness and in compliance with the CVC guidelines, this tender shall be covered under the Integrity Pact (IP) policy of the Bank. The pact essentially envisages an agreement between the prospective bidders/vendors and the Bank committing the persons/officials of both the parties, not to exercise any corrupt influence on any aspect of the contract. The format of the agreement is enclosed in Annexure 15: Integrity Pact.

Signing of the IP with the Bank would be one of the preliminary qualification for further evaluation. In other words, entering into this pact would be one of the preliminary qualification for this tender and the pact shall be effective from the stage of invitation of bids till the complete execution of the contract. Any vendor/bidder not signed the document or refusing to sign shall be disqualified in the bidding process

The Integrity Pact envisages a panel of Independent External Monitors (IEMs) to review independently and objectively, whether and to what extent parties have complied with their obligation under the pact. The IEM has the right to access all the project document.

OWNERSHIP AND RETENTION OF DOCUMENTS: The Bank shall own the documents, prepared by or for the selected Bidder arising out of or in connection with the Contract.

Forthwith upon expiry or earlier termination of the Contract and at any other time on demand by The Bank, the Bidder shall deliver to The Bank all documents provided by or originating from The Bank and all documents produced by or from or for the Bidder in the course of performing the Service(s), unless otherwise directed in writing by The Bank at no additional cost. The selected Bidder shall not, without the prior written consent of The Bank, store, copy, distribute or retain any such Documents. The selected Bidder shall preserve all documents provided by or originating from The Bank and all documents produced by or from or for the Bidder in the course of performing the Service(s) in accordance with the legal, statutory, regulatory obligations of The Bank in this regard.

INTELLECTUAL PROPERTY RIGHTS: In the event of any claim asserted by a third party of infringement of copyright, patent, trademark, industrial design rights, etc., arising from the use of the Goods or any part thereof in India, the /selected bidder shall act expeditiously to extinguish such claim. If the selected bidder fails to comply and the Bank is required to pay compensation to a third party resulting from such infringement, the selected bidder shall be responsible for the compensation to claimant including all expenses, court costs and lawyer fees. The Bank will give notice to the selected bidder of such claim, if it is made, without delay. The Vendor shall indemnify the Bank against all third-party claims.

COMPLIANCE WITH STATUTORY AND REGULATORY PROVISIONS: It shall be the sole responsibility of the selected bidder to comply with all Statutory, Regulatory & Laws of the Land and provisions while delivering the services mentioned in this RFP.

NOTICES: Notice or other communications given or required to be given under the contract shall be in writing and shall be e-mailed followed by hand-delivery with acknowledgement thereof or transmitted by pre-paid registered post or courier. Any notice or other communication shall be deemed to have been validly given on date of delivery if hand delivered & if sent by registered post than on expiry of seven days from the date of posting.

Digital Personal Data Protection Compliance:-

The Successful bidder shall comply with all applicable provisions of the Digital Personal Data Protection Act, 2023 and any rules, regulations, or guidelines issued thereunder while collecting, processing, storing, or handling any personal data in connection with this Agreement. The Successful bidder shall implement appropriate technical and organizational security measures to ensure protection of personal data against unauthorized access, disclosure, alteration, or loss. The Service Provider shall immediately notify the Bank of any actual or suspected data breach involving personal data. The Successful bidder shall ensure that personal data is used solely for the purposes of performance of the contract and shall not disclose the same to any third party without prior written consent of the Bank. The Successful bidder shall indemnify and hold the Bank harmless against any loss, liability, penalty, or damage arising out of any breach or non-compliance with the Digital Personal Data Protection Act, 2023.

1. The Successful bidder shall assist the Bank in complying with obligations relating to Data Principal Rights such as access, correction, erasure of data, and grievance redressal under the Act.
2. The Successful bidder shall not engage any sub-contractor or sub-processor for processing personal data without prior written permission of the Bank.
3. Upon termination or expiry of the contract, the Successful bidder shall return or securely delete all personal data and confirm the same to the Bank.

The Successful bidder undertakes not to keep this data with its company after the end of this agreement. This clause will outlive the agreement date. The Successful bidder shall sign a Non-disclosure Agreement as stated in the Agreement.

“Bidder warranties” - By submitting a Response, Bidder represents and warrants to PUNJAB & SIND BANK that, as on the date of submission:

- a) The Bidder has fully disclosed to PUNJAB & SIND BANK in its Responses all information which could reasonably be regarded as affecting in any way PUNJAB & SIND BANK’s evaluation of the Bids.
- b) All information contained in the Bid is complete and not misleading in any way.
- c) 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 PUNJAB & SIND BANK's reputation if the Response is successful.

d) The bidder will immediately notify PUNJAB & SIND BANK of the occurrence of any event, fact or circumstances which may cause a material adverse effect on the Bidder's business, assets or financial condition or PUNJAB & SIND BANK's reputation or render the Bidder unable to perform its obligation under the PUNJAB & SIND BANK agreement, if any or have a material adverse effect on evaluation of the responses by PUNJAB & SIND BANK.

e) The bidder has not and will not seek to influence any decision of PUNJAB & SIND BANK during the evaluation process or engage in any uncompetitive behavior or other practice which may deny legitimate business opportunities to other Bidders.

NOTE: - The bidder who does not meet the above requirements of Bidders warranties shall not be considered and their/his bid will be rejected without assigning any reasons."

Confidentiality - Bidder must keep confidential any information received from or about PUNJAB & SIND BANK because 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 to in writing prior to submission, Responses are not confidential and may be used by PUNJAB & SIND BANK in whole or part.

7.26. Acceptance criteria

Acceptance criteria is attached as Annexure 25.

7.27. Payment Terms

The Service Provider (SP) must accept the payment terms proposed by the Bank. The financial bid submitted by the SP during the procurement process must be in conformity with the payment terms proposed by the Bank. Any deviation from the proposed payment terms would not be accepted. The Bank shall have the right to withhold any payment due to the SP, in case of delays or defaults on the part of the SP. Such withholding of payment shall not amount to a default on the part of the Bank.

Bank will make the payment subject to signing of the contract as follows:

The bidder will be released payment based on the below mentioned payment milestone –

Deliverables	% of Payment	Stage (On Completion of Activities)
Hardware	50%	Delivery of the Hardware, submission of invoice with Proof of Delivery and other documents and implementation in at least 15 branches as per clause 7.26.
	30%	On Successful installation, Commissioning and acceptance of the hardware by the bank in at least 500 branches
	20%	On Successful installation, Commissioning and acceptance of the hardware by the bank at all locations
Software Licenses	50%	Delivery of the License, submission of invoice with Proof of Delivery and other documents and implementation in at least 15

		branches as per clause 7.26.
	30%	On Successful implementation and acceptance of the Software by the bank in at least 500 branches.
	20%	On Successful implementation and acceptance of the software by the bank at all locations
AMC/ATS	Yearly in Advance	ATS & AMC cost for Hardware will be paid yearly in advance ATS/AMC documents for in-scope software and hardware from the OEM for service and support has to be provided to the bank. Payment will be made on submission of these document.
NOC management charges	Quarterly in Arrears	NOC management charges will be paid quarterly in arrears based on the achievement of SLAs defined in the document with proper supporting documents.
One Time Charges for links	Arrears	On Successful installation, Commissioning and acceptance of the links by the bank
Link Charges	Quarterly in Arrears	Link charges will be paid quarterly in arrears on per-link basis based on the achievement of SLAs defined in the document. The bidder should submit the link-wise uptime achieved to enable the Bank to pay quarterly charges.
Implementation Charge for branch equipment(s)	Arrears	On Successful implementation of branch equipment at the branches
Implementation charges for NAC at Data Centers	Arrears	On Successful implementation of NAC solution at Data Centers
Implementation charges for NAC at Branches and other offices	Arrears	On Successful implementation of NAC solution at Branches and offices
Implementation of SDN-SDWAN framework	25%	Implementation of spine and leaf architecture
	25%	Implementation of SDN controller environment
	25%	Implementation of monitoring and management software
	25%	Acceptance of implemented solution
Implementation of NPMD Solution	100%	After successful Implementation and sign-off by Bank in DC and DR

Implementation of Collaboration Solution	100%	After successful Implementation and sign-off by Bank in DC and DR
OEM Professional Services	30%	On Submission on Customer Requirement Document On Submission of Design (Low Level and High Level) and to- be architecture document
	20%	On Submission of Hardening document for all in-scope equipment(s)
	20%	Implementation of the solution in 15 branches as specified by the Bank
	30%	Validation of implemented solution from central location (DC or DRC)
Network functionalities Assessment through Independent Third Party	50%	50% on submission of draft report
	50%	50% on submission of final report
Training	Arrears	Arrear post completion of training activity

- i. Bidder should raise invoices after deducting the applicable penalties as governed by the SLA terms, as stipulated in the RFP
- ii. The charges per location will begin from the date of acceptance of the link. The service provider should submit the installation and commissioning certificate signed by the Bank's official certifying successful completion of installation and commissioning for the payment.

The invoices should contain full details of all the items contracted by the Bank, as reflected in Bill of Material and should not contain any clauses contrary to the terms of the contract and if any such clause exists in the Invoice/any other documents, the same will not be valid and cannot be held against the Bank.

The Bank shall deduct appropriate Tax as applicable at source from the payment against the services and corresponding TDS certificate will be issued at the end of the respective quarter.

Bidders PAN number, GST no. and Sales Tax no. to be furnished. Xerox copies of PAN card, GST certificate has to be submitted as required by the Account department for verification.

The Bank shall pay each undisputed invoice raised in accordance with this RFP and subsequent agreement, within thirty (30) Days after its receipt unless otherwise mutually agreed in writing, provided that such invoice is dated after such amount have become due and payable under this RFP and subsequent agreement.

Any objection / dispute to the amounts invoiced in the bill or any other component of the bill shall be raised by the Bank within 21 days from the date of receipt of the invoice, only in exceptional circumstances will bank raise a dispute beyond 21 days. The Bidder is required to provide the clarification on the disputes within 14 days of dispute being highlighted by the bank. In case of Disagreement/dispute between bank

and the bidder exists even after receiving the clarifications such disputed can be dealt as per contract provisions.

Upon settlement of disputes with respect to any disputed invoice(s), the Bank will make payment within thirty (30) Days of the settlement of such disputes.

All out of pocket expenses, travelling, boarding and lodging expenses for the entire Term of this RFP and subsequent agreement is included in the amounts and the bidder shall not be entitled to charge any additional costs on account of any items or services or by way of any out of pocket expenses, including travel, boarding and lodging etc.

All the payments becoming due during each of the quarters of the contract period will be paid at the end of the respective quarter. The first quarter for this purpose will end after 3 months from date of implementation & handover to the Bank.

7.28. Amalgamation

If the Bank undergoes an amalgamation, take-over, consolidation, reconstruction, merger, change of ownership etc., this RFP shall be considered to be assigned to the new entity and such an act shall not affect the rights and obligations of the Vendor under this RFP. Bidder has to provide support to the new entity as the case may be.

7.29. Termination

7.29.1 Termination for Default

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

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

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

The bank shall give a cure period of 30 days and thereafter 90 days’ notice period without assigning any reasons to the bidder before terminating the contract. In the event, the Bank terminates the Contract in whole or in part, the Bank may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered, and the Successful Bidder shall be liable to the Bank for any excess costs for such similar Goods or Services. However, the Successful Bidder shall continue

performance of the Contract to the extent not terminated when the value of the liquidated damages exceed 10% of the contract amount.

7.29.2 Termination for Insolvency

If the Bidder becomes bankrupt or insolvent, has a receiving order issued against it, compounds with its creditors, or, if the Bidder is a corporation, a resolution is passed or order is made for its winding up (other than a voluntary liquidation for the purposes of amalgamation or reconstruction), a receiver is appointed over any part of its undertaking or assets, or if the Bidder takes or suffers any other analogous action in consequence of debt; then the Bank plans to, at any time, terminate the contract by giving 90 days written notice to the Bidder. In the event of termination for Solvency, the Vendor shall be paid up to the stage of services rendered to the satisfaction of the bank as per the payment terms defined in the RFP till the point of termination after deducting SLA penalty/Liquidated Damages, if any . In case, the termination occurs before implementation in all the locations (DC, DRC & NDR) in terms of this clause, the Bank is entitled to make its claim to the extent of the amount already paid by the Bank to the Bidder.

7.29.3 Termination – Key Terms & Conditions

The Bank shall be entitled to terminate the agreement at any time by 90 giving notice if:

The Bidder

- a. has a winding up order made against it; or
- b. has a receiver appointed over all or substantial assets; or
- c. is or becomes unable to pay its debts as they become due; or
- d. enters into any arrangement or composition with or for the benefit of its creditors; or
- e. Passes a resolution for its voluntary winding up or dissolution or if it is dissolved.

The Bidder shall have right to terminate only in the event of winding up of the Bank

7.29.4 Exit Option

1. The Bank reserves the right to cancel the contract in the event of happening one or more of the following after giving 30 days cure period:
 - a. The Successful Bidder (s) shall be required to enter into a contract with Bank, within thirty (30) days of the award of the work or within such extended period, as may be specified by Bank. The Contract will be based on this RFP document, Purchase Order and the corrigendum. The Successful bidder shall furnish the Performance Guarantee within 21 days of acceptance of the PO by the bidder
 - b. Delay in completing installation / implementation and acceptance tests/ checks beyond the specified periods;
 - c. Serious discrepancy in functionality to be provided or the performance levels agreed upon, which have an impact on the functioning of the Bank.
 - d. In addition to the cancellation of contract, Bank reserves the right to appropriate the

damages through encashment of Bid Security /Performance Guarantee given by the Bidder.

2. The Bank and the Bidder shall together prepare the Reverse transition Plan as part of vendor exit plan. However, the Bank shall have the sole decision to ascertain whether such Plan has been complied with.
3. In addition to the cancellation of contract, Bank reserves the right to appropriate the damages through encashment of Security Deposit /Performance Guarantee given by the Bidder.
4. Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, the Bidder will be expected to continue the facilities management services. The Bank shall have the sole and absolute discretion to decide whether proper reverse transition mechanism over a period of 3 to 6 months, has been complied with.
5. Reverse transition mechanism would typically include service and tasks that are required to be performed / rendered by the Bidder to the Bank or its designee to ensure smooth handover, transitioning of application knowledge, Bank's deliverables, and maintenance and Help Desk.

7.29.5 Termination for convenience

The Bank, by 90 days written notice sent to the Bidder, may terminate the Contract, in whole or in part, at any time its convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of work under the Contract is terminated and the date upon which such termination becomes effective.

In the event of termination for whatsoever reason, the Vendor shall be paid up to the stage of products delivered and services rendered as per the payment terms defined in the RFP till the point of termination after deducting SLA penalty/Liquidated damages, if any.

7.30. Reverse Transition

In the event of termination or expiry of contract, the bidder shall be responsible for the following reverse transition activities to be completed over a reverse transition period of 3 - 6 months. These activities shall also be applicable in case of reduction in scope of services if applicable.

- I. The transition period shall begin when the successful bidder has completed the following:
 - List of Hardware and Software assets
 - List of the links along with relevant details
 - Handover of Technical documentation
 - Handover of Configuration and design documents
- II. The bidder must provide knowledge transfer to new operations team through workshops, discussion sessions and responses to queries.
- III. At least one month of shadow Operations and Maintenance Support services, where the new operations team and the bidder's operations team are working in parallel.

- IV. The bidder must ensure that its team has handed over administration rights / passwords to the new operations team.
- V. The Bidder shall ensure that the infrastructure (Links & Hardware) are handed over to Punjab & Sind Bank in a complete operational condition to the satisfaction of the bank. In case Successful Bidder is unable to address such issues, PSB may levy penalty or invoke the Performance Bank Guarantee of the Successful Bidder.
- VI. The Bidder shall ensure that all the documentation including diagrams, policies, procedures, asset registers, configuration documents, original licenses and all other documents in relation to the Works as per the agreed terms are kept up to date and all such documentation is handed over to the bank .
- VII. In addition, any information/ data gathered or generated by the successful Bidder during the term of the Contract would be the property of PSB and the same should be handed over to PSB in native format at the end or termination of the Contract.
- VIII. Punjab & Sind Bank reserves the right to assign the contract for operations and maintenance to any third party on the termination or expiry of the contract.
- IX. In case if Punjab & Sind Bank observes the lack of willingness to manage transit/ sharing of information or lack of support from exiting Bidder end, PSB shall have absolute discretion to levy severe penalties and deduct the amount from monthly billing or performance bank guarantee.
- X. During transition phase, the successful Bidder shall not change or remove their key resources at any locations to enable the successful transition. In case of any such happening, Punjab & Sind Bank will have right to penalize the successful Bidder appropriately.

The transition period being within the contract period, the bidder shall continue to be responsible for the in-scope activities under Operations and Maintenance support, unless relieve letter from Client.

7.31. Insurance

Bidder is required to factor appropriate insurance to cover the ordered item(s) for the transit period and till the time of its acceptance by the Bank at the respective site is executed. The cost of the insurance will be borne by the Bidder.

8 General Instructions

8.1 Registration of RFP Response

Registration of RFP response will be affected by the Bank by making an entry in a separate register kept for the purpose upon Bank receiving the RFP response in the above manner. The registration must contain all documents, information, and details required by this RFP. The submission should be in the format outlined in this RFP and should be submitted only through hand delivery. If the submission to this RFP does not include all the documents and information required or is incomplete or submission is through Fax mode, the RFP response is liable to be summarily rejected. All submissions, including any accompanying documents, will become the property of Bank. The Recipient shall be deemed to have licensed, and granted all rights to the Bank to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other Recipients who have registered a submission and to disclose and/or use the contents of the submission as the basis for any resulting RFP process, notwithstanding any copyright or other intellectual property right of the Recipient that may subsist in the submission or accompanying documents.

RFP responses will remain valid and open for evaluation for a period of at least six (6) months from the RFP closing date.

8.2 Request for Additional Information

Recipients/ Bidders are required to direct all communications for any clarification related to this RFP, to the designated Bank officials and must communicate the same in writing in 7 days prior to the pre-bid meeting scheduled date. All queries relating to the RFP, technical or otherwise, must be in writing only. The Bank will try to reply, without any obligation in respect thereof, every reasonable query raised by the Recipients in the manner specified.

However, the Bank will not answer any communication reaching the bank later than the timelines specified in section 2: Data sheet

The Bank may in its absolute discretion seek, but under no obligation to seek, additional information or material from any Bidders after the RFP closes and all such information and material provided must be taken to form part of that Bidder's response. Bidders should invariably provide details of their email addresses as responses to queries will be provided to all Bidders via email.

The Bank may in its sole and absolute discretion engage in discussion with any Bidder (or simultaneously with more than one Bidder) after the RFP closes to clarify any response.

8.3 Pre-Bid Meeting

The Bank plans to hold a pre-bid meeting as per the timelines specified in section 2: Data sheet at the address specified in Bid details under introduction note to bring utmost clarity on the scope of work and terms of the RFP being floated. The Bidders are expected to use the platform to have all their queries answered.

Interested Bidders will be allowed to participate in the Pre-Bid meeting. Also, bank will allow a maximum of 2 representatives from each Bidder to participate in the pre-bid meeting.

Bidders are requested to send their queries relating to RFP to our office by e-mail, well in advance so that the same could be discussed during the Pre-Bid meeting with interested Bidders.

Non-attendance at the Pre-bid Meeting will not be a cause for disqualification of a Bidder.

The Bank will have liberty to invite its technical consultant or any outside agency, wherever necessary, to be present in the pre-bid meeting to reply to the technical queries of the Bidders in the meeting.

8.4 Disqualification

Any form of canvassing/ lobbying/ influence/ query regarding short listing, status etc. will result in a disqualification.

8.5 Language of Bid

The language of the bid response and any communication with the Bank must be in written English only. Supporting documents provided with the RFP response can be in another language so long as it is accompanied by an attested translation in English, in which case, for purpose of evaluation of the bids, the English translation will govern.

8.6 Period of Validity of Bids

Bids should remain valid for the period of at least six (6) months from the last date for submission of bid prescribed by the Bank. A bid valid for a shorter period shall be rejected by the Bank as non-responsive. In case the last date of submission of bids is extended, the Bidder shall ensure that validity of bid is reckoned from modified date for submission.

8.7 Errors and Omissions

Each Recipient should notify the Bank of any error, fault, omission, or discrepancy found in this RFP document but not later than five business days prior to the due date for lodgment of Response to RFP.

8.8 Amendment of Bidding Documents

Any time prior to the last date for bid-submission, the Bank may, for any reason, whether at its own initiative or in response to clarification(s) sought from the prospective Bidders, modify the RFP contents/ covenants by amendment. Clarification /amendment, if any, will be notified on Bank's website. No individual communication would be made in this respect.

8.9 Authorization to Bid

The proposal/ bid being submitted would be binding on the Bidder. As such, it is necessary that authorized personnel of the firm or organization sign the bid documents. The designated personnel should be authorized by a senior official of the organization having authority.

1. All pages of the bid, shall be initialed by the person or persons signing the bid

2. Bid form shall be signed in full & official seal affixed.
3. Any inter-lineation, erasure or overwriting shall be valid only if they are initialed by the person or persons signing the Bid.
4. All such initials shall be supported by a rubber stamp impression of the Bidder's firm.

The proposal must be accompanied with an undertaking letter duly signed by the designated personnel providing a bid commitment. The letter should also indicate the complete name and designation of the designated personnel.

8.10 Recipient obligation to inform itself

The Recipient must apply its own care and conduct its own investigation and analysis regarding any information contained in the RFP document and the meaning and impact of that information.

8.11 Cost borne by the Respondent

All costs and expenses (whether in terms of time or money) incurred by the Recipient / Respondent in any way associated with the development, preparation and submission of responses, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by Bank, will be borne entirely and exclusively by the Recipient / Respondent. Stamp duty that may be incurred towards entering into agreement with the successful bidder for awarding the contract will be borne entirely by the successful bidder.

8.12 No Legal Relationship

No binding legal relationship will exist between any of the Recipients / Respondents and the Bank until execution of a contractual agreement to the full satisfaction of the Bank.

8.13 Acceptance to Terms

A Recipient will, by responding to the Bank's RFP document, be deemed to have accepted the terms as stated in this RFP document.

8.14 Submission of bids

The Bank expects the bidders to carefully examine all instructions, terms and conditions mentioned in this RFP document before submitting its unconditional compliance as part of the RFP. Failure to furnish all information required or submission not substantially responsive to the RFP in every respect will be at the bidder's risk and may result in the rejection of Bids.

Bids duly sealed should be submitted, in person or through Courier Service at Bidder's Responsibility and in electronic form too using <https://gem.gov.in/> on or before the last Date and Time for bid submission as defined in Section 1: Key Information. **Hard copy of the bid should not contain any Commercial information.** Any other mode of submission, e.g. by fax, e-mail etc. will not be accepted. No Claim of any Bidder(s) shall be entertained, whatsoever for delayed submission of their bid at any stage because of any reason. Therefore, Bidder (s) are advised to submit their bid well before the scheduled time.

Deputy General Manager

Punjab & Sind Bank
Second Floor
IT Department
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Online and Hard Copy bid submission is mandatory. The hard copies of bids of only those bidders who submitted bid documents online will be accepted. The hard copies of documents submitted should be same as submitted online without any commercials. Bids will be opened in the presence of the bidder representatives who choose to attend the opening of tender on the specified date, time and place of bid opening. No separate intimation will be given in this regard.

Bank reserves its right to cancel the order even after issuing the letter of Intent (LOI) / Purchase Order, if bank receives any directions / orders from Statutory Body / RBI/Govt. of India in a nature that binds the bank not to take the project forward or any reasons whatsoever. The decision of the Bank shall be final in this regard without disclosing any reason to any bidder or person.

8.15 Late RFP Policy

RFP responses received after the deadline for lodgement of RFPs may be registered by Bank and may be considered and evaluated by the evaluation team at the absolute discretion of the Bank. Respondents are to provide detailed evidence to substantiate the reasons for a late RFP submission. It should be clearly noted that Bank has no obligation to accept or act on any reason for a late submitted response to RFP. Bank has no liability to any person who lodges a late RFP response for any reason whatsoever, including RFP responses taken to be late only because of another condition of responding.

8.16 Modification and Withdrawal of Bid

- The Bidder may modify or withdraw its bid after the bid's submission, provided that written notice of the modification including substitution or withdrawal of the bids is received by the Bank prior to the deadline prescribed for submission of bids.
- The Bidder's modification or withdrawal notice shall be prepared, sealed, marked and dispatched in accordance with the provisions as mentioned in this RFP. A withdrawal notice may also be sent by fax/e-mail but followed by a signed confirmation copy, postmarked no later than the deadline for submission of bids.
- No bid can be modified subsequent to the deadline for submission of Bids
- No bid can be withdrawn in the interval between the deadline for submission of bids and the expiry of the period of Bid validity specified by the Bidder on the Bid Form. Withdrawal of the bid during this interval shall result in forfeiture of Bid security.
- The modification of the bid mentioning the clause being modified will be considered as an integral part of the original bid and the relevant modifications shall be considered for bid evaluation process.

9 Evaluation Process

The competitive bids shall be submitted in three stages:

- ▶ Stage 1 – Eligibility criteria
- ▶ Stage 2 – Technical Bid
- ▶ Stage 3 – Commercial Bid

9.1 Eligibility Bid

Eligibility criterion for the service providers to qualify this stage is clearly mentioned in “Annexure 10: Confirmation of Eligibility” compliance to this document. Service providers who meet these criteria would only qualify for the second stage of evaluation. The service provider would also need to provide supporting documents for eligibility proof. All the credentials of the service provider necessarily need to be relevant to the Indian market.

The decision of the bank shall be final and binding on all the bidders to this document. The bank may accept or reject an offer without assigning any reason whatsoever.

9.2 Technical Evaluation criterion

The Technical proposals of only those bidders shall be evaluated who have satisfied the eligibility criteria in the bid evaluation process.

Bank may seek clarifications from any or each bidder as a part of technical evaluation. All clarifications received within stipulated time shall be considered for evaluation. In case a clarification is not received within the stipulated time, the respective technical parameter would be treated as non-compliant and decision to qualify or otherwise the bidder shall be accordingly taken by the bank.

The proposal submitted by the bidders shall, therefore, be evaluated on the following criteria:

S.No.	Financial and other Requirement to be met by the Bidder	Maximum Marks
1	Compliance to Scope of Work of the RFP	25
2	Compliance to Functional and Technical Requirement	25
3	Bidder’s customers’ feedback and reference	20
4	Presentation on the Offered Solution should include: - <ul style="list-style-type: none"> • Network planning and design; • Network configuration, performance and SLA management • Network device & Link maintenance, fault management. • Monitoring, Management and analytics of the in-scope of solutions • Vendor Co-ordination • Resource deployment 	30
	Total	100

Only the bidders who qualifies in Eligibility criteria will be taken up for further evaluation process of technical evaluation criteria. Bidders who qualifies in technical evaluation criteria will be only taken up for commercial bid evaluation.

Bidder eligible for technical evaluation will be assessed as per the above criterion and should score a minimum of 70% to be eligible to consider for commercial evaluation.

The evaluation/selection process will involve assessment of technical competence and commercial advantage as detailed here below:

- i. A maximum of 100 marks will be allocated for the technical bid.
- ii. The evaluation of technical capabilities of the bidders of this RFP will be completed first as per the following guidelines. The technical proposals only will be subjected for evaluation at this stage.
- iii. The bidders scoring less than 70 marks (cut-off score) out of 100 marks in the technical evaluation shall not be considered for further selection process and their bids will be dropped at this stage.
- iv. Once the evaluation of technical proposals is completed, the bidders who score more than the prescribed cut-off score will only be short-listed.
- v. In case, none of the participating bidders qualify on technical criteria by reaching or exceeding the cut-off score of 70%, then the Bank, at its sole discretion, may relax the cut-off score to a lower value, which, in any case, shall not fall below 65%. In case at least 2 participants are not found with score 65%, Bank reserves the right to cancel and go in for retendering process, however this would be at the sole discretion of the Bank.

Bank may, at its sole discretion, decide to seek more information from the respondents in order to normalize the bids. However, respondents will be notified separately, if such normalization exercise as part of the technical evaluation is resorted to.

Only those Bandwidth Service Providers who have qualified after Technical evaluation will be eligible for the commercial bid evaluation.

Note:

A Committee of people from Bank at its discretion may carry out Reference Site Visits/ Telephonic Interview/ Video Conference with the existing customer where the proposed NAC Solution has been implemented. The inputs received from the Customer would be considered for the purpose of evaluation. This rating would be purely on the inputs (like satisfaction of the organization of the product, timeliness of implementation, promptness of support services etc.) provided by the customer. In case the response received from the Site Visits / Telephonic interview / Video conference for the proposed NAC Solution are negative/unsatisfactory, Bank may at its discretion reject the solution/proposal of the Bidder without giving any reasons whatsoever.

9.3 Normalization of bids

The Bank may go through a process of technical evaluation and normalization of the bids to the extent possible and feasible to ensure that Vendors are more or less on the same technical ground. After the normalization process , if the Bank feels that any of the bids needs to be normalized and that such normalization has a bearing on the price bids; the Bank may at its discretion ask all the technically short-listed vendors to resubmit the technical and commercial bids once again for scrutiny. The Bank can repeat

this normalization process at every stage of technical submission or till the Bank is satisfied. The Vendors agree that they have no reservation or objection to the normalization process and all the technically short listed Vendors will, by responding to this RFP, agree to participate in the normalization process and extend their co-operation to the Bank during this process. The Vendors, by submitting the response to this RFP, agree to the process and conditions of the normalization process.

9.4 Commercial Evaluation Process

It may be noted that commercial bids will be subjected to following evaluation process.

Only those bidders scoring 70% (70 marks out of 100) or above in the technical evaluation will be short-listed for commercial evaluation.

The envelope containing the Indicative Commercial offers of only those Bidders, who are short-listed after technical evaluation, would be opened. The format for quoting commercial bid set out in "Appendix 03 Commercial Bill of Material". The commercial offer should consist of comprehensive Cost for required solution. Bidder must provide detailed cost breakdown, for each and every categories mentioned in the commercial bid. The Bank will determine whether the Commercial Bids are complete, unqualified and unconditional. The technically qualified bidders will be required to participate in the commercial bid opening and Reverse Auction. Omissions, if any, in costing any item shall not entitle the Bidder to be compensated and the liability to fulfil its obligations as per the Scope of the RFP within the total quoted price shall be that of the Bidder.

The bidder with the lowest commercials (post reverse auction) will be declared successful L1 bidder and shall be considered for award of the Contract.

Commercial Bid Evaluation Considerations

Commercial bid valuation shall be considered as below in case of any kind of discrepancy:

1. If there is a discrepancy between words and figures, the amount in words shall prevail
2. Where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate will govern unless, in the opinion of bank, there is an obvious error such as a misplacement of a decimal point, in which case the line item total will prevail
3. Where there is a discrepancy between the amount mentioned in the bid and the line item total present in the schedule of prices, the amount obtained on totaling the line items in the Commercial Bill of Materials will prevail
4. The amount stated in the correction form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall price to rise, in which case the bid price shall prevail
5. If there is a discrepancy in the total, the correct total shall be arrived at by bank
6. In case the bidder does not accept the correction of the errors as stated above, the bid shall be rejected.
7. At the sole discretion and determination of the bank, the bank may add any other relevant criteria for evaluating the proposals received in response to this RFP.
8. During the process of technical/commercial evaluation, if bank decides to withdraw any collateral item offered in the proposal, the commercial value of that item will be reduced from the commercial offer of all the bidders and TCO will be recalculated accordingly.
9. Bank may, at its sole discretion, decide to seek more information from the respondents in order to

normalize the bids. However, respondents will be notified separately, if such normalization exercise as part of the technical evaluation is resorted to.

10. All liability related to non-compliance of this minimum wages requirement and any other law will be responsibility of the bidder.
11. The bank shall not incur any liability to the affected bidder on account of such rejection.
12. The commercials will be calculated till two decimal points only. If the third decimal point is greater than .005 the same shall be scaled up else it shall be scaled down to arrive at two decimal points. Bank will make similar treatment for 4th or subsequent decimal point to finally arrive at two decimal points only.

Reverse Auction

The reverse auction will be conducted on GEM as per Gem guidelines.

9.5 Key Guidelines:

1. Bidder's proposal should strictly conform to the specifications.
2. Proposals not conforming to the specifications will be rejected subject to the Bank's discretion. Any incomplete or ambiguous terms / conditions / quotes may result in disqualification of the offer at bank's discretion. The Bidder has to offer specific remarks for technical requirements and clearly confirm compliance.
3. Comments on other terms prescribed by the Bank are to be provided in a separate section in Technical Bid.
4. For supplementary information a separate sheet should be used.
5. All pages should be numbered (like 1/xxx, 2/xxx where xxx is last page number of Bid document) and signed under the company seal.
6. Technical Bid documents are to be properly hard bound.
7. Punjab & Sind Bank reserves the right to reject any or all proposals. Similarly, it reserves the right not to include any vendor in the final short-list.

9.6 Sealing and Marking of Bids

1. The Bidder has to submit physical copy of bid without commercial . Commercial bid has to be submitted only on GEM.
2. The Bidder shall seal the envelopes containing "**Envelope – I: Eligibility Criteria**", "**Envelope – II: Technical Bid**" separately and the three envelopes shall be enclosed and sealed in a SINGLE OUTER ENVELOPE marked as
"ORIGINAL: SELECTION OF SERVICE PROVIDER FOR SUPPLY, INSTALLATION, COMMISSIONING, OPERATIONS AND MAINTENANCE OF ENTERPRISE NETWORK CONNECTIVITY AND NETWORK INFRASTRUCTURE FOR 5 YEARS-FINAL BID"
3. The inner and outer envelopes shall:
 - a) be addressed to the Bank at the address given; and
 - b) bear the following in separate envelopes

- **“SELECTION OF SERVICE PROVIDER FOR SUPPLY, INSTALLATION, COMMISSIONING, OPERATIONS AND MAINTENANCE OF ENTERPRISE NETWORK CONNECTIVITY AND NETWORK INFRASTRUCTURE FOR 5 YEARS–Eligibility Criteria”**
 - **“SELECTION OF SERVICE PROVIDER FOR SUPPLY, INSTALLATION, COMMISSIONING, OPERATIONS AND MAINTENANCE OF ENTERPRISE NETWORK CONNECTIVITY AND NETWORK INFRASTRUCTURE FOR 5 YEARS–Technical Bid”**,
- c) All envelopes should indicate on the cover the name and address of the Bidder.
4. If the outer envelope is not sealed and marked, the Bank will assume no responsibility for the bid’s misplacement or premature opening.

10 Additional Instructions for Bidders

10.1 General Instructions

10.1.1 Nature of Bid

- a) Bids will be permitted only from a single entity.
- b) Consortium bidding is not allowed.

10.1.2 Information Ownership

All information processed, stored, or transmitted by successful Bidder equipment belongs to the Bank. By having the responsibility to maintain the equipment, the Bidder does not acquire implicit access rights to the information or rights to redistribute the information. The Bidder understands that civil, criminal, or administrative penalties may apply for failure to protect information appropriately.

Any information considered sensitive by the bank must be protected by the successful Bidder from unauthorized disclosure, modification or access. The bank’s decision will be final.

Types of sensitive information that will be found on Bank’s system which the Bidder plans to support or have access to include, but are not limited to: Information subject to special statutory protection, legal actions, disciplinary actions, complaints, IT security, pending cases, civil and criminal investigations, etc.

The successful Bidder shall not publish or disclose in any manner, without the Bank’s prior written consent, the details of any security safeguards designed, developed, or implemented by the Bidder or existing at any of the Bank location. The Bidder will have to develop procedures and implementation plans to ensure that IT resources leaving the control of the assigned user (such as being reassigned, removed for repair, replaced, or upgraded) are cleared of all Bank data.

Bank may go ahead with the RFP process and may award the contract after commercial negotiations even if only one bid is received and qualified.

10.1.3 Security Configuration, Monitoring and Audit

Compliance with security best practices may be monitored by periodic computer security audits performed by or on behalf of the Bank. The periodicity of these audits will be decided at the discretion of the Bank. Periodicity for Regulatory Audits would be required as per the rules and guidelines laid down by the regulator or as required by the regulator. These audit plan to include, but are not limited to, a review of: access and authorization procedures, physical security controls, input/output controls, backup and

recovery procedures, network security controls and program change controls.

To the extent that the Bank deems it necessary to carry out a program of inspection and audit to safeguard against threats and hazards to the confidentiality, integrity, and availability of data, the Bidder shall afford the Bank's representatives access to the Bidder's facilities, installations, technical resources, operations, documentation, records, databases and personnel. The Bidder must provide the Bank access to monitoring tool. The Bank has the right to get the monitoring tool audited without prior approval / notice to the Bidder.

10.2 Service Level Agreement

Bank expects that the Bidder shall be bound by the Service Levels described in this document. Service Levels will include Availability measurements and Performance parameters. Bank requires the Bidder to provide reports for all availability and performance parameters, a log of all issues that have been raised and Closed/ Pending Closure by the Bidder. The frequency of these reports would be Weekly, Monthly, Quarterly and Yearly.

However, all Availability and Performance Measurements will be on a monthly basis for the purpose of Service Level reporting.

Service Level Availability is to be measured and reported on a monthly basis by bidder and will be validated by PSB.

Audits will normally be done on monthly/quarterly basis or as required by Bank and will be performed by Bank or Bank appointed third party agencies.

The most complex transaction under peak load should be successfully completed within a reasonable time

Solution availability is defined as:

$\{(\text{Scheduled operation time} - \text{system downtime}) / (\text{scheduled operation time})\} * 100\%$

Where:

- a. "Scheduled operation time" means the scheduled operating hours of the System for the month. All planned downtime on the system would be deducted from the total operation time for the month to give the scheduled operation time, i.e. 24x7x365. Following will be standard exclusions while calculating availability:
 - i. Scheduled Application Service provider Switch Routine Maintenance within the agreed Scheduled time
 - ii. Scheduled Application Service provider Upgrades within the agreed Scheduled time
 - iii. Force Majeure cases
 - iv. Any other cause attributable to Banks infrastructure
- b. The downtime will be considered for the availability calculations
- c. "System downtime" subject to the SLA, means accumulated time during which the System is not available to the Bank's users or customers due to in-scope system or infrastructure failure, and measured from the time the Bank and/or its customers log a call with the Bidder help desk of the failure or the failure is known to the Bidder from the availability measurement tools to the time when the System is returned to proper operation. Any denial of service by the bidder to the Bank users and

- Bank customers would also account as “System downtime”.
- d. Downtime shall commence when either the Bidder’s solution is not available either through the Bidder’s DC or DR.
 - e. Uptime will be computed based on availability of the applications to the Bank’s users/customers irrespective of availability of servers either individual servers/clusters. Also, non-compliance with performance parameters for business, network and environmental infrastructure and system / service degradation will be considered for downtime calculation.
 - f. Response to downtime issues may be offsite support or onsite. In case the issue cannot be resolved telephonically, the Bidder will need to provide onsite assistance within response resolution window.
 - g. When the Switch is rendered Unavailable for any of the above-mentioned reasons, selected bidder will notify the bank and give clear explanation of the reason for the unscheduled downtime and the expected time for Resumption of service.
 - h. In case, the scheduled maintenance cannot be completed within the expected time, vendor will immediately inform the Bank in writing via E-Mail and orally via Mobile / Telephone to the Banks' Designated official.
 - i. On Resumption of Service, vendor will within 15 minutes of Resumption of service inform the Bank in writing via E-Mail and orally via Mobile / Telephone to the Banks' Designated official.

The bidder shall not be penalized for any SLA breach outside the scope of bidder.

	Service Area	Expected Service Level	Penalty
1	Set of Devices (Hardware/Software) component failure leading to the complete disruption of the objective performed by the said devices. (Both DC and DR down at the same time)		10% of monthly cost of AMC of affected solution on each occasion. 100% of monthly cost of AMC of affected solution charges if problem not resolved within 48 Hours.
2	Solution Uptime. (Individual systems at DC, DR, and NDR) Uptime % calculated on monthly basis for each solution.	99.95% and above	NA
		98.00% and above but below 99.95%	5% of Quarterly AMC cost of affected solution
		95.00% and above but below 98.00%	10% of Quarterly AMC cost of affected solution
		80.00% and above but below 95.00%	30% of Quarterly AMC cost of affected solution
		70.00% and above but below 80.00%	50% of Quarterly AMC cost of affected solution

		Less than 70%	100% of Quarterly cost of affected solution
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In case any branch/office is down for more than 24 hours due to failure of hardware (Router, Switch), Penalty of Rs.1,000/- per day per site shall be deducted in addition to SLA mentioned above.

#	Office	Uptime	MTTR Mean time to respond (HH:MM)
1	DC, DR, NDR	99.99%	00:10
2	CO, HO, ZO, RO	99.90%	00:30
3	Branches	99.80%	00:30
4	Off-site ATMs	99.50%	02:00

The round-trip delay of the network at any point to any point during the business hours (8 A.M to 8 P.M) should be less than 100 msec (average obtained by the ping command over 1000 samples) and packet drop should be less than 0.1% in a one-minute window. In case of high latency, it will be responsibility of the successful bidder to coordinate with concerned ISP to rectify the latency either by replacing the local pair or by other similar measures to contain latency within the stipulated limits.

At DC/DR, downtimes calculation is defined as follows:

1. Downtime episodes of less than a minute are ignored
2. Downtimes episodes of more than 1 minute but less than 20 minutes are counted as actuals.
3. Downtime episodes exceeding 20 minutes, but less than 120 minutes are counted as twice the actual downtime.
4. Downtimes exceeding 2 hrs. are treated as full-day downtimes.
5. Time between successive downtimes should be at least 6 months.

Sr. No.	Service Area	Expected Service Levels	Deliverables/ Penalty
1	Report and Dashboard	Periodic reports to be provided to bank	Daily Reports: Critical reports should be submitted as and when required. Timings will be mutually decided. Weekly Reports: To be decided mutually. Monthly Reports: Before 10th of each month.
2	Continual Improvement	The Bidder is expected to improve the operations on an on-going basis. The Bidder is expected to provide a	Quarterly reports need to be provided within 5 days of the end of the quarter

		quarterly report of the new improvements suggested, action plans, and the status of these Improvements to the Bank. Improvement areas could include process changes/ training resulting in efficiency/SLA improvement, new correlation rules to identify threat patterns etc.	
3	Periodic Review	The project sponsor or locational delegate from the Bidder is expected to conduct a monthly review meeting with Bank officials resulting in a report covering details about current SLAs, status of operations, key issues and new challenges etc.	Monthly meeting for next seven years to be conducted within 7 days post submission of report for each month during the operations phase.
4	Solution management – Version / Release/Upgrades / patches	Bidder to inform bank team and ensure that entire stack of – firmware, software, middleware, etc. are updated with latest firmware, patches, upgrades, release, version, etc. as per the Bank policy.	Bidder/vendor must submit firmware version report (deployed and current version) every month. Along with this Bidder/vendor shall also submit Plan of Action (PoA) for version upgrade, if any
5	Audit of Network Infrastructure	Network infrastructure may be subjected to audit from Bank and/or third party. VA&PT and Audit observations must be closed in as per the timelines mentioned in Bank's policies.	Penalty of 1% of Monthly operation charges for each week of delay in implementation of critical and important observations. Penalty will be restricted to 3% of monthly operation charges.
6	Manpower services	Bidder to provide experienced and certified manpower at Bank premises as per RFP. Any gap will attract penalty	After deducting pro-rata charge for absence of resource, additional penalty of 500/- Per absent resource per day will be deducted. In case bidder provides alternate adequately qualified resource for absent resource, no penalty shall be deducted. The penalty will be restricted up to 10% of monthly FM Charges
7	Governance Risk and Compliance	The bidder is expected to provide reports dashboards	Bidder failing to respond back with details of dashboard/report

	on ad-hoc basis as and when required by Bank. Bidder must provide a written/email-based response to the requested dashboard/report mentioning the time of delivery of report/dashboard Service uptime SLA shall apply after the time of delivery as declared by the bidder.	availability shall be penalty of 3% of the NOC monthly operations charges.
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Section 1

1. Delivery – Delay in implementation, provisioning or arrangement of new service or rectification any current service (direct penalties)

#	Particulars	Time line	Deduction / Penalty (Penalty type = absolute value)
1	Commissioning of new Link (additional links to be implemented post implementation of 1500 sites) • Router and switches shall be provided from the stock of bank, Bidder will have to refuel the stock once the new stock comes.	4 weeks	For every week of delay there will be penalty of Rs. 500 / week / link
2	Upgradation of existing link	► 1 week if no hardware upgrade / replacement required ► 4 weeks if additional hardware required	For every week of delay there will be penalty of Rs. 500 / week / link
3	Location shifting of existing link	2 weeks	For every week of delay there will be penalty of Rs. 500 / week / link
4	Delivery and implementation - DC, DRC and NDR equipment(s) and software	3 months – DC, DRC and NDR location	For every day of delay there will be penalty of Rs. 1000 / day / location

#	Particulars	Time line	MSL(Minimum Service level)	Deduction / Penalty (Penalty type = absolute value)
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1	Delivery and implementation - branches and other offices equipment(s) and software	1. 60% branch location – 3 months 2. 80% branch location – 4 months 3. 100% branch location – 5 months		For every day of delay there will be penalty of Rs. 100 / day / location
2	Response time for fault DC, DRC and NDR equipment(s) and software	10 Mins.	98%	Penalty of 1% of Quarterly Pay-out for each 0.5% drop
3	Response time for Critical Links (i.e. DC, DR, NDR, HO, PMO, Loan Centre)	10 Mins.	98%	Penalty of 1% of Quarterly Pay-out for each 0.5% drop
4	Response time for Branch Links	30 Mins.	98%	Penalty of 1% of Quarterly Pay-out for each 0.5% drop
5	Response time for fault in branch equipment (s) and software	30 Mins.	98%	Penalty of 1% of Monthly Payout for each 0.5% drop or part thereof
6	Timely fault rectification - DC, DRC and NDR equipment(s) and software	30 Mins.		Fault of all equipment and software at DC, DRC & NDR should be rectified within 30 Mins from reporting of fault. Penalty will be charged @10,000 every 30 mins or part thereof against each of equipment(s) and or software. The bidder is required to rectify the fault within 30 min from reporting of the fault.

7	Resolution time for Issues in Critical Links (i.e. DC, DR, NDR, HO, PMO, Loan Centre)	30 Mins.		Issues in the Critical Links (i.e. DC, DR, HO, PMO, Loan Centre) should be rectified within 30 Mins from reporting of Issue. Penalty will be charged @10,000 every 30 mins or part thereof
8	On demand bandwidth (To be upgraded based on mail; purchase order shall processed in due course)	2 Day		Bidder has to provision the required bandwidth within timeline mentioned in the RFP.

Sr. No.	Particulars	Timeline	Deduction / Penalty (Penalty type = absolute value)
1	Network functionality assessment through individual third party	10 weeks	An assessment service as mentioned is required to be provided by the independent third party as per stipulated schedule. In case of delay happened it will attract a penalty of Rs. 5000 per week.
2	Support parallel run alongside existing SI for handholding and knowledge transfer and complete takeover of support	Parallel run - 4 weeks Complete takeover – 16 weeks	In case of delay in parallel run beyond the schedule, it will attract a penalty of Rs. 50000 per week. In case of delay in complete takeover beyond the schedule, it will attract a penalty of Rs. 50000 per week.
3	Documentation handover to Bank's project manager	During Implementation phase work products to be submitted and within 2 weeks of implementation completion final work product to be submitted.	In case of proper documentation (blueprint, design architecture, configuration, training manual, escalation matrix etc.) is not handed over to bank's project manager's sign off time to time it will attract penalty of 1% per week on implementation services line item.

4	Handover from bidder project implementation team to bidder support(NOC) team	5 months	In case of delay in handover from project team to support team with adequate knowledge transfer with bank's project manager's sign off it will attract a penalty of 1% per week on implementation services line item.
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Link Shifting: Any Network Shifting required by Bank has to be done with Zero Downtime

Incident Categories:

1. Critical –

- a. Outage in CO/HO/RO/ZO/Contact Center/Third Party Sites
- b. Outage in more than 50 branches or offices

2. High – a. Outage in more than 5 branches or offices and less than 50 branches or offices

3. Low – a. Outage in less than 5 branches or offices

Availability SLA for Incident categories:

Incident Category	Resolution Time	Penalty
Critical (a)	<=30 mins	No penalty
Critical (a)	>30 mins	INR 500 per hour per incident
Critical (b)	<=30 mins	No penalty
Critical (b)	>30 mins	INR 200 per hour per incident
High	<=1 hr	No penalty
High	>1 hr	INR 200 per hour per incident
Low	<=2 hrs	No penalty
Low	>2 hrs	INR 200 per hour per incident

Bidder is required to provide preventive maintenance at DC, DRC, NDR and all in-scope deployment locations reports post completion of annual preventive maintenance activity within 1 week of completion of the activity, bank shall levy a penalty of INR 1000 per week per location or part thereof for delay in performing the preventive maintenance activity or submission of report.

Section 2

SLA to be computed monthly and penalty to deducted Quarterly

The Quarterly at Risk Amount shall be 10% of the estimated quarterly payout of the respective quarter. Overall cap for penalties as per SLA and Liquidated damages over the tenure of the contract will be 10% of the total

contract value.

- I. The purpose of this Service Level Requirements/Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the selected bidder to the Bank for the duration of this contract period of this engagement.
- II. All the payments to the Bidder are linked to the compliance with the SLA metrics specified in this document.
- III. The SLA are proposed to be performance based. For purposes of SLA, the definitions and terms as specified along with the following terms shall have the meanings set forth below:
 - a. "Uptime" shall mean the time period for which the IT Infrastructure Solution along with specified in-scope services / components. Uptime, in percentage, of any component & link can be calculated as :
 - b.
$$\text{Uptime} = \{1 - [(\text{System Downtime}) / (\text{Total Time} - \text{Planned Maintenance Time})]\} * 100$$
 - c. "Downtime" shall mean the time period for which the MPLS & SD WAN connectivity and/or specified services / components with specified technical and service standards are not available to users. This includes CPE Equipment & link, their subcomponents etc. at all Project locations etc. The planned maintenance time / scheduled downtime will include activities like software upgrades, patch management, security software installations etc.
 - d. The selected Bidder will be required to schedule 'planned maintenance time' with prior approval of the Bank. This will be planned outside business working hours. In exceptional circumstances, Bank may allow the Bidder to plan scheduled downtime in the working hours.
 - e. "Incident" refers to any event / abnormalities in the functioning of the MPLS & SD WAN connectivity and services that may lead to disruption in normal operations.
 - f. "Resolution Time" shall mean the time taken (after the incident has been reported at the helpdesk), in resolving (diagnosing, troubleshooting and fixing) or escalating (to the second level) getting the confirmatory details about the same from the bidder and conveying the same to the end user), the services related troubles during the first level escalation.
 - g. Commencement of SLA: The SLA shall commence from implementation period itself for adherence to the implementation plan. The penalty will be deducted from the next payment milestone during the implementation period. During the Operations and Management period, the penalty will be deducted from the periodic payments.
 - h. Successful Bidder must ensure OEM support for any Hardware/ Software issue and it is the responsibility of the Bidder to ensure that Bank avails all necessary support from the OEM support team to address technical issues for timely resolution.

Availability - Link Bandwidth Uptime for Data center links

Bandwidth Type	Total Uptime (from two links)	Individual Uptime (from individual links)
Replication links	99.99%	99.8%
MPLS backhaul links	99.99%	99.8%
Internet Bandwidth Links*	99.99%	99.8%
Third party links (taken from the bidder)	99.99%	99.8%

*There will be only one Internet Bandwidth link in DRC so uptime shall be considered in accordance

Availability - Link Bandwidth Uptime for branches

Branch / Office / Offsite ATM Category	Total Uptime (from two links)	Individual Uptime (from individual links) for NSP-1	Individual Uptime (from individual links) for NSP-2
Metro	99.5%	98.0%	98.0%
Urban	99.5%	98.0%	98.0%
Semi Urban	99.5%	98.0%	98.0%
Rural	99.0%	97.0%	97.0%

*NSP-1 or SP1: Network Service Provider 1

*NSP-2 or SP2: Network Service Provider 2

Penalty due to down time at DC, DRC and NDR links (Link 1 + Link 2)

Achieved Uptime	% of payment (Monthly) of Link 1 + Link 2 price
Uptime for DC, DRC and NDR links	
99.99% or more	100%
>=99.95% to <99.99%	90%
>=99.90% to <99.95%	70%
>=99.85% to <99.90%	50%
Less than 99.85%	Nil

Achieved Uptime	% of payment (Monthly) of that particular link's price
Uptime for DC, DRC and NDR links	
99.90% or more	100%
>=99.85% to <99.9%	90%
>=99.80% to <99.85%	70%
>=99.75% to <99.80%	50%
Less than 99.75%	Nil

*All the third party MPLS links running at present or procured in future must be categorized as Critical and same SLA penalty will be applicable as in case of DC/DR/NDR links

SLA for Third party links (taken from the bidder) for Total Uptime (from two links), bank shall levy a penalty as mentioned in the table Penalty due to down time at DC, DRC and NDR links (Link 1 + Link 2) will also be applicable

Penalty due to down time at branches (Link 1 + Link 2)

Achieved Uptime	% of payment of effected branch (Monthly) of Link 1 + Link 2 price
Uptime for Branches, PMO, Head office & other offices	

99.9% or more	100%
>=98.9% to <99.9%	90%
>=97.9% to <98.9%	80%
>=96.9% to <97.9%	70%

Achieved Uptime	% of payment of effected branch (Monthly) of Link 1 + Link 2 price
>=95% to <96.9%	60%
Less than 95%	Nil

Penalty due to down time at branches (on individual links)

For NSP-1/ NSP-2

For Metro/Urban/Semi-Urban:

Achieved Uptime	% of payment of effected branch (Monthly) of that particular link's price
Uptime for Branches, PMO, Head office & other offices	
>=98.0%	100%
>=97.5% <=Uptime <98.0%	90%
>=97.0% <=Uptime <97.5%	80%
>=96.5% <=Uptime <97.0%	70%
>=96.0% <=Uptime <96.5%	60%
>=95.0% <=Uptime <96.0%	50%
Uptime < 95%	Nil

For Rural:

Achieved Uptime	% of payment of effected branch (Monthly) of that particular link's price
Uptime for Branches, PMO, Head office & other offices	
>=97.0%	100%
>=96.5% <=Uptime <97.0%	90%
>=96.0% <=Uptime <96.5%	80%
>=95.5% <=Uptime <96.0%	70%
>=95.0% <=Uptime <95.5%	60%
>=94.0% <=Uptime <95.0%	50%
Uptime < 94%	Nil

For both link

For Metro/Urban/Semi-Urban:

Achieved Uptime	% of payment of effected branch (Monthly) of that particular link's price
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Uptime for Branches, PMO, Head office & other offices	
>=99.5%	100%
>=99.0% <=Uptime <99.5%	90%
>=98.5.0% <=Uptime <99.0%	80%
>=98.0% <=Uptime <98.5%	70%
>=97.5% <=Uptime <98.0%	60%
>=95.0% <=Uptime <97.5%	50%
Uptime< 97%	Nil

For Rural:

Achieved Uptime	% of payment of effected branch (Monthly) of that particular link's price
Uptime for Branches, PMO, Head office & other offices	
>=99.0%	100%
>=98.5% <=Uptime <99.0%	90%
>=98.0% <=Uptime <98.5%	80%
>=97.5% <=Uptime <98.0%	70%
>=97.0% <=Uptime <97.5%	60%
>=96.0% <=Uptime <97.0%	50%
Uptime< 96%	Nil

3 Performance Issue – Latency - Link Bandwidth Performance for Data center links

DC / DRC / NDR Links	Type of Link	Permitted latency	Deviation latency grace time (max)	Penalty	Compute base item
DC – DRC P2P link	L3 VPN / L2 VPN	<=70 ms	10 mins	1% of monthly charges for every hour or part thereof	Effected link bandwidth charges
DC, DRC to MPLS Peer	MPLS	<=10 ms	10 min	1% of monthly charges for every hour or part thereof	Effected link bandwidth charges
DC – NDR P2P link	Lambda link	<=2 ms	0 min	10% of monthly charges for every hour or part thereof	Effected link bandwidth charges

DC-Internet peering and DRC-Internet peering	Internet leased line	<=150 ms	10 min	1% of monthly charges for every hour or part thereof	Effectuated link bandwidth charges
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1.1 Performance Issue – Latency - Link Bandwidth Performance for Data center links

Branch / Offices / Offsite ATM	Type of Link	Permitted latency	Deviation latency grace time (max)	Penalty	Compute base item
Branch / Offices / Offsite ATM to Data Center	MPLS	<=100 ms	As per branch category (Metro/Urban-4 Hrs /Semi Urban/ Rural – 12 Hrs)	1% of monthly charges for every hour or part thereof	Effectuated link bandwidth charges
Branch / Offices / Offsite ATM to Data Center	4G / 5G	<=250 ms	As per branch category (Metro/Urban-4 Hrs /Semi Urban/ Rural – 12 Hrs)	1% of monthly charges for every hour or part thereof	Effectuated link bandwidth charges

1.2 Performance Issue – Jitter - Link Bandwidth Performance for Data center links

DC / DRC / NDR Links	Type of Link	Permitted Jitter	Deviation Jitter grace time (max)	Penalty	Compute base item
DC – DRC P2P link	L3 VPN / L2 VPN	<=7 ms	10 mins	1% of monthly charges for every hour or part thereof	Effectuated link bandwidth charges

DC, DRC to MPLS cloud peer	MPLS	<=2 ms	10 min	1% of monthly charges for every hour or part thereof	Effected link bandwidth charges
DC – NDR P2P link	Lambda link	No Jitter is allowed	0 min	10% of monthly charges for every hour or part thereof	Effected link bandwidth charges
DC-Internet peering and DRC-Internet peering	Internet leased line	<=15 ms	10 min	1% of monthly charges for every hour or part thereof	Effected link bandwidth charges

1.3 Performance Issue – Jitter - Link Bandwidth Performance for Branch / Offices / Offsite ATM links

Branch / Offices / Offsite ATM	Type of Link	Permitted Jitter	Accepted high latency grace time (max)	Penalty	Compute base item
Branch / Offices / Offsite ATM to Data Center	MPLS	<=30 ms	As per branch category (Metro/Urban-4 Hrs /Semi Urban/ Rural – 12 Hrs)	1% of monthly charges for every hour or part thereof	Effected link bandwidth charges
Branch / Offices / Offsite ATM to Data Center	4G / 5G	<=30 ms	As per branch category (Metro/Urban-4 Hrs /Semi Urban/ Rural – 12 Hrs)	1% of monthly charges for every hour or part thereof	Effected link bandwidth charges

11 Annexure & Appendix

11.1. Appendix

11.1.1. Appendix 01: Present Inventory

Appendix 01: Present Inventory is attached as a separate file

11.1.2. Appendix 02: Minimum Technical Specification

Appendix 02: Minimum Technical Specification is attached as a separate file

11.1.3. Appendix 03: Commercial Bill of Material

Appendix 03: Commercial Bill of Material is attached as a separate file



11.2. Annexures

11.2.1 Annexure 1: Bank Guarantee Form

BANK GUARANTEE (BG) FOR EARNEST MONEY DEPOSIT (EMD)

(ON A NON-JUDICIAL STAMP PAPER OF RS. 100.00)

Guarantee for Payment of Earnest Money/Security

Deposit Bank Guarantee no.:

Date:

Period of Bank Guarantee:

Amount of Bank Guarantee: Rs.

To,

Punjab & Sind Bank
Second Floor
IT Department
Plot Number 151, Sector 44,
Gurugram, 122003

WHEREAS _____ (hereinafter called "the Bidder") has submitted its bid dated _____ (date of submission of bid) for Selection of Vendor for Selection of Service Provider for Supply, Installation, Commissioning, Operations and Maintenance of Enterprise Network Connectivity and Network Infrastructure for 5 years response to Punjab & Sind Bank's Request for Proposal (RFP) No. PSB/HOIT/RFP/GEM2026/B/51/2026-27 (hereinafter called "the Bid").

KNOW ALL PEOPLE by these presents that WE (name of bank) having our registered office at _____ (address of bank) (hereinafter called "the Bank") are bound unto Punjab & Sind Bank (hereinafter called "the Beneficiary") in the sum of Rs. ___/- (Rupees _____ only) for which payment will and truly to be made to the said Beneficiary, the Bank binds itself, its successors and assigns by these presents. Sealed with the common seal of the said Bank this ___ day of ___ 20__.

THE CONDITIONS of this obligation are:

1. If the Bidder withdraws its Bid during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its bid by the Beneficiary and the bidder during the period of bid validity:
 - a) fails or refuses to execute the Contract Form if required; or
 - b) fails or refuses to perform, in accordance with the Terms and Conditions of the RFP or Contract; or
 - c) fails or refuses to furnish the Performance Security, in accordance with the Terms and Conditions of the RFP or Contract.

We undertake to pay the Beneficiary up to the above amount upon receipt of its first written demand, without the Beneficiary having to substantiate its demand, provided that in its demand the beneficiary will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.



RFP for Selection of Service Provider for Supply, Installation, Commissioning, Operations and Maintenance of Enterprise Network Connectivity and Network Infrastructure for 5 years

This guarantee will remain in force up to and including 180 days after the period of the bid validity i.e. up to____(mention date of expiry which should be a minimum of bid validity = 180 days), and any demand in respect thereof should reach the Bank not later than the above date.

Notwithstanding any other term contained herein:

- a) this guarantee shall be valid only up to_____ (Insert Guarantee End Date) whereupon it shall automatically expire irrespective of whether the original guarantee is returned to the Bank or not; and
- b) the total liability of Bank under this guarantee shall be limited to Rs. (Rupees _____ only)

Place:

SEAL

Code No.

SIGNATURE.

NOTE: Bidder should ensure that the seal & code no. Of the signatory is put by the bankers, before submission of BG.

11.2.2 Annexure 2: Technical Proposal Format

Particulars to be provided by the bidder in the technical proposal – RFP Reference no. PSB/HOIT/RFP/GEM2026/B/51/2026-27

S.No.	Particulars	Response from the bidder
1	Name of the bidder	
2	Year of establishment and constitution Certified copy of “Partnership Deed” or “Certificate of Incorporation” should be submitted as the case may be.	
3	Location of Registered office /Corporate office and address	
4	Mailing address of the bidder	
5	Names and designations of the persons authorized to make commitments to the Bank	
6	Telephone and fax numbers of contact persons	
7	E-mail addresses of contact persons	
8	Details of : Description of business and business background Service Profile & client profile Domestic & International presence Alliance and joint ventures	
9	Gross revenue of the bidder Year 2022-23 Year 2023-24 Year 2024-25 Documentary proofs are to be enclosed	
10	Net Profit (after all taxes etc.) of the bidder Year 2022-23 Year 2023-24 Year 2024-25 Documentary proofs are to be enclosed	
11	Net Worth of the bidder Year 2022-23 Year 2023-24 Year 2024-25 Documentary proofs are to be enclosed	
12	Details of the similar assignments executed by the bidder during the last two years (Name of the Bank, time taken for execution of the assignment and documentary proofs from the Bank are to be furnished)	

S.No.	Particulars	Response from the bidder
13	Details of inputs, infrastructure requirements required by the bidder to execute this assignment.	
14	Details of the bidder's proposed methodology/approach for providing services to the Bank with specific reference to the scope of work.	

Declaration:

1. We confirm that we will abide by all the terms and conditions contained in the RFP.
2. We hereby unconditionally accept that Bank can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the RFP, in short listing of bidders.
3. All the details mentioned by us are true and correct and if Bank observes any misrepresentation of facts on any matter at any stage, Bank has the absolute right to reject the proposal and disqualify us from the selection process.
4. We confirm that this response, for the purpose of short-listing, is valid for a period of 180 days, from the date fixed for bid opening.
5. We confirm that we have noted the contents of the RFP and have ensured that there is no deviation in filing our response to the RFP and that the Bank will have the right to disqualify us in case of any such deviations.

(Signature)

(Name of Authorized Signatory)

(Designation)

(Date)

Place:

(Name and address of the bidder)

(Company Seal)



11.2.3 Annexure 3: Commercial Compliance Certificate

RFP No: PSB/HOIT/RFP/GEM2026/B/51/2026-27

Date:

Punjab & Sind Bank
Second Floor
IT Department
Plot Number 151, Sector 44,
Gurugram, 122003

Dear Sir,

Having examined the Bidding Documents the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and work as vendors as mentioned in the RFP document & in conformity with the said bidding documents for the same.

I / We undertake that the prices are in conformity with the specifications prescribed.

I / We agree to abide by this bid for a period of 180 days from the date fixed for bid opening and it shall remain binding upon us and may be accepted by the Bank, any time before the expiry of that period.

Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

I / We understand that you are not bound to accept the lowest or any bid you may receive.

I / We agree to the terms & conditions mentioned in the Tender document.

Terms & Conditions:

The fee quoted shall cover components and services on a fixed price basis inclusive of all applicable taxes under the Indian law like customs duty, freight, forwarding, insurance, delivery, etc. but exclusive of only applicable GST, which shall be paid / reimbursed on actual basis on production of bills with GSTIN. Any increase in GST will be paid in actuals by the bank or any new tax introduced by the government will also be paid by the bank. The entire benefits / advantages, arising out of fall in prices, taxes, duties or any other reason, must be passed on to Bank. The price quoted by the bidder should not change due to exchange rate fluctuations, inflation, market conditions, and increase in custom duty. The bank will not pay any out-of-pocket expense.

(Signature)

(Name of Authorized Signatory)

(Designation)

(Date)

Place:

(Name and address of the bidder)

(Company Seal)

Note:

The Vendor will have to work as per the timing of the Bank.



11.2.4 Annexure 4: Compliance Certificate

To,
Punjab & Sind Bank
Second Floor
IT Department
Plot Number 151, Sector 44,
Gurugram, 122003

Date:

Dear Sir,

Ref: - RFP no. PSB/HOIT/RFP/GEM2026/B/51/2026-27 for Selection of Bandwidth Service Provider for Providing Data Connectivity & Network Hardware at DC & Offices.

1. Having examined the RFP including all annexure, the receipt of which is hereby duly acknowledged, we, the undersigned offer to provide the services in conformance to the said RFP and in accordance with our proposal and the schedule of Prices indicated in the Price Bid and made part of this RFP.
2. We confirm that this offer is valid for 180 days from the date fixed for opening of bids.
4. This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.
5. We undertake that in competing for and if the award is made 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".
6. We agree that the Bank is not bound to accept the lowest or any Bid that the Bank may receive.
7. We and the proposed OEM solution provider are not blacklisted at the time of submission of the bid by any regulator / statutory body/ any government department/ PSU/ PSE or banks in India.

(Signature)
(Name of Authorized Signatory)
(Designation)
(Date)
Place:
(Name and address of the bidder)
(Company Seal)

11.2.5 Annexure 5: Proposed Agency Profile

S.No.	Particulars	Bidder Response
1	Names and designations of the persons authorized to make commitments to the Bank (including mobile number and email ID)	
2	No. of years of experience providing services covered within the RFP	

S.No.	Name of Bank where the vendor was associated for similar type of services	Duration of association with the Bank
1		
2		
3		
4		

We hereby confirm that the information provided by us is true and to the Best of our Knowledge.

(Signature)
 (Name of Authorized Signatory)
 (Designation)
 (Date)
 Place:
 (Name and address of the bidder)
 (Company Seal)



RFP for Selection of Service Provider for Supply, Installation, Commissioning, Operations and Maintenance of Enterprise Network Connectivity and Network Infrastructure for 5 years

11.2.6 Annexure 6: Confirmation of Terms & Condition

RFP No: PSB/HOIT/RFPxxx

Date:

Punjab & Sind Bank
Second Floor
IT Department
Plot Number 151, Sector 44,
Gurugram, 122003

Dear Sir,

Sub: Request for Proposal for Selection of Service Provider for Supply, Installation, Commissioning, Operations and Maintenance of Enterprise Network Connectivity and Network Infrastructure for 5 years

Further to our proposal dated _____, in response to the Request for Proposal for Selection of Service Provider for Supply, Installation, Commissioning, Operations and Maintenance of Enterprise Network Connectivity and Network Infrastructure for 5 years (hereinafter referred to as "RFP") issued by Punjab & Sind Bank (PSB) we hereby covenant, warrant and confirm as follows:

We hereby agree to comply with all the terms and conditions / stipulations as contained in the RFP and the related addendums and other documents including the changes made to the original tender documents issued by PSB. PSB 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.

Yours faithfully,

(Signature)
(Name of Authorized Signatory)
(Designation)
(Date)
Place:
(Name and address of the bidder)
(Company Seal)



RFP for Selection of Service Provider for Supply, Installation, Commissioning, Operations and Maintenance of Enterprise Network Connectivity and Network Infrastructure for 5 years

11.2.7 Annexure 7: Tender Offer Cover Letter

RFP Reference No PSB/HOIT/RFP/GEM2026/B/51/2026-27

Date:

Punjab & Sind Bank
Second Floor
IT Department
Plot Number 151, Sector 44,
Gurugram, 122003

Dear Sir,

Having examined the tender documents including all annexure the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide Selection of Service Provider for Supply, Installation, Commissioning, Operations and Maintenance of Enterprise Network Connectivity and Network Infrastructure for 5 years as well as Related Services to Bank as mentioned in RFP document in conformity with the said tender documents, and in accordance with the Commercial bid and made part of this tender.

We understand that the RFP provides generic specifications about all the items and it has not been prepared keeping in view, any specific bidder.

If our tender offer is accepted, we shall obtain the guarantee of a bank for a sum equal to 10% of the Contract Price for the due performance of the Contract.

We agree to abide by this tender offer for 180 days from the date of tender opening and our offer shall remain binding upon us and may be accepted by the Bank any time before the expiration of that period.

Until a formal contract is prepared and executed, this tender offer, together with the Bank's written acceptance thereof and the Bank's notification of award, shall constitute a binding contract between us.

We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive.

Dated this _____ day of _____, 20

Signature: _____

In the Capacity of:- _____ duly authorized to sign the tender offer for and on behalf of

11.2.8 Annexure 8: Submission Checklist

The bidder must ensure that the following have been submitted as a part of the RFP submission process. Failure to provide any of the documents detailed below could lead to the disqualification of the bidder from the bid. The following files need to be completed

Eligibility Bid Document	Submitted (Bidder)
Annexure 10: Confirmation of Eligibility	

Technical Bid Document

Functional Specification Document	Submitted(Bidder)
Appendix 02- Technical Requirement	
Appendix 03- Masked Commercial Bill of Material	

Formats

The following Letters and Formats need to be submitted.

Letter / Format	Submitted (Bidder)
Annexure 1: Bank Guarantee Form	
Annexure 2: Technical Proposal Format	
Annexure 4: Compliance Certificate	
Annexure 5: Proposed Agency Profile	
Annexure 6: Confirmation of Terms & Condition	
Annexure 7: Tender Offer Cover Letter	
Annexure 8: Submission Checklist	
Annexure 11: Proposed Team Profile	
Annexure 15: Integrity Pact (On Stamp Paper)	
Annexure 17: Manufacturer's Authorization Format	

Submission Checklist for Commercial Bid Documents

The following documents need to be provided by the Bidder for the Commercial Bid in a separately sealed cover.

Commercial Bid Documents	Submitted (Bidder)
Appendix 03: Commercial Bill of Material	
Annexure 3: Commercial Compliance Certificate	

Commercial Bid Documents	Submitted (Bidder)
Annexure 18: Compliance for Reverse Auction	
Annexure 19: Letter for Authority for Participating in Reverse Auction	

11.2.9 Annexure 9: Pre-bid query format

Bidder's request for Clarification - to be submitted before the last date mentioned in the RFP for submitting the pre-bid queries

If, bidder, desiring to respond to RFP, require any clarifications on the points mentioned in the RFP may communicate with Punjab & Sind Bank (PSB) using the following format.

All questions received before deadline specified in the RFP will be formally responded to and questions/points of clarification and the responses will be circulated to all participating bidder if required. The source (identity) of the bidder seeking points of clarification will not be revealed. Alternatively, PSB may at its discretion, answer all such queries in the Pre-bid meeting.

To be mailed, delivered, faxed or emailed to: Assistant General Manager, IT Department -- address, email id and fax number given in the schedule

Name of Organization submitting request	Name & position of person submitting request	Full formal address of the organization including phone, fax and email points of contact
		Tel:
		Fax:
		Email:

Please Tick preferred contact option

Pre Bid Query Format

Query Reference No	RFP (point number)	Section	RFP Page Number	RFP Excerpt	Query Description/Clarification sought

Name and signature of authorized person issuing this request for clarification

Signature/Date

Official designation

1. In case of multiple queries, the contact details need not be repeated and only the details in the pre-bid query format (table provided above) are to be furnished for the subsequent queries.
2. The queries should be submitted in a spreadsheet using the same column headings specified in the table above, preferably in MS Excel file format.
3. Please indicate the preferred method and address for reply.

11.2.10 Annexure 10: Confirmation of Eligibility

S.No.	Eligibility Criteria	Supporting Documents
General Eligibility		
1	The bidder should be a Government Organization / PSU / PSE or a Public /Private Limited Company registered in India as per Company Act 1956 /2013 and should be in existence for last 5 years from the date of issuance of RFP in business of MPLS services / VPN services.	Certificate of incorporation/certificate for commencement of business/ other relevant documentary proof is to be submitted
2	Bidder must have installed/operational a minimum of 5000 MPLS VPN Layer 3 link during last five (5) financial years (2021-22, 2022-23, 2023-24, 2024-25 and 2025-26) in India having PAN – India presence. Out of which 1000 MPLS VPN Layer 3 Links should have been commissioned by the bidder for a single Scheduled commercial bank and should be operational at present.	Supporting documents (e.g. Installation certificate, Acceptance certificate, letter of commissioning etc. from the buyer) should be submitted along with bid
3	The Bidder should have minimum 100+ MPLS PoPs (Point of presence) across India. The Bidder should have dual MPLS PoPs in Mumbai and Delhi-NCR. The two PoPs must be geographically separated and located at different physical premises/ buildings. Both PoPs shall not be housed in the same campus, facility, data center or building.	Bidder is required to provide self-declaration.
4	The bidder should have minimum annual turnover of Rs.500.00 Crore in each of the last 3 financial years i.e.2023-24, 2024-25 and 2025-26 as per the audited balance sheet available at the time of submission of tender. This must be the individual company turnover and not that of any group of companies.	Audited Balance Sheet and Profit and Loss Account Statement for last three years and CA certificate.
5	Bidder should have positive net worth for the last three financial years (FY 2022-23, 2023- 24 and FY 2024-25). In case of merger or acquisition, financials of merged or acquired companies may be considered in case of new companies.	
6	The OEM of any proposed solution / bidder should not have filed for Bankruptcy in any country.	Self-declaration from bidder/ proposed OEM Confirming the criteria.
7	The companies or firms, bidding for the above tender, should have not been blacklisted by any of Government Authority or Public Sector Undertaking (PSUs). The bidder shall give an undertaking (on their letter head) that they have not been blacklisted by any of the Govt. Authority or PSUs. In case, in the	Self-declaration confirming the criteria.

	<p>past, the name of their Company was blacklisted by any of the Govt. Authority or PSUs, the same must have been removed from the blacklist as on date of submission of the tender, otherwise the bid will not be considered. It is further clarified that any interim stay Order passed by any Court/Forum in favor of bidder against its blacklisting shall not be considered by Bank as the bidder having satisfied/ fulfilling the eligibility criteria under this clause.</p>	
8	<p>Bidder should have a valid Unified License (UL) / National Long Distance (NLD) license as per Telecom policy of India.</p>	<p>Copies of the licenses to be provided along with self-attestation by the authorized signatory of the bidder with company seal. In case the bidder has license where validity is less than 5 years, a declaration should be submitted by the bidder regarding obtaining renewal / fresh license.</p>
9	<p>Bidder should be either an Original Equipment Manufacturer (OEM) of devices/software solutions or authorized partner of OEM. In case the bidder is an Authorized partner of the OEM, Bidder needs to provide Manufacturer Authorization Form (MAF) from OEM stating that bidder is authorized partner of OEM and authorized to participate in this tender and in case the bidder is not able to perform obligations as per contract during the contract period, contracted services will be provided by OEM. OEM can quote directly or through authorized partners. However, both i.e. OEM & their authorized partner cannot participate in the RFP. In case both (OEM & his authorized partner) participate, only bid of the OEM will be considered.</p>	<p>MAF to be submitted.</p>
10	<p>If the bidder or its subsidiary or its associate or sister company or its holding company has already had an association with Punjab & Sind Bank in the past 5 years or at present as a service provider on any project, then the bidder is required to submit the satisfactory certificate from the bank issued/dated post the issuance of the RFP.</p> <p>Additionally, the Bidder should not have any Service Level Agreement/Contract pending to be signed with the Bank pending for more than 6 months from the date of issue of purchase order or bank should not have cancelled PO after selection through open RFP due to non-performance.</p>	<p>Self-Certification from the bidder along with the satisfactory certificate from PSB (In case of association)</p>

11	The bidder should have a fully operational Network Operation Centre (NOC) in India for at least 5 years and must be providing 24*7*365 support.	Self-declaration along with copy of work order/letter from customer.
12	The Bidder's NOC must be ISO 27001:2021 certified.	Copy of the relevant ISO Certifications.
13	The Bidder should also have BCP with a Disaster Recovery Site for NOC in place for running all the operations covered in primary NOC site.	Details of NOC DR/BCP site with Addresses
Bidders technical Experience		
1	The Bidder must have implemented / must be managing and monitoring Data Centre Network of minimum 3 Organizations out of which one organization must be BFSI with a minimum size of 1500 branches during last 5 years.	Relevant documents (Purchase Order /Work Order/ Contract Agreement and Sign-off copy/Go-Live Certificate / Completion Certificate/Letter from the organization) should be submitted as evidence
2	The Bidder must be implemented / must be managing and monitoring Data Centre Network (SDN) with controller, minimum 2 spine and 20 leaf switches for minimum 2 Organizations out of which one organization must be BFSI during last 5 years.	
3	The bidder should have implemented /managing Network access control solution (NAC Solution) in two organizations out of which one organization must be BFSI India with minimum 3000 endpoints during last 5 years	
4	The bidder should have implemented/ managing any SDWAN Solution with minimum 1500 branch locations in one BFSI in India during last 5 years. The said solution should be live with all SD-WAN components including but not limited to controller, Orchestrator, Analytics at on-premises of the customer organization.	
Track Record of OEMs		
1	The proposed OEMs SDWAN solution should have a minimum installation base of 1500 branches each in minimum two public sector bank in India during last 5 years.	Relevant documents (Purchase Order /Work Order/ Contract Agreement and Sign-off copy/Go-Live Certificate / Completion Certificate/Letter from the organization) should be submitted as evidence.
2	The proposed OEMs SDN solution should be implemented in 2 public sector bank in India with minimum 4 spines switches and 50 leafs switches along with centralized SDN controller/s in each bank during last 5 years	
3	Proposed Switch OEM should have a minimum installation base of 1000 switches each in two scheduled commercial bank in India during last 5 years.	

4	Proposed Collaboration OEM Solution should have a minimum installation base of 1000 End-user devices (i.e. IP phones and VC endpoints) in one public sector bank in India during the last 5 years.	
5	Proposed Network Performance Monitoring and diagnostics (NPMD) OEM Solution should have been deployed in 5 BFSI customers out of which one should be public sector Bank in India during last 5 years.	
6	Proposed AAA Solution should have been deployed in one public sector bank in India during last 5 years	
7	Proposed Network access control solution (NAC Solution) should have been deployed in one public sector bank in India with minimum 10000 endpoints during last 5 years	
Support Services		
1	The bidder must have employed a minimum of 100 certified network engineers in their organization's payroll.	Details of network engineers employed by them with name, qualification and certification
2	The bidder should have adequate support infrastructure with minimum 25 own or franchisee logistical centers across India out of which at least one support infrastructure/ logistic center should be necessarily located in each of the states where Bank's 33 Regional Offices are located (list of regional offices: Annexure 16)	List of own logistic centers along with full postal address, name of the center in-charge and their contact detail
3	The OEM should have their own Support Center in India for providing 24 hours x 365days Telephonic support.	Details of OEM support center need to be shared as self-declaration.

Note:

- Attested photocopies of all relevant documents / certificates should be submitted as proof in support of the claims made. The bidder should provide relevant additional information wherever required in the eligibility criteria. The Bank reserves the right to verify /evaluate the claims made by the Bidder independently. Any decision of the Bank in this regard shall be final, conclusive and binding upon the Bidder.
- In case of business transfer where bidder has acquired a Business from an entity ("Seller"), work experience credentials of the Seller in relation to the acquired Business may be considered.
- In case of corporate restructuring the earlier entity's incorporation certificate, financial statements, Credentials, etc. may be considered.
- Experience of 100% owned subsidiary of the bidder can be considered as bidder's experience.
- If an agent submits a bid on behalf of the Principal/ OEM, the same agent shall not submit a bid on behalf of another Principal/ OEM for the same solution.
- Scheduled commercial banks do not include small finance banks, payment banks, regional rural



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banks and cooperative banks

- Branches mean bank branches only and exclude extension counters, satellite offices, part-shifted branches, specialized branches and banking correspondents.

(Signature)

(Name of Authorized Signatory)

(Designation)

(Date)

Place:

(Name and address of the bidder)

(Company Seal)

11.2.11 Annexure 11: Proposed Team Profile

A. Bidder Capability of providing the required services and solutions:

Requirement	Response
Current strength of employees in the vendor organization with experience on the proposed product(s)	
Current strength of employees in the vendor organization with experience in similar projects	
Does the team possess in-depth knowledge of the industry and is thereby capable of bringing independent market knowledge to the bank?	
Certifications possessed by the Bidder in connection with the quality of internal processes and services delivered/ methodology used in delivery	
Approach to ensure adequate quality control throughout the course of the project	

B. Team Profile

S. No.	Name of Proposed Project Manager/ Team leaders /Proposed Team members	Position proposed for (Project Director/Team Leader/Team Member)	Professional qualifications and Certifications/ Accreditations	Total years of experience	Number of years of experience in similar projects (please provide details about the projects undertaken including project scope, client names, team member's role and responsibilities on the project etc)

Please enclose Documentary proofs to substantiate the claims made.

C. Team Profile (Support)

S. No.	Name of Proposed Project Manager/ Team	Position proposed for (Project Director/Team Leader/Team	Professional qualifications and Certifications/ Accreditations	Total years of experience	Number of years of experience in similar projects (please provide details about the projects undertaken including project scope, client names, team

	leaders /Proposed Team members	Member) (Full Time/Part Time)			member's role and responsibilities on the project etc)

Please enclose Documentary proofs to substantiate the claims made.

Note:

- Include details of team members who will be involved in the project.
- Include details of team members who will be deployed during sustenance phase (Support Team) specifying Full Time/Part Time
- Relevant experience refers to the experience of the employee on either exactly the same product / set of products being proposed or on similar projects.
- **Proposed team structure** with count, profile and skills to be provided by bidder along with proposed solutions profile, skills etc. to be provided in RFP response

(Signature)
 (Name of Authorized Signatory)
 (Designation)
 (Date)
 Place:
 (Name and address of the bidder)
 (Company Seal)

11.2.12 Annexure 12: NDA Format

(On Rs.100 Non-Judicial stamp paper)

This Non-Disclosure Agreement made and entered into at..... This day of..... 20

BY AND BETWEEN

....., a company incorporated under the Companies Act, 1956 having its registered office at (Hereinafter referred to as the Vendor which expression unless repugnant to the context or meaning thereof be deemed to include its permitted successors) of the ONE PART;

AND

Punjab & Sind Bank, a body corporate, established under the Banking Companies (Acquisition and Transfer of Undertakings) Act 1970 and having its Head Office at 21, Rajendra Place, New Delhi 110008 (hereinafter referred to as "Bank" which expression shall unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and assigns) of the OTHER PART.

The Vendor and Punjab & Sind Bank are hereinafter collectively referred to as "the Parties" and individually as "the Party"

WHEREAS:

1. Punjab & Sind Bank is engaged in the business of providing financial services to its customers and intends to engage Bandwidth Service Provider for Providing Data Connectivity & Network Hardware at DC & Offices
2. In the course of such assignment, it is anticipated that Punjab & Sind Bank or any of its officers, employees, officials, representatives or agents may disclose, or deliver, to the Vendor some Confidential Information (as hereinafter defined), to enable the Vendor to carry out the aforesaid Implementation assignment (hereinafter referred to as " the Purpose").
3. The Vendor is aware and confirms that all information, data and other documents made available in the RFP/Bid Documents/Agreement /Contract or in connection with the Services rendered by the Vendor are confidential information and are privileged and strictly confidential and proprietary of Punjab & Sind Bank. The Vendor undertakes to safeguard and protect such confidential information as may be received from Punjab & Sind Bank.

NOW, THEREFORE THIS AGREEMENT WITNESSED THAT in consideration of the above premises and the Punjab & Sind Bank granting the Vendor and or his agents, representatives to have specific access to Punjab & Sind Bank property / information and other data it is hereby agreed by and between the parties hereto as follows:

1. Confidential Information:

- (i) "Confidential Information" means all information disclosed/furnished by Punjab & Sind Bank to the Vendor whether orally, in writing or in electronic, magnetic or other form for the limited purpose of enabling the Vendor to carry out the proposed Implementation assignment, and shall mean and include

data, documents and information or any copy, abstract, extract, sample, note or module thereof, explicitly designated as "Confidential"; Provided the oral information is set forth in writing and marked "Confidential" within seven (7) days of such oral disclosure.

- (ii) The Vendor may use the Confidential Information solely for and in connection with the Purpose and shall not use the Confidential Information or any part thereof for any reason other than the Purpose stated above.

Confidential Information in oral form must be identified as confidential at the time of disclosure and confirmed as such in writing within seven (7) days of such disclosure. Confidential Information does not include information which:

- (a) is or subsequently becomes legally and publicly available without breach of this Agreement by either party,
- (b) was rightfully in the possession of the Vendor without any obligation of confidentiality prior to receiving it from Punjab & Sind Bank,
- (c) was rightfully obtained by the Vendor from a source other than Punjab & Sind Bank without any obligation of confidentiality,
- (d) was developed by for the Vendor independently and without reference to any Confidential Information and such independent development can be shown by documentary evidence, or is/was disclosed pursuant to an order of a court or governmental agency as so required by such order, provided that the Vendor shall, unless prohibited by law or regulation, promptly notify Punjab & Sind Bank of such order and afford Punjab & Sind Bank the opportunity to seek appropriate protective order relating to such disclosure.
- (e) the recipient knew or had in its possession, prior to disclosure, without limitation on its confidentiality;
- (f) is released from confidentiality with the prior written consent of the other party.

The recipient shall have the burden of proving hereinabove are applicable to the information in the possession of the recipient. Confidential Information shall at all times remain the sole and exclusive property of the disclosing party. Upon termination of this Agreement, Confidential Information shall be returned to the disclosing party or destroyed, if incapable of return. The destruction shall be witnessed and so recorded, in writing, by an authorized representative of each of the parties.

Nothing contained herein shall in any manner impair or affect rights of Punjab & Sind Bank in respect of the Confidential Information.

In the event that any of the Parties hereto becomes legally compelled to disclose any Confidential Information, such Party shall give sufficient notice to the other party to enable the other Party to prevent or minimize to the extent possible, such disclosure. Neither party shall disclose to a third party any Confidential Information or the contents of this Agreement without the prior written consent of the other party. The obligations of this Clause shall be satisfied by handling Confidential Information with the same degree of care, which the receiving party applies to its own similar confidential information but in no event less than reasonable care.

The obligations of this clause shall survive the expiration, cancellation or termination of this Agreement

2. Non-disclosure: The Vendor shall not commercially use or disclose any Confidential Information or any materials derived there from to any other person or entity other than persons in the direct employment of the Vendor who have a need to have access to and knowledge of the Confidential Information solely for the Purpose authorized above. The Vendor shall take appropriate measures by instruction and written agreement prior to disclosure to such employees to assure against unauthorized use or disclosure. The Vendor may disclose Confidential Information to others only if the Vendor has executed a Non-Disclosure Agreement with the other party to whom it is disclosed that contains terms and conditions that are no less restrictive than these presents and the Vendor agrees to notify Punjab & Sind Bank immediately if it learns of any use or disclosure of the Confidential Information in violation of terms of this Agreement.

Notwithstanding the marking and identification requirements above, the following categories of information shall be treated as Confidential Information under this Agreement irrespective of whether it is marked or identified as confidential:

- a) Information regarding Punjab & Sind Bank and any of its Affiliates, customers and their accounts (“Customer Information”). For purposes of this Agreement, Affiliate means a business entity now or hereafter controlled by, controlling or under common control. Control exists when an entity owns or controls more than 10% of the outstanding shares or securities representing the right to vote for the election of directors or other managing authority of another entity; or
- b) any aspect of Punjab & Sind Bank's business that is protected by patent, copyright, trademark, trade secret or other similar intellectual property right; or
- c) business processes and procedures; or
- d) current and future business plans; or
- e) personnel information; or
- f) Financial information.

3. Publications: The Vendor shall not make news releases, public announcements, give interviews, issue or publish advertisements or publicize in any other manner whatsoever in connection with this Agreement, the contents / provisions thereof, other information relating to this Agreement, the Purpose, the Confidential Information or other matter of this Agreement, without the prior written approval of Punjab & Sind Bank.

4. Term: This Agreement shall be effective from the date hereof and shall continue till expiration of the Purpose or termination of this Agreement by Punjab & Sind Bank, whichever is earlier. The Vendor hereby agrees and undertakes to Punjab & Sind Bank that immediately on termination of this Agreement it would forthwith cease using the Confidential Information and further promptly return or destroy, under information to Punjab & Sind Bank, all information received by it from Punjab & Sind Bank for the Purpose, whether marked Confidential or otherwise, and whether in written, graphic or other tangible form and all copies, abstracts, extracts, samples, notes or modules thereof. The Vendor

further agree and undertake to Punjab & Sind Bank to certify in writing upon request of Punjab & Sind Bank that the obligations set forth in this Agreement have been complied with.

Any provisions of this Agreement which by their nature extend beyond its termination shall continue to be binding and applicable without limit in point in time except and until such information enters the public domain

5. Title and Proprietary Rights: Notwithstanding the disclosure of any Confidential Information by Punjab & Sind Bank to the Vendor, the title and all intellectual property and proprietary rights in the Confidential Information shall remain with Punjab & Sind Bank.

6. Remedies: The Vendor acknowledges the confidential nature of Confidential Information and that damage could result to Punjab & Sind Bank if the Vendor breaches any provision of this Agreement and agrees that, if it or any of its directors, officers or employees should engage or cause or permit any other person to engage in any act in violation of any provision hereof, Punjab & Sind Bank may suffer immediate irreparable loss for which monetary compensation may not be adequate. Punjab & Sind Bank shall be entitled, in addition to other remedies for damages & relief as may be available to it, to an injunction or similar relief prohibiting the

Vendor, its directors, officers etc. from engaging in any such act which constitutes or results in breach of any of the covenants of this Agreement.

Any claim for relief to Punjab & Sind Bank shall include Punjab & Sind Bank's costs and expenses of enforcement (including the attorney's fees).

7. Entire Agreement, Amendment and Assignment: This Agreement constitutes the entire agreement between the Parties relating to the matters discussed herein and supersedes any and all prior oral discussions and / or written correspondence or agreements between the Parties. This Agreement may be amended or modified only with the mutual written consent of the Parties. Neither this Agreement nor any right granted hereunder shall be assignable or otherwise transferable.

8. Governing Law: The provisions of this Agreement shall be governed by the laws of India and the competent court at Bangalore shall have exclusive jurisdiction in relation thereto even though other Courts in India may also have similar jurisdictions.

9. Indemnity: The Vendor shall defend, indemnify and hold harmless Punjab & Sind Bank, its affiliates, subsidiaries, successors, assigns, and their respective officers, directors and employees, at all times, from and against any and all claims, demands, damages, assertions of liability whether civil, criminal, tortious or of any nature whatsoever, arising out of or pertaining to or resulting from any breach of representations and warranties made by the Vendor. and/or breach of any provisions of this Agreement, including but not limited to any claim from third party pursuant to any act or omission of the Vendor, in the course of discharge of its obligations under this Agreement.

10. General: The Vendor shall not reverse - engineer, decompile, disassemble or otherwise interfere with any software disclosed hereunder.

All Confidential Information is provided "as is". In no event shall the Punjab & Sind Bank be liable for the inaccuracy or incompleteness of the Confidential Information. None of the Confidential Information



disclosed by Punjab & Sind Bank constitutes any representation, warranty, assurance, guarantee or inducement with respect to the fitness of such Confidential Information for any particular purpose.

Punjab & Sind Bank discloses the Confidential Information without any representation or warranty, whether express, implied or otherwise, on truthfulness, accuracy, completeness, lawfulness, merchantability, fitness for a particular purpose, title, non-infringement, or anything else.

11. **Waiver:** A waiver (whether express or implied) by Punjab & Sind Bank of any of the provisions of this Agreement, or of any breach or default by the Vendor in performing any of the provisions hereof, shall not constitute a continuing waiver and such waiver shall not prevent Punjab & Sind Bank from subsequently enforcing any of the subsequent breach or default by the Vendor under any of the provisions of this Agreement.

In witness whereof, the Parties hereto have executed these presents the day, month and year first herein above written.

For and on behalf of ----- Ltd.

For and on behalf of Punjab & Sind Bank

()

()

(Designation)

(Designation)



11.2.13 Annexure 13: Performance Bank Guarantee Format

(ON A NON-JUDICIAL STAMP PAPER OF RS. 100.00)

Bank Guarantee No.
Bank Guarantee Amount
Expiry Date
Claim Period
Account

GUARANTEE FOR PERFORMANCE OF CONTRACT/AGREEMENT

THIS GUARANTEE AGREEMENT executed at _____ day of _____ Two Thousand _____

BY :

_____ Bank, a body corporate constituted under _____, having its Registered Office/ Head Office at _____, and a Branch Office at _____

(Hereinafter referred to as "the Guarantor", which expression shall, unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and assigns)

IN FAVOUR OF:

Punjab & Sind Bank, a body corporate, established under the Banking Companies (Acquisition and Transfer of Undertakings) Act 1970 and having its Registered Office at 21, Rajendra Place, New Delhi 110008 (hereinafter referred to as "Bank" which expression shall unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and assigns),

WHEREAS Bank had called for the bids for engagement of System integrator(s) and Service provider(s) for providing Network Hardware, Network Links, Network associated Solutions at bank's Data Centers & Offices, including management of Network Operation Center (NOC) and for the purposes M/shave been appointed as the Vendor (hereinafter referred to as "Vendor") and accordingly has entered into Contract / Agreement on (Agreement) with Bank subject to the terms and conditions contained in the said documents and the Vendor has duly confirmed the same.

AND WHEREAS pursuant to the Bid Documents, the Agreement, and the other related documents (hereinafter collectively referred to as "the said documents", the Bank has agreed to avail from M/s..... and M/s.....has agreed to provide to the Bank, the Services / Systems / Bandwidth, Data Connectivity & Network Hardware at DC & Offices and other required applications, more particularly described in the Schedule/Annexure to the said documents (hereinafter collectively referred to as "the Services"), subject to payment of the contract price as stated in the said documents and also subject to the terms, conditions, covenants, provisions and stipulations contained the said documents.

AND WHEREAS the Vendor has duly signed the said documents.

AND WHEREAS in terms of the said documents, inter alia, the Vendor is required to procure an unconditional and irrevocable performance Bank guarantee, in favour of the Bank, from a Bank acceptable to the Bank for a sum of Rs..... (RupeesOnly) being 10% of the total contract value for the faithful observance and performance by the Vendor of the terms, conditions, covenants, stipulations, provisions of the Agreement /the said documents.

AND WHEREAS at the request of the Vendor, the Guarantor has agreed to issue the Guarantee in favour of the Bank for a sum of Rs. (Rupees.....Only) being the 10% of the total Contract value

AND WHEREAS at the request of the Vendor, the Guarantor has agreed to guarantee the Bank that the Vendor shall faithfully observed and performed of the terms of the said documents

NOW THEREFORE THIS AGREEMENT WITNESSETH AS FOLLOWS:

In consideration of the above premises, the Guarantor hereby unconditionally, absolutely and irrevocably guarantees to the Bank as follows:

- (1) The guarantor hereby agree and guarantee that the Vendor shall faithfully observed and performed all the terms and conditions stipulated in the Contract/Agreement and the said documents.
- (2) The Guarantor hereby guarantees and undertakes to pay, on demand and without demur, reservation, contest, recourse or protest or without any reference to the Vendor, to the Bank at its office at Bangalore forthwith, and all monies payable by the Vendor to the extent of Rs.against any loss, costs, damages, etc. suffered by the Bank on account of default of the Vendor in the faithful observance and performance of the terms, conditions, covenants, stipulations, provisions of the Agreement / said documents, without any demur, reservation, contest, recourse or protest or without any reference to the Vendor. Any such demand or claim made by the Bank, on the Guarantor shall be final, conclusive and binding notwithstanding any difference or any dispute between the Bank and the Vendor or any dispute between the Bank and the Vendor pending before any Court, Tribunal, Arbitrator, or any other authority.
- (3) The Guarantor agrees and undertakes not to revoke this Guarantee during the currency of these presents, without the previous written consent of the Bank and further agrees that the Guarantee herein contained shall continue to be enforceable until and unless it is discharged earlier by the Bank, in writing.
- (4) The Bank shall be the sole judge to decide whether the Vendor has failed to perform the terms of the Agreement / said documents for providing the Services by the Vendor to the Bank, and on account of the said failure what amount has become payable by the Vendor to the Bank under this Guarantee. The decision of the Bank in this behalf shall be final, conclusive and binding on the Guarantor and the Guarantor shall not be entitled to demand the Bank to establish its claim under this Guarantee but shall pay the sums demanded without any objection, whatsoever.

- (5) To give effect to this guarantee, the Guarantor will be deemed to be the Principal Debtor to the Bank.
- (6) The liability of the Guarantor, under this Guarantee shall not be affected by
 - (a) any change in the constitution or winding up of the Vendor or any absorption, merger or
 - (b) amalgamation of the Vendor with any other company, corporation or concern; or
 - (c) any change in the management of the Vendor or takeover of the management of the Vendor by the Government or by any other authority; or
 - (a) acquisition or rationalization of the Vendor and/or of any of its undertaking(s) pursuant to any law; or
 - (b) any change in the constitution of Bank / Vendor; or
 - (c) any change in the setup of the Guarantor which may be by way of change in the constitution,
 - (d) winding up, voluntary or otherwise, absorption, merger or amalgamation or otherwise; or the absence or deficiency of powers on the part of the Guarantor to give Guarantees and/or Indemnities or any irregularity in the exercise of such powers.
- (7) This guarantee will remain in force up to 66 months from the date of signing the contract.
- (8) Notwithstanding anything contained in this Guarantee, the Guarantor hereby agrees and undertakes to extend the validity period of this guarantee for a further period as may be requested by the Bank, from time to time.
- (9) This guarantee shall be binding upon us and successors -in -interest and shall be irrevocable.
- (10) For all purposes connected with this Guarantee and in respect of all disputes and differences under or in respect of these presents or arising there from the courts of New Delhi where the Bank has its Head Office shall alone have jurisdiction to the exclusion of all other courts.
- (11) Notwithstanding anything contained herein above
 - a) Our liability under this Bank Guarantee shall not exceed Rs (Rupees only)
 - b) This Bank Guarantee shall be valid up to.....
 - c) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve on us a written claim or demand on or before (mention validity period + claim period)

IN WITNESS WHEREOF the Guarantor has caused these presents to be executed on the day, month and year first herein above written as hereinafter appearing.

SIGNED AND DELIVERED BY
the within named Guarantor,

by the hand of Shri. _____, its authorised official.

11.2.14 Annexure 14: SAMPLE Contract Form Format

(ON A NON-JUDICIAL STAMP PAPER OF APPROPRIATE VALUE)

THIS MASTER AGREEMENT is made on this day of _____2019, at New Delhi:

PARTIES TO THE AGREEMENT:

1. PUNJAB & SIND BANK, a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1980 and also an existing company within the meaning and scope of the Companies Act, 1956 and having its head office at 21, Rajendra Place, New Delhi – 110008, India (hereinafter referred to as the Bank, which expression shall unless it be repugnant to the meaning thereof mean and include its successors and assigns); and
2. _____, a company incorporated under the _____ Act, 19__ and having its registered office at _____, _____, India (hereinafter referred to as the Vendor, which expression shall unless it be repugnant to the meaning thereof mean and include its successors and permitted assigns).

In this Agreement (as defined later), the Bank and the Vendor shall be referred to as Parties when the reference is to all of them together and shall be referred to as a Party when reference is to one of them.

Background:

1. Punjab & Sind Bank (hereon referred to as 'PSB' or the 'Bank') is a major Public Sector bank in Northern India. The Bank's Head Office is in Rajendra Place, New Delhi.
2. The Bank has a national presence through a widespread network of 1514 branches all networked under Centralized banking Solution on Finacle. It also has a network of more than 1206 ATM(s) spread across the country including onsite and offsite ATMs as well. With more than 110 years of customer services, the Bank has a large satisfied clientele throughout the country. For enhancing customer convenience levels and overall inter-branch efficiency, the bank has been a frontrunner in implementing various IT enabled products.
3. In the recent years, with the liberalization of financial system, use of technology, increased competition for business from banks/ FIs, introduction of global standards for risk management, etc., Reserve Bank of India (RBI) has suitably made need based changes in the risk management practices in the banking system. The Bank has also adopted improved risk management practices by introducing systems, structures, etc., in respect of credit risk management and market risk management.
4. The Vendor has represented to the Bank that it fully satisfies the eligibility criterion for a vendor as set out in the RFP and that it has sufficient knowledge, expertise and competency in the implementation of the proposed applications (as defined later) as per the provisions of the RFP. The Vendor has further represented that it has appropriate human capital and other resources required to execute various tasks assigned as a part of the Project (as defined later) by the Bank from time to time and to undertake its obligations under this Agreement in providing the Services (as defined later) and Deliverables (as defined later). Furthermore, the Vendor

acknowledges that based on the above and other representations and the Response (as defined later), the Bank has selected the Vendor for awarding the contract as per the terms of RFP and as set out in this Agreement.

5. The Parties are accordingly, executing this Agreement for the purpose of recording the terms as agreed between them, as set out hereunder.

NOW THEREFORE, IN CONSIDERATION OF THE FOREGOING AND THE MUTUAL COVENANTS AND PROMISES CONTAINED HEREIN AND OTHER GOOD AND VALUABLE CONSIDERATION THE RECEIPT AND ADEQUACY OF WHICH IS HEREBY ACKNOWLEDGED, THE PARTIES INTENDING TO BE BOUND LEGALLY, AGREE AS FOLLOWS:

Definitions and Interpretations

Definitions

1. In this Agreement, the capitalized words and expressions shall have the meaning provided next to them (unless the context otherwise requires) below and shall be accordingly construed for the purposes of this Agreement:
2. Agreement shall mean this Master Agreement along with all its Schedules, Annexure, and Appendices to this Agreement and any mutually agreed Change Orders hereto;
3. Bank shall have a meaning set forth for the term in the title Clause;
4. Branch of PSB shall mean the current and future branches, locations of the Bank, Controlling Offices where any banking or banking support activity is undertaken;
5. Operational Hours for the purpose of service standards would be as per the Section 10.2 SLA.
6. DC shall mean the data center of the Bank;
7. Deliverables shall mean and include as defined in section 06 Scope of Work as per the terms of this Agreement;
8. DRC shall mean the Data Recovery Centre of the Bank
9. Force Majeure event as mentioned in RFP Section 7.15
10. Hardware shall mean the hardware pertaining to the Project(if any) to be provided by the Vendor and all other hardware specified in this Agreement and more specifically in Appendix 03 titled COMMERCIAL BID DETAILS hereunder and transferred to the Bank in terms of this Agreement;
11. Parties shall have a meaning set forth for the term in the title Clause;
12. Party shall have a meaning set forth for the term in the title Clause;
13. Project shall mean the entire assignment as envisaged under this Agreement pursuant to which the Vendor shall provide the Deliverables and the Services to the Bank;
14. Project Manager shall mean a person designated by each Party who shall be responsible for coordination of the entire Project;
15. Purchase Order shall mean the purchase order, dated XX, issued by the Bank to the Vendor pursuant to the RFP;
16. Response means the responses submitted against the RFP by the Vendor;

17. The maintenance for the services would be as per the Section 06
18. Services shall mean the services rendered by the Vendor with respect to the Deliverables and services, in accordance with the terms of this Agreement;
19. SL or Service Levels shall mean expected service levels as defined in Section 10.2 titled SLA, to this Agreement;
20. Software shall mean the Application specified in this Agreement and hereunder and licensed/transferred to the Bank in terms of this Agreement;
21. Specifications shall mean the minimum requirements required to be ensured by the Vendor with respect to the Services and the Deliverables as set out in this Agreement;
22. Vendor shall have a meaning set forth for the term in the title Clause;
23. The words and expressions defined elsewhere in this Agreement (other than as provided above) shall have the meaning provided to them there and shall be accordingly be construed for the purposes of this Agreement.
24. <other definitions as per the RFP>

Rules of Interpretations

In this Agreement (unless the context requires otherwise):

1. References to the singular includes a reference to the plural and vice versa, and reference to any gender includes a reference to all other genders;
2. References to statutory provisions shall be construed as meaning and including references also to any amendment or re-enactment (whether before or after the date of this Agreement) for the time being in force and to all statutory instruments or orders made pursuant to statutory provisions;
3. The recitals (contained under the heading 'Background' above) form a part of this Agreement and shall be binding on the Parties to this Agreement and in the event of any conflict in interpretation between the contents of the recitals (contained under the heading 'Background' above) and the main body of the Agreement (excluding the recitals contained under heading 'Background' above), the contents of the main body of the Agreement (excluding the recitals contained under the heading 'Background' above) shall prevail;
4. References to Clauses, Schedules, Annexure, Appendices and Exhibits are the references to the clauses, schedules, annexure, appendices and exhibits to this Agreement;
5. The headings are for reference only and their meaning shall be avoided to interpret the terms of this Agreement;
6. The generic terms and expressions used and not defined under this Agreement shall be construed in a manner that aids in the general construct of this Agreement and shall be understood in the parlance of the industry of the Parties and such interpretation shall be given to them, which a reasonable man of prudence engaged in such industry would construe them to be;
7. The Appendix 01nd Appendices are the part of this Agreement. They primarily contain technical

data and shall be read to give effect to the main body of this Agreement. In the event any provision of the Annexure or Appendices are found to be contrary to the terms of the main body of the Agreement, then the main body of the Agreement shall be given precedence to in construction;

8. In the event of any contradiction or conflict between (i) the provisions of the latest Addendum so far as the scope of Services shall prevail to the extent of any contradictions with the previous Addendums; (ii) any aspect of the RFP, Addendums, the RFP Normalization Letter and the Purchase Order, then the latest of these documents to the extent of the modification shall prevail and take precedence over the previous ones; (iii) the Agreement and any aspect of the RFP, Addendums and the Purchase Order, then the provisions of the Agreement shall take precedence over the other documents; (iv) should there be any contradiction between any document and Appendix 03 COMMERCIAL BILL OF MATERIAL, then the quantities, description of goods and payment flows as provided in Appendix 03 COMMERCIAL BILL OF MATERIAL shall prevail. However, any items as requested in the RFP or any of its Addendums and not provided in the Appendix 03 COMMERCIAL BILL OF MATERIAL, such items shall be provided at no additional cost to the Bank;

In the interpretation of this Agreement, no rule of construction applies to the disadvantage of one Party on the basis that that Party put forward or drafted (or procured the drafting of) this Agreement or any provision in it.

Existing IT Set-up

<as per the RFP Section 4.3>

Scope of Work

<as per the RFP Section 6, Section 10>

Terms and Conditions

< as per the RFP Section 7 and any other terms set out in the RFP>

SLA

< as per the RFP Section 10.2>

Price Schedule:

<as per the RFP Appendix 03: Commercial Bill of Material Quoted by the Bidder>

Appendix 01nd Appendix



This Agreement shall be read along with the following Schedules, Appendix 01 and Appendices, which shall form an integral part of this Agreement:

RFP and ADDENDUMS

Appendix

01 Annexure(s)

Appendix

Appendix – Compliance to Scope of Work

Appendix – COMMERCIAL BILL OF MATERIAL

Signed, sealed and Delivered by the

Said _____ (For the Vendor) in presence of _____

Signed, sealed and Delivered by the

Said _____ (For the Bank) in presence of _____

11.2.15 Annexure 15: Integrity Pact

PRE CONTRACT INTEGRITY PACT

(To be stamped in accordance with stamp act)

PRE-CONTRACT INTEGRITY PACT

Between

Punjab & Sind Bank (PSB) hereinafter referred to as "The Principal",

And

_____ hereinafter referred to as "The Bidder/ Contractor"

Preamble

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

In order to achieve these goals, the Principal has appointed

1. Sh. Debal Kumar Gayen (Gayen.dk@gmail.com) and
2. Sh. Pramod Kumar Garg (pkgarg.1957@gmail.com)

as Independent External Monitors (IEMs) who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1 - Commitments of the Principal

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

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

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

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

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

- a. The Bidder(s)/ Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he / she is not legally entitled to, in order to obtain in exchange any advantage of an kind whatsoever during the tender process or during the execution of the contract.
- b. The Bidder(s)/ Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contract submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelisation in the bidding process.
- c. The Bidder(s)/ Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s)/ Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
- d. The Bidder(s)/Contractors(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any, similarly the Bidder(s)/Contractors(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers" shall be disclosed by the Bidder(s)/Contractor(s). Further, as mentioned in the Guidelines all the payments made to the Indian agent/representative have to be in Indian Rupees only.
- e. The Bidder(s)/ Contractor(s) will, when presenting their bid, disclose any and all payments made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.
- f. Bidder(s) /Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.

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

Section 3 - Disqualification from tender process and exclusion from future contracts

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

Section 4 - Compensation for Damages

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

Section 5 - Previous transgression

- (1) The Bidder declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.
- (2) If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process or action can be taken as per the procedure mentioned in "Guidelines on Banning of business dealings".

Section 6 - Equal treatment of all Bidders /Contractors / Subcontractors

(1) In case of Sub-contracting, the Principal Contractor shall take the responsibility of the adoption of Integrity Pact by the Sub-contractor.

(2) The Principal will enter into agreements with identical conditions as this one with all Bidders and Contractors.

(3) The Principal will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

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

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

Section 8 - Independent External Monitor

(1) The Principal appoints competent and credible Independent External Monitor for this Pact after approval by Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.

(2) The Monitor is not subject to instructions by the representatives of the parties and performs his/her functions neutrally and independently. The Monitor would have access to all Contract documents, whenever required. It will be obligatory for him / her to treat the information and documents of the Bidders/Contractors as confidential. He/ she reports to the MD & CEO of Punjab & Sind Bank.

(3) The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-contractors.

(4) The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/ Contractor(s)/ Sub-contractor(s) with confidentiality. The Monitor has also signed declarations on 'Non-Disclosure of Confidential Information' and of 'Absence of Conflict of Interest'. In case of any conflict of interest arising at a later date, the IEM shall inform MD & CEO of Punjab & Sind Bank and recuse himself / herself from that case.

(5) The Principal 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 Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.

(6) As soon as the Monitor notices, or believes to notice, a violation of this agreement, he/she will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.

(7) The Monitor will submit a written report to the MD & CEO of Punjab & Sind Bank, within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.

(8) If the Monitor has reported to the MD & CEO of Punjab & Sind Bank, a substantiated suspicion of an offence under relevant IPC/ PC Act, and the MD & CEO of Punjab & Sind Bank has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

(9) The word 'Monitor' would include both singular and plural



Section 9 - Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.

If any claim is made / lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged / determined by MD & CEO of Punjab & Sind Bank.

Section 10 - Other provisions

- (1) This agreement is subject to Indian Law. Place of performance and jurisdiction is the Registered Office of the Principal, i.e. New Delhi.
- (2) Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
- (3) If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
- (4) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
- (5) Issues like Warranty / Guarantee etc. shall be outside the purview of IEMs.
- (6) In the event of any contradiction between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.

(For & On behalf of the Principal)

(For & On behalf of Bidder / Contractor)

Place -----

Date -----

Witness 1:

(Name & Address)

Witness 2:

(Name & Address)



RFP for Selection of Service Provider for Supply, Installation, Commissioning, Operations and Maintenance of Enterprise Network Connectivity and Network Infrastructure for 5 years

11.2.16 Annexure 16: List of Branches

Annexure 16: List of Branches is attached as a separate File.



RFP for Selection of Service Provider for Supply, Installation, Commissioning, Operations and Maintenance of Enterprise Network Connectivity and Network Infrastructure for 5 years

11.2.17 Annexure 17: Manufacturer's Authorization Form

MANUFACTURER'S AUTHORIZATION FORM

RFP No:

(Letter to be submitted by the OEM's letter head)

To,

Deputy General Manager
Punjab & Sind Bank
Second Floor
IT Department
Plot Number 151, Sector 44,
Gurugram, 122003

Dear Sir,

Sub: Selection of Service Provider for Supply, Installation, Commissioning, Operations and Maintenance of Enterprise Network Connectivity and Network Infrastructure for 5 years vide RFP No: _____

We, who are established and reputable manufacturers / producers of _____ having factories / development facilities at _____ (address of factory / facility) do hereby authorize M/s _____ (Name and address of Authorized Business Partner (ABP)) to submit a Bid and sign the contract with you against the above RFP.

1. We hereby extend our full warranty for the Products and services offered by the above _____ against the above RFP.
2. We also undertake to provide any or all of the following materials, notifications, and information pertaining to the Products supplied by the _____:
 - a. Such Products as the Bank may opt to purchase from the _____, provided that this option shall not relieve the ABP of any warranty obligations under the RFP; and
 - b. In the event of termination of production of such Products:
3. Advance notification to the Bank of the pending termination, in sufficient time to permit the Bank to procure needed requirements; and following such termination, furnishing at no cost to the Bank operations manuals, standards and specifications of the Products, if requested.
4. We duly authorize the said _____ to provide on our behalf in fulfilling all installations, technical support and maintenance obligations required by the contract.
5. We hereby certify that we have read the clauses contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 order (Public Procurement No. 1), order (Public Procurement No. 2) dated 23.07.2020 and order (Public Procurement No. 3) dated 24.07.2020 regarding restrictions on procurement from a bidder of a country which shares a land border with India. We further certify that we are not from such a country or if from a country, have been registered with competent authority. We certify that we fulfil all the requirements in this regard and our ABP is eligible to participate in the above RFP.



RFP for Selection of Service Provider for Supply, Installation, Commissioning, Operations and Maintenance of Enterprise Network Connectivity and Network Infrastructure for 5 years

6. We hereby extend our full guarantee and warranty as per terms and conditions of the Bid and the contract for the equipment, solution, and services offered against this invitation for Bid offer by the above firm. We undertake to provide back-to-back support for spare and skill to the bidder for subsequent transmission of the same to the Bank. We also undertake to provide support services during warranty as well as AMC/ATS period if the above bidder authorized by us fails to perform in terms of the RFP.

Yours faithfully
Authorized Signatory
(Name of manufacturers):

Place:

Name:

Date:

Phone No.:

Fax:

E-mail:



11.2.18 Annexure 18: Compliance for Reverse Auction

RFP No: PSB/HOIT/RFP/GEM2026/B/51/2026-27

Date:

Punjab & Sind Bank
IT Department
Plot Number 151, Sector 44,
Gurugram, 122003 Dear Sir,

Ref: - RFP no. PSB/HOIT/RFP/GEM2026/B/51/2026-27 for Selection of Service Provider for Supply, Installation, Commissioning, Operations and Maintenance of Enterprise Network Connectivity and Network Infrastructure for 5 years

We _____ (name of the company) hereby confirm having submitted our bid for participating in Bank’s RFP dated _____ for procurement of _____.

We also confirm having read the terms of RFP as well as the Business Rules relating to the Reverse Auction for this RFP process.

1. We hereby undertake and agree to abide by all the terms and conditions stipulated by Punjab & Sind Bank in the RFP document including all annexures and the Business Rules for Reverse Auction.
2. We shall participate in the on-line auction conducted by (Auctioneer Company) and submit our commercial bid. We shall also abide by the procedures prescribed for online auction by the auctioneer company.
3. We, hereby confirm that we will honour the Bids placed by us during the auction process, failing which we shall forfeit the Earnest Money Deposit. We also understand that the bank may debar us from participating in future tenders.
4. We confirm having nominated Mr. _____, designated as _____ of our company to participate in the Reverse Auction on behalf of the company. We undertake that the company shall be bound by the bids made by him in Reverse Auction.
5. We accordingly authorize Bank and/ or the reverse auction company to issue user ID and password to the above named official of the company.
6. Both Bank and the auction company shall contact the above named official for any and all matters relating to the Reverse Auction.
7. We, hereby confirm that we will honour the Bids placed by Mr. _____ on behalf of the company in the auction process, failing which we will forfeit the EMD. We agree and understand that the bank may debar us from participating in future tenders for any such failure on our part.
8. We undertake to submit the confirmation of last bid price by us to the auction company/Bank within 48 working hours of the completion of event. We also undertake to submit the Bill of Materials for the TCO (Total Cost of Ownership) in terms of RFP.

Name of Authorized Representative: _____

Signature of Authorized Representative: _____

Date:

Seal and signature of the bidder



11.2.19 Annexure 19: Letter of Authority for Participating in Reverse Auction

RFP No: PSB/HOIT/RFP/GEM2026/B/51/2026-27

Date:

Punjab & Sind Bank Second Floor
IT Department
Plot Number 151, Sector 44,
Gurugram, 122003

Dear Sir,

Ref: - RFP no. PSB/HOIT/RFP/GEM2026/B/51/2026-27 for Selection of Service Provider for Supply, Installation, Commissioning, Operations and Maintenance of Enterprise Network Connectivity and Network Infrastructure for 5 years

We (name of the Company) have submitted our bid for participating in Bank's RFP dated _____ for procurement of ____.

1. We also confirm having read and understood the terms of the RFP as well as the business rules relating to the Reverse Auction for this RFP process.
2. As per the terms of RFP and Business Rules, we nominate Mr. _____, designated as _____ of our company to participate in the Reverse Auction.
3. We accordingly authorize Bank and/ or the Auction Company to issue user ID and password to the above names official of the company.
4. Both Bank and the auction company shall contact the above names official for any and all matters relating to the Reverse Auction.
5. We, hereby confirm that we will honor the Bids placed by Mr. _____ on behalf of the company in the auction process, failing which we will forfeit the EMD. We agree and understand that the Bank may debar us from participating in future tenders for any such failure on our part.

(Signature)
(Name of Authorized Signatory)
(Designation)

Dated
Place
(Name and address of the bidder)
(Company Seal)



RFP for Selection of Service Provider for Supply, Installation, Commissioning, Operations and Maintenance of Enterprise Network Connectivity and Network Infrastructure for 5 years

11.2.20 Annexure 20: Certification on OEM Requirements

RFP No:

(Letter to be submitted by the OEM's letter head)

To,

Deputy General Manager
Punjab & Sind Bank
Second Floor
IT Department
Plot Number 151, Sector 44,
Gurugram, 122003

Dear Sir,

Sub: Request for proposal Selection of Service Provider for Supply, Installation, Commissioning, Operations and Maintenance of Enterprise Network Connectivity and Network Infrastructure for 5 years vide RFP No: _____

We, who are established and reputable manufacturers / producers of _____ having factories / development facilities at _____ (*address of factory / facility*) confirms the following:

- i. Scope of work pertaining to Requirement analysis, System design, Development & implementation, Documentation, Final Deployment and Go-live will be performed by us for our proposed product as mentioned in the RFP.
- ii. We will provide our highest-level support during the O&M, warranty, ATS & AMC phase
- iii. We also confirm that, starting from Year 2 and continuing annually during the Operations and Management phase, our personnel will conduct a comprehensive review of configurations, rules, and parameterizations, as well as a solution architecture review for all PSB Bank environments related to our product. This review will also address any observations raised by regulators concerning the implementation of our solution in the Bank. A detailed report of the review will be submitted directly to the designated SPOC at PSB Bank by our assigned project manager.
- iv. Additionally, we will liaison with the bidder to close all the observation in the review report, if required, or we shall close through our personnel. Timelines to close the issue would be discussed and agreed with the bank while submitting the report based on the criticality defined in the report, based on the discussion.
- v.

Yours faithfully

Authorized Signatory
(Name of manufacturers):

Place:
Name:
Date:
Phone No.:
Fax:
E-mail:

11.2.21 Annexure 21: Escalation Matrix

Escalation Matrix

(Should be submitted on Company's letter head with company seal and signature of the authorized person)

Ref: RFP No. _____ dated _____.

Name of the Company/Firm: _____

Service-Related Issues

#	Name	Designation	Full Office Address	Phone No.	Mobile No.	Email address
a.		First Level Contact (Senior by designation to the project Director)				
b.		Second level contact (If response not received in 4 Hours)				
c.		Regional/Zonal Head (If response not received in 24 Hours)				
d.		Country Head (If response not received in 48 Hours)				

Any change in designation, substitution will be informed to bank immediately.

Date

Signature with seal

Name:

Designation:



RFP for Selection of Service Provider for Supply, Installation, Commissioning, Operations and Maintenance of Enterprise Network Connectivity and Network Infrastructure for 5 years

11.2.22 Annexure 22: Litigation Certificate

Litigation Certificate

Reg.: Selection of Service Provider for Supply, Installation, Commissioning, Operations and Maintenance of Enterprise Network Connectivity and Network Infrastructure for 5 years

To be provided by Statutory Auditor/Chartered Accountant

This is to certify that M/s _____, a company incorporated under the companies act, 1956 with its headquarters at, _____ is not involved in any litigation which threatens solvency of the company.

Date: _____

Place: _____

Signature of CA/Statutory Auditor

Name of CA/Statutory Auditor:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:



11.2.23 Annexure 23: Non-Blacklisting Undertaking

Undertaking for non-blacklisting

To,

Deputy General Manager
Punjab & Sind Bank
Second Floor
IT Department
Plot Number 151, Sector 44,
Gurugram, 122003

Dear Sir,

Reg.: Selection of System integrator(s) and Service provider(s) for providing Network Hardware, Network Links, and Network associated Solutions at bank's Data Centers & Offices, including management of Network Operation Center (NOC)

We M/s _____, a company incorporated under the companies act, 1956 with its headquarters at, _____ do hereby confirm that we have not been blacklisted/ debarred by the Government / Government agency / Banks / Financial Institutions in India during last 3 years.

This declaration has been submitted and limited to, in response to the tender reference mentioned in this document

Thanking You,

Yours faithfully,

Date: _____

Place: _____

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:



11.2.24 Annexure 24: Undertaking of authenticity (on bidder’s letterhead)

To:

(Name and address of Procuring Office)

Sub: Undertaking of Authenticity for supplied Product(s)

Ref: RFP No. xx:xx dated dd/mm/yyyy

With reference to the Product being quoted to you vide our Bid No:_____ dated _____, we hereby undertake that all the components /parts /assembly / software etc. used in the Product to be supplied shall be original new components / parts / assembly / software only, from respective Original Equipment Manufacturers (OEMs) of the Products and that no refurbished / duplicate / second hand components /parts/ assembly / software shall be supplied or shall be used or no malicious code are built-in in the Product being supplied.

1. We also undertake that in respect of licensed operating systems and other software utilities to be supplied, the same will be sourced from authorized sources and supplied with Authorized License Certificate (i.e. Product keys on Certification of Authenticity in case of Microsoft Windows Operating System).
2. Should you require, we hereby undertake to produce the certificate from our OEM supplier in support of above undertaking at the time of delivery/installation. It will be our responsibility to produce such letters from our OEM supplier’s at the time of delivery or within a reasonable time.
3. In case of default and/or the Bank finds that the above conditions are not complied with, we agree to take back the Product(s) supplied and return the money paid by you, in full within seven days of intimation of the same by the Bank, without demur or any reference to a third party and without prejudice to any remedies the Bank may deem fit.
4. We also take full responsibility of both Product(s) & Service(s) as per the content of the RFP even if there is any defect by our authorized Service Centre / Reseller / SI etc.

Dated this day of 2026

(Signature)

(Name)

(In the capacity of)

Duly authorised to sign Bid for and on behalf of _____

11.2.25 Annexure-25 Acceptance Criteria

1. Acceptance test guidance

All proposed components and services, including SDN, SD-WAN, NAC, LAN/WAN links, internet connectivity, observability platforms, and NOC operations, shall be accepted only against clearly defined success criteria. Each criterion shall specify: the requirement which include technical, functional and scope of the RFP to be met, the measurable threshold, the test method, the tools or systems to be used for validation, the evidence to be submitted to the approving authority. No item shall be deemed accepted based solely on installation completion or vendor declaration.

- All reports, logs, certificates, and signoffs submitted as evidence shall be date-stamped and mapped to the relevant acceptance item.
- Final acceptance shall be granted only after closure of all critical and high-severity deviations, unless explicitly approved by the bank in writing.
- All the features and the functionality mentioned below should be performed and tested in live environment which shall comprises DC,DR and 15 pilot branches.
- Successful delivery, installation, configuration, integration, testing, commissioning and operationalization of all in-scope links, hardware, software and services at Branches, DC, DR, NDR and other locations, as applicable.
- The implemented Enterprise Network Solution comprising SDWAN, SDN, NAC, NPMD, NOC and Collaboration components shall function as a fully integrated end-to-end solution meeting the technical, operational, security and performance requirements defined in the RFP.
- Acceptance shall not be limited to component-level installation or configuration compliance alone. The successful bidder/OEM shall demonstrate successful end-to-end operational validation of the complete solution including interoperability among all supplied components and services.
- The bidder/OEM shall successfully demonstrate and validate the following during acceptance testing:
 - a. Network availability and stability across all implemented locations.
 - b. SDWAN functionality including dynamic path selection, application-aware routing, centralized policy enforcement and failover capability.
 - c. Compliance with agreed SLA/performance parameters including uptime, latency, packet loss, jitter, application/network response time.
 - d. Successful failover and restoration testing between DC and DR locations without major service disruption.
 - e. Real-time monitoring, alerting, reporting and incident management capabilities of the NOC/NPMD solution.
 - f. Security validation including encryption, access control, logging, auditability and compliance with regulatory/bank security requirements.
 - g. Collaboration solution functionality and performance under operational load conditions.
- Along with implementation, the bidder shall submit:
 - * LLD/HLD documents,
 - * Configuration documents,
 - * Test reports,
 - * Proof of Delivery (PoD),
 - * SOPs/runbooks,
 - * Asset details,
 - * Escalation matrix,
 - * OEM certifications/support documents,
 - * Backup and recovery procedures,
 - * As-built architecture documents.
- Initial acceptance for payment milestone purposes may be considered after successful implementation and sign-off for the first 15 branches, DC and DR locations, as applicable.
- Final Acceptance Certificate (FAC) shall be issued only after:
 - * Successful completion of rollout,
 - * Stabilization of the solution,
 - * Closure of critical observations/issues,

- * Successful completion of acceptance tests,
- * Submission of all required documents,
- * Compliance with SLA/performance requirements.
- Any deficiencies, recurring failures, non-compliance with SLA/performance parameters or operational instability observed during the stabilization period shall be rectified by the bidder at no additional cost before issuance of final acceptance.
- The successful bidder shall remain fully responsible for end-to-end functionality, integration, interoperability, support coordination and compliance of the complete solution during the contract period.

2. Detailed Acceptance Criteria Matrix

Solution name	Area	Acceptance Requirement	Minimum Threshold	Test Method	Required Evidence
SDN	SDN Policy Enforcement	Configured network and security policies shall match approved design and intent.	Policy accuracy greater than 99.9% with no unauthorized policy deviations.	Validate controller policy database against approved configuration baseline; inject controlled test flows across permitted and denied paths.	Controller audit report, approved policy baseline, test execution logs, and joint sign-off sheet.
SDN	Micro segmentation	Segmentation policies shall prevent unauthorized east-west communication	Zero unauthorized flows across protected segments.	Execute positive and negative traffic tests between defined segments and workloads.	Segmentation test report, traffic capture logs, policy screenshots, and application validation records.
SDN	Fabric Throughput	Network fabric shall sustain contracted throughput under load.	Line-rate throughput with zero packet loss for agreed test profile.	Execute performance benchmarking using standard methods/procedure.	Performance benchmark report, packet loss report, and OEM or integrator certification.
SDN	Application Dependency Mapping and policy enforcement	Application flow discovery shall identify required dependencies for critical applications and centralized policy enforcement.	All in-scope critical application flows discovered and validated.	Run dependency mapping using SDN ADM analytics tool; correlate with application owner validation and policy simulation before enforcement	Dependency map, application owner confirmation, and discovery tool export and policy simulation output and enforcement
SDWAN	SD-WAN Path Selection	Traffic steering shall follow business intent and application priority.	Correct path selection for all defined application classes during normal and degraded states.	Generate application traffic, simulate brownout and blackout conditions, and verify steering decisions.	SD-WAN analytics report, test logs, application path screenshots, and event timeline.
SDWAN and SDN	Failover and Resiliency	Primary-to-secondary failover shall occur automatically without material service disruption.	Failover time less than 30 seconds, or lower where application-specific SLA requires.	Simulate link and node failure during live test window and observe convergence and application continuity.	Failover report, timestamped logs, dashboard screenshots, and signed test certificate.
ISP Links	MPLS / WAN Availability	WAN services shall meet committed availability levels.	Uptime for 3-5 days not less than 99.99% for MPLS links.	Monitor service availability over agreed observation period and	Provider SLA report, uptime logs, incident reports, and service

				validate outage records.	manager certification.
ISP Links	Replication / DC -NDR /DC-DR Interconnect Links	Replication links shall support low-latency synchronization traffic.	Round-trip time less than 2 ms for DC-NDR and 60 ms for DC-DR with zero jitter, or as per approved application design.	Measure latency and jitter during peak and non-peak windows using approved tools.	Latency test report, link analytics, and application team confirmation.
ISP LINK	Link Migration / Link Shifting	Traffic migration between links shall not interrupt business-critical services.	Zero unplanned downtime during approved migration activity.	Perform controlled migration during test window and monitor user transaction continuity.	Migration runbook, monitoring screenshots, application transaction logs, and change record.
NAC	NAC	Only authorized users and devices shall gain network access.	Zero unauthorized endpoint access; all policy decisions logged.	Attempt onboarding of compliant, non-compliant, unknown, and unauthorized devices.	NAC policy report, access logs, quarantine logs, and audit trail.
ISP links	Internet / DDoS Protection	Internet-facing services shall be protected against volumetric attacks and malicious traffic surges.	No service outage under agreed simulated attack profile; mitigation activated within agreed SLA.	Conduct controlled attack simulation with approved agency or lab and verify mitigation effectiveness.	DDoS test certificate, mitigation logs, OEM report, and security team approval.
Router	WAN Encryption	All in-scope WAN traffic shall be encrypted as per approved standards.	100% encryption coverage for designated links and traffic classes.	Validate tunnel establishment, cipher compliance, and packet inspection for encrypted transport.	Encryption configuration report, tunnel status logs, and compliance certificate.
SDN,NAC and SDWAN	Logging and Monitoring	All critical devices and services shall forward logs to centralized monitoring platforms.	100% of in-scope devices integrated with centralized logging and alerting.	Verify log forwarding, alert generation, and retention settings for sample events.	Syslog integration report, alert screenshots, retention settings, and dashboard export.
NPMD	Observability Platform	Observability stack shall provide discovery, health visibility, SLA monitoring, Transaction monitoring and dashboards.	Real-time device discovery, alerting, latency and packet loss visibility, and role-based dashboards for all in-scope environments.	Demonstrate dashboards, alert workflows, transaction threshold breaches, and report generation using live data.	Dashboard screenshots, discovery report, sample alerts, and custom report output.
ISP Links	VSAT / Critical Transaction Monitoring	Critical business transactions shall be correlated with network events.	End-to-end monitoring available for designated transaction journeys.	Correlate network performance reports with application and transaction logs.	Correlation report, sample transaction trace, and business owner validation.
All Infra Devices	Device Hardening	All network and security devices shall comply with approved hardening	100% compliance with approved hardening checklist; no critical findings open.	Run automated configuration audit against hardening baseline and manually	Hardening audit report signed by information security team, exception register, and remediation

		standards.		verify exceptions.	closure report.
NOC	NOC Facility Readiness	NOC facility and tooling shall be fully operational before go-live.	Facility, workstations, power, access control, ticketing, and escalation matrix fully available.	Perform physical inspection and operational readiness walkthrough.	Site inspection checklist, photographs if permitted, readiness certificate, and approved escalation matrix.

3. Evidence and Documentation Requirements

The bidder shall submit documented evidence for every acceptance item. Evidence shall include, as applicable, controller audit reports, monitoring tool extracts, test logs, uptime records, signed OEM or provider certificates, application validation reports, security audit reports, and final acceptance sign-off sheets. All evidence shall be traceable to the specific acceptance criterion and shall clearly show the date, environment, tester, and result status.

4. Testing Methodology

The bidder shall provide a detailed Acceptance Test Procedure document covering factory acceptance testing, site acceptance testing, integrated testing, security validation, failover testing, and operational readiness validation. Test methods explicitly define prerequisites, test steps, tools to be used, expected outcomes, rollback approach, and sign-off responsibilities. Typical methods shall include controlled flow injection, failover simulation, synthetic traffic generation, latency and packet loss measurement, configuration compliance scans, transaction monitoring, and uptime observation over an agreed period. Accepted evidence sources may include SDN controllers, SD-WAN orchestrators, network performance monitoring and diagnostics platforms, optical test systems, RFC 2544-compatible benchmarking tools, syslog and SIEM platforms, analytics dashboards, and application logs. Where critical financial or transaction services are in scope, network test outcomes shall be correlated with application behavior and business transaction success.

5. Security and Compliance Acceptance

The proposed solution shall comply with all applicable internal security standards, contractual obligations, and regulatory requirements relevant to the organization, including requirements for access control, encryption, audit trails, risk management, resilience, vulnerability assessment, logging, and third-party oversight, consistent with current IT governance and control expectations issued by the Reserve Bank of India for regulated entities. Bidder shall clearly identify compliance mappings and submit supporting declarations and certificates with their proposal and again at acceptance stage.

6. Operational Readiness and Handover

Operational acceptance require completion of knowledge transfer, submission of as-built documents, low-level design, high-level design, asset inventory, IP addressing records, escalation matrix, support roster, standard operating procedures, incident response procedures, backup and restore procedures, and training completion records. No environment shall be treated as production-ready unless operations, security, and business stakeholders confirm readiness.

7. Contractual Safeguards

Commercial acceptance, billing commencement, and milestone payments shall be linked to formal acceptance based on approved test reports and closure of agreed punch points. Partial implementation, device installation, or provisional connectivity shall not constitute final acceptance. The purchaser shall reserve the right to withhold sign-off and payment until all mandatory acceptance criteria are met and documented evidence has been reviewed and approved.

8. Bidder Response Format

Each bidder shall respond to the acceptance criteria in a tabular compliance matrix stating requirement reference, compliance status, proposed method of compliance, measurable threshold offered, test method, tools to be used, evidence to be submitted, exclusions or assumptions, dependency on third parties, and responsible party for sign-off. Any deviation from the stated criteria shall be explicitly identified in the proposal.