



REQUEST FOR PROPOSAL FOR SELECTION OF INTERNET SERVICE PROVIDER (ISP) FOR PROVIDING WI-FI INTERNET SERVICES ON RENTAL (OPEX) MODEL FOR STATE BANK OF INDIA LOCAL HEAD OFFICE IN BHOPAL

Ref: SBI/ITSS/2021-22/02 dated: 09.09.2021

**ITSS DEPARTMENT
STATE BANK OF INDIA,
LOCAL HEAD OFFICE
HOSHANGABAD ROAD
BHOPAL – 462011 (M. P.)**

RFP for selection of ISP for Wi-Fi Internet services at SBI, Local Head Officer, Bhopal



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1. INVITATION TO BID:

- i. **State Bank of India** (herein after referred to as '**SBI/the Bank**', having its Corporate Centre at Mumbai, various other offices (LHOs/ Head Offices /Zonal Offices/Global Link Services, Global IT Centre, etc. of State Bank of India, branches/other offices, other exchange companies available at various locations and managed by the Bank (collectively referred to as **State Bank Group or 'SBG'** hereinafter). This Request for Proposal (RFP) has been issued by the Bank for Selection of Internet Service Provider (ISP) for Providing Wi-Fi Internet services on rental (Opex) model for State Bank of India, Local Head Office, Bhopal.
- ii. In order to meet the Services requirements, the Bank proposes to invite tenders from eligible vendors as per details/**scope of work** mentioned in **Annexure-E** of this RFP document.
- iii. Bidder shall mean any entity (i.e. juristic person) who meets the eligibility criteria given in annexure-b of this RFP and willing to provide the services as required in this bidding document. The interested bidders who agree to all the terms and conditions contained in this document may submit their bids with the information desired in this bidding document (request for proposal).
- iv. Address for submission of Bids, contact details including email address for sending communications are given in part II of this RFP document.
- v. The purpose of SBI behind this RFP is to seek a detailed technical and commercial proposal for procurement of the Services desired in this document.



- vi. This document shall not be transferred, reproduced, or otherwise used for purpose other than for which it is specifically issued.
- vii. Interested Bidders are advised to go through the entire document before submission of Bids to avoid any chance of elimination. The eligible Bidders desirous of providing Services to SBI are invited to submit their technical and commercial proposal in response to this RFP. The criteria and the actual process of evaluation of the responses to this RFP and subsequent selection of the successful Bidder will be entirely at Bank's discretion. This RFP seeks proposal from Bidders who have the necessary experience, capability & expertise to provide SBI the proposed Services adhering to Bank's requirements outlined in this RFP.

2. DISCLAIMER:

- i. The information contained in this RFP document or information provided subsequently to Bidder(s) whether verbally or in documentary form/email by or on behalf of State Bank of India (Bank), is subject to the terms and conditions set out in this RFP document.
- ii. This RFP is not an offer by State Bank of India, but an invitation to receive responses from the eligible Bidders. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized official(s) of State Bank of India with the selected Bidder.
- iii. The purpose of this RFP is to provide the Bidder(s) with information to assist preparation of their Bid proposals. This RFP does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information contained in this RFP and where necessary obtain independent advices/clarifications. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.
- iv. The Bank, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form or arising in any way for participation in this bidding process.

- v. The Bank also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.
- vi. The issue of this RFP does not imply that the Bank is bound to select a Bidder or to appoint the Selected Bidder or Concessionaire, as the case may be, for the Project and the Bank reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.
- vii. The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding Document. Failure to furnish all information required by the bidding Document or to submit a Bid not substantially responsive to the bidding Document in all respect will be at the Bidder's risk and may result in rejection of the Bid.

3. Definitions:

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

- i. "The Bank" 'means the State Bank of India (including domestic branches and foreign offices) and subsidiaries
- ii. "Bidder/Service Provider/System Integrator" means an eligible entity/firm submitting the Bid in response to this RFP.
- iii. "Bid" means the written reply or submission of response to this RFP.
- iv. "The Contract" means the agreement entered into between the Bank and the Vendor, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- v. "Vendor/Service Provider" is the successful Bidder found eligible as per eligibility criteria set out in this RFP, whose technical Bid has been accepted and who has emerged as L1 Bidder as per the selection criteria set out in the RFP and to whom notification of award has been given by the Bank.
- vi. "The Contract Price/Project Cost" means the price payable to the Vendor under the Contract for the full and proper performance of its contractual obligations.

vii. "Services" means all services, scope of work and deliverables to be provided by a Bidder as described in the RFP and include provision of technical assistance, training, certifications, auditing and other obligation of the Vendor covered under this RFP.

viii. Annual Maintenance Contract (AMC) - It would be the annual cost of maintenance/upkeep/updation of product or specified hardware and software.

4. Scope of Work:

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

5. Eligibility and Technical Criteria:

i. Bid is open to all Bidders who meet the eligibility and technical criteria as given in **Annexure-B & Annexure-C** of this document. The Bidder has to submit the documents substantiating eligibility criteria as mentioned in this RFP document.

(a) If any Bidder submits Bid on behalf of Principal/OEM, the same Bidder shall not submit a Bid on behalf of another Principal/OEM under the RFP.

(b) Either the Bidder on behalf of Principal/OEM or Principal/OEM itself is allowed to Bid, however both cannot Bid simultaneously.

6. Cost of Bid document:

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

7. Clarification And Amendments On RFP/Pre-Bid Meeting

i. Bidder requiring any clarification of the bidding Document may notify the Bank in writing strictly as per the format given in Annexure-K at the address/by e-mail given in part II of this document within the date/time mentioned in the schedule of events.

- ii. A pre-Bid meeting will be held on the date and time specified in the schedule of events which may be attended by the authorized representatives of the bidders, supported by letter of authority interested to respond to this RFP.
- iii. The queries received (without identifying source of query) and response of the Bank thereof will be posted on the Bank's website or conveyed to the Bidders.
- iv. SBI reserves the right to amend, rescind or reissue the RFP, at any time prior to the deadline for submission of Bids. The Bank, for any reason, whether, on its own initiative or in response to a clarification requested by a prospective Bidder, may modify the bidding Document, by amendment which will be made available to the Bidders by way of corrigendum/addendum. The interested parties/Bidders are advised to check the Bank's website regularly till the date of submission of Bid document specified in the schedule of events/email and ensure that clarifications / amendments issued by the Bank, if any, have been taken into consideration before submitting the Bid. Such amendments/clarifications, if any, issued by the Bank will be binding on the participating Bidders. Bank will not take any responsibility for any such omissions by the Bidder. SBI, at its own discretion, may extend the deadline for submission of Bids in order to allow prospective Bidders a reasonable time to prepare the Bid, for taking the amendment into account. Nothing in this RFP or any addenda/corrigenda or clarifications issued in connection thereto is intended to relieve Bidders from forming their own opinions and conclusions in respect of the matters addresses in this RFP or any addenda/corrigenda or clarifications issued in connection thereto.
- v. No request for change in commercial/legal terms and conditions, other than what has been mentioned in the RFP or any addenda/corrigenda or clarifications issued in connection thereto, will be entertained and queries in this regard, therefore will not be entertained.
- vi. Queries received after the scheduled date and time will not be responded/acted upon.

8. Contents of Bid documents:

- i. The Bidder must thoroughly study/analyze and properly understand the contents of this RFP document, its meaning and impact of the information contained therein.



- ii. Failure to furnish all information required in the bidding document or submission of Bid not responsive to the bidding documents in any respect will be at the Bidder's risk and responsibility and the same may finally result in rejection of its Bid. SBI has made considerable effort to ensure that accurate information is contained in this RFP and is supplied solely as guidelines for Bidders.
- iii. Nothing in this RFP or any addenda/corrigenda or clarifications issued in connection thereto, is intended to relieve Bidders from forming their own opinions and conclusions in respect of the matters contained in RFP and its addenda, if any.
- iv. The Bid Prepared By The Bidder, As Well As All Correspondences And Documents Relating To The Bid Exchanged By The Bidder And The Bank And Supporting Documents And Printed Literature Shall Be Submitted In English.
- v. The Information Provided By The Bidders In Response To This RFP Will Become The Property Of SBI And Will Not Be Returned. Incomplete Information In Bid Document May Lead To Non-Consideration Of The Proposal.

9. Earnest Money Deposit (EMD):

- i. The Bidder shall furnish EMD for the amount and validity period mentioned in Part II of this document.
- ii. EMD is required to protect the Bank against the risk of Bidder's conduct.
- iii. The EMD may be in the form of a Demand Draft or Pay Order or Bank Guarantee [on the lines of **Annexure-G**, issued by a Scheduled Commercial Bank in India, other than State Bank of India, drawn in favour of State Bank of India payable at Bhopal. In case, SBI is the sole Banker for the Bidder, a Letter of Comfort from SBI would be acceptable.
- iv. Any Bid not accompanied by EMD for the specified amount as mentioned elsewhere in the RFP will be rejected as non-responsive.
- v. The EMD of the unsuccessful Bidders shall be returned within 2 weeks from the date of Bid finalisation.

- vi. The EMD of successful Bidder will be discharged upon the Bidder signing the Contract and furnishing the Performance Bank Guarantee for the amount and validity as mentioned in Part II of this RFP which should be strictly on the lines of format placed at **Annexure-H**.
- vii. No interest is payable on EMD.
- viii. The EMD may be forfeited:-
- a) if a Bidder withdraws his Bid during the period of Bid validity specified in this RFP; or
 - b) if a Bidder makes any statement or encloses any form which turns out to be false / incorrect at any time prior to signing of Contract; or
 - c) If the successful Bidder fails to sign the contract or furnish Performance Bank Guarantee, within the specified time period in the RFP/Purchase Order.
- ix. If EMD is forfeited for any reasons mentioned above, the concerned Bidder may be debarred from participating in the RFPs floated by the Bank/this department, in future, as per sole discretion of the Bank.

10. Bid Preparation and submission:

The Bid is to be submitted in two separate envelopes one containing technical bids and another containing commercial bids for SBI LHO Bhopal. One of the envelope is to be prominently marked as **'Technical Proposal for providing Wi-Fi Internet services on rental (Opex) model for State Bank India, Local Head Office, Bhopal in response to the RFP No. Ref: SBI/ITSS/2021-22/02 dated 09.09.2021**

This envelope should contain following documents and **properly sealed**:

- a. Bid covering letter/Bid form on the lines of **Annexure-A** on Bidder's letter head.
- b. Earnest Money Deposit (EMD) as specified in this document.

- c. A letter on Bidder's letter head: -
 - (i) Mentioning details of EMD submitted, technical competence and experience of the Bidder
 - (ii) Certifying that the period of the validity of the Bid is as per terms of this RFP.
 - (iii) Confirming that the Bidder has quoted for all the items/Services mentioned in this RFP in their commercial Bid.
 - (iv) Confirming that they agree with all the terms and conditions mentioned in the RFP.
 - (v) Specific response with supporting documents in respect of Eligibility Criteria as mentioned in **Annexure-B and technical eligibility criteria on the lines of Annexure-C.**
- d. Bidder's details as per Annexure-D on Bidder's letter head.
- e. Any deviations sought from technical criteria/specifications given in RFP.
- f. Audited balance sheets and profit and loss account statement for last three years.
- g. A copy of board resolution or power of attorney showing that the signatory has been duly authorized to sign the Bid document.
- i. A second sealed envelope (separate indicative commercial bid for each feasible location) prominently marked as **Indicative Price Proposal for providing Wi-Fi Internet services on rental (Opex) model for State Bank India, Local Head Office, Bhopal in response to the RFP No. Ref: SBI/ITSS/2021-22/02 dated 09.09.2021 should be submitted. This envelope should contain only indicative price Bid strictly on the lines of Annexure-F.** The Indicative Price must include all the price components mentioned. Prices are to be quoted in Indian Rupees only.
- ii. Bidders may please note:
 - a. The Bidder should quote for the entire package on a single responsibility basis for Services it proposes to provide.
 - b. A soft copy (Word format) on a CD should also be kept in a separate envelope within the envelope of technical Bid. Voluminous documents should be submitted only on CDs.
 - c. While submitting the Technical Bid, literature on the Services should be segregated and kept together in one section / lot in a separate envelope.

- d. Care should be taken that the Technical Bid shall not contain any price information. Such proposal, if received, will be rejected.
- e. The Bid document shall be complete in accordance with various clauses of the RFP document or any addenda/corrigenda or clarifications issued in connection thereto, duly signed by the authorized representative of the Bidder and stamped with the official stamp of the Bidder. Board resolution authorizing representative to Bid and make commitments on behalf of the Bidder is to be attached.
- f. Bids are liable to be rejected if only one (i.e. Technical Bid or Indicative Price Bid) is received.
- g. Prices quoted by the Bidder shall remain fixed for the period specified in part II of this document and shall not be subjected to variation on any account, including exchange rate fluctuations and custom duty. **A Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.**
- h. If deemed necessary the Bank may seek clarifications on any aspect from the Bidder. However that would not entitle the Bidder to change or cause any change in the substances of the Bid already submitted or the price quoted.
- i. The Bidder may also be asked to give presentation for the purpose of clarification of the Bid.
- j. The Bidder must provide specific and factual replies to the points raised in the RFP.
- k. The Bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract.
- l. All the enclosures (Bid submission) shall be serially numbered with rubber stamp of the participating Bidder. The person or persons signing the Bids shall initial all pages of the Bids, except for un-amended printed literature.
- m. Any inter-lineation, erasures or overwriting shall be valid only if these are initialled by the person signing the Bids.
- n. The Bid document shall be spirally bound.

- o. The Bank reserves the right to reject Bids not conforming to above.
- p. The two NON-WINDOW envelopes shall be put together and sealed in an outer NON-WINDOW envelope.
- q. All the envelopes shall be addressed to the Bank and deliver at the address given in Part-II of this RFP and should have name and address of the Bidder on the cover.
- r. If the envelope is not sealed and marked, the Bank will assume no responsibility for the Bid's misplacement or its premature opening.

11. Deadline For Submission Of Bids:

- a. Bids must be received by the Bank at the address specified and by the date and time mentioned in the "Schedule of Events".
- b. In the event of the specified date for submission of Bids being declared a holiday for the Bank, the Bids will be received up to the appointed time on the next working day.
- c. In case the Bank extends the scheduled date of submission of Bid document, the Bids shall be submitted by the time and date rescheduled. All rights and obligations of the Bank and Bidders will remain the same.
- d. Any Bid received after the deadline for submission of Bids prescribed, will be rejected and returned unopened to the Bidder.

12. Modification And Withdrawal Of Bids:

- a. The Bidder may modify or withdraw its Bid after the Bid submission, provided that written notice of the modification, including substitution or withdrawal of the Bids, is received by the Bank, prior to the deadline prescribed for submission of Bids.
- b. A withdrawal notice may also be sent by Fax, but followed by a signed confirmation copy, not later than the deadline for submission of Bids.
- c. No modification in the Bid shall be allowed, after the deadline for submission of Bids.

- d. No Bid shall be withdrawn in the interval between the deadline for submission of Bid and the expiration of the period of Bid validity specified by the Bidder on the Bid Form. Withdrawal of a Bid during this interval may result in the forfeiture of EMD submitted by the Bidder.
- e. Withdrawn Bids, if any, will be returned unopened to the Bidders.

13. PERIOD OF VALIDITY OF BIDS:

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

14. Bid integrity:

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

15. Bidding Process/Opening of Technical Bids:

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

16. Technical Evaluation:

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

17. Evaluation of Price Bids and Finalization:

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

- v. The L1 Bidder will be selected on the basis of net total of the price evaluation as quoted in the Reverse Auction/Techno Commercial Evaluation, as the case may be.
- vi. The successful Bidder is required to provide price confirmation and price breakup strictly on the lines of Annexure-F within 48 hours of conclusion of the Reverse Auction, failing which Bank may take appropriate action.
- vii. Errors, if any, in the price breakup format will be rectified as under:
 - (a) If there is a discrepancy between the unit price and total price which is obtained by multiplying the unit price with quantity, the unit price shall prevail and the total price shall be corrected unless it is a lower figure. If the Bidder does not accept the correction of errors, the Bid will be rejected.
 - (b) If there is a discrepancy in the unit price quoted in figures and words, the unit price in figures or in words, as the case may be, which corresponds to the total Bid price for the Bid shall be taken as correct.
 - (c) If the vendor has not worked out the total Bid price or the total Bid price does not correspond to the unit price quoted either in words or figures, the unit price quoted in words shall be taken as correct.
 - (d) The Bidder should quote for all the items/Services desired in this RFP. In case, prices are not quoted by any Bidder for any specific product and / or Service, for the purpose of evaluation, the highest of the prices quoted by other Bidders participating in the bidding process will be reckoned as the notional price for that service, for that Bidder. However, if selected, at the time of award of Contract, the lowest of the price(s) quoted by other Bidders (whose Price Bids are also opened) for that service will be reckoned. This shall be binding on all the Bidders. However, the Bank reserves the right to reject all such incomplete Bids.

18. Contacting The Bank:

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

19. Award Criteria:

- i. Bank will notify successful Bidder L1 in writing by letter or fax/email that its Bid has been accepted. The Selected Bidder has to return the duplicate copy of the same to the Bank within 7 working days, duly Accepted, Stamped and Signed by Authorized Signatory in token of acceptance.
- ii. The successful Bidder will have to submit Non-disclosure Agreement (wherever applicable), Performance Bank Guarantee for the amount and validity as desired in part II and strictly on the lines of format given at Annexure-H of this document together with acceptance of all terms and conditions of RFP.
- iii. Copy of board resolution or power of attorney showing that the signatory has been duly authorized to sign the acceptance letter, contract and NDA should be submitted.
- iv. The notification of award will constitute the formation of the Contract.
- v. The successful Bidder shall be required to enter into a contract/ SLA with the Bank, within 30 days of award of the tender or within such extended period as may be decided by the Bank.
- vi. Until the execution of a formal contract, the Bid document, together with the Bank's notification of award and the vendor's acceptance thereof, would constitute a binding contract between the Bank and the successful Bidder.
- vii. The contract/ agreement will be based on Bidder's offer document with all its enclosures, modifications arising out of negotiation /clarifications etc. and will include SLA, project plan – phases & milestones and schedule, copies of all necessary documents, licenses, certifications etc.
- viii. The Bank reserves the right to stipulate, at the time of finalization of the contract, any other document(s) to be enclosed as a part of the final contract

- ix. Failure of the successful Bidder to comply with the requirements/terms and conditions of this RFP shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD and/or PBG.
- x. Upon notification of award to the L1 Bidder, the Bank will promptly notify the award of contract to the successful Bidder on the Bank's website. The EMD of each unsuccessful Bidder will be discharged and returned.

20. Powers to Vary or Omit Work:

i. No alterations, amendments, omissions, additions, suspensions or variations of the work (hereinafter referred to as variation) under the contract shall be made by the successful Bidder except as directed in writing by Bank. The Bank shall have full powers, subject to the provision herein after contained, from time to time during the execution of the contract, by notice in writing to instruct the successful Bidder to make any variation without prejudice to the contract. The finally selected Bidder shall carry out such variation and be bound by the same conditions as far as applicable as though the said variations occurred in the contract documents. If any, suggested variations would, in the opinion of the finally selected Bidder, if carried out, prevent him from fulfilling any of his obligations under the contract, he shall notify Bank thereof in writing with reasons for holding such opinion and Bank shall instruct the successful Bidder to make such other modified variation without prejudice to the contract. The finally selected Bidder shall carry out such variation and be bound by the same conditions as far as applicable as though the said variations occurred in the contract documents. If the Bank confirms its instructions, the successful Bidder's obligations shall be modified to such an extent as may be mutually agreed, if such variation is substantial and involves considerable extra cost. Any agreed difference in cost occasioned by such variation shall be added to or deducted from the contract price as the case may be.

ii. In any case in which the successful Bidder has received instructions from the Bank as to the requirements for carrying out the altered or additional substituted work which either then or later on, will in the opinion of the finally selected Bidders, involve a claim for additional payments, such additional payments shall be mutually agreed in line with the terms and conditions of the order.

iii. If any change in the work is likely to result in reduction in cost, the parties shall agree in writing so as to the extent of change in contract price, before the finally selected Bidder(s) proceeds with the change. In all the above cases, in the event of a disagreement as to the reasonableness of the said sum, the decision of the Bank shall prevail.

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

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

22. Contract Amendments:

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

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

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

24. Performance Bank Guarantee:

i. Performance Bank Guarantee [PBG] of the amount with validity period specified in Part II of this RFP strictly on the format at Annexure-H is to be submitted by the finally selected Bidder. The PBG has to be issued by a Scheduled Commercial Bank other than SBI and needs to be submitted within the specified time of receipt of formal communication from the Bank about their Bid finally selected. Purchase Order will be released only after receipt of the Performance Bank Guarantee. In case, SBI is the sole Banker for the Bidder, a Letter of Comfort from SBI may be accepted.

ii. The PBG is required to protect the interest of the Bank against the risk of non-performance of the successful Bidder in respect of successful implementation of the project which may warrant invoking of PBG, also if any act of the supplier results in imposition of Liquidated Damages then also the Bank reserves the right to invoke the PBG.

25. Services:

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

ix. ATS/ AMC, would be on-site and comprehensive in nature and must have back to back support from the OEM/Vendor. The vendor will warrant products against defects arising out of faulty design etc. during the specified support period.

x. In the event of product or specified hardware/software break down or failures at any stage, protection available, which would include the following, shall be specified.

- a. Diagnostics for identification of product or specified hardware/software failures
- b. Protection of data/ configuration
- c. Recovery/ restart facility
- d. Backup of product or specified hardware/software / configuration

xi. Prompt support shall be made available as desired in this RFP during the support period at the locations as and when required by the Bank.

xii. The Bidder shall be agreeable for on-call/on-site support during peak weeks. No extra charge shall be paid by the Bank for such needs, if any, during the support period.

xiii. Bidder support staff should be well trained to effectively handle queries raised by the customers/employees of the Bank.

xiv. Updated escalation matrix shall be made available to the Bank once in each quarter and each time the matrix gets changed.

26. Compliance with IS Security Policy:

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

- i. Responsibilities for data and application privacy and confidentiality
- ii. Responsibilities on system and software access control and administration
- iii. Custodial responsibilities for data, software, hardware and other assets of the Bank being managed by or assigned to the Vendor
- iv. Physical Security of the facilities
- v. Physical and logical separation from other customers of the Vendor
- vi. Incident response and reporting procedures
- vii. Password Policy of the Bank

viii. Data Encryption/Protection requirements of the Bank.

ix. In general, confidentiality, integrity and availability must be ensured.

27. Penalties:

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

28. Right to Verification:

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

29. Purchase Price:

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

30. Right to Audit:

i. The Selected Bidder (Service Provider) has to get itself annually audited by internal/ external empanelled Auditors appointed by the Bank/ inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank/ such auditors in the areas of products (IT hardware/ software) and services etc. provided to the Bank and the Service Provider is required to submit such certification by such Auditors to the Bank. The Service Provider and or his / their outsourced agents / sub – contractors (if allowed by the Bank) shall facilitate the same. The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the Service Provider. The Service Provider shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the Bank.

ii. Where any deficiency has been observed during audit of the Service Provider on the risk parameters finalized by the Bank or in the certification submitted by the Auditors, the Service Provider shall correct/resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. The resolution provided by the Service Provider shall require to be certified by the Auditors covering the respective risk parameters against which such deficiencies have been observed.

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

31. Subcontracting:

i. As per scope of the RFP, subcontracting is prohibited. However, if the Bidder subsequently wishes to sub-contract the scope of work, it will have to obtain specific written permission from the Bank before contracting any work to subcontractors. Bank at its own discretion may permit or deny the same.

ii. In case subcontracting is permitted by the Bank, the contracting vendor will be responsible for all the services provided to the Bank regardless of which entity is conducting the operations. The contracting vendor is also responsible for ensuring that the sub-contractor comply with all security requirements of the contract and the Bank can obtain independent audit report for the same. In such a case, the Bidder shall provide subcontracting details to the Bank and if require, Bank may evaluate the same.

32. Validity of Agreement:

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

33. Limitation of liability:

i. For breach of any obligation mentioned in this RFP, subject to obligations mentioned in this clause, in no event Service Provider shall be liable for damages to the Bank arising under or in connection with this Agreement for an amount exceeding the total Cost of the Project. Service provider will ensure Bank's data confidentiality and shall be responsible for liability arising in case of breach of any kind of security and/or leakage of confidential customer/Bank's related information to the extent of loss so caused.

ii. The limitations set forth herein shall not apply with respect to:

- a) claims that are the subject of indemnification pursuant to IPR infringement,
- b) damage(s) occasioned by the gross negligence, fraud or willful misconduct of Service Provider,
- c) damage(s) occasioned by Service Provider for breach of Confidentiality Obligations,
- d) When a dispute is settled by the Court of Law in India.
- e) Regulatory or statutory fines imposed by a Government or Regulatory agency for non-compliance of statutory or regulatory guidelines applicable to the Bank, provided such guidelines were brought to the notice of Service Provider.
- f) Any liability arising out of the breach of the provisions of the Information Technology Act, 2008 or any other act for the time being in force, by the service provider or due to any act or omission of the of the service provider or due to any act or omission of the service provider.

34. Confidentiality:

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

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

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

35. Delay in the Vendor's Performance:

i. Services shall be made by the Vendor within the timelines prescribed in part II of this document.

ii. If at any time during performance of the Contract, the Vendor should encounter conditions impeding timely delivery and performance of Services, the Vendor shall promptly notify the Bank in writing of the fact of the delay, its likely duration and cause(s). As soon as practicable after receipt of the Vendor's notice, the Bank shall evaluate the situation and may, at its discretion, extend the Vendors' time for performance, in which case, the extension shall be ratified by the parties by amendment of the Contract.

iii. Any delay in performing the obligation/ defect in performance by the Vendor may result in imposition of penalty, liquidated damages, invocation of Performance Bank Guarantee and/or termination of contract (as laid down elsewhere in this RFP document)

36. Vendor's obligations:

i. The Vendor is responsible for and obliged to conduct all contracted activities in accordance with the contract using state-of-the-art methods and economic principles and exercising all means available to achieve the performance specified in the Contract.

ii. The Vendor is obliged to work closely with the Bank's staff, act within its own authority and abide by directives issued by the Bank from time to time and complete implementation activities.

iii. The Vendor will abide by the job safety measures prevalent in India and will free the Bank from all demands or responsibilities arising from accidents or loss of life, the cause of which is the Vendor's negligence. The Vendor will pay all indemnities arising from such incidents and will not hold the Bank responsible or obligated.

iv. The Vendor is responsible for managing the activities of its personnel or sub-contracted personnel (where permitted) and will hold itself responsible for any misdemeanors.

v. The Vendor shall treat as confidential all data and information about SBI, obtained in the process of executing its responsibilities, in strict confidence and will not reveal such information to any other party without prior written approval of the Bank as explained under 'Non-Disclosure Agreement' in Annexure-J of this document.

37. Technical Documentation:

i. The vendor shall provide documents related to review records/ Test Bug Reports/ Root Cause Analysis Report, list of all Product components, list of all dependent/external modules and list of all documents relating to traceability of service level failure as and when applicable.

ii. The Vendor shall also provide the MIS reports as per requirements of the Bank. Any level/ version changes and/or clarification or corrections or modifications in the above mentioned documentation should be supplied by the Vendor to the Bank, free of cost in timely manner.

38. Patent Rights/Intellectual Property Rights:

i. For any licensed software used by the finally selected L1 Vendor for performing services for the Bank, the Vendor shall have the right as well as the right to license for the outsourced services. Any license or IPR violation on the part of Vendor/ Subcontractor should not put the Bank at risk. The Bank reserves the right to audit the license usage of the Vendor.

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

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

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

39. Liquidated Damages:

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

40. Conflict of Interest:

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

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

(i) where any intermediary is controlled by a person through management control or otherwise, the entire shareholding held by such controlled intermediary in any other person (the "Subject Person") shall be taken into account for computing the shareholding of such controlling person in the Subject Person; and

(ii) subject always to sub-clause (i) above, where a person does not exercise control over an intermediary, which has shareholding in the Subject Person, the computation of indirect shareholding of such person in the Subject Person shall be undertaken on a proportionate basis; provided, however, that no such shareholding shall be reckoned under this sub-clause if the shareholding of such person in the intermediary is less than 26% of the subscribed and paid up equity shareholding of such intermediary; or

(b) A constituent of such Bidder is also a constituent of another Bidder; or

(c) such Bidder, its Member or any Associate thereof receives or has received any direct or indirect subsidy, grant, concessional loan or subordinated debt from any other Bidder, its Member or Associate, or has provided any such subsidy, grant, concessional loan or subordinated debt to any other Bidder, its Member or any Associate thereof; or

(d) Such Bidder has the same legal representative for purposes of this Bid as any other Bidder; or

(e) such Bidder, or any Associate thereof, has a relationship with another Bidder, or any Associate thereof, directly or through common third party/ parties, that puts either or both of them in a position to have access to each other's information about, or to influence the Bid of either or each other; or

(f) Such Bidder or any of its affiliates thereof has participated as a consultant to the Bank in the preparation of any documents, design or technical specifications of the Project.

41. Fraud & Corrupt Practices:

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

ii. Without prejudice to the rights of the Bank under Clause 21.1 hereinabove, if a Bidder is found by the Bank to have directly or indirectly or through an agent, engaged or indulged in any corrupt/fraudulent/coercive/undesirable or restrictive practices during the bidding Process, such Bidder shall not be eligible to participate in any EOI/RFP issued by the Bank during a period of 2 (two) years from the date if such Bidder is found by the Bank to have directly or indirectly or through an agent, engaged or indulged in any corrupt/ fraudulent/ coercive/ undesirable or restrictive practices, as the case may be.

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

(a) “**corrupt practice**” means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the bidding Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the Bank who is or has been associated in any manner, directly or indirectly with the bidding Process or the Letter of Authority or has dealt with matters concerning the Concession Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the Bank, shall be deemed to constitute influencing the actions of a person connected with the bidding Process); or (ii) engaging in any manner whatsoever, whether during the bidding Process or after the issue of the Letter of Authority or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the Letter of Authority or the Agreement, who at any time has been or is a legal, financial or technical adviser of the Bank in relation to any matter concerning the Project;

(b) **“Fraudulent practice”** means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the bidding Process

(c) **“Coercive practice”** means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence any person’s participation or action in the bidding Process;

(d) **“Undesirable practice”** means (i) establishing contact with any person connected with or employed or engaged by the Bank with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the bidding Process; or (ii) having a Conflict of Interest; and

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

42. Termination for Default:

i. The Bank, without prejudice to any other remedy for breach of Contract, by a written notice of not less than 30 (thirty) days sent to the Vendor, may terminate the Contract in whole or in part:

- a. If the Vendor fails to deliver and perform any or all the Services within the period(s) specified in the Contract, or within any extension thereof granted by the Bank; or
- b. If the vendor fails to perform any other obligation(s) under the contract; or
- c. Laxity in adherence to standards laid down by the Bank; or
- d. Discrepancies/deviations in the agreed processes and/or Services.; or
- e. Violations of terms and conditions stipulated in this RFP.

ii. In the event the Bank terminates the Contract in whole or in part for the breaches attributable to the Vendor, the Bank may procure, upon such terms and in such manner as it deems appropriate, Services similar to those undelivered, and the Vendor shall be liable to the Bank for any increase in cost for such similar Services. However, the Vendor shall continue performance of the Contract to the extent not terminated.

iii. If the contract is terminated under any termination clause, the vendor shall handover all documents/ executable/ Bank’s data or any other relevant information to the Bank in timely manner and in proper format as per scope of this RFP and shall also support the orderly transition to another vendor or to the Bank.

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

43. Force Majeure:

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

44. Termination for Insolvency:

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

45. Termination for Convenience:

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

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

All disputes or differences whatsoever arising between the parties out of or in connection with this contract or in discharge of any obligation arising out of the Contract (whether during the progress of work or after completion of such work and whether before or after the termination of this contract, abandonment or breach of this contract), shall be settled amicably. If however, the parties are not able to solve the dispute amicably, the same shall be referred to the sole arbitrator appointed by the Deputy General & CDO, SBI, LHO, Bhopal and the provisions of the Arbitration and conciliation Act, 1996, as amended from time to time shall be applicable to such proceedings. The Vendor/ service provider has no objection to any such appointment to the effect that the arbitrator so appointed is the bank's own officer. The award of the arbitrator so appointed shall be final and binding on both the parties in regard to such disputes or differences. The arbitration proceeding shall take place at Bhopal only. The provisions of Arbitration and Conciliation Act, 1996 and rules framed there under and in force shall be applicable to such proceedings and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English."

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

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

47. Governing Language:

The governing language shall be English.

48. Applicable Law:

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

49. Taxes and Duties:

a. The Vendor shall be liable to pay all corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India and the price Bid by the Vendor shall include all such taxes in the contract price.

b. Prices quoted should be exclusive of all Central / State Government taxes/duties and levies but inclusive of Custom duty as also cost of incidental services such as transportation, road permits, insurance etc. The quoted prices and taxes/duties and statutory levies such as Service tax, VAT/ Sales tax, Excise duty, Custom duty, Octroi, etc. should be specified in the separate sheet (Annexure- F).

c. Custom duty as also cost of incidental services such as transportation, road permits, insurance etc. in connection with delivery of products at site including any incidental services and commissioning, if any, which may be levied, shall be borne by the Vendor and the Bank shall not be liable for the same. Only specified taxes/ levies and duties in the **Annexure-F** will be payable by the Bank on actuals upon production of original receipt wherever required. If any specified taxes/ levies and duties in **Annexure-F** are replaced by the new legislation of Government, same shall be borne by the Bank. The Bank shall not be liable for payment of those Central / State Government taxes, levies, duties or any tax/ duties imposed by local bodies/ authorities, which are not specified by the Bidder in Annexure-F.

d. Prices payable to the Vendor as stated in the Contract shall be firm and not subject to adjustment during performance of the Contract, irrespective of reasons whatsoever, including exchange rate fluctuations, any upward revision in Custom duty. The Bidder will pass on to the Bank, all fiscal benefits arising out of reductions, if any, in Government levies viz. custom duty or the benefit of discounts if any announced in respect of the cost of the items for which orders have been placed during that period.

e. Income / Corporate Taxes in India: The Bidder shall be liable to pay all corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India and the price Bid by the Bidder shall include all such taxes in the contract price.

f. All expenses, stamp duty and other charges/ expenses in connection with the execution of the Agreement as a result of this RFP process shall be borne by the Vendor.

50. Tax deduction at Source:

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

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

51. Tender Fee:

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

52. Notices:

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

RFP for selection of ISP for Wi-Fi Internet services at SBI, Local Head Officer, Bhopal



Part-II

SCHEDULE OF EVENTS

SL.No	Particulars	Remarks
1.	Contact details of issuing department (Name, Designation, Mobile No., Email address for sending any kind of correspondence regarding this RFP)	Alok Kumar Assistant General Manager State Bank of India, Information Technology Services Department Local Head office, Bhopal-462011 Email: agmits.lhobho@sbi.co.in
2.	Bid Document Availability including changes/amendments, if any to be issued	RFP may be downloaded from Bank's website https://www.sbi.co.in procurement news from 09.09.2021
3.	Last date for requesting clarification	Up to 3:00 P.M. on 11.09.2021 All communications regarding points / queries requiring clarification shall be given in writing or by e-mail.
4.	Pre - Bid Meeting at (venue)	From 03:00 P.M. on 13.09.2021 at ITSS Department, State Bank of India, Local Head Office Bhopal-462011
5.	Clarifications to queries raised at pre-Bid meeting will be provided by the Bank.	15-09-2021 by 18:00 hrs
6.	Last date and time for Bid submission	15:00 hrs on 22.09.2021
7.	Address for submission of Bids	Assistant General Manager State Bank of India, Information Technology Services Department Local Head office, Bhopal-462011

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8.	Date and Time of opening of Technical Bids	16:00 hrs on 22.09.2021 Authorized representatives of vendors may be present during opening of the Technical Bids. However, Technical Bids would be opened even in the absence of any or all of the vendor representatives.	
9.	Opening of Commercial Bids	10:00 hrs. on 28-09-2021 OR On a subsequent date but before the commencement of reverse auction.	
10.	Reverse Auction	15:00 hrs. on 28-09-2021 (date) OR On a subsequent date which will be communicated to such Bidders who qualify in the Technical Bid.	
11.	Tender Fee	Amount Rs. 5000/-. Non-refundable by means of a DD or Bankers' cheque payable at Bhopal in favour of State Bank of India.	
12	Earnest Money Deposit	NIL (Annexure -O)	Validity period: 180 days from the date of Bid Opening.
13	Performance Bank Guarantee	3 % of total contract value	39 Months (validity period from the date of purchase order)

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14	Price validity from the date of price discovery	6 months (180 days)
15	Contact details of agency appointed for conducting Reverse Auction	Will be shared with bidders, selected post technical evaluation.
16	Delivery schedule/ Timeline	6 weeks from date of PO.
17	Terms of payment	Quarterly in arrears after deduction of penalty as applicable.
18	Delivery locations	Refer Annexure-N
19	Liquidated damages	Liquidated damages will be a sum equivalent to 0.5% per week or part thereof of total Project Cost subject to maximum deduction of 5% of total Project Cost for delay of each week or part thereof.
20	Transition Penalty (Refer Part-1, point No 42 sub point no (vi).	10% of the total contract value.

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ANNEXURES

Annexure	Index
A	Bid form (Technical Bid)
B	Bidder's Eligibility criteria
C	Technical & functional specifications
D	Bidder details
E	Scope of work
F	Indicative Commercial Bid
G	Format for Bank Guarantee as Earnest Money Deposit
H	Format for submission of Performance Bank Guarantee
I	Penalties
J	Non-disclosure Agreement
K	Pre Bid Query Format
L	Service Level Agreement

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ANNEXURE–A

BID FORM (TECHNICAL BID)

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

Date: _____

To:
Assistant General Manager,
Information Technology Services Department,
State Bank of India,
Local Head Office,
Bhopal- 462011

Dear Sir,

Ref: RFP No. SBI/ITSS/2021-22/02 dated :09.09.2021

~~~~~

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

2. While submitting this Bid, we certify that:

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

3. If our offer is accepted, we undertake to complete the formalities for providing Services within the period specified in this document.
4. We agree to abide by all the Bid terms and conditions, contents of Service Level Agreement as available at Annexure-L of this document and the rates quoted therein for the orders awarded by the Bank up to the period prescribed in the Bid, which shall remain binding upon us.
5. Until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.
6. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".
7. We undertake that we will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the Bank, connected directly or indirectly with the bidding process, or to any person, organisation or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
8. We undertake that we will not resort to canvassing with any official of the Bank, connected directly or indirectly with the bidding process to derive any undue advantage. We also understand that any violation in this regard, will result in disqualification of bidder from further bidding process.
9. We certify that we have not made any changes in the contents of the RFP document read with its amendments/clarifications provided by the Bank submitted by us in our Bid document.
10. It is further certified that the contents of our Bid are factually correct. We also accept that in the event of any information / data / particulars proving to be incorrect, the Bank will have the right to disqualify us from the Bid.
11. We understand that you are not bound to accept the lowest or any Bid you may receive and you may reject all or any Bid without assigning any reason or giving any explanation whatsoever.
12. We hereby undertake that our name does not appear in any "Caution" list of RBI / IBA or any other regulatory body for outsourcing activity.





13. If our Bid is accepted, we undertake to enter into and execute at our cost, when called upon by the Bank to do so, a contract in the prescribed form and we shall be jointly and severally responsible for the due performance of the contract.

14. The name(s) of successful Bidder to whom the contract is finally awarded after the completion of bidding process shall be displayed on the website of the Bank and/or communicated to the successful Bidder(s).

15. The commercial bidding process will be through the reverse auction process to be conducted by the Bank or a company authorized by the Bank. We understand that our authorized representative who would participate in the reverse auction process would be possessing a valid digital certificate for the purpose.

16. We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in the RFP document.

Dated this ..... day of ..... 202

---

(Signature)

(Name)

(In the capacity of)

Duly authorised to sign Bid for and on behalf of

---

Seal of the company.

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**Annexure-B**

**Bidder's Eligibility Criteria**

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

**Commercial:**

| <b>S. No.</b> | <b>Eligibility Criteria</b>                                                                                                                               | <b>Documents to be submitted</b>                                                                                                                                                               |
|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.            | The Bidder must be an Indian firm / company/ organization registered under applicable Act in India.                                                       | Copy of the Partnership deed/Bye Law/ Certificate of Incorporation issued by Registrar of Companies along with Memorandum & Articles of Association and full address of the registered office. |
| 2.            | The bidder/ISP must be a Tier – I provider or Category-A (class-A) or Unified Access Service License (UASL) license holder from DoT, Government of India. |                                                                                                                                                                                                |
| 3.            | The ISP should produce the validity of TRAI license / DOT license with documentary proof to operate International gateways.                               |                                                                                                                                                                                                |
| 4.            | The ISP should have its own International Internet Gateway.                                                                                               |                                                                                                                                                                                                |
| 5.            | The bidder should be a member of National Internet Exchange of India (NIXI) and shall be peering (IPv4 and IPv6) with NIXI (at least two locations).      |                                                                                                                                                                                                |
| 6.            | The bidder must possess certification such as TL 9000 /TL9001, ISO 27001 or similar                                                                       | Copies of the certificate to be provided along with self-attestation by the authorized signatory with company seal.                                                                            |

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|     |                                                                                                                                                                                                                                                                                          |                                                                                                                                                                            |
|-----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7.  | The ISP should have successfully commissioned a minimum of one 40 Mbps Premium Internet Link during the last 3 years to at least one reputed Financial Institutions / Central Govt. Organization within India.                                                                           | Purchase orders and confirmation from existing customer(s).                                                                                                                |
| 8.  | The bidder / ISP should have demonstrable experience & expertise in setting-up and Operations & Management of Wi-Fi Hotspot in having at least minimum 50 Access points in one order and 500 Access Points in multiple orders during the last three years as on the bid submission date. | (i) Purchase order / work completion certificate to be submitted.<br><br>(ii) Satisfactory Performance Certificate from the client / site visit for the committee members. |
| 9.  | The bidder should have registered an average turnover of Rs.10 crores or above during the last three financial years.                                                                                                                                                                    | Copy of the audited Balance Sheets and / or Certificate of the Chartered Accountant for the preceding three years (i.e. 2018-19, 2019-20 and 2020-21)                      |
| 10  | The bidder should have PBDIT (Profit before depreciation interest and Tax) in any three of the last five financial years.<br><br>The above is not applicable to public sector undertaking organizations                                                                                  | Copy of the audited Balance Sheets and / or Certificate of the Chartered Accountant for the preceding three years (i.e. 2018-19, 2019-20 and 2020-21)                      |
| 11. | The ISP should have its own full-fledged office and Technical support center in Bhopal. ISP's NOC should be in India.                                                                                                                                                                    | Bidder to provide a declaration on its letter head to this effect.                                                                                                         |
| 12. | Client references and contact details (email/landline/mobile) of customers for whom the Bidder has executed similar projects (Start and End Date of the Project to be mentioned) in the past three years, and which will be running as on the date of submission of the bid.             | (At least three client references to be provided.)<br>1.<br>2.<br>3.                                                                                                       |
| 13. | The bidder should not have been black-listed/debarred for corrupt and fraudulent practices by Govt. organizations                                                                                                                                                                        | Self-declaration on the letter head.                                                                                                                                       |

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|     |                                                                                                                                                                                             |                                                                                          |
|-----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|
| 14  | Past/present litigations, disputes, if any (Adverse litigations could result in disqualification, at the sole discretion of the Bank)                                                       | Brief details of litigations, disputes, if any are to be given on Company's letter head. |
| 15. | The Bidder should agree to the terms and conditions of Service Level Agreement as per <b>Annexure-L</b> , should they become L1 in the reverse auction to execute a contract with the Bank. | Bidder should specifically confirm on their letter head in this regard.                  |
| 16. | The service provider should have 24*7 Helpdesk numbers                                                                                                                                      | Self-declaration on the letter head.                                                     |

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

**Signature**

**Seal of Company**

Annexure-C

**Technical & Functional Specifications**

| S.No.    | Technical Specification                                                                                                                                                                                                                                                                                                                     | Compliance (Y/N) |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| <b>A</b> | <b>General Requirement</b>                                                                                                                                                                                                                                                                                                                  |                  |
| A1       | The proposed Wi-Fi controllers can be of cloud/software or appliance based along with High Availability setup for redundancy. In case one Wi-Fi controller down, other in HA mode & NMS should automatically handle the configuration of wireless access points.                                                                            |                  |
| A2       | The requirements mentioned herein shall either be compiled using Wireless Controller or by offering a combination of Wireless Controller and Wireless NMS as a complete solution.                                                                                                                                                           |                  |
| A3       | Solution must support controller-less, intelligent edge architecture for wireless intrusion prevention (WIPS).It should operate 24X7 and should be able to perform system management and configuration tasks, signature, behavior and protocol analysis, as well as radio frequency (RF) spectrum analysis to detect and prevent intrusion. |                  |
| A4       | Supply should include Ceiling mountable units equal to the no. of Access points quoted.                                                                                                                                                                                                                                                     |                  |
| A5       | All Wi-Fi & WIPS services should be functional on the device if the link between AP/Sensor and its management controller or the controller itself goes down.                                                                                                                                                                                |                  |
| A6       | Supply should include requisite documents and manuals for Wi-Fi controller and Access Points.                                                                                                                                                                                                                                               |                  |
| A7       | The controller and Wi-Fi AP device should support dual stack for IPV4 and IPV6.                                                                                                                                                                                                                                                             |                  |
| A8       | The offered product part codes have to be General Availability Part codes and not custom built Part Code for SBI.                                                                                                                                                                                                                           |                  |
| A9       | Bidder must have Business Continuity Plan (Disaster Recovery (DR) arrangement & support infrastructure) Document (e.g. ISO 23001) on Business Continuity / An undertaking to submit Business Continuity Plan within two months of date of first purchase order.                                                                             |                  |
| <b>B</b> | <b>License Requirement</b>                                                                                                                                                                                                                                                                                                                  |                  |
| B1       | The Total solution should come with all required feature licenses from first day of installation. Number of licenses should be proposed to bank as per number of users.                                                                                                                                                                     |                  |
| <b>C</b> | <b>Concurrency And Availability</b>                                                                                                                                                                                                                                                                                                         |                  |
| C1       | The controller shall be licensed to manage & control minimum 25 AP's. The Wi-Fi controller should be centralized for all the locations and capable of supporting 100 Access Point devices without need of any additional Hardware and Software other than licenses.                                                                         |                  |
| C2       | The controller shall be capable of handling minimum 600 concurrent users.                                                                                                                                                                                                                                                                   |                  |

|          |                                                                                                                                                                                                                                                                      |  |
|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| C3       | In case of any one controller failing, all Access Points should automatically failover to get associated with the second controller i.e. in HA mode.                                                                                                                 |  |
| C4       | The controller shall be able to dynamically adjust the transmit powers levels on Access Points and perform auto channel selections depending on actual RF environment, thus ensuring optimum performance and interference avoidance without causing any packet loss. |  |
| C5       | The controller shall be able to perform client load balancing across adjacent Access Points.                                                                                                                                                                         |  |
| C6       | Should support AP Plug and Play (PnP) deployment with zero-configuration capability.                                                                                                                                                                                 |  |
| C7       | Dual Power UPS should be provisioned with 30 Minutes Backup.                                                                                                                                                                                                         |  |
| C8       | Wi-Fi AP devices and the system must support Fast Handoff between Aps, executed at the edge thus eliminating controller dependency.                                                                                                                                  |  |
| C9       | The Wireless access points should have an approx. surrounding range of 50 Meters but not limited to.                                                                                                                                                                 |  |
| <b>D</b> | <b>Management and Administration</b>                                                                                                                                                                                                                                 |  |
| D1       | It should be able to perform software/firmware upgrade on Access Points automatically.                                                                                                                                                                               |  |
| D2       | It should support fair-share and QoS.                                                                                                                                                                                                                                |  |
| D3       | It should support time based access.                                                                                                                                                                                                                                 |  |
| D4       | It shall support automatic channel selection for interference avoidance.                                                                                                                                                                                             |  |
| D5       | Controller should support auto discovery of AP's.                                                                                                                                                                                                                    |  |
| D6       | The system shall support both IPv4 and IPv6 addressing from day one.                                                                                                                                                                                                 |  |
| D7       | The controller shall be manageable using CLI, Telnet/SSH, HTTP based GUI and SNMPv2/v3.                                                                                                                                                                              |  |
| D8       | WLC should support AP License Migration from one WLC to another.                                                                                                                                                                                                     |  |
| D9       | The system must have the capability of auto-classifying Wi-Fi clients as authorized, guest, rogue in addition to manual classification.                                                                                                                              |  |
| D10      | Solution should allow blocking of user.                                                                                                                                                                                                                              |  |
| D11      | Wi-Fi controllers should support devising and pushing of policies across multiple Access point devices automatically without manual intervention.                                                                                                                    |  |
| D12      | The system must send notifications based on location and alarm type.                                                                                                                                                                                                 |  |
| D13      | The controller and Wi-Fi AP devices management should support web based (https) administration.                                                                                                                                                                      |  |

| E   | Security and Compliance                                                                                                                                                                     |  |
|-----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| E1  | The Wi-Fi device and the solution must support the following protocols: IEEE 802.1La/b/g, IEEE 802.1n and IEEE 802.11ac (WAVE 2), IEEE 802.11h, IEEE 802.11d, 802.11i.                      |  |
| E2  | The system shall have firewall features like Layer-2 & Layer-3 ACLs including MAC based, IP based and TCP filters from day one.                                                             |  |
| E3  | System must support Band Steering where 5GHz capable clients are weaned away from the traditionally congested 2.4 GHz band.                                                                 |  |
| E4  | System Should support Client Isolation so User cannot access each other's devices. The isolation feature should have option to apply on AP or SSID's.                                       |  |
| E5  | It shall have integrated features to detect and mitigate DoS attacks, snooping, etc. along with detection of rogue AP's.                                                                    |  |
| E6  | Should support SNMPv3, SSHv2 and SSL for secure management.                                                                                                                                 |  |
| E7  | It shall support internal user/password database as well as external LDAP/Active directory and RADIUS/AAA based authentication.                                                             |  |
| E8  | Credential based login should be available to start browsing on all kind of devices.                                                                                                        |  |
| E9  | Should support policy based forwarding to classify data traffic based on ACLs                                                                                                               |  |
| E10 | The system shall provide role based management access and administration                                                                                                                    |  |
| E11 | Should support encrypted mechanism to securely upload/download software image to and from Wireless controller.                                                                              |  |
| E12 | Should support Public Key Infrastructure (PKI) to control access.                                                                                                                           |  |
| E13 | Must be able to restrict the number of failed attempt logins per user (at most 5)/ Or number of devices per user (at most 3).                                                               |  |
| E14 | Should support web-based authentication to provide a browser-based environment to authenticate clients that do not support the IEEE 802.1X supplicant.                                      |  |
| E15 | The Wi-Fi AP devices and the solution should support the following authentication methods: 802.1X support, per-session encryption keys (WPA2) i.e. Wi-Fi Protected Access.                  |  |
| E16 | Should support MAC authentication to provide simple authentication based on a user's MAC address.                                                                                           |  |
| E17 | WLC should be able to exclude clients based on excessive/multiple authentication failure i.e. 5 times failure.                                                                              |  |
| E18 | Shall support AES-256 or TKIP encryption to secure the data integrity of wireless traffic.                                                                                                  |  |
| E19 | Must be able to set a maximum per-user bandwidth limit on a per-SSID basis.                                                                                                                 |  |
| E20 | The solution must facilitate Control and Provisioning of Wireless Access Point devices and ensure data encryption between access point devices and controllers across remote WAN/LAN links. |  |

|          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |
|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| E21      | The system must be able to detect wireless Denial of Service (DoS) attacks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |
| E22      | The system must detect misconfigured authorized APs and automatically prevent them.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |
| E23      | Should support Anti-Virus and Anti-Spam, Web filtering, Safe Search enforcement.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |
| E24      | The solution should block traffic based on IP address, port, URL, hostname etc.) and QoS (for example: bandwidth restriction for the SSID, QoS tagging of special traffic like Voice) at the edge (AP).                                                                                                                                                                                                                                                                                                                                                              |  |
| E25      | Encryption Support should include WEP, TKIP, DES, AES CCMP.3DES.AES- CBC, xSec, X.509.                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |
| <b>F</b> | <b>Performance</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |
| F1       | It shall support rate limiting including limiting broadcast and multicast traffic.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |
| F2       | Should support integration with Syslog/ RSA envision SIEM solution or equivalent feature i.e. alert for suspicious logs.                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |
| F3       | Operating Temperature: 0°C - 45°C or better.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |
| F4       | Humidity: 15% - 95% non-condensing.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |
| F5       | User Should be notified with detailed steps (to start browsing) to be followed as SMS or email on successful registration immediately.                                                                                                                                                                                                                                                                                                                                                                                                                               |  |
| <b>G</b> | <b>Online Web based Monitoring</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |
| G1       | The system shall present a customizable interface displaying information on the status of the WLAN network including the following:<br>a) List of all the SSIDs deployed on each of the radio of the AP.<br>b) Average client RSSI (Received Signal Strength Indicator).<br>c) Data sent/received.<br>d) Recent user and system activities along with detailed usage summaries.<br>e) Information on frequently used access points and currently active WLANs. All alarm/event messages related to wireless clients/end-points including association de-association. |  |
| G2       | The solution should have online web based monitoring for all location consolidated view.                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |
| G3       | Client Fingerprinting - The system should detect and identify all types of Wi-Fi enabled client devices.                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |
| G4       | The system must provide forensic data aggregated for major threat vectors like Rogue AP, Honeypot AP, Misconfigured AP, DoS, Unauthorized Association, Ad Hoc Networks, Miss Association.                                                                                                                                                                                                                                                                                                                                                                            |  |
| G5       | The system must provide real-time RF coverage maps for detection & prevention ranges.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |
| G6       | The system should locate wireless devices (APs and Clients) accurately on floor maps.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |
| G7       | The system must provide historical location tracking (eg. location of switched off Rogue AP).                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |



|          |                                                                                                                                                                                                                                                       |  |
|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| G8       | Set up and manage a portal for online registration. The registration page should be customizable as per requirement, like new fields can be added.                                                                                                    |  |
| G9       | The system must allow customization of existing reports and creation of new reports day wise/month wise by end-user.                                                                                                                                  |  |
| <b>H</b> | <b>Log Monitoring</b>                                                                                                                                                                                                                                 |  |
| H1       | The system should maintain controller user action logs which should include all activities performed by the user like login, any configuration changes made on the system, device deletion, device authorization, log out etc. for at least 6 months. |  |
| H2       | The system should enable wireless client association analytics logs which should record client MAC address, AP connected to, data transfer, data rate, session duration n, content - domain (http, https, IP address for at least 180 days)           |  |
| <b>I</b> | <b>Access Points</b>                                                                                                                                                                                                                                  |  |
| I1       | The AP shall be indoor type and can be mounted on wall / ceiling. Required mounting kit should be included with each AP.                                                                                                                              |  |
| I2       | The AP shall have at least one Gigabit Ethernet port and PoE support indoor unit.                                                                                                                                                                     |  |
| I3       | It should support latest IEEE standards, that is 802.11 b/g/n/ac                                                                                                                                                                                      |  |
| I4       | Radio should be configurable to operate at interference free band of frequencies.                                                                                                                                                                     |  |
| I5       | AP should have integrated / external antenna, minimum data rate support for 100Mbps, Also should support minimum 300 concurrent sessions.                                                                                                             |  |
| I6       | The radio transmit power should be as per Norms of Indian regulator and should be auto adjustable.                                                                                                                                                    |  |
| I7       | It should support Guest user authentication times based.                                                                                                                                                                                              |  |
| I8       | The Wi-Fi AP devices must have dedicated two radios for Wi-Fi access for both 2.4 GHz and 5 GHz and dedicated one "Wireless intrusion prevention (WIPS) both operating simultaneously in a single device, without any loss of functionality.          |  |
| I9       | Access Point shall support Console port that uses Standard Port (RJ-45) type connection.                                                                                                                                                              |  |
| I10      | Must have at least 3 dBi transmitter and receiver Antenna gain on each APs                                                                                                                                                                            |  |
| I11      | Must support Minimum 4x4:4 spatial streams for both 802.11ac and 802.11n client                                                                                                                                                                       |  |
| I12      | Access point must support a minimum of 4 Mbps per user download/upload speed.                                                                                                                                                                         |  |
| I13      | It must support AP enforced load-balance between 2.4Ghz and 5Ghz band.                                                                                                                                                                                |  |
| I14      | Access Points must support Hardware-based encrypted user data and management traffic between controller and Access point for better security.                                                                                                         |  |
| I15      | It must support QoS for voice over wireless.                                                                                                                                                                                                          |  |
| I16      | It must support for configuring more than one number of SSID for deployment flexibility.                                                                                                                                                              |  |

|          |                                                                                                                                                                                                                                             |  |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| I17      | It must support telnet and/or SSH login to APs directly for trouble-shooting flexibility.                                                                                                                                                   |  |
| I18      | It must support QoS and Video Call Admission Control capabilities.                                                                                                                                                                          |  |
| I19      | On Average number of 50 users per WAP.                                                                                                                                                                                                      |  |
| I20      | Apart from DC power, the Wi-Fi AP devices must work with all features supported on 802.3at PoE+. Supply should include DC power adapters'                                                                                                   |  |
| I21      | Modulation technique like Complementary Code Keying (CCK), Orthogonal frequency division multiplex (OFDM) should be mentioned should be supported.                                                                                          |  |
| <b>J</b> | <b>Passive Components</b>                                                                                                                                                                                                                   |  |
| J1       | The Passive (cabling) equipment and the installation of passive equipment should be as per ANSI/TIA 568 C.2 and C.3 standard related to UTP and Fiber cabling respectively.                                                                 |  |
| J2       | Fiber cable & jumper shall have OM4 fiber with bend insensitive fiber. Trunk cable and jumper should be able to withstand bending radius of 3 times the outer diameter.                                                                     |  |
| J3       | All specification and relevant documents should be available on public domain.                                                                                                                                                              |  |
| J4       | Cat 6 or Cat 6A STP with 23 AWG Cable. It should be LSZH (Low Smoke Zero Halogen) with UL (Underwriters Laboratories) Listed and ETL Verified accordance to Standard EIA/TIA 568.C.3 for Performance and 3rd party tested for Flame rating. |  |
| <b>K</b> | <b>POE Switches</b>                                                                                                                                                                                                                         |  |
| K1       | The switch shall have 8 RJ-45 auto-negotiating 10/100/1000 PoE+ ports.                                                                                                                                                                      |  |
| K2       | The switch shall have one 1000BASE-X SFP port in addition to above ports.                                                                                                                                                                   |  |
| K3       | The switch shall support IEEE 802.3af PoE and IEEE 802.3at PoE+.                                                                                                                                                                            |  |
| K4       | The switch shall have minimum 180 Watts for PoE Power.                                                                                                                                                                                      |  |
| K5       | Shall support 1000 Base- SX, LX, and LX Bi-directional SFP transceivers.                                                                                                                                                                    |  |
| K6       | Switching capacity of 18 Gbps.                                                                                                                                                                                                              |  |
| K7       | Switching throughput of up to 13.4 million pps.                                                                                                                                                                                             |  |
| K8       | 1 RJ-45 console port.                                                                                                                                                                                                                       |  |
| K9       | MAC Address table size of 8,000 entries.                                                                                                                                                                                                    |  |
| K10      | Shall support IEEE 802.3ad Link Aggregation Control Protocol (LACP).                                                                                                                                                                        |  |
| K11      | Shall support IEEE 802.1D Spanning Tree Protocol.                                                                                                                                                                                           |  |
| K12      | Shall support IEEE 802.1w Rapid Spanning Tree Protocol for faster convergence.                                                                                                                                                              |  |
| K13      | Shall support IEEE 802.1s Multiple Spanning Tree Protocol.                                                                                                                                                                                  |  |
| K14      | Shall support IGMP snooping for multicast filtering instead of flooding traffic to all ports, improving network performance.                                                                                                                |  |

|     |                                                                                                                                |  |
|-----|--------------------------------------------------------------------------------------------------------------------------------|--|
| K15 | Shall support MLD snooping to forward IPv6 multicast traffic to the appropriate interface, preventing traffic flooding.        |  |
| K16 | Shall support IEEE 802.1AB Link Layer Discovery Protocol (LLDP).                                                               |  |
| K17 | Shall support LLDP-MED (Media Endpoint Discovery) to automatically configure network devices such as IP phones.                |  |
| K18 | Shall support IEEE 802.1Q (4,094 VLAN IDs) and 256 VLANs simultaneously.                                                       |  |
| K19 | Shall support gratuitous ARP to allow detection of duplicate IP addresses.                                                     |  |
| K20 | Shall support Jumbo frames up to 9 kilobyte frame size.                                                                        |  |
| K21 | Shall support Static IPv4 and IPv6 routing.                                                                                    |  |
| K22 | Shall support DHCP relay to simplify management of DHCP addresses in networks with multiple subnets.                           |  |
| K23 | Shall support port security and port isolation.                                                                                |  |
| K24 | Shall support packet storm protection to protect against broadcast, multicast, or unicast storms with user-defined thresholds. |  |
| K25 | Shall support MAC and IP-based ACLs enable network traffic filtering and enhance network control.                              |  |
| K26 | Shall support ACL and QoS for IPv6 network traffic.                                                                            |  |
| K27 | Shall support time-based ACLs to allow for greater flexibility with managing network access.                                   |  |
| K28 | Shall support IEEE 802.1X and RADIUS network logins to control port-based access for authentication and accountability.        |  |
| K29 | Shall support web authentication or portal authentication.                                                                     |  |
| K30 | Shall support traffic prioritization based on DSCP or IEEE 802.1p classification and SP/WRR queue scheduling.                  |  |
| K31 | Shall support ARP detection feature to block ARP packets from unauthorized clients.                                            |  |
| K32 | Shall support DHCP snooping to block unauthorized DHCP Servers.                                                                |  |
| K33 | Shall support STP BPDU protection preventing forged BPDU attacks.                                                              |  |
| K34 | Shall support STP Root Guard to protect the root bridge from malicious attacks or configuration mistakes.                      |  |
| K35 | SNMPv1, v2c, and v3 and RMON support.                                                                                          |  |
| K36 | IPv6 host support to be managed using IPv6.                                                                                    |  |
| K37 | Shall support Port mirroring.                                                                                                  |  |
| K38 | Shall support intuitive Web GUI (http/https) for easy management.                                                              |  |
| K39 | Shall support command-line interface to deploy and troubleshoot.                                                               |  |
| K40 | Shall support management security through multiple privilege levels.                                                           |  |
| K41 | Shall support single IP address management for up to 16 switches                                                               |  |
| K42 | Shall support Network Time Protocol (NTP)                                                                                      |  |

**Note:**

- a) Non-compliance to one or more specifications mentioned above shall render the bidder/OEM non-compliant and will not be eligible for further participation in the RFP process.**
  
- b) All the features/capabilities mentioned above shall be implemented by the bidder and the same shall be functional/effective from day one of the commissioning. However, if some features/capabilities cannot be implemented from day one, written approval must be obtained from the Bank citing proper reasons. In case, during the contract period the bidder is asked to implement the same by the Bank, the bidder must comply at no extra cost to the Bank.**
  
- c) The bidder while responding to the technical compliance have to clearly mention the prerequisites (if any), that according to them are out their scope and that the same shall be made available by the Bank, for the implementation of the technical features in the above table under the “Prerequisites” in separate sheet.**

**Signature and Seal of Company**

RFP for selection of ISP for Wi-Fi Internet services at SBI, Local Head Officer, Bhopal



**Annexure-D**

**Bidder Details**

Details of the Bidder

| <b>S. No.</b> | <b>Particulars</b>                                                                                                                                                                      | <b>Details</b> |
|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| <b>1</b>      | Name                                                                                                                                                                                    |                |
| <b>2</b>      | Date of Incorporation and / or commencement of business                                                                                                                                 |                |
| <b>3</b>      | Certificate of incorporation                                                                                                                                                            |                |
| <b>4</b>      | Brief description of the Bidder including details of its main line of business                                                                                                          |                |
| <b>5</b>      | Company website URL                                                                                                                                                                     |                |
| <b>6</b>      | Particulars of the Authorized Signatory of the Bidder<br>a. Name<br>b. Designation<br>c. Address<br>d. Phone Number (Landline)<br>e. Mobile Number<br>f. Fax Number<br>g. Email Address |                |

Signature and Seal of Company

RFP for selection of ISP for Wi-Fi Internet services at SBI, Local Head Officer, Bhopal



**Annexure-E**

### **Scope of Work**

1) The Bidder is responsible for providing end- to -end solution (including hardware, software and internet links) for setting-up Wi-Fi internet at SBI Local Head Office, Bhopal.

2) Bidders have to submit Wi-Fi feasibility report for SBI LHO Bhopal. The above report should be attached along with technical compliance sheet, at the time of submitting technical bid. Bidders who confirm feasibility at location will only be eligible for further processing of their bid and participation in reverse auction for the location.

3) The bidder should provide and maintain high speed uninterrupted wireless Internet at SBI LHO Bhopal building, for a period of 3 years. The proposed solution should be scalable to meet future requirement as and when required by the Bank.

4) The equipment (s) to be installed for the proposed solution should not be declared End-of-Support for next 4 years (minimum) and will not be end of production for next one year from the date of bid submission.

5) The Bidder should provide State of the art, Reliable, Scalable, Wi-Fi internet setup with single SSID. The end-point / users shall be granted internet access based on OTP / MAC / password basis.

6) The bidder has to carry out site survey and shall accordingly design, supply, install, commission, integrate and do the maintenance of Wi-Fi setup as per Bank's requirement. The specifications given are minimum. Bidders can quote equivalent or higher technical specifications to meet the Bank's requirements. However no weightage would be given for higher configurations.

7) The proposed solution should allow the Bank to have the user management and monitoring rights for the Wi-Fi setup proposed under this RFP.

8) **The access to the User Management/Monitoring Module** for the Bank or its authorized Network Integrator should be given as a part of the solution and should support features such as Dash board, SLA Monitoring, MIS Reports, User authentication through OTP (One Time Password) on mobile no. and email etc.

9) The bidder will be responsible for end to end process and operations of Wi-Fi services including SMS for OTP and other associated services

10) **Wi-Fi usage log:** The Bidder shall be responsible for keeping log of Wi-Fi usages/services to be utilized by the end users such as IP address details, URLs visited, time stamp/time details, end-point / User Authentication, Mobile number MAC & IP addresses, access time, duration, data consumed, etc. to meet the compliance with all Regulatory and Legal guidelines issued by Department of Telecommunications (DOT) / TRAI from time to time. The Bank may at any time ask the bidder to provide logs from the storage and maximum log retrieval time allowed will be not more than 4 hours.

11) The proposed solution should be capable of generating various MIS reports on a dashboard in graphical/ pictorial representation such as:

- i. No. of Users with details: IP details, MAC ID, Access Point, and Channel Wise etc.
- ii. Internet Usage: User wise/ Access Point/ Location wise etc.
- iii. Total Bandwidth Available on each AP/Hotspot and its Usage
- iv. All Reports related to SLA & project Monitoring.
- v. Change management reports: Configuration, firmware, patches, upgrades etc.
- vi. Data usage
- vii. Any other reports that may be required from time to time

12) **Internet Bandwidth requirement:** The solution must be designed by the bidder in such a way that the minimum committed bandwidth per user shall not be less than 4Mbps.

13) The proposed wireless internet solution should conform to applicable WPC (Wireless Planning Coordination) regulations for use of license-free spectrums in terms of EIRP. A declaration to this effect must be submitted which must be supplemented by periodic compliance reports during the project period.

14) The number of Site/locations mentioned in this RFP may increase during the duration of the project, therefore for the future orders, the bidder may supply Access Points of any make and model from the reputed OEM complying to the technical specification of the RFP at the discovered prices only. The Bidder shall adhere to all the technical as well as commercial terms irrespective of the location of the Site.

15) The Bidder shall carry out an initial assessment of the site location.

**16) Help Desk Support:**

a) The bidder shall provide centralized Helpdesk for assistance or registration of user complaints through various medium like Voice Call/SMS/Email of ticket generation system.

b) After rectifying the said compliant, bidder is required to update the resolution/call-closure on the centralized helpdesk and the confirmation for the rectification shall be done on visibility in the deployed NMS.

c) The bidder will shall provide and publish a troubleshooting guide and necessary training for the users.

**17) The Wi-Fi Solution:**

a) Bidder has to provide functionalities of all the components like WLAN Controller, Authentication, Authorization and Accounting (AAA), RADIUS, SMS Gateway, Captive Portal, customization and branding of services.

b) The proposed solution should be able to manage the access points installed during the contract period and its concurrent users, with the subsequent expansion plan and coverage of the Wi-Fi Hotspot, the system should be able to cater to the increased no. of AP's and users accordingly.

c) The successful bidder will have to ensure seamless integration of its AAA platform with the supplied Access points. The user Authentication should be done through SMS based OTP sent to the user's mobile number and email. SMS push to the telecom service provider should happen in less than 5 seconds.



d) The solution should have an integrated security capabilities such as content filtering, blocking of malicious attacks, etc. to provide security to the overall network infrastructure.

e) Solution should allow policy level blocking i.e. initial policies to begin with should be to block pornography, torrents, pirated, poker/casino related website and contents.

f) The WIFI solution should have valid range of IP's for mobile applications testing at any annex mentioned in the RFP. Bidder will provide above IP's that should be allowed on Firewall for all internet based applications testing as and when requested by bank.

18) Successful bidder should provide single number access to, for assistance and support – 24X7 NOC and on-site support wherever required and also proactive field support for repair & maintenance for Wi-Fi Infra Network.

19) The bidder should remain responsible for all hardware/software and links.

20) The bidder should conduct Site Survey to finalize the Network Diagram and the Bill of Materials (BoM), subject to approval of the Bank for any other location not mentioned in RFP. The bidder will prepare the drawings, cable route plans and laying of cables, rack, node and AP locations/placement, etc. in consultation with Bank. The bidder should submit simulation report / Wi-Fi survey report including heat maps as per the survey conducted at site, at least 7 days before bid submission. Required changes/modification in architecture/quantity should be made to meet Bank's requirement.

21) The quoted products should be of latest versions.

22) The bidders should quote the products strictly as per the tendered specifications giving models, make and exact specifications. All the technical literature for the products offered by the bidder should be enclosed in the bid. Incomplete quotations are liable to be rejected.

23) The bidders will have to arrange for all the testing equipment and tools required for installation, testing, maintenance etc. at his own cost.

24) The solution should have capability to restrict network access based on devices. Bank may provide different rights/restrictions for the personal devices and for the official devices. If the solution can be achieved using different SSIDs, the solution should have the capability to restrict certain devices to access specific SSID(s).

25) User should be created instantly (with separate User ID and password). Facility for integration with Bank's guest registration process should be there so that users are created automatically once registered. Facility for defining validity period for each user should be there. The users should be deactivated automatically after the validity period. No user will be deleted from the database (may require for any audit purpose).

26) The system will be strong/robust enough to prevent any unauthorized access. The bidder has to ensure that the Wi-Fi signals are not propagated outside the Bank's campus. If required, the bidder should install signal jammer across the perimeter wall.

27) MIS facility will be available. Regular reports to be provided by the Service Provider to Bank as per Bank's requirement. Bank will also be provided with credentials to fetch various reports as per requirement.

28) Redundancy in hardware level as well as in link level will be implemented. To ensure the availability of Internet link, the bidder should provide two Internet links with dual last mile from different ISPs in ring architecture. Switching over from one link to other (in case the active link is down) should be seamless without any downtime.

29) The bidder will submit project plan including PERT chart after consultation with SBI within three days from the date of Purchase Order. Daily progress to be advised to Bank till the entire project is implemented/commissioned.

30) Installation and integration of all equipment, including hardware and software. The bidder will ensure smooth integration of the offered equipment/solution with any existing equipment/network.

31) Acceptance testing of the entire setup including the Active and Passive equipment to be done before issuance of Acceptance Letter by Bank.

32) The bidder shall organize training about the Wi-Fi setup after completion of installation and commissioning, without any additional cost for a batch of around 10 people for 2 days at SBI LHO Bhopal. The bidder will bear the cost of training materials including training manuals.

33) Onsite Warranty Service needs to be provided and warranty period should start from date of Acceptance Letter.

34) The bidder shall deliver and implement the technologies in conjunction with best practices guidelines & industry standards.

35) The Bidder has to ensure that during the execution of the project they do not damage or disrupt any existing service under and above the ground and their activities will not cause any disturbance to any other ongoing activity at the campus.

36) The Bidder has to comply with the security policy of SBI.

37) The bidder should ensure that the adopted methodology of conducting, cabling and installation work will cause no/minimum damage to the existing finish and no loss to the aesthetic beauty of the floors, walls, ceilings, gardens, open spaces etc. Any damage to the existing flooring / walls etc. shall be made good by the bidder at his own cost.

38) The bidder should ensure the availability of services from professionally qualified team during implementation of the project and to provide the required on-site warranty & maintenance for a period of 3 years.

39) The Bidder will remain responsible for any hardware and software up gradation, without any extra cost, for the entire contract period.

40) On completion of the installation work the bidder shall submit the detailed diagram/drawings, documentation of the project and the SOP as per Bank's approved format to the Bank. Completion Certificate will be issued by the Bank after receiving the above documents only, which should be submitted along with the bills.

**41) All the support Engineers will be responsible for:**

1. The OS updates, patches, and licenses for the Wi-Fi network solution, which will be carried in coordination with the respective OEM.

2. Will act as single point of contact (SPOC) and manage the entire Wi-Fi services as agreed with the Bank.

**3. User Management:**

User creation/deletion/modification for Internet access, responding to queries of end user, user access policy management etc.

**4. Fault Management:**

Detecting, isolating and correcting problems, reporting problem of end users and managers, tracking trends related to problems.

**5. Incident Management:**

The Helpdesk team will provide for an incident management process to seamlessly facilitate a fault/call from, initial identification, notification, logging, and diagnosing and closure acceptance, to achieve final resolution.

**6. Problem Management:**

1) Document the appliance/services fault to include date time, description of symptoms and track and report on problem status as required and provide root cause analysis as required by Bank.

2) Monitor and report on the progress of the problem resolution and confirm resolution of the problem.

3) Close the call upon resolution of the problem.

4) Submission of monthly report.

**7. Escalation Management:** Escalation from One resolution process to the next higher level resolution process as per escalation matrix/chart (to be submitted by bidder).

**8. Call Management:** The calls will be handled at helpdesk based on severity.

**9. Log Management:** Retention of all logs (including user access logs, security logs, audit trail etc.) for entire period of contract. The logs should be handed over to Bank after the contract period.

**10. Appliance Database Management:**

Appliance Database should be maintained by the Help Desk. Managed appliances information would include but not limited to:

1. Appliances details such as Make, Model, Serial number, Installation, location etc.
2. Software version
3. Firmware Version
4. Memory
5. License Details

**11. Management Information System (MIS):**

- a) User-defined reports.
- b) Top URLs visited.
- c) Top bandwidth users.
- d) Policy violations.
- e) URL Categories.
- f) Appliance performance.
- g) Appliances usage.
- h) High level Diagram, Low Level Diagrams, Solution Documents, other report as required by Bank from time to time, to be prepared and maintained.
- i) All type of Audit compliance, responses & resolution of audit queries

12. The support team should provide periodic standard reports as requested by the Bank as well as regular health check reports of all appliances.

13. Compliance with Bank's IS Security policy:

- 1) Will responsible for data and application privacy and confidentiality.
- 2) Responsibilities on system and software access control and administration
- 3) Custodial responsibilities for data, software, hardware and other assets of the Bank being managed by or assigned to the Vendor
- 4) Physical Security of the facilities
- 5) Physical and logical separation from other customers of the Vendor
- 6) Incident response and reporting procedures
- 7) Password Policy of the Bank.
- 8) Data Encryption/Protection requirement of the Bank. (Should support 256 bit & upcoming algorithms in future)

41. All necessary entitlements/ papers of license for both hardware and software should be provided to the Bank by the bidder.

42. Bidder has to submit initial escalation matrix during the installation of the solution. Thereafter, the bidder to share with the Bank the updated/revised escalation matrix as and when there is any change in the said document.

43. Bidder should not outsource the contract to sub-contractor. An undertaking to this effect should be submitted by the bidder. However, in case of necessity for outsourcing the contract to sub-contractors, prior written approval by the Bank has to be obtained.

44. Bidder should provide support with its own resources which are on their permanent payroll.

45. Bidder should inform Bank about all release/version change of patches/ upgrades updates for hardware/software/OS/middleware etc. as and when released by the OEM. It shall be the responsibility of the bidder for the implementation of updates/upgrades/patches after obtaining prior approval from the Bank.

46. Bidder should also fix any security findings/vulnerabilities identified by various security agencies hired/consulted by the Bank without any cost during the contract period. However, if the security observations cannot be closed and replacement is the only option to close the observations, then the bidder has to replace the device(s) with device meeting all the specifications of the RFP at no extra cost to the Bank.

**47. Preventive maintenance:** the bidder shall conduct Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the equipment, and necessary repair of the equipment) once within first 15 days of the installation and thereafter once every quarter.

48. The bidder shall provide replacement equipment if any equipment is out of the premises for repairs.

49. The Wireless Network Devices should be configured by the bidder, as per the secure settings, provided in the Secure Configuration Document (SCD) by Bank's ISD department.

50. The bidder should assure and certify that Bank's encrypted data transmitted within their network is not decrypted or modified.

51. If the L1 bidder is unable to execute the contract, Bank may offer the L2 bidder, if the L2 bidder agrees to match the prices of L1 bidder.

52. **The bidder will arrange for team of experts from ISP to carry out troubleshooting if required at the time of installation and integration with the Bank's infrastructure in coordination with the Networking and Communication Department of State Bank of India, GITC Belapur & Network Integrator of the Bank.**

53. The bidder must have a good qualified technical staff to understand the technical problems and provide proper resolution. Bidder has to appoint a Project Manager for this RFP for the entire duration of the contract. The bidder should provide CV of Project Manager that demonstrates proven experience in executing projects similar in scope and complexity. Bank reserves the right to ask for a change in the Project Manager, depending upon qualification/experience/performance etc.

RFP for selection of ISP for Wi-Fi Internet services at SBI, Local Head Officer, Bhopal



**Annexure-F**

**Indicative Commercial Bid**

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

**Name of the Bidder:**

**Site Location:**

| Sr. No. | Type of services / Items                                                                                                                        | Cost per instance/per day/ per unit/per site etc. (as applicable) | No of units | Total amount in Rs. | Proportion to Total Cost (in percentage) # |
|---------|-------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|-------------|---------------------|--------------------------------------------|
| 1       | Software                                                                                                                                        |                                                                   |             |                     |                                            |
| 2       | Hardware                                                                                                                                        |                                                                   |             |                     |                                            |
| 3       | Installation and Commissioning                                                                                                                  |                                                                   |             |                     |                                            |
| 4       | Comprehensive warranty for software and hardware mentioned in terms above for 3 years from go live date, including annual renewal cost, if any. |                                                                   |             |                     |                                            |
| 5       | Internet Bandwidth charge                                                                                                                       |                                                                   |             |                     |                                            |
|         | Total Cost *                                                                                                                                    |                                                                   |             |                     |                                            |



RFP for selection of ISP for Wi-Fi Internet services at SBI, Local Head Officer, Bhopal



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

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

### Breakup of Taxes and Duties

| Sr. No. | Name of activity/Services                                                                                                         | Tax 1                      | Tax 2 | Tax |
|---------|-----------------------------------------------------------------------------------------------------------------------------------|----------------------------|-------|-----|
|         |                                                                                                                                   | <b>Mention Name of Tax</b> |       |     |
| 1       | Software                                                                                                                          |                            |       |     |
| 2       | Hardware                                                                                                                          |                            |       |     |
| 3       | Installation and Commissioning                                                                                                    |                            |       |     |
| 4       | Warranty for software and hardware mentioned in terms above for 3 years from go live date, including annual renewal cost, if any. |                            |       |     |
| 5       | Internet Bandwidth charge                                                                                                         |                            |       |     |
|         | <b>Grand Total</b>                                                                                                                |                            |       |     |

Signature

Seal of Company

RFP for selection of ISP for Wi-Fi Internet services at SBI, Local Head Officer, Bhopal



Illustration

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

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

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

RFP for selection of ISP for Wi-Fi Internet services at SBI, Local Head Officer, Bhopal



**ANNEXURE-G**

**FORMAT FOR EMD BANK GUARANTEE**

To:

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**EMD BANK GUARANTEE FOR NAME OF SERVICES TO STATE BANK OF INDIA TO MEET SUCH REQUIREMENT AND PROVIDE SUCH SERVICES AS ARE SET OUT IN THE RFP NO. SBI/ITSS/2021-22/02 dated : 09.09.2021**

WHEREAS State Bank of India (SBI), having its Corporate Office at Nariman Point, Mumbai, and Regional offices at other State capital cities in India has invited Request for Proposal to provide ..... (Name of Services) as are set out in the Request for Proposal SBI/ITSS/2021-22/02 dated : 09.09.2021

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

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

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

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

6. We hereby further agree that – a) Any forbearance or commission on the part of the SBI in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said Bid and/or hereunder or granting of any time or showing of any indulgence by the SBI to the Bidder or any other matter in connection therewith shall not discharge us in any way our obligation under this guarantee.

RFP for selection of ISP for Wi-Fi Internet services at SBI, Local Head Officer, Bhopal



This guarantee shall be discharged only by the performance of the Bidder of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ Only)

b) Our liability under these presents shall not exceed the sum of Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ Only)

c) Our liability under this agreement shall not be affected by any infirmity or irregularity on the part of our said constituents in tendering for the said work or their obligations there under or by dissolution or change in the constitution of our said constituents.

d) This guarantee shall remain in force up to 180 days provided that if so desired by the SBI, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.

e) Our liability under this presents will terminate unless these presents are renewed as provided herein up to 180 days or on the day when our said constituents comply with their obligations, as to which a certificate in writing by the SBI alone is the conclusive proof, whichever date is later.

f) Unless a claim or suit or action is filed against us within six months from that date or any extended period, all the rights of the SBI against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.

Notwithstanding anything contained hereinabove:

(a) Our liability under this Bank Guarantee shall not exceed Rs. ....../- (Rupees .....only)

(b) This Bank Guarantee shall be valid 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 upon us a written claim or demand on or before .....

Yours faithfully,

For and on behalf of

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

RFP for selection of ISP for Wi-Fi Internet services at SBI, Local Head Officer, Bhopal



ANNEXURE-H

**PERFORMANCE BANK GUARANTEE FORMAT**

**(TO BE STAMPED AS AN AGREEMENT)**

THIS PERFORMANCE BANK GUARANTEE AGREEMENT executed at .....this.....day of ..... 2021 by ..... (Name of the Bank)..... having its Registered Office at .....and its Branch at .....(hereinafter referred to as "the Guarantor", which expression shall, unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and permitted assigns) IN FAVOUR OF State Bank of India, a Statutory Corporation constituted under the State Bank of India Act, 1955 having its Corporate Centre at State Bank Bhavan, Airman Point, Mumbai and one of its offices at----- (procuring office address), hereinafter referred to as "SBI" which expression shall, unless repugnant to the subject, context or meaning thereof, be deemed to mean and include its successors and assigns).

WHEREAS M/s \_\_\_\_\_, incorporated under \_\_\_\_\_ Act having its registered office at \_\_\_\_\_ and principal place of business at \_\_\_\_\_ (hereinafter referred to as "Service Provider/ Vendor" which expression shall unless repugnant to the context or meaning thereof shall include its successor, executor & assigns) has agreed to develop, implement and support ..... (Name of Services) (Hereinafter referred to as "Services") to SBI in accordance with the Request for Proposal (RFP) No SBI/ITSS/2021-22/02 dated : 09.09.2021

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

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

WHEREAS, the Bank Guarantee is required to be valid for a total period of \_\_\_\_\_ months and in the event of failure, on the part of Service Provider, to fulfill any of its commitments / obligations under the RFP/Agreement, SBI shall be entitled to invoke the Guarantee.

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

**NOW THIS GUARANTEE WITNESSETH THAT**

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

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

(i) Any neglect or forbearance on the part of SBI to Service Provider or any indulgence of any kind shown by SBI to Service Provider or any change in the terms and conditions of the Agreement or the Services shall not, in any way, release or discharge the Bank from its liabilities under this Guarantee.

(ii) This Guarantee herein contained shall be distinct and independent and shall be enforceable against the Guarantor, notwithstanding any Guarantee or Security now or hereinafter held by SBI at its discretion.

(iii) This Guarantee shall not be affected by any infirmity or absence or irregularity in the execution of this Guarantee by and / or on behalf of the Guarantor or by merger or amalgamation or any change in the Constitution or name of the Guarantor.

(iv) The guarantee shall not be affected by any change in the constitution of SBI or Service Provider or winding up / liquidation of Service Provider, whether voluntary or otherwise

(v) This guarantee shall be a continuing guarantee during its validity period and the SBI can make its claim in one or more events within the total liability of the Guarantor mentioned herein.

(vi) This Guarantee shall remain in full force and effect for a period of \_\_\_ years from the date of the issuance i.e. up to \_\_\_\_\_. Unless a claim under this Guarantee is made against us within three (3) months from that date i.e. on or before \_\_\_\_\_, all your rights under this Guarantee shall be forfeited and we shall be relieved and discharged from all liabilities there under.

(vii) This guarantee shall be governed by Indian Laws and the Courts in Bhopal, India alone shall have the jurisdiction to try & entertain any dispute arising out of this guarantee.



RFP for selection of ISP for Wi-Fi Internet services at SBI, Local Head Officer, Bhopal



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 SBI serve upon us a written claim or demand on or before ..... (date which is 3 months after date mentioned at (b) above).

Yours faithfully,

For and on behalf of Bank.

---

Authorized official

**ANNEXURE-I**

**Penalties**

| <b>Sl. No.</b> | <b>Parameter</b>                                  | <b>Metric</b>                                                                                                                                                | <b>Penalty</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|----------------|---------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.             | Adherence to the planned Implementation schedule. | The complete Centrally Wi-Fi solution should be delivered, installed and made operational at the identified Locations within 45 days of acceptance of order. | <p>A penalty of Rs. 1,000/= per week from the 46<sup>th</sup> day of placement of order with full site details, till the date of operationalization will be levied for the reasons attributable to the vendor. The penalty amount for delayed installations will be due on 1<sup>st</sup> day of the week from 46<sup>th</sup> day onwards. e.g.,</p> <p>1. Installations between 46-52 day, penalty Rs. 1,000/-</p> <p>2. installations between 52-58 day, penalty Rs. 2,000/- and so on</p> <p>Note:<br/>This amount of penalty so calculated shall be deducted at the time of making final payment after successful installation and commissioning of hardware.</p> |
| 2.             | <b>Equipment Up-time.</b>                         | At least 99.5% uptime expected                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

RFP for selection of ISP for Wi-Fi Internet services at SBI, Local Head Officer, Bhopal



|           |                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|           | <p>Scheduled down-time (Only, if approved by Bank) will not be reckoned for down time calculation.</p>                                                                                                                                                      | <p>i. Complete Wi-Fi System is non-functional for more than 30 minutes up to 4 Hours per site.<br/> ii. Complete Wi-Fi System remains non-functional beyond 4 hrs. and up to 24 hours, per site.<br/> iii. Complete Wi-Fi System remains non-functional beyond 24Hrs.up to 48Hrs, per site.<br/> iv. Complete Wi-Fi System beyond 72Hrs, per site.</p> | <p>i. 20% of monthly rentals for that site for each instance of failure beyond 30 minutes for 4 Hrs.<br/> ii. 30% of monthly rentals for that site for each instance of failure for 4 Hrs. and up to 24 hours,<br/> iii. 50% of monthly rentals for that site for each instance of failure for 24 Hrs. and up to 48 hours,<br/> iv. 100% of monthly rentals for that site for each instance of failure beyond 72 hours,</p> |
| <p>3.</p> | <p><b>Failure of any equipment/Access Point should be replaced/repared within 24 hours.</b></p> <p>Excluding travel hour not exceeding (8 hours). In any case the equipment should be made workable and available not later than the Next Business Day.</p> |                                                                                                                                                                                                                                                                                                                                                        | <p>Beyond 24 hours, penalty will be as under:</p> <p>i. 10% of monthly rentals for that site for each instance of failure for 24 Hrs. and up to 48 hours,<br/> ii. 50% of monthly rentals for that site for each instance of failure for 48 Hrs. and up to 72 hours,<br/> iii. 100% of monthly rentals for that site for each instance of failure beyond 72 hours,</p>                                                      |

|    |                                                                                                                                                                                                           |                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4. | <b>Non- availability of feeds in the dash-board</b>                                                                                                                                                       | If the feeds are not available beyond 30 Minutes | <p>i. no payment shall be made for that day if feeds are not available between 30 minutes to 24 hours and this amount shall be deducted on pro rata basis from the final payment of that month,</p> <p>ii. 10% of monthly rentals for that site for each instance of failure for 24 Hrs. and up to 48 hours,</p> <p>iii. 50% of monthly rentals for that site for each instance of failure for 48 Hrs. and up to 72 hours,</p> <p>iv. 100% of monthly rentals for that site for each instance of failure beyond 72 hours,</p> |
| 5. | <b>Loss occurring out of equipment installed by vendor or due to negligence on part of ISP bidder or any of its associates or, due to non-functioning of the system OR due to deficiency in services.</b> |                                                  | Actual loss to the Bank                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 6. | Fixing the security vulnerabilities, taking prompt action on the advisories sent by the Bank's Security Consultant or by the Bank officials within seven working days.                                    |                                                  | Rs. 1,000/- per day after due date per device.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

|    |                                                                                                                                                                                                                                                                                |  |                                      |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--------------------------------------|
| 7. | The maximum response time for a maintenance complaint from the site of installation (i.e. time required for Vendor's maintenance engineers to report to the installations after a request call / fax /e-mail is made or letter is written) shall not exceed next business day. |  |                                      |
| 8  | Meantime between failures of similar nature (including any malfunctioning, breakdown or fault) in the equipment or any part thereof, as calculated during any and every quarter (period of three consecutive months) should not be less than 30 days.                          |  | Rs. 1,000/- per incident per device. |

**Note:**

The Bank also reserves the right to cancel the Purchase Order and forfeit the EMD. In the event of such cancellation, the vendor is not entitled to any compensation. Please note the delivery schedule shall be followed strictly as stipulated. Any delay shall be viewed seriously and penalties levied at @ 0.1% per day.

**ANNEXURE-J**

**NON-DISCLOSURE AGREEMENT**

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

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

And

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

And Whereas

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

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

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

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

(a) “Confidential Information” means non-public information that Disclosing Party designates as being confidential or which, under the circumstances surrounding disclosure ought to be treated as confidential. “Confidential Information” includes, without limitation, information relating to installed or purchased Disclosing Party software or hardware products, the information relating to general architecture of Disclosing Party’s network, information relating to nature and content of data stored within network or in any other storage media, Disclosing Party’s business policies, practices, methodology, policy design delivery, and information received from others that Disclosing Party is obligated to treat as confidential. Confidential Information disclosed to Receiving Party by any Disclosing Party Subsidiary and/ or agents is covered by this agreement.

(b) Confidential Information shall not include any information that: (i) is or subsequently becomes publicly available without Receiving Party’s breach of any obligation owed to Disclosing party; (ii) becomes known to Receiving Party prior to Disclosing Party’s disclosure of such information to Receiving Party; (iii) became known to Receiving Party from a source other than Disclosing Party other than by the breach of an obligation of confidentiality owed to Disclosing Party; or (iv) is independently developed by Receiving Party.

(c) “Confidential Materials” shall mean all tangible materials containing Confidential Information, including without limitation written or printed documents and computer disks or tapes, whether machine or user readable.

## 2. Restrictions

(a) Each party shall treat as confidential the Contract and any and all information (“confidential information”) obtained from the other pursuant to the Contract and shall not divulge such information to any person (except to such party’s own employees and other persons and then only to those employees and persons who need to know the same) without the other party’s written consent provided that this clause shall not extend to information which was rightfully in the possession of such party prior to the commencement of the negotiations leading to the Contract, which is already public knowledge or becomes so at a future date (otherwise than as a result of a breach of this clause). Receiving Party will have executed or shall execute appropriate written agreements with its employees and consultants specifically assigned and/or otherwise, sufficient to enable it to comply with all the provisions of this Agreement. If the Service Provider shall appoint any Sub-Contractor then the Service Provider may disclose confidential information to such Sub-Contractor subject to such Sub Contractor giving the Bank an undertaking in similar terms to the provisions of this clause.

(b) Receiving Party may disclose Confidential Information in accordance with judicial or other governmental order to the intended recipients (as detailed in this clause), provided Receiving Party shall give Disclosing Party reasonable notice prior to such disclosure and shall comply with any applicable protective order or equivalent. The intended recipients for this purpose are:

(1) The statutory auditors of the Bank and

(2) Regulatory authorities regulating the affairs of the Bank and inspectors and supervisory bodies thereof

(c) The foregoing obligations as to confidentiality shall survive any termination of this Agreement

(d) Confidential Information and Confidential Material may be disclosed, reproduced, summarized or distributed only in pursuance of Receiving Party's business relationship with Disclosing Party, and only as otherwise provided hereunder. Receiving Party agrees to segregate all such Confidential Material from the confidential material of others in order to prevent mixing.

(e) Receiving Party may not reverse engineer, decompile or disassemble any software disclosed to Receiving Party.

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

(a) Receiving Party shall notify Disclosing Party immediately upon discovery of any unauthorized use or disclosure of Confidential Information and/ or Confidential Materials, or any other breach of this Agreement by Receiving Party, and will cooperate with Disclosing Party in every reasonable way to help Disclosing Party regain possession of the Confidential Information and/ or Confidential Materials and prevent its further unauthorized use.

(b) Receiving Party shall return all originals, copies, reproductions and summaries of Confidential Information or Confidential Materials at Disclosing Party's request, or at Disclosing Party's option, certify destruction of the same.

(c) Receiving Party acknowledges that monetary damages may not be the only and / or a sufficient remedy for unauthorized disclosure of Confidential Information and that



disclosing party shall be entitled, without waiving any other rights or remedies (as listed below), to injunctive or equitable relief as may be deemed proper by a Court of competent jurisdiction.

- a. Suspension of access privileges
- b. Change of personnel assigned to the job
- c. Financial liability for actual, consequential or incidental damages
- d. Termination of contract

(d) Disclosing Party may visit Receiving Party's premises, with reasonable prior notice and during normal business hours, to review Receiving Party's compliance with the term of this Agreement.

#### **4. Miscellaneous**

(a) All Confidential Information and Confidential Materials are and shall remain the property of Disclosing Party. By disclosing information to Receiving Party, Disclosing Party does not grant any expressed or implied right to Receiving Party to disclose information under the Disclosing Party patents, copyrights, trademarks, or trade secret information.

(b) Any document provided under this Agreement is provided with RESTRICTED RIGHTS.

(c) Neither party grants to the other party any license, by implication or otherwise, to use the Confidential Information, other than for the limited purpose of evaluating or advancing a business relationship between the parties, or any license rights whatsoever in any patent, copyright or other intellectual property rights pertaining to the Confidential Information.

(d) The terms of Confidentiality under this Agreement shall not be construed to limit either party's right to independently develop or acquire product without use of the other party's Confidential Information. Further, either party shall be free to use for any purpose the residuals resulting from access to or work with such Confidential Information, provided that such party shall maintain the confidentiality of the Confidential Information as provided herein. The term "residuals" means information

in non-tangible form, which may be retained by person who has had access to the Confidential Information, including ideas, concepts, know-how or techniques contained therein. Neither party shall have any obligation to limit or restrict the assignment of such persons or to pay royalties for any work resulting from the use of residuals. However, the foregoing shall not be deemed to grant to either party a license under the other party's copyrights or patents.

(e) This Agreement constitutes the entire agreement between the parties with respect to the subject matter hereof. It shall not be modified except by a written agreement dated subsequently to the date of this Agreement and signed by both parties. None of the provisions of this Agreement shall be deemed to have been waived by any act or acquiescence on the part of Disclosing Party, its agents, or employees, except by an instrument in writing signed by an authorized officer of Disclosing Party. No waiver of any provision of this Agreement shall constitute a waiver of any other provision(s) or of the same provision on another occasion.

(f) In case of any dispute, both the parties agree for neutral third party arbitration. Such arbitrator will be jointly selected by the two parties and he/she may be an auditor, lawyer, consultant or any other person of trust. The said proceedings shall be conducted in English language at Bhopal and in accordance with the provisions of Indian Arbitration and Conciliation Act 1996 or any Amendments or Re-enactments thereto.

(g) Subject to the limitations set forth in this Agreement, this Agreement will inure to the benefit of and be binding upon the parties, their successors and assigns.

(h) If any provision of this Agreement shall be held by a court of competent jurisdiction to be illegal, invalid or unenforceable, the remaining provisions shall remain in full force and effect.

(i) All obligations created by this Agreement shall survive change or termination of the parties' business relationship.

## **5. Suggestions and Feedback**

(a) Either party from time to time may provide suggestions, comments or other feedback to the other party with respect to Confidential Information provided originally by the other party (hereinafter "feedback"). Both party agree that all Feedback is and shall be entirely voluntary and shall not in absence of separate agreement, create any confidentially obligation for the receiving party. However, the Receiving Party shall not disclose the source of any feedback without the providing party's consent.

RFP for selection of ISP for Wi-Fi Internet services at SBI, Local Head Officer, Bhopal



Feedback shall be clearly designated as such and, except as otherwise provided herein, each party shall be free to disclose and use such Feedback as it sees fit, entirely without obligation of any kind to other party. The foregoing shall not, however, affect either party's obligations hereunder with respect to Confidential Information of other party.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2021 at \_\_\_\_\_  
(Month) (Place)

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

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

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

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

RFP for selection of ISP for Wi-Fi Internet services at SBI, Local Head Officer, Bhopal



**ANNEXURE-K**

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

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

RFP for selection of ISP for Wi-Fi Internet services at SBI, Local Head Officer, Bhopal



**ANNEXURE-L**

**Service Level Agreement**

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

BETWEEN

State Bank of India, \_\_\_\_\_ 2

AND

\_\_\_\_\_ 3

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

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

1 Type/nature/name of Agreement.

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

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

4 Effective Date from which the Agreement will be operative.



***# This document is in the nature of a general template which needs customization depending upon individual contract or service keeping in view aspects like nature/scope of services, roles and responsibilities of the parties and circumstances of each case. Also certain particulars such as place of arbitration, jurisdiction, details of the parties etc. are to be incorporated while finalization of the contract.***

***In this regard, footnotes given in this document may please be referred to.***

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RFP for selection of ISP for Wi-Fi Internet services at SBI, Local Head Officer, Bhopal



This agreement made at..... (Place) on this -----day of \_\_\_\_\_  
20\_\_ \_\_.  
BETWEEN

**State Bank of India**, constituted under the State Bank of India Act, 1955 having its Corporate Centre at State Bank Bhavan, Madame Cama Road, Airman Point, Mumbai-21 and its... ..<sup>5</sup> hereinafter referred to as “the Bank” (which expression shall, unless it be repugnant to the context or meaning thereof, be deemed to mean and include its successors in title and assigns) of one Part:

AND

.....<sup>6</sup> a private/public limited company/LLP/Firm *<strike off whichever is not applicable>* incorporated under the provisions of the Companies Act, 1956/ Limited Liability Partnership Act 2008/ Indian Partnership Act 1932 *<strike off whichever is not applicable>*, and hereinafter referred to as “.....”, which expression shall mean to include its successors in title and permitted assigns) of the Other Part:

WHEREAS

(i) The Bank is desirous of availing services for \_\_\_\_\_ ;<sup>7</sup>

(ii) \_\_\_\_\_;

(iii) \_\_\_\_\_; and

(iv) The Service Provider is in the business of providing \_\_\_\_\_ and has agreed to provide the services as may be required by the Bank mentioned in the Request of Proposal (RFP) No. \_\_\_\_\_ dated \_\_\_\_\_ issued by the Bank, referred hereinafter as a “RFP” and same shall be part of this Agreement.

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

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

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



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

## 1. DEFINITIONS & INTERPRETATION

### 1.1 Definition

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

A. 'The Bank' shall mean the State Bank of India (including domestic branches and foreign offices) and subsidiaries: < *Strike of whichever is inapplicable.* >

B. "Confidential Information" shall have the meaning set forth in Clause 15.

C. "Deficiencies" shall mean non satisfactory outcome of the Services which has resulted in deviation from the desired outcome and has thereby cause loss to a party of this Agreement.

D. "Documentation" will describe in detail and in a completely self-contained manner how the User may access and use the ..... (name of the Software/ Hardware/ Maintenance Services) <Strike off whichever is Inapplicable><sup>8</sup> such that any reader of the Documentation can access, use and maintain all of the functionalities of the ..... (Service)<sup>9</sup>, without the need for any further instructions. 'Documentation' includes, user manuals, installation manuals, operation manuals, design documents, process documents, technical manuals, functional specification, software requirement specification, on-line tutorials/CBTs, system configuration documents, system/database administrative documents, debugging/diagnostics documents, test procedures, Review Records/ Test Bug Reports/ Root Cause Analysis Report, list of all Product components, list of all dependent/external modules and list of all documents relating to traceability of the Product as and when applicable etc.

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

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

<sup>9</sup> Name of Software

F. "Project Cost" means the price payable to the Service Provider under the Agreement for the full and proper performance of its contractual obligations.

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

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

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

J. Interpretations:

1.1.1 Reference to a person includes any individual, firm, body corporate, association (whether incorporated or not) and authority or agency (whether government, semi government or local).

1.1.2 The singular includes the plural and vice versa.

1.1.3 Reference to any gender includes each other gender.

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

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

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

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

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

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

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

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

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

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

## **2. SCOPE OF WORK**

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

### 3. FEES /COMPENSATION

#### 3.1 Professional fees

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

3.1.2 .....

3.1.3 .....

3.2 All duties and taxes (excluding<sup>10</sup> service tax, VAT or other local taxes), if any, which may be levied, shall be borne by the Service Provider and Bank shall not be liable for the same. All expenses, stamp duty and other charges/ expenses in connection with execution of this Agreement shall be borne by Service Provider.

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

#### 3.4 Payments

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

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

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

### 3.5 Performance Guarantee and Penalties

3.5.1 The Service Provider has to furnish a performance guarantee for an amount of **Rs. \_\_\_\_\_** from a Scheduled Commercial Bank other than State Bank of India or its Associate Banks in a format provided/ approved by the Bank.

3.5.2 The performance guarantee is required to protect the interest of the Bank against delay in supply/installation and or the risk of unsuccessful implementation of the project, or performance of the material or services sold, which may warrant invoking of performance guarantee. In case any act of the Service Provider results in imposition of liquidated damages then also the Bank reserves the right to invoke the performance guarantee.

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

3.5.4 Performance of the obligations under the Agreement shall be made by the Service Provider in accordance with the time schedule<sup>11</sup> specified in this Agreement.



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

3.5.6 No penalty shall be levied in case of delay(s) in deliverables or performance of the contract for the reasons not attributable to the Service Provider. On reaching the maximum of penalties specified the Bank reserves the right to terminate the contract.

#### 4. LIABILITIES/OBLIGATION

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

- (i) Processing and Authorising invoices
- (ii) .....
- (iii) .....
- (iv) .....
- (v) .....

##### 4.2 Service Provider Duties

- (i) Service Delivery responsibilities
  - (a) To adhere to the service levels documented in this Agreement.
  - (b) Service provider, if permitted to sub-contract, shall *ensure that* Service provider personnel and its subcontractors will abide by all reasonable directives issued by the Bank, including those set forth in the Bank's then-

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



current standards, policies and procedures (to the extent applicable), all on-site rules of behaviour, work schedules, security procedures and other standards, policies and procedures as established by the Bank from time to time.

(c) .....

(d) .....<the concerned dept. may add duties depending on the nature of agreement>

(ii) Security Responsibility

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

(b).....

(c).....

## 5. REPRESENTATIONS & WARRANTIES

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

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

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

5.1.3 It has full right, title and interest in and to all software, copyrights, trade names, trademarks, service marks, logos symbols and other proprietary marks (collectively 'IPR') (including appropriate limited right of use of those owned by any of its vendors, affiliates or subcontractors) which it provides to the other Party, for use related to the Services to be provided under this Agreement, and that any IPR provided by a Party does not infringe the IPR status of any third party.



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

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

## 5.2 Additional Representation and Warranties by Service Provider

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

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

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

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

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

5.2.6 Service Provider warrants that the software deployed/ upgraded as a part of this Agreement is free from malware, free from any obvious bugs, and free from any covert channels in the code (of the versions of the applications/software being delivered as well as any subsequent versions/modifications done) and free from OWASP vulnerabilities of applications/software arising out of faulty design, workmanship, etc. during the service period.

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

5.2.8 Service Provider shall assume responsibility under Labour Laws and also hold the Bank harmless from any loss, expense, damage or personal injury, death and any claim for payment of compensation of its employees, salary, retirement benefits, or any other fringe benefits asserted by an employee of Service Provider, arising out of Service Provider's performance of Services hereunder.

5.2.9 During the contract period, if any software or any component thereof is supplied by Service Provider is inoperable or suffers degraded performance, Service provider shall, at the Bank's request, promptly replace the software or specified component with new software of the same type and quality. Such replacement shall be accomplished without any adverse impact on the Bank's operations within agreed time frame and without any additional cost to the Bank.

5.2.10 There are no actions, suits, proceedings, claims or disputes pending or, to the knowledge of the vendor at any court of law or in arbitration or before any Governmental Authority, by or against the vendor or any of its Subsidiaries or against any of their properties that purport to affect or could reasonably be expected to have a Material Adverse Effect on this Agreement."

## **6. GENERAL INDEMNITY**

6.1 Service Provider agrees and hereby keeps the Bank indemnified against all claims, actions, loss, damages, reputation loss, costs, expenses, charges, including legal expenses (Attorney, Advocates fees included) which the Bank may suffer or incur on account of any deficiency in Services rendered by Service Provider or breach of any obligations mentioned in clause 5 hereinabove, including without limitation, breach of confidentiality obligations or any acts of commission / omission on the part of employees, agents, representatives or Sub-Contractors of Service Provider. Service Provider agrees to make good the loss suffered by the Bank.

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

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

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

## **7. CONTINGENCY PLANS**

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

## **8. TRANSITION REQUIREMENT**

In the event of failure of the Service Provider to render the Services or in the event of termination of Agreement or expiry of term or otherwise, without prejudice to any other right, the Bank at its sole discretion may make alternate arrangement for getting the Services contracted with another vendor. In such case, the Bank shall give prior notice to the existing Service Provider. The existing Service Provider shall continue to provide services as per the terms of contract until a 'New Service Provider' completely takes over the work. During the transition phase, the existing Service Provider shall render all reasonable assistances to the new Service Provider within such period prescribed by the Bank, at no extra cost to the Bank, for ensuring smooth switch over and continuity of Services. If existing vendor is found to be in breach of this obligation, they shall be liable for paying a penalty of Rs. \_\_\_\_\_ on demand to the Bank, which may be settled from the payment of invoices or performance guarantee for the contracted period.

## **9. LIQUIDATED DAMAGES**

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

## **10. RELATIONSHIP BETWEEN THE PARTIES**

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

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

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

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

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

## **11. SUB CONTRACTING**

11.1 Service provider has to obtain written permission from the Bank before contracting any work to subcontractors. Bank at its own discretion may permit or deny the same.

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

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

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

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

11.6 The Bank reserves the right to ask Service Provider and Service provider shall change/ amend the clause(s) entered between Service Provider and Subcontractor for Bank's suitability.

## **12. INTELLECTUAL PROPERTY RIGHTS**

12.1 For any technology / software / product used/supplied by Service Provider for performing Services for the Bank as part of this Agreement, Service Provider shall have right to use as well as right to license such technology/ software / product. Any license or IPR violation on the part of Service provider shall not put the Bank at risk.

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

12.3 Service Provider shall, at their own expenses without any limitation, indemnify and keep fully and effectively indemnified the Bank against all costs, claims, damages, demands, expenses and liabilities whatsoever nature arising out of or in connection with all claims of infringement of trade mark, patent, copyright, industrial design or any other Intellectual Property Rights of any third party arising from the Services or use of the technology / software / products or any part thereof in India or abroad.

12.4 Service Provider shall expeditiously extinguish any such claims and shall have full rights to defend it there from.

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

## **13. INSPECTION AND AUDIT**

13.1 It is agreed by and between the parties that the Service Provider shall get itself annually audited by internal/external empanelled Auditors appointed by the Bank/

inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank/ such auditors in the areas of products (IT hardware/ software) and services etc. provided to the Bank and the vendor shall submit such certification by such Auditors to the Bank. The vendor and or his / their outsourced agents / sub – contractors (if allowed by the Bank) shall facilitate the same. The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the Service Provider. The Service Provider shall, whenever required by such Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the Bank.

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

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



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

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

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

14.3 All information relating to the infrastructure and Applications (including designs and processes) shall be deemed to be Confidential Information whether labeled as such or not. Service Provider personnel/resources responsible for the project are expected to take care that their representatives, where necessary, have executed a Non-Disclosure Agreement similar to the provisions of the Non-Disclosure Agreement signed between the Bank and Service Provider.

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

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

14.6 Each party may disclose the Confidential Information to its personnel solely for the purpose of undertaking work directly related to the Agreement. The extent of Confidential Information disclosed shall be strictly limited to what is necessary for those particular personnel to perform his/her duties in connection with the Agreement. Further each party shall ensure that each personnel representing the respective party agree to be bound by the terms of this Agreement.

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

- (i) Where Confidential Information comes into the public domain during or after the date of this Agreement otherwise than by Disclosure by a Party in breach of the terms hereof.
- (ii) Where any Confidential Information was disclosed after receiving the written consent of the other Party.

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

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

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

14.9 Service Provider shall ensure to filter all phishing / spamming / overflow attacks in order to ensure availability and integrity on continuous basis.

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

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

14.12 Upon expiration or termination of the Agreement and on all amounts as due and payable to Service Provider under the Agreement having been received by Service Provider, all proprietary documents, software documentation, programs partially or wholly completed, or materials which are directly related to any project under the Agreement shall be delivered to the Bank or at the Bank's written instruction destroyed, and no copies shall be retained by Service provider without the Bank's written consent.

## **15. OWNERSHIP**

**15.1 Service provider agrees that the Bank owns the entire right, title and interest to any inventions, designs, discoveries, writings and works of authorship, including all**



property rights, copyrights. Any work made under this Agreement shall be deemed to be 'work made for hire' under any Indian/U.S. or any other applicable copyright laws.

15.2 The Intellectual Property Rights on the software code, copyright and source code for various applications/ interfaces developed under this Agreement, and any other component/ framework/ middleware used/ developed as pre-built software assets to deliver the solution, shall belong to the Bank and the Bank shall have complete and unrestricted rights on such property. However, the service provider shall hold All Intellectual Property rights in any pre-built software *per se*, except for those which have been assigned under this agreement.

15.3 All information processed by Service provider during software maintenance belongs to the Bank. Service provider shall not acquire any other right in respect of the information for the license to the rights owned by the Bank. Service provider will implement mutually agreed controls to protect the information. Service provider also agrees that it will protect the information appropriately. Failure to protect information may attract civil, criminal, or administrative penalties.

## 16. TERMINATION CLAUSE

16.1 The Bank, without prejudice to any other remedy for breach of contract, shall have the right to terminate the contract in whole or part, if Service Provider, at any time, by giving a written notice of at least .....(term of notice) fails to deliver any or all of the deliverables within the period(s) specified in this Agreement, or within any extension thereof granted by the Bank pursuant to conditions of Agreement or if Service Provider fails to perform any other obligation(s) under the Agreement provided a cure period of not less than .....(term) is given Service Provider to rectify the defects.

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

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

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

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

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

16.7 The Bank shall have the right to terminate the agreement immediately by giving a notice in writing to the service provider in the following eventualities:

- a) If any receiver/ liquidator is appointed in connection with the business of service provider or service provider transfers substantial assets in favour of its creditors or any orders/ directions are issued by any authority/ regulator which has the effect of suspension of the business of the service provider.
- b) If Service provider applies to the court or passes a resolution of the voluntary winding up of or any other creditor/person files a petition for winding up or dissolution of service provider.
- c) If any acts of commission or omission on the part of the service provider or its agents, employees, sub-contractors or representatives, in the reasonable opinion of the bank tantamount to fraud or prejudicial to the interest of the bank or its employee(s).
- d) Any document, information, data or statement submitted by the service provider in response to RFP, based on which the service provider was considered eligible or successful, is found to be false, incorrect or misleading.
- e) The bank may, at any time, terminate the contract by giving written notice to the selected agency, if the selected agency becomes bankrupt or insolvent or any application for bankruptcy, insolvency or winding up has been filed against it by any person. In this event, termination will be without compensation to the selected agency, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the bank.
- f) If the contract is terminated under any termination clause, the vendor shall handover all documents/executable/Bank's data or any other relevant information to the bank in timely manner and in proper format as per scope of this RFP and shall also support the orderly transition to another vendor or to the bank.

- g) The Bank's right to terminate the services will be in addition to the penalties/liquidated damages and other actions as deemed fit.

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

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

17.1 All disputes or differences whatsoever arising between the parties out of or in connection with this Agreement (including dispute concerning interpretation) or in discharge of any obligation arising out of the Agreement (whether during the progress of work or after completion of such work and whether before or after the termination of this Agreement, abandonment or breach of this Agreement), shall be settled amicably.

17.2 If however, the parties are not able to solve the dispute amicably, the same shall be referred to the sole arbitrator appointed by the Deputy General Manager & CDO, SBI, LHO, Bhopal and the provisions of the Arbitration and conciliation Act, 1996, as amended from time to time shall be applicable to such proceedings. The Vendor/service provider has no objection to any such appointment to the effect that the arbitrator so appointed is the bank's own officer. The award of the arbitrator so appointed shall be final and binding on both the parties in regard to such disputes or differences. The arbitration proceedings shall take place at Bhopal only. The provisions of Arbitration and Conciliation Act, 1996 and rules framed thereunder and in force shall be applicable to such proceedings and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

RFP for selection of ISP for Wi-Fi Internet services at SBI, Local Head Officer, Bhopal



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



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

**18.1** No alterations, amendments, omissions, additions, suspensions or variations of the work (hereinafter referred to as variation) under the Agreement shall be made by Service provider except as directed in writing by Bank. The Bank shall have full powers, subject to the provision herein after contained, from time to time during the execution of the Agreement, by notice in writing to instruct Service provider to make any variation without prejudice to the Agreement. Service provider shall carry out such variations and be bound by the same conditions, though the said variations occurred in the Agreement documents. If any suggested variations would, in the opinion of Service provider, if carried out, prevent them from fulfilling any of their obligations under the Agreement, they shall notify the Bank, thereof, in writing with reasons for holding such opinion and Bank shall instruct Service provider to make such other modified variation without prejudice to the Agreement. Service provider shall carry out such variations and be bound by the same conditions, though the said variations occurred in the Agreement documents. If Bank confirms their instructions Service provider's obligations will be modified to such an extent as may be mutually agreed. If such variation is substantial and involves considerable extra cost, any agreed difference in cost occasioned by such variation shall be mutually agreed between the parties. In any case in which Service provider has received instructions from the Bank as to the requirement of carrying out the altered or additional substituted work, which either then or later on, will in the opinion of Service provider, involve a claim for additional payments, such additional payments shall be mutually agreed in line with the terms and conditions of the order.

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

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

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

## 20. LIMITATION OF LIABILITY

20.1 For breach of any obligation mentioned in this agreement, subject to clause 20.3, in no event Service Provider shall be liable for damages to the Bank arising under or in connection with this agreement for an amount exceeding the total Project Cost.

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

20.3 The limitations set forth in Clauses 20.1 shall not apply with respect to:

- (i) claims that are the subject of indemnification pursuant to Clause 12<sup>12</sup> ,
- (ii) damage(s) occasioned by the gross negligence or willful misconduct of Service Provider,
- (iii) damage(s) occasioned by Service Provider for breach of Clause 14<sup>13</sup> ,
- (iv) Regulatory or statutory fines imposed by a Government or Regulatory agency for non-compliance of statutory or regulatory guidelines applicable to the Bank, provided such guidelines were brought to the notice of Service Provider.
- (v) When a dispute is settled by the Court of Law in India.
- (vi) Liability arising out of the breach of the provisions of the Information Technology Act, 2000 or any other act for the time being in force, by the service provider or due to any act of omission of the service provider.

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12 Please see Clause 12 'IPR Indemnification'

13 Please see Clause 15 'Security and Confidentiality'

## **21. FORCE MAJEURE**

21.1 Any failure or delay by either parties in performance of its obligation, to the extent due to any failure or delay caused by fire, flood, earthquake or similar elements of nature, or act of God, war, terrorism, riots, civil disorders, rebellions or revolutions, acts of government authorities or other events beyond the reasonable control of non-performing Party shall not be deemed as default. However, any claim of non-performance or breach of contract, pursuant to any pandemic shall be examined by the Bank on case to case basis and only in genuine cases where it is found that such non performance or breach is due to valid reasons, the same may be considered and the decision of the Bank shall be final and binding to the vendor.

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

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



**22. NOTICES**

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

i. When hand delivered during normal business hours of the recipient, acknowledgment taken.

ii. If transmitted by facsimile during normal business hours of the recipient; proof of delivery taken. A copy sent by registered mail/ first class courier, return receipt requested shall follow all fax notices, to any Fax number of..... Service provider's office at Bhopal, or any other place advised by Service provider to the Bank from time to time.

iii. If mailed by registered mail/ first class courier, return receipt requested, within five working days of posting, properly addressed and stamped with the required postage, to the intended recipient at its address specified below its signature at the end of this Agreement.

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

(a) In the case of the Bank

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

(b) In case of Service Provider

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



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

### **23. GENERAL TERMS & CONDITIONS**

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

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

23.3 SUCCESSORS AND ASSIGNS: This Agreement shall bind and inure to the benefit of the parties, and their respective successors and permitted assigns.

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

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

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

23.7 ENTIRE AGREEMENT: This Agreement, including all Work orders, Exhibits, Annexures, RFP and other documents or communications incorporated herein, represents the entire agreement for the Services \_\_\_\_\_ (short description of the service to be provided), between the parties and supplements all prior negotiations, understandings and agreements, written or oral, relating to the subject matter herein.

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

23.9 EFFECTIVE DATE: This Agreement shall be effective from the date mentioned at the beginning of this Agreement.

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

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

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

**State Bank of India**

.....**Service Provider**

**By:**

**By:**

**Name:**

**Name:**

**Designation:**

**Designation:**

**Date:**

**Date:**

WITNESS:

1.

1.

2.

2.



**ANNEXUR-A**

**DELIVERABLES/SCOPE OF WORK**

1. Description of Deliverables:

*[Identify each individual component of the Deliverables, including equipment and software, by name and version.]*

2. Specifications, Performance Standards, and Functional Requirements:

*[Include here all of the specifications, performance standards, and functional requirements for the Deliverables that are important to the Bank. Be certain to include run and operator response times (if applicable) which are part of the Acceptance criteria discussed in this agreement.]*

*2.1 Service Provider undertakes and warrants to provide technical support with resolution time frame as per the matrix given below:*

| <i>Severity</i>          | <i>Description</i> | <i>Response Time</i> | <i>Resolution time</i> |
|--------------------------|--------------------|----------------------|------------------------|
| <i>Critical</i>          |                    |                      |                        |
| <i>High/Major</i>        |                    |                      |                        |
| <i>Medium</i>            |                    |                      |                        |
| <i>Low/Minor</i>         |                    |                      |                        |
| <i>Very Low/Cosmetic</i> |                    |                      |                        |

3. Documentation:

*[Identify here all user manuals and other documentation concerning the Services.]'*



4. Place of Service<sup>14</sup>

|    |       |
|----|-------|
| 1. | _____ |
| 2. | _____ |

5. Standard Services

Standard services to be delivered under this Agreement are illustratively listed below:-

|                                                                                                          |
|----------------------------------------------------------------------------------------------------------|
| The details of services, their responsibilities and availability to be described----<br>1.....<br>2..... |
|----------------------------------------------------------------------------------------------------------|

6. Maintenance/ Upgrades

6.1 Service provider shall maintain and upgrade the software/ hardware during the contract period so that the software/ hardware shall, at all times during the contract period, meet the performance requirements as set forth in this Agreement. Service Provider shall, at no cost to the Bank, promptly correct any and all errors, deficiencies and defects in the software/ hardware.

6.2 Service Provider shall have the operational maintenance obligations (e.g., telephone support, problem resolution, on-site services) as mentioned in Annexure A.

7. Correction of Deficiencies in Deliverables

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<sup>14</sup> Brief description of place of service

7.1 If Service provider is unable to correct all Deficiencies preventing acceptance of a deliverable or meet the performance requirements, for which Service provider is responsible within the timelines as mentioned in this Agreement, the Bank may at its discretion:

- a) Impose penalty on Service Provider as mentioned under **Annexure E**.<sup>15</sup>
- b) Terminate this Agreement for cause in accordance with Clause 17 (except that the Bank is under no obligation to provide Service provider any further opportunity to cure) and recover its damages as set forth in this Agreement.

## 8. Risk Management

Service Provider shall identify and document the risk in delivering the Services. Service Provider shall identify the methodology to monitor and prevent the risk, and shall also document the steps taken to manage the impact of the risks.

Service Complaints .<sup>16</sup>

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<sup>15</sup> Please mention relevant annexure.

<sup>16</sup> Describe in detail the service complain methodology for the services.

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**ANNEXUR-B**

**INFRASTRUCTURE MANAGEMENT METRICS** *<strike off which ever in not applicable>*

(a) Service metric for Recovery Time objective (RTO) *<strike off if not applicable>*

| SL no. | Service level category                                      | Service level object                                                                                                                   | Measurement range/criteria                                                                                 |
|--------|-------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|
| 1.     | RTO during disaster for shifting to <i>&lt;Place&gt;</i> DC | <i>&lt;..... (requirement to be filled by the concerned dept.)/ 4 hours&gt;</i> <i>&lt;strike off which ever in not applicable&gt;</i> | <i>&lt;.....&gt;&lt;to be filled in by the concerned dept. depending on the criticality of service&gt;</i> |

(b) SLA for Recovery Point Objective*<strike off if not applicable>*

| SL no. | Service level category                                   | Service level object                                                                                                                                            | Measurement range/criteria                                                                                 |
|--------|----------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|
| 1.     | RPO during disaster for shifting to <i>&lt;Place&gt;</i> | <i>&lt;..... (Requirement to be filled by the concerned dept.)/ 99.999% of PR site data recovery&gt;</i> <i>&lt;strike off which ever in not applicable&gt;</i> | <i>&lt;.....&gt;&lt;to be filled in by the concerned dept. depending on the criticality of service&gt;</i> |

(c) INFRASTRUCTURE SUPPORT METRICS *<strike off if not applicable>*

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| Activities                                                                                    |         | Severity    | Response Time (mins) | Resolution Time (mins) | Measurement Criteria                                                                                            |
|-----------------------------------------------------------------------------------------------|---------|-------------|----------------------|------------------------|-----------------------------------------------------------------------------------------------------------------|
| Operational Task                                                                              | Details |             |                      |                        |                                                                                                                 |
| <i>&lt;to be filled in by the concerned dept. depending on the criticality of service&gt;</i> | .....   | Level 1     | .....                | .....                  | <i>&lt;.....&gt;<br/>&lt;to be filled in by the concerned dept. depending on the criticality of service&gt;</i> |
|                                                                                               | .....   | Level 2     | .....                | .....                  |                                                                                                                 |
|                                                                                               | .....   | Level ....n | .....                | .....                  |                                                                                                                 |
| <i>&lt;to be filled in by the concerned dept. depending on the criticality of service&gt;</i> | .....   | Level 1     | .....                | .....                  |                                                                                                                 |
|                                                                                               | .....   | Level 2     | .....                | .....                  |                                                                                                                 |
|                                                                                               | .....   | Level ....n | .....                | .....                  |                                                                                                                 |



ANNEXURE-C

SERVICE DESK SUPPORT METRIC *<strike off if not applicable>*

| SL no. | Service level category                                                     | Service level object                                                                                                                                  | Measurement range/criteria                                                                                 |
|--------|----------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|
| 1.     | Call type level 1, <i>&lt;strike off which ever in not applicable&gt;</i>  | <i>&lt;.....(requirement)/ call escalated by sbi service desk to .....service provider's team&gt; &lt;strike off which ever in not applicable&gt;</i> | <i>&lt;.....&gt;&lt;to be filled in by the concerned dept. depending on the criticality of service&gt;</i> |
|        | Call type level 12, <i>&lt;strike off which ever in not applicable&gt;</i> | <i>&lt;.....(requirement)/ call escalated by sbi service desk to .....service provider's team&gt; &lt;strike off which ever in not applicable&gt;</i> | <i>&lt;.....&gt;&lt;to be filled in by the concerned dept. depending on the criticality of service&gt;</i> |

SERVICE LEVEL REPORTING/ FREQUENCY<sup>17</sup> *<strike off if not applicable>*

*<Describe the service level reporting frequency and methodology>*

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<sup>17</sup>The purpose of this section is to document reports used to measure service levels. These reports must align with the service measurement and should support these measurements.

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SERVICE REVIEW MEETING<sup>18</sup><strike off if not applicable>

Service Review meeting shall be held annually/ half yearly. The following comprise of the Service Review Board:

- President,
- Members.....

| Report Name | Interval | Recipient | Responsible |
|-------------|----------|-----------|-------------|
|             |          |           |             |
|             |          |           |             |
|             |          |           |             |
|             |          |           |             |

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<sup>18</sup>The purpose of this section to describe the frequency of meeting and composition of service review board.

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**ANNEXURE-D**

**ESCALATION MATRICS<sup>19</sup><strike off if not applicable>**

| Service level Category                | Re-sponse/Res-olution Time | Escalation thresholds           |                 |                 |                 |
|---------------------------------------|----------------------------|---------------------------------|-----------------|-----------------|-----------------|
|                                       |                            | Escalation Level 1              |                 | Escalation..... |                 |
|                                       |                            | Escalation to                   | Escalation Mode | Escalation to   | Escalation Mode |
| Production Support                    |                            | <Name, designation contact no.> |                 |                 |                 |
| Service Milestones                    |                            | <Name, designation contact no.> |                 |                 |                 |
| Infrastructure Management             |                            | <Name, designation contact no.> |                 |                 |                 |
| Application Development & Maintenance |                            | <Name, designation contact no.> |                 |                 |                 |
| Service Desk Support                  |                            | <Name, designation contact no.> |                 |                 |                 |

<sup>19</sup> To ensure that the service beneficiary receives senior management attention on unresolved issues, the service provider operates a problem escalation procedure in order that any unresolved problems are notified to the service provider management personnel on a priority basis dependent upon the impact and urgency of the problem.



**ANNEXURE-E**

< Undermentioned are proposed penalty metrics, they are required to be customized by the concerned dept.><**strike off whichever is not applicable**>

**PENALTY FOR NON PERFORMANCE OF SLA**

| <b>Service level category</b>                                                  | <b>SLA Measure</b>                                              | <b>Penalty Calculation</b>           |
|--------------------------------------------------------------------------------|-----------------------------------------------------------------|--------------------------------------|
| Application Uptime/ Downtime/ RTO/RPO <strike off whichever is not applicable> | <delay in minutes / hours /days> < to be provided by the dept.> |                                      |
| Delivery Schedule                                                              | <Delay ( in working days)>< to be provided>                     |                                      |
| Installation                                                                   | <delay in minutes / hours /days> < to be provided by the dept.> |                                      |
| User Acceptance Testing                                                        | <delay in minutes / hours /days> < to be provided by the dept.> |                                      |
| Live in Production                                                             | <delay in minutes / hours /days> < to be provided by the dept.> |                                      |
| Periodical training                                                            | <Delay ( in working days)>< to be provided>                     | .....<For each resource not trained> |
| Source Code                                                                    | <Delay ( in working days)>< to be provided>                     |                                      |
| Non-availability of staff                                                      |                                                                 |                                      |
| Reports/                                                                       |                                                                 |                                      |

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PENALTY FOR EVERY ITEMS, Penalty at the rates given below:

| Category of defect | Service Area | Penalty |
|--------------------|--------------|---------|
| Minor              |              |         |
| Medium             |              |         |
| Major              |              |         |
| Critical           |              |         |

PENALTY FOR NON PERFORMANCE AT HELP DESK

| Service Area | SLA measurement                                                                                                | Penalty % on billable amount for the specified activity |                                                              | Calculate penalty on           |
|--------------|----------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|--------------------------------------------------------------|--------------------------------|
|              |                                                                                                                | 0 %                                                     | 5% (for every 1% shortfall from the stipulated service level |                                |
| Help Desk    | Time taken for resolution of calls (99.9% of the calls should be resolved within the stipulated response time) | More than or equal to 99.9 % of service level           | Less than 99.9 % of service level                            | <to be provided by the dept.,> |

**ANNEXURE-F**

**NON-DISCLOSURE AGREEMENT**

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

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

And

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

And Whereas

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

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

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

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

(a) “Confidential Information” means non-public information that Disclosing Party designates as being confidential or which, under the circumstances surrounding disclosure ought to be treated as confidential. “Confidential Information” includes, without limitation, information relating to installed or purchased Disclosing Party software or hardware products, the information relating to general architecture of Disclosing Party’s network, information relating to nature and content of data stored within network or in any other storage media, Disclosing Party’s business policies, practices, methodology, policy design delivery, and information received from others that Disclosing Party is obligated to treat as confidential. Confidential Information disclosed to Receiving Party by any Disclosing Party Subsidiary and/ or agents is covered by this agreement.

(b) Confidential Information shall not include any information that: (i) is or subsequently becomes publicly available without Receiving Party’s breach of any obligation owed to Disclosing party; (ii) becomes known to Receiving Party prior to Disclosing Party’s disclosure of such information to Receiving Party; (iii) became known to Receiving Party from a source other than Disclosing Party other than by the breach of an obligation of confidentiality owed to Disclosing Party; or (iv) is independently developed by Receiving Party.

(c) “Confidential Materials” shall mean all tangible materials containing Confidential Information, including without limitation written or printed documents and computer disks or tapes, whether machine or user readable.

## 2. Restrictions

(a) Each party shall treat as confidential the Contract and any and all information (“confidential information”) obtained from the other pursuant to the Contract and shall not divulge such information to any person (except to such party’s own employees and other persons and then only to those employees and persons who need to know the same) without the other party’s written consent provided that this clause shall not extend to information which was rightfully in the possession of such party prior to the commencement of the negotiations leading to the Contract, which is already public knowledge or becomes so at a future date (otherwise than as a result of a breach of this clause). Receiving Party will have executed or shall execute appropriate written agreements with its employees and consultants specifically assigned and/or otherwise, sufficient to enable it to comply with all the provisions of this Agreement. If the Service Provider shall appoint any Sub-Contractor then the Service Provider may disclose confidential information to such Sub-Contractor subject to such Sub Contractor giving the Bank an undertaking in similar terms to the provisions of this clause.

(b) Receiving Party may disclose Confidential Information in accordance with judicial or other governmental order to the intended recipients (as detailed in this clause), provided Receiving Party shall give Disclosing Party reasonable notice prior to such disclosure and shall comply with any applicable protective order or equivalent. The intended recipients for this purpose are:

(1) The statutory auditors of the Bank and

(2) Regulatory authorities regulating the affairs of the Bank and inspectors and supervisory bodies thereof

(c) The foregoing obligations as to confidentiality shall survive any termination of this Agreement

(d) Confidential Information and Confidential Material may be disclosed, reproduced, summarized or distributed only in pursuance of Receiving Party's business relationship with Disclosing Party, and only as otherwise provided hereunder. Receiving Party agrees to segregate all such Confidential Material from the confidential material of others in order to prevent mixing.

(e) Receiving Party may not reverse engineer, decompile or disassemble any software disclosed to Receiving Party.

### 3. Rights and Remedies

(a) Receiving Party shall notify Disclosing Party immediately upon discovery of any unauthorized use or disclosure of Confidential Information and/ or Confidential Materials, or any other breach of this Agreement by Receiving Party, and will cooperate with Disclosing Party in every reasonable way to help Disclosing Party regain possession of the Confidential Information and/ or Confidential Materials and prevent its further unauthorized use.

(b) Receiving Party shall return all originals, copies, reproductions and summaries of Confidential Information or Confidential Materials at Disclosing Party's request, or at Disclosing Party's option, certify destruction of the same.

(c) Receiving Party acknowledges that monetary damages may not be the only and / or a sufficient remedy for unauthorized disclosure of Confidential Information and that

disclosing party shall be entitled, without waiving any other rights or remedies (as listed below), to injunctive or equitable relief as may be deemed proper by a Court of competent jurisdiction.

- a. Suspension of access privileges
- b. Change of personnel assigned to the job
- c. Financial liability for actual, consequential or incidental damages
- d. Termination of contract

(d) Disclosing Party may visit Receiving Party's premises, with reasonable prior notice and during normal business hours, to review Receiving Party's compliance with the term of this Agreement.

#### 4. Miscellaneous

(a) All Confidential Information and Confidential Materials are and shall remain the property of Disclosing Party. By disclosing information to Receiving Party, Disclosing Party does not grant any expressed or implied right to Receiving Party to disclose information under the Disclosing Party patents, copyrights, trademarks, or trade secret information.

(b) Any document provided under this Agreement is provided with RESTRICTED RIGHTS.

(c) Neither party grants to the other party any license, by implication or otherwise, to use the Confidential Information, other than for the limited purpose of evaluating or advancing a business relationship between the parties, or any license rights whatsoever in any patent, copyright or other intellectual property rights pertaining to the Confidential Information.

(d) The terms of Confidentiality under this Agreement shall not be construed to limit either party's right to independently develop or acquire product without use of the other party's Confidential Information. Further, either party shall be free to use for any purpose the residuals resulting from access to or work with such Confidential Information, provided that such party shall maintain the confidentiality of the Confidential Information as provided herein. The term "residuals" means information

in non-tangible form, which may be retained by person who has had access to the Confidential Information, including ideas, concepts, know-how or techniques contained therein. Neither party shall have any obligation to limit or restrict the assignment of such persons or to pay royalties for any work resulting from the use of residuals. However, the foregoing shall not be deemed to grant to either party a license under the other party's copyrights or patents.

(e) This Agreement constitutes the entire agreement between the parties with respect to the subject matter hereof. It shall not be modified except by a written agreement dated subsequently to the date of this Agreement and signed by both parties. None of the provisions of this Agreement shall be deemed to have been waived by any act or acquiescence on the part of Disclosing Party, its agents, or employees, except by an instrument in writing signed by an authorized officer of Disclosing Party. No waiver of any provision of this Agreement shall constitute a waiver of any other provision(s) or of the same provision on another occasion.

(f) In case of any dispute, both the parties agree for neutral third party arbitration. Such arbitrator will be jointly selected by the two parties and he/she may be an auditor, lawyer, consultant or any other person of trust. The said proceedings shall be conducted in English language at Bhopal and in accordance with the provisions of Indian Arbitration and Conciliation Act 1996 or any Amendments or Re-enactments thereto.

(g) Subject to the limitations set forth in this Agreement, this Agreement will inure to the benefit of and be binding upon the parties, their successors and assigns.

(h) If any provision of this Agreement shall be held by a court of competent jurisdiction to be illegal, invalid or unenforceable, the remaining provisions shall remain in full force and effect.

(i) All obligations created by this Agreement shall survive change or termination of the parties' business relationship.

## 5. Suggestions and Feedback

(a) Either party from time to time may provide suggestions, comments or other feedback to the other party with respect to Confidential Information provided originally by the other party (hereinafter "feedback"). Both party agree that all Feedback is and shall be entirely voluntary and shall not in absence of separate agreement, create any confidentially obligation for the receiving party. However, the Receiving Party shall not disclose the source of any feedback without the providing party's consent.

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Feedback shall be clearly designated as such and, except as otherwise provided herein, each party shall be free to disclose and use such Feedback as it sees fit, entirely without obligation of any kind to other party. The foregoing shall not, however, affect either party's obligations hereunder with respect to Confidential Information of other party.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2021 at \_\_\_\_\_

(Month)

(Place)

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

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

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

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



## ANNEXURE-G

### Transition Plan

#### 1. Introduction

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

#### 2. Objectives

2.1 The objectives of this annexure are to:

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

#### 3. General

3.1 Where the STATE BANK OF INDIA intends to continue equivalent or substantially similar services to the Services provided by the SERVICE PROVIDER after termination or expiry the Agreement, either by performing them itself or by means of a New/Replacement SERVICE PROVIDER, the SERVICE PROVIDER shall ensure the smooth transition to the Replacement SERVICE PROVIDER and shall co-operate with the STATE BANK OF INDIA or the Replacement SERVICE PROVIDER as required in order to fulfil the obligations under this annexure.

3.2 The SERVICE PROVIDER shall co-operate fully with the STATE BANK OF INDIA and any potential Replacement SERVICE PROVIDERs tendering for any Services, including the transfer of responsibility for the provision of the Services previously performed by the SERVICE PROVIDER to be achieved with the minimum of disruption. In particular:

3.2.1 during any procurement process initiated by the STATE BANK OF INDIA and in anticipation of the expiry or termination of the Agreement and irrespective of the

identity of any potential or actual Replacement SERVICE PROVIDER, the SERVICE PROVIDER shall comply with all reasonable requests by the STATE BANK OF INDIA to provide information relating to the operation of the Services, including but not limited to, hardware and software used, inter-working, coordinating with other application owners, access to and provision of all performance reports, agreed procedures, and any other relevant information (including the configurations set up for the STATE BANK OF INDIA and procedures used by the SERVICE PROVIDER for handling Data) reasonably necessary to achieve an effective transition, provided that:

3.2.1.1 the SERVICE PROVIDER shall not be obliged to provide any information concerning the costs of delivery of the Services or any part thereof or disclose the financial records of the SERVICE PROVIDER to any such party;

3.2.1.2 the SERVICE PROVIDER shall not be obliged to disclose any such information for use by an actual or potential Replacement SERVICE PROVIDER unless such a party shall have entered into a confidentiality agreement; and

3.2.1.3 whilst supplying information as contemplated in this paragraph 3.2.1 the SERVICE PROVIDER shall provide sufficient information to comply with the reasonable requests of the STATE BANK OF INDIA to enable an effective tendering process to take place but shall not be required to provide information or material which the SERVICE PROVIDER may not disclose as a matter of law.

3.3 In assisting the STATE BANK OF INDIA and/or the Replacement SERVICE PROVIDER to transfer the Services the following commercial approach shall apply:

(1) Where the SERVICE PROVIDER does not have to utilize resources in addition to those normally used to deliver the Services prior to termination or expiry, the SERVICE PROVIDER shall make no additional Charges. The STATE BANK OF INDIA may reasonably request that support and materials already in place to provide the Services may

be redeployed onto work required to effect the transition provided always that where the STATE BANK OF INDIA agrees in advance that such redeployment will prevent the SERVICE PROVIDER from meeting any Service Levels, achieving any other key dates or from providing any specific deliverables to the STATE BANK OF INDIA, the STATE BANK OF INDIA shall not be entitled to claim any penalty or liquidated damages for the same.

(2) where any support and materials necessary to undertake the transfer work or any costs incurred by the SERVICE PROVIDER are additional to those in place as part of the proper provision of the Services the STATE BANK OF INDIA shall pay the SERVICE PROVIDER for staff time agreed in advance at the rates agreed between the parties and for materials and other costs at a reasonable price which shall be agreed with the STATE BANK OF INDIA.

3.4 If so required by the STATE BANK OF INDIA, on the provision of no less than ..... month's notice in writing, the SERVICE PROVIDER shall continue to provide the Services or an agreed part of the Services for a period not less than .....month and not exceeding ..... Months beyond the date of termination or expiry of the Agreement. In such event the STATE BANK OF INDIA shall reimburse the SERVICE PROVIDER for such elements of the Services as are provided beyond the date of termination or expiry date of the Agreement on the basis that:

(1) materials and other costs will be charged at a reasonable price which shall be agreed between the Parties; and/or

(2) Any other fees agreed between the Parties at the time of termination or expiry.

3.5 The SERVICE PROVIDER shall provide to the STATE BANK OF INDIA an analysis of the Services to the extent reasonably necessary to enable the STATE BANK OF INDIA

to plan migration of such workload to a Replacement SERVICE PROVIDER provided always that this analysis involves providing performance data already delivered to the STATE BANK OF INDIA as part of the performance monitoring regime.

3.6 The SERVICE PROVIDER shall provide such information as the STATE BANK OF INDIA reasonably considers to be necessary for the actual Replacement SERVICE PROVIDER, or any potential Replacement SERVICE PROVIDER during any procurement process, to define the tasks which would need to be undertaken in order to ensure the smooth transition of all or any part of the Services.

3.7 the SERVICE PROVIDER shall make available such Key Personnel who have been involved in the provision of the Services as the Parties may agree to assist the STATE BANK OF INDIA or a Replacement SERVICE PROVIDER (as appropriate) in the continued support of the Services beyond the expiry or termination of the Agreement, in which event the STATE BANK OF INDIA shall pay for the services of such Key Personnel on a time and materials basis at the rates agreed between the parties.

3.8 The SERVICE PROVIDER shall co-operate with the STATE BANK OF INDIA during the handover to a Replacement SERVICE PROVIDER and such co-operation shall extend to, but shall not be limited to, inter-working, coordinating and access to and provision of all operational and performance documents, reports, summaries produced by the SERVICE PROVIDER for the STATE BANK OF INDIA, including the configurations set up for the STATE BANK OF INDIA and any and all information to be provided by the SERVICE PROVIDER to the STATE BANK OF INDIA under any other term of this Agreement necessary to achieve an effective transition without disruption to routine operational requirements.

#### **4. Replacement SERVICE PROVIDER**

4.1 In the event that the Services are to be transferred to a Replacement SERVICE PROVIDER, the STATE BANK OF INDIA will use reasonable endeavors to ensure that the Replacement SERVICE PROVIDER co-operates with the SERVICE PROVIDER during the handover of the Services.

## 5. Subcontractors

5.1 The SERVICE PROVIDER agrees to provide the STATE BANK OF INDIA with details of the Subcontracts used in the provision of the Services. The SERVICE PROVIDER will not restrain or hinder its Subcontractors from entering into agreements with other prospective service providers for the delivery of supplies or services to the Replacement SERVICE PROVIDER.

## 6. Transfer of Configuration Management Database

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

## 7. Transfer of Assets

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

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

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

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

(1) the SERVICE PROVIDER shall be responsible for the dismantling and packing of the Required Assets and to ensure their availability for collection by the STATE BANK OF INDIA or its authorised representative by the date agreed for this;

(2) any charges levied by the SERVICE PROVIDER for the Required Assets not owned by the STATE BANK OF INDIA shall be fair and reasonable in relation to the condition of the Assets and the then fair market value; and

(3) For the avoidance of doubt, the STATE BANK OF INDIA will not be responsible for the Assets.

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

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

8.1 **6 (six)** months prior to expiry or within **2 (two)** week of notice of termination of this Agreement the SERVICE PROVIDER shall deliver to the STATE BANK OF INDIA all licenses for Software used in the provision of Services which were purchased by the STATE BANK OF INDIA.

8.2 On notice of termination of this Agreement the SERVICE PROVIDER shall, within **2 (two)** week of such notice, deliver to the STATE BANK OF INDIA details of all licenses for SERVICE PROVIDER Software and SERVICE PROVIDER Third Party Software used in the provision of the Services, including the terms of the software license agreements. For the avoidance of doubt, the STATE BANK OF INDIA shall be responsible for any costs incurred in the transfer of licenses from the SERVICE PROVIDER to the STATE BANK OF INDIA or to a Replacement SERVICE PROVIDER provided such costs shall be agreed in advance. Where transfer is not possible or not economically viable the Parties will discuss alternative licensing arrangements.

8.3 Within **1 (one)** month of receiving the software license information as described above, the STATE BANK OF INDIA shall notify the SERVICE PROVIDER of the licenses it wishes to be transferred, and the SERVICE PROVIDER shall provide for the approval of the STATE BANK OF INDIA a draft plan for license transfer, covering novation of agreements with relevant software providers, as required. Where novation is not possible or not economically viable the Parties will discuss alternative licensing arrangements.

## **9. Transfer of Software**

9.1 Wherein State Bank of India is the owner of the software, **6 (six)** months prior to expiry or within **2 (two)** weeks of notice of termination of this Agreement the SERVICE PROVIDER shall deliver, or otherwise certify in writing that it has delivered, to the STATE BANK OF INDIA a full, accurate and up to date version of the Software including up to date versions and latest releases of, but not limited to:

- (a) Source Code (with source tree) and associated documentation;
- (b) application architecture documentation and diagrams;
- (c) release documentation for functional, technical and interface specifications;
- (d) a plan with allocated resources to handover code and design to new development and test teams (this should include architectural design and code 'walk-through');

(e) Source Code and supporting documentation for testing framework tool and performance tool;

(f) test director database;

(g) test results for the latest full runs of the testing framework tool and performance tool on each environment; and

## 10. Transfer of Documentation

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

## 11. Transfer of Service Management Process

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

(a) a plan for the handover and continuous delivery of the Service Desk function and allocate the required resources;

(b) full and up to date, both historical and outstanding Service Desk ticket data including, but not limited to:

(1) Incidents;

(2) Problems;



- (3) Service Requests;
- (4) Changes;
- (5) Service Level reporting data;
- (c) a list and topology of all tools and products associated with the provision of the Software and the Services;
- (d) full content of software builds and server configuration details for software deployment and management; and
- (e) Monitoring software tools and configuration.

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

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

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

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

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

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

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

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

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

- (1) An inventory of the STATE BANK OF INDIA Data held and controlled by the SERVICE PROVIDER, plus any other data required to support the Services; and/or

(2) A draft plan for the transfer of the STATE BANK OF INDIA Data held and controlled by the SERVICE PROVIDER and any other available data to be transferred.

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

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

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

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

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

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

15.5 SERVICE PROVIDER shall provide training courses on operation of licensed /open source software product at STATE BANK OF INDIA's \_\_\_\_\_Premises, at such times, during business hours as STATE BANK OF INDIA may reasonably request. Each training course will last for \_\_\_\_\_hours. STATE BANK OF INDIA may enroll up to \_\_\_\_\_ of its staff or \_\_\_\_\_ employees of the new/replacement service provider in any training course, and the SERVICE PROVIDER shall provide a hard copy of the Product (licensed or open sourced) standard training manual for each enrollee. Each training course will be taught by a technical expert with no fewer than ..... Years of experience in operating ..... Software system. SERVICE PROVIDER shall provide the ..... training without any additional charges.

## 16. Transfer Support Activities

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

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

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

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

- (a) Change Request log;
- (b) entire back-up history; and

(c) dump of database contents including the Asset Register, problem management system and operating procedures. For the avoidance of doubt this shall not include proprietary software tools of the SERVICE PROVIDER which are used for project management purposes generally within the SERVICE PROVIDER's business.

16.4 The SERVICE PROVIDER shall supply to the STATE BANK OF INDIA or a Replacement SERVICE PROVIDER proposal for the retention of Key Personnel for the duration of the transition period.

16.5 On the date of expiry the SERVICE PROVIDER shall provide to the STATE BANK OF INDIA refreshed versions of the materials required under paragraph 16.3 above which shall reflect the position as at the date of expiry.

16.6 The SERVICE PROVIDER shall provide to the STATE BANK OF INDIA or to any Replacement SERVICE PROVIDER within **14 (fourteen)** Working Days of expiry or termination a full and complete copy of the Incident log book and all associated documentation recorded by the SERVICE PROVIDER **till the date of expiry or termination.**



16.7 The SERVICE PROVIDER shall provide for the approval of the STATE BANK OF INDIA a draft plan to transfer or complete work-in-progress at the date of expiry or termination.

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

17.1 Prior to expiry or on notice of termination of this Agreement, the SERVICE PROVIDER shall provide for the approval of the STATE BANK OF INDIA a draft plan specifying the necessary steps to be taken by both the SERVICE PROVIDER and the STATE BANK OF INDIA to ensure that the STATE BANK OF INDIA's Premises are vacated by the SERVICE PROVIDER.

17.2 Unless otherwise agreed, the SERVICE PROVIDER shall be responsible for all costs associated with the SERVICE PROVIDER's vacation of the STATE BANK OF INDIA's Premises, removal of equipment and furnishings, redeployment of SERVICE PROVIDER Personnel, termination of arrangements with Subcontractors and service contractors and restoration of the STATE BANK OF INDIA Premises to their original condition (subject to a reasonable allowance for wear and tear).

IN WITNESS WHEREOF, the parties hereto have caused this annexure to be executed by their duly authorized representatives as of .....day of .....

**State Bank of India**

**Service Provider**

**By:**

**By:**

**Name:**

**Name:**

**Designation:**

**Designation:**

**Date:**

**Date:**

WITNESS:

1.

1.

2.

2.

RFP for selection of ISP for Wi-Fi Internet services at SBI, Local Head Officer, Bhopal



**Annexure-N**

**Tentative Installation/Commissioning Location along with approximate number of Access Points, Number of Users and Expected bandwidth**

| <b>Sr No.</b> | <b>Location Address</b>                                                                        | <b>Access Points.</b> | <b>POE Switches</b> | <b>Number of Users</b> | <b>Back-haul(BW)</b> |
|---------------|------------------------------------------------------------------------------------------------|-----------------------|---------------------|------------------------|----------------------|
| 1.            | State Bank of India<br>Local Head Office<br>Building,<br>Hoshangabad<br>Road Bhopal-<br>462011 | 15                    | 3                   | 200                    | 10 Mbps              |

RFP for selection of ISP for Wi-Fi Internet services at SBI, Local Head Officer, Bhopal



ANNEXURE -O

**FORMAT OF BID SECURITY DECLARATION FROM BIDDERS IN LIEU OF EMD  
(On Bidders Letter head)**

I / We, the authorized signatory of M/s ..... ,  
participating in the subject tender No . ..... for the item / job of  
..... , do hereby declare :

(i) That I / we have availed the benefit of waiver of EMD while submitting our offer against the subject Tender and no EMD being deposited for the said tender.

(ii) That in the event we withdraw / modify our bid during the period of validity Or I/we fail to execute formal contract agreement within the given timeline OR I/we fail to submit a Performance Security within the given timeline Or I/we commit any breach of Tender Conditions / Contract which attracts penal action of forfeiture of EMD and I/we will be suspended from being eligible for bidding / award of all future contract(s) of ITSS department, State Bank of India ,Local Head Office Bhopal for a period of three year from the date of committing such breach.

**Signature and Seal of Authorised Signatory of Bidder**

**Name of Authorized Signatory .....**

**Company Name .....**