

**REQUEST FOR PROPOSAL & QUOTE (RFPO)**

**IT FACILITY MANAGEMENT SERVICES AT DATA CENTER**



**The South Indian Bank Ltd  
IT Operations Department  
Third Floor, SIB Building, Rajagiri Valley, Kakkanad  
Ernakulam  
Kerala – 682 039  
Ph:- 0484-2771300**

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## **1 ABOUT OUR BANK**

- 1.1 The South Indian Bank Limited ([www.southindianbank.com](http://www.southindianbank.com)) is one of the leading scheduled commercial banks having 877 branches and 1333 ATM's spread across 28 States / Union Territories in India. The Head (Registered) Office of the Bank is situated at Thrissur, Kerala State. There are twenty Regional Offices (RO), geographically spread across the country, coming under the administrative control of the Head Office.
- 1.2 SIB offers various customer services such as anywhere banking -Any Time Banking supported with online ATM's, Internet Banking, International ATM-Cum-Debit Cards, Mobile Banking, etc. The Bank has already adopted significant technological advancements and is using them to leverage business operations such as CBS, NDS-PDO, RTGS, NEFT, SWIFT, Treasury, Forex etc. Currently, the Bank has 877 Branches, 53 Extension Counters, 1333 ATMs and 110 Cash Depositing Machines which are all connected on-line to the Data Center at Kochi, Kerala through Wide Area Network. Bank is having a Disaster Recovery site at Bangalore and a Near line DR Site at Cochin. The bank is using 'Finacle' as the Core Banking Solution (CBS) from M/s. Infosys Technologies Ltd., Bangalore.

## **2 PROJECT DETAILS**

### **Project Overview**

- 2.1 The bank proposes to avail Facility Management Services for the Technical Support/Trouble shooting of the IT Infrastructure (Non Core) hosted at Data Center Ernakulam (DC) & Disaster Recovery Site Bangalore (DRS). The Bank intends to avail the Facility Management Services from a reputed organization who are into this type of services.
- 2.2 Bank desires that the selected vendor should support the entire Non-core infrastructure hosted at DC & DRS (For Eg: Internet Banking, Mobile Banking, BPM, CRM, RTGS, NITMS and various less critical applications) in a professional manner through trained, certified, efficient and experienced engineers in the relevant areas mentioned in the scope of work (Annexure A) with necessary monitoring tool for the Facility Management of IT Equipments.

### **Project Objective**

- 2.3 The prime objective of this project is to avail trained, certified, efficient and experienced engineers in the relevant areas mentioned in the scope of work (Annexure A) with necessary monitoring tool for providing Facility Management Services (Non Core) to the IT Equipments hosted at DC & DR Sites. The prime services that are required are as follows:

- Server and Storage Management, Operating system (Windows/Linux) / Database (MS-SQL/MySQL)

- Capacity Management & Monitoring.
- Vendor management (For logging complaint calls with hardware/software vendors)
- Apart from above mentioned major platforms, we may need on-call basis onsite support for installation, issues/problems, baseline/hardening and vulnerability fixing for below platforms:
  - Container Technology (Docker / Kubernetes / Openshift)
  - MongoDB
  - IBM DB2
  - IBM AIX operating system
  - All other Web service platforms.

2.4 Location of this project will be at Data Center Ernakulam. All the required services have to be delivered **onsite at our Data Center Ernakulam.**

2.5 SIB is therefore inviting Sealed Techno-Commercial Quotations through this Request for Proposal and Quote (RFPQ) to meet the above requirements.

### **3 TERMS & ABBREATIONS USED IN THIS DOCUMENT**

3.1 **‘Bid’** shall mean the set of Bid documents/Response to request for Proposal and Quote (RFPQ) documents submitted by a Vendor for submitting a competitive quotation for the execution of ‘Works’ in accordance with the terms specified in this document.

3.2 **‘SIB/Bank’** means The South Indian Bank Ltd.,

3.3 **‘Data Center’** means to the Banks Data center at Ernakulam Kerala.

3.4 **‘DR Site’** means the Disaster Recovery site at Bangalore

3.5 **‘Project/Works’** means providing suitable engineers capable of executing the IT facilities management services required at the Data Center, through this RFPQ.

3.6 **‘Principal/Original equipment manufacturer (OEM)’** means the entity who has originally manufactured the items and authorized the vendor/system integrator to represent them for sales/service of their equipment.

3.7 **‘Vendor/System Integrator’** means the entity who has submitted the Bid documents for the said ‘Works’ with the intension of submitting a competitive quotation for the execution of Works in accordance with terms specified in this document.

3.8 **‘Service Level Agreement’** shall mean the Contract entered into between Bank and the successful Vendor who has been awarded the Purchase Order for Works for specific requirements.

- 3.9 **‘Successful Vendor’** means the Vendor whose Bid is accepted by the Bank and been awarded the Purchase Order / Contract works.
- 3.10 **‘FM’** – Facility Management services as desired by the Bank, of the IT Equipments (Non Core) hosted at DC, DRS and NDR, as described in the various section of this document.
- 3.11 **‘RFPQ’** – This Request for Proposal & Quote document
- 3.12 **‘Uptime’** means the time during which all the supplied products are available for the use of the PURCHASER and also working at the optimum level of their performance and functionality, ensuring the smooth working of the PURCHASER’s business.
- 3.13 **‘Downtime’** means the time during which any or all of the supplied products are not available for the use of the PURCHASER or not working at the optimum level of their performance and functionality, due to malfunctioning, non-functioning, incident, defect or any other cause/causes.
- 3.14 **‘NDA’** Non-Disclosure Agreement
- 3.15 **‘VA’** Vulnerability Assessment

#### **4 TECHNICAL REQUIREMENT (TENTATIVE SCOPE OF WORK)**

- 4.1 As stated in the earlier section, the primary requirement of the RFPQ is to avail trained, certified, efficient and experienced engineers along with a monitoring tool in the relevant areas mentioned in the scope of work (Annexure A) for providing Facility Management Services (Non Core) to the IT Equipments hosted at DC and DR Sites. However, the bank reserves its right to change the requirement of the RFQ considering the requirements and the changing business conditions.
- 4.2 The VENDOR has to carry out the following tasks, including but not limited to:
- a) Provide IT Facility Management Services 24x7 (Non Core Banking) required at the DC & DR Sites as specified in the various section of this document, annexure and purchase order (PO) when it is released to the selected vendor.
  - b) Trouble shooting for Hardware/Operating System/Database/product bugs and performance related issues are under the scope of the vendor.
  - c) Backup restoration testing related services should be provided as mentioned in Annexure A.
  - d) The entire services provided should be effective and efficient and as a whole, it should ensure maximum and optimal working performance of all the items under the scope of work.

- e) It is vendor's duty to ensure proper co-ordination among the manpower supplied by the vendor and with the Bank team, across the supplied services.
- f) The vendor should submit proper root cause analysis (RCA) reports as part of any problem resolution.

4.3 The FM vendor should ensure that the corresponding vendor who manages the items under the scope of FM are properly supervised and guided such that these items are optimally configured for peak performance. Any degradation in performance should be rectified / brought to the notice of the Bank by the vendor and suitable suggestion for performance tuning should be done whenever and wherever it is required.

4.4 The Vendor shall absorb any hidden cost arising out of situations, with respect to services and which arises due to an act or omission of Vendor.

4.5 The Vendor providing FM services should extend complete support and assistance for all types of migration relating to IT Equipments hosted at DC, DR and NDR Sites.

## **5 PRESENT ARCHITECTURE**

All hardware's (Non-core banking) hosted at DC, DR and NDR sites have to be monitored as mentioned in Annexure A (Scope of Work). Bank will increase the assets under the management up to 25% of the current number without any change in the final accepted price.

## **6 GENERAL TECHNICAL REQUIREMENTS**

6.1 The proposed services should meet all the requirements of the Bank as mentioned in Annexure A.

6.2 The solution proposed should clearly outline the level of redundancy, manageability, reliability and availability for the manpower proposed.

6.3 For the proposed services, there should not be any decrease in the delivered service quality during the contract period.

6.4 The Services provided should be designed in such a way that it complies the Service Window as mentioned in Annexure A.

6.5 The support and assistance should be readily available all through 24\*7 basis.

6.6 A clear justification/reason for the quantum of manpower proposed should be provided. The proposed solution should incorporate the actual plan of action for delivering the services required for the Bank.

- 6.7 The vendor should ensure that the proposed solution can be smoothly integrated with the actual requirements.
- 6.8 The vendor should ensure that all the services and facilities currently being extended from the existing setup are made available on the new setup without interruption.
- 6.9 In case the vendor is not able to provide the exact required specifications they may provide equivalent/higher options with due justification.

## **7 SUPPORT**

- 7.1 The Vendor shall provide Facility Management services for a minimum period of **THREE YEARS** and renewal of contract period will be taken up later.
- 7.2 The support period shall be effective from the date of providing the complete manpower required for the operations mentioned in Annexure A.
- 7.3 A detailed National Level Support level / Escalation Chart are to be provided to the bank for Ernakulum and Bangalore location.
- 7.4 A minimum uptime of 99.9 % per annum is compulsory however an uptime of 99.99% is preferred.

### **7.5 Uptime & Service deliverables**

- Service Window 24 Hours x 7 days a week support onsite.
- Response time Immediate
- Resolution Time 4 hours
- Uptime Guarantee A minimum uptime of 99.9 % per annum is compulsory, however an uptime of 99.99% is preferred.

## **8 SERVICE LEVEL AGREEMENT**

- 8.1 The vendor shall sign comprehensive Service Level Agreement/Non Disclosure Agreement with the BANK covering all relevant areas along with the Purchase Order.
- 8.2 SIB can disqualify any Vendor who fails to sign the Service Level Agreement (SLA/NDA).

## **9 DELIVERY**

- 9.1 The services (as per the PO given) should be delivered **in full at the Data Center Ernakulam** within a maximum of **4 weeks** of issuing the Letter of Intent/ Purchase

order. If the supply is delayed inordinately, the Bank can cancel the said purchase deal without any obligation on its part and the same shall be binding on the Vendor.

- 9.2 SIB is not bound to place the order on a single Vendor and can break up the order at will and place multiple purchase orders to multiple Vendors.
- 9.3 Vendor should also designate a Project Manager/Leader to all the Services provided to Data Center, Ernakulam. This Project Manager/Leader should be the single point contact of the bank for its clarifications, support, etc. The Name, designation, contact details of the identified Project Manager/Leader should be informed to the bank along with the RFPQ.
- 9.4 Bank reserves the right to involve third parties' / RBI officials/other regulatory and statutory bodies etc., (or during the contract period), if it deems so and the vendor shall render all assistance for the same.
- 9.5 The selected Vendor should provide an authorization letter confirming that the Background check of the engineers assigned for this project has been completed.
- 9.6 The selected Vendor should provide an authorization letter confirming that necessary EPF, ESI and other Government related rules are complied for the engineers assigned for this project as part of Outsourcing guidelines.

## **10 COMMERCIALS & PAYMENT TERMS**

- 10.1 The prices should be exclusive of all Service taxes, GST etc. **A clear price break-up of individual line items along with sub totals and grand totals should be compulsorily given.** All invoices/bills submitted by the vendor for payment should compulsorily contain all details (in clearly identifiable manner) of taxes, other duties/government levies if any, various types of taxes/levies applicable etc. It may be noted that if proper information is not supplied in the invoice, SIB (Bank) may lose a chance for claiming credit from authorities as per extant rules (where applicable). Hence, the vendor is strictly instructed to comply with the above directions.
- 10.2 The price submitted for all the quoted items should be for a contract period of THREE years.
- 10.3 Contract period should be clearly and compulsorily mentioned.
- 10.4 The following will be the terms of payment applicable for all the services provided against relevant purchase orders.



- a. Payments will be made only on submission of invoice and all other documents necessary as per the terms specified in the PO/SLA.
- b. Payment will be made Quarterly in arrears

#### 10.5 Penalty Clauses

**a. Supply/Delivery**

The services (as per the specifications given) should be delivered within a maximum of 4 **WEEKS** of issuing the Letter of Intent/ Purchase order. If delivery is delayed, bank will charge a penalty of 18% p.a on the entire purchase order value mentioned in the purchase order concerned for the delayed number of days from date of delivery stipulated/arrived at/accepted by the vendor.

**b. Service/Support**

1. Penalty will be imposed for non performance against the guaranteed performance level and Uptime will be applicable from date of service and the amount due to the VENDOR shall be set off from the payment due for service/support charges payable by the PURCHASER.
2. Penalty for violation of Uptime Guarantee will be 10% of total support charges paid till date for each 0.1% reduction in committed uptime figure, subject to maximum of total support charges for the quarter.

### 11 VENDOR RESPONSIBILITY

- 11.1 Vendors shall provide solution strictly in accordance with the requirements
- 11.2 Vendors shall adhere to the procedure and processes laid down in this document.
- 11.3 The Vendor should invariably furnish any deviations from the specifications and or the terms and conditions of the RFPQ, specifying the reasons and justifying such deviation. **NON-MENTION OF DEVIATIONS SHALL IMPLY COMPLIANCE TO SIB'S SPECIFICATIONS.** Any non-disclosure of such information may disqualify the Vendor at later stages of the Technical/Commercial Evaluation of the Bids submitted by the Vendors. The Bank reserves the right to accept or reject such deviations since RFPQ is meant to serve the requirements of the bank.
- 11.4 **The vendor should provide a single point contact person with cell/landline Numbers, email, full address etc so that Bank can address all queries regarding this RFPQ to the designated person.**
- 11.5 Vendor shall strictly comply with the key dates and time stipulated in this document. However, all efforts shall be made to explore the possibilities of quicker ways of

delivering the products, complete the initial build, and achieve substantial completion and final acceptance.

- 11.6 SIB is very much interested in long-term association with the potential Vendors and hence Vendors shall adapt to changes in SIB requirements and provide superior Products and Services and not by mere fulfillment of contractual commitments set here forth.
- 11.7 Vendor shall alert SIB and its own personnel about the risks either anticipated or faced either prior and/ or during and / or after the execution of the project and provide all the possible solutions either to totally eliminate or to minimize such risks.
- 11.8 Vendor shall ensure all possible efforts in continuous improvement in processes, tools and procedures and practice the world-class methodologies in delivering/installing Services for implementing and managing this Project and also while interacting with third party vendors for cross-integration.
- 11.9 Vendor shall share its technology strategies, direction, research and development efforts with SIB. The vendor should ensure that the bank is provided with latest and best technologies as a part of proposed solution.
- 11.10 The vendor shall install all the supplied items as per the bank's security policies and baseline documents.
- 11.11 The vendor should provide suitable manpower for carrying out operations mentioned in Annexure A.
- 11.12 The vendor should ensure that services should be available on a 24\*7 basis and maintain the uptime as specified.

## **12 GENERAL TERMS AND CONDITIONS**

- 12.1 SIB reserves the right to either not to implement the solution or to partially implement the solution.
- 12.2 Any incomplete or ambiguous terms/ conditions/ quotes will disqualify the offer.
- 12.3 **Any set of terms and conditions from the Vendors are not acceptable to the Bank.**
- 12.4 SIB reserves the right to accept or reject any bids without assigning any reason thereof and SIB's decision in this regard is final.
- 12.5 The Bank reserves the right to stop the RFPQ process at any stage and go in for fresh RFPQ without assigning any reasons OR to modify the requirements in RFP during the process of evaluation at any time.

- 12.6 SIB is not bound to place on the order on the lowest price Vendor or the best technical Vendor.
- 12.7 SIB reserves the right to cancel the Purchase Order if the project is not commissioned within the agreed period from the date of PO unless extended in writing by SIB.
- 12.8 SIB reserves the right to re-negotiate the prices in the event of change in the market prices.
- 12.9 In case the selected vendor falls to deliver suitable manpower as stipulated in the delivery schedule, the Bank reserves the right to procure the same or similar services from alternate sources at the risk, cost and responsibility of the selected vendor.
- 12.10 The Bank reserves the right to cancel the contract and recovery of additional expenditure incurred by the Bank if the selected vendor does not perform to the satisfaction of the bank or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice. In this situation, the selected vendor is bound to make good the additional expenditure, which the Bank may have to incur in executing the balance of the contract. This clause is applicable, if for any reason, the contract is cancelled due to default of the vendor for any reason whatsoever.
- 12.11 All inquiries, communications and requests for clarification shall be submitted in hard copies/e-mail to SIB and response for the same shall be obtained in writing. Only such documents shall be considered as authoritative.
- 12.12 Successful Vendor shall be responsible for compliance with all requirements under the laws and shall protect and indemnify completely SIB from any claims / penalties arising out of any infringements.
- 12.13 Successful Vendor shall protect and fully indemnify the SIB from any claims for infringement of patents, copyright, trademark or the like.
- 12.14 All intellectual property related to the project shall be the property of SIB and SIB reserves the right from its sole discretion to implement the same at other centers in future without involving successful Vendor.
- 12.15 The vendor shall explicitly absolve the Bank of any responsibility/ liability for the use of all supplied software, with regard to copyright/ license violations, if any.
- 12.16 Vendor should ensure that all points in the Main Document and Annexure(s) are taken into account before submitting the Bid Documents. If a particular point is mentioned in the Main Document and not in Annexure(s), or vice versa, it should not be construed as an error and the vendor should submit all relevant information irrespective of whether it has been requested or not.

- 12.17 Bids once submitted shall be final and no amendment shall be permitted. A Vendor shall submit only one set of proposals. However SIB reserves the right to re-negotiate the prices in the event of change in the market prices.
- 12.18 All the prices, technical specifications and other terms and conditions of the offer proposed by the Vendor should be valid for a minimum period of 6 months.
- 12.19 Further, subsequent to the orders being placed/agreement executed, the Vendor shall pass on to SIB all fiscal benefits arising out of reductions in Government levies viz. sales tax, excise duty, custom duty, etc.
- 12.20 Response to the RFPQ that do not meet the set timelines or are incomplete in any aspect or are not submitted in the prescribed format will be summarily rejected at the whole discretion of the BANK.
- 12.21 Confidentiality/Non Disclosure - All information disclosed through this RFPQ or verbally or in writing or in any manner or form including but not limited to all computerized data, information or software specifications, data, notes, memoranda and any other writings between the Bank and Vendor or vice versa shall be treated as completely confidential and shall not be disclosed to a third party, without mutual agreement.
- 12.22 The Vendor will not have any right to audit or access the Bank's system in any manner whatsoever without Bank's explicit permission, before or during or after the contract period. The Bank reserves the right to deny such permissions even if the vendor puts forth any other terms or conditions.
- 12.23 By submission of bid Bank understands and confirms that the principal and vendor has understood and accepted the terms and conditions of this RFPQ.
- 12.24 The bank will not have any obligation to the vendor or vendor will not acquire any right due to the participation in the bidding process or due to the submission of bid. Any expenses incurred by the vendor related to the bid process will not be compensated by the bank.
- 12.25 The agreement to be signed with vendor wherever applicable will be subject to relevant portions of guidelines on outsourcing of Reserve Bank of India and outsourcing policies of Bank, within the scope of work attached and the financial consideration mentioned elsewhere in the document.
- 12.26 Vendor agrees to provide the bank with the right to conduct audits on them whether by Bank's internal or external auditors, or by agents appointed to act on its behalf and to obtain copies of any audit or review reports and findings made on the vendor in conjunction with the services performed for the Bank.

12.27 Vendor agrees to allow Reserve Bank of India or persons authorized by it to access the bank’s documents, records of transactions, and other necessary information given to, stored or processed by the service provider within a reasonable time. This includes information maintained in paper and electronic formats.

12.28 Vendor agrees to recognize the right of the Reserve Bank to cause an inspection to be made of a service provider of a bank and its books and account by one or more of its officers or employees or other persons.

**13 RESPONSE TO RFP & CONTACT DETAILS**

13.1 The time is the essence of the project. It is mandatory for vendors who respond to this RFPQ to meet these expectations as they are tightly linked to SIB’s plans of availing Facility Management Services for IT Equipments hosted at Data Center, Ernakulam. Following are the timelines defined for the activities.

<b>Description</b>	<b>Date</b>
<b>Address any clarifications on RFP</b> (Clarifications may be addressed by e-Mail and can be obtained by sending a <b>mail to: <u>infra@sib.co.in</u></b> with subject line “Kind Attn: Non Core IT FM Services at Data Center”)	
<b>Contact Person Name &amp; Mobile Number</b>	Wilson C J 9746069068 Girish Paul 9446075037
<b>Bid submission - Last Date and Time</b>	<b>04/02/2021 05:00 PM</b>

13.2 However, the Bank reserves the right to extend the last date of submission, at its sole discretion.

13.3 SIB is not responsible for non-receipt of quotations within the specified date and time due to any reason including postal holidays, delays or approaching SIB.

13.4 Vendor should ensure that hardcopies & softcopies of both the bids are properly numbered as Page \_\_ (current page) of \_\_ (total pages). Further the authorized signatories of the vendor should initial and seal on all pages of the hardcopies of the bids.

13.5 Bids with erasure / overwriting / crossings are liable to be rejected. If required, the corrections can be made by scoring out and writing afresh. The corrections shall be authenticated with authorized signature.

13.6 The bid should be submitted as follows: -

- A) **Check List** – The Check list as per Annexure – B filled by the Vendor.
- B) **Technical quote** (UNPRICED) with all relevant supporting documents, response to Annexures in a cover marked” **TECHNICAL BID – RFPQ FOR NON CORE IT FACILITY MANAGEMENT SERVICES**”
- C) **Commercial quote** (PRICED) for the entire proposal with detailed breakup of the prices for each line item etc, refer Annexure, in a cover marked” **COMMERCIAL BID – RFPQ FOR NON CORE IT FACILITY MANAGEMENT SERVICES**”. The prices for the products should be indicated in Indian Rupees (INR) only.
- D) **Compact disk** (CD) containing the soft copy of the Checklist, Technical and Commercial bid should be provided in PDF & Microsoft word formats. Further the vendor should certify that the contents of the CD’s are the same as that provided by way of hard copy. In the event of a discrepancy the offer will be rejected.
- E) **All of the above** should be submitted in a single sealed cover marked as ” **BID – RFPQ FOR NON CORE IT FACILITY MANAGEMENT SERVICES**”
- F) The vendor has to mandatorily submit the **RESPONSE SHEET** (Refer Annexure C)
- G) Vendor should ensure that the bid documents are submitted as above only to the following address on or before the stipulated date

JGM and Head IT Operations  
The South Indian Bank Limited  
SIB Building, 3<sup>rd</sup> Floor, Rajagiri Valley, Kakkanad  
Ernakulam – 682 039, Kerala State  
Telephone: 0484 – 2771300  
E-mail: infra@sib.co.in

#### **14 SELECTION CRITERIA**

- 14.1 The company profile and the details of the manpower to be deployed in the project with resume, past experience of the company in the area of supply, installation and commissioning of quoted proposal, cost of the solution offered, technical features of the solution offered, delivery schedule, past experience with SIB, post implementation service and support, etc. shall be some of the criteria in selecting the Vendor.
- 14.2 Local presence and nature of Vendor’s support available at each location shall also be considered while evaluating the tenders submitted by the Vendors.

#### **15 PATENTS, LIABILITY & COMPLIANCE OF REGULATIONS**

- 15.1 Successful Vendor shall protect and fully indemnify the SIB from any claims for infringement of patents, copyright, trademark or the like.

- 15.2 Successful Vendor shall be responsible for compliance with all requirements under the laws and shall protect and indemnify completely SIB from any claims / penalties arising out of any infringements and indemnify completely SIB from any claims / penalties arising out of any infringements.
- 15.3 All intellectual property related to the project shall be the property of SIB and SIB reserves the right from its sole discretion to implement the same at other centers in future without involving successful Vendor.
- 15.4 The vendor shall explicitly absolve the Bank of any responsibility/ liability for the use of system software, with regard to copyright/ license violations, if any.

## **16 LITIGATION**

- 16.1 If it comes to the notice of the Bank that the Vendor has suppressed any information either intentionally or otherwise, or furnished misleading or inaccurate information, the Bank reserves the right to nullify the Qualification and to disqualify the Vendor. If such information becomes available to the Bank prior to issue of Letter of Intent, SIB reserves the right to disqualify the Vendor. If such information comes to the knowledge of the Bank after the award of work, SIB reserves the right to terminate the Contract unilaterally at the total cost and risk of the Vendor and such action would include but not limited to forfeiture of all deposits, guarantees etc. furnished in any form. The Bank also reserves the right to recover any dues payable by the selected vendor from any amount outstanding to the credit of the selected bidder, including the pending bills and security deposit, if any. The Bank will also reserve the right to recover any Advance paid.
- 16.2 All disputes or differences whatsoever arising between the selected vendor and the bank out of or in relation to the construction, meaning and operation or effect of the contract, with the selected bidder, or breach thereof shall be settled amicably. If, however, the parties are not able to resolve any dispute or difference aforementioned amicably, the same shall be settled by arbitration in accordance with the Rules of Arbitration of the Indian Council of Arbitration and the award made in pursuance thereof shall be binding on the parties. The Arbitrator/Arbitrators shall give a reasoned award.
- 16.3 Work under the Contract shall be continued by the selected vendor during the arbitration proceedings unless otherwise directed in writing by the Bank unless the matter is such that the works cannot possibly be continued until the decision of the arbitrator or of the umpire, as the case may be, is obtained and save as those which are otherwise explicitly provided in the Contract, no payment due or payable by the Bank, to the vendor shall be withheld on account of the ongoing arbitration proceedings, if any, unless it is the subject matter or one of the subject matter thereof. The venue of the arbitration shall be at Kochi, Kerala State, India.

-----[End of Main Document] -----

**ANNEXURE A: SCOPE OF WORK**

**ANNEXURE-A** DESCRIBES THE REQUIREMENTS FOR FACILITY MANAGEMENT SERVICES THAT HAS TO BE PROVIDED FOR IT EQUIPMENTS HOSTED AT DATA CENTER, ERNAKULAM AND DISASTER RECOVERY SITE, BANGALORE.

**Vendor is requested to read the MAIN DOCUMENT completely before attempting to complete Annexure-A.**

**Services Required**

1. Server and Storage Management, Operating System (Windows/Linux) / Database (MS-SQL/MySQL).
2. Capacity Management & Monitoring.
3. Vendor management (For logging complaint calls with hardware/software vendors)
4. Apart from above mentioned major platforms, we need on-call basis support for installation, issues/problems, baseline/hardening and vulnerability fixing for below platforms on case to case basis:
  - Container Technology (Docker, Kubernetes and Openshift)
  - MongoDB / Bigdata.
  - IBM DB2.
  - IBM AIX operating system.
  - All other Web service platforms.

<b>LOCATION</b>	<b>SERVICE WINDOW</b>	<b>MODE OF SERVICE DELIVERY</b>	<b>VENDOR RESPONSE (YES/NO)</b>
THE SOUTH INDIAN BANK LTD, Data Center, Rajagiri Valley, Kakkanad Ernakulam	<p><u>Level 2 &amp; above engineer - (2 No) –</u></p> <p>Server and Storage Management, operating system (Windows (2012/2012R2/2016 &amp; above) / Linux (RHEL 6, 7 &amp; above)) / Database (MS-SQL/mysql)/</p> <p>L2 Support Timings – Monday to Saturday including all bank working days from 08:00AM– 09:00 PM.</p> <p><u>L1 Support Engineer (5 No) –</u></p>	FM Services Onsite	



	24x7 support (including all public Holidays and Sundays)  (Shifts may be mutually decided)  (24*7 FM services support should be provided at SIB Data Center)		
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The above service window will be reviewed on monthly basis & shifted according to needs/mutual concerns

L1 Skills - Responsible for Basic Troubleshooting, coordination & monitoring in addition to any specific duties assigned

L2 Skills - Responsible for Installation, Administration, Configuration, Troubleshooting, Maintenance, coordination, monitoring and guidance to L1 support team.

**Note: Bank will conduct interview of the candidates from selected vendor before commencing the operations and if not satisfied with the technical capabilities of the proposed engineers, bank can consider cancellation of the PO.**

**Sufficient bond should be taken by the vendors so that the Engineers appointed should continue with the service for a minimum of 1-year period. Notice period of candidates shall be 2 months mandatorily.**

**\*\*The vendor should at its own cost should provide a centralized monitoring tool for ease of operation/consolidation/mis related activities of servers for all products mentioned in services required.**

**SERVICE NORM MATRIX - Table -1**

Location	Severity	Response Time	Resolution Time
THE SOUTH INDIAN BANK LIMITED'S - DC & DR	S-1	Immediate.	4 hours
	S-2	Not applicable	Not applicable

Escalation Matrix
Level - 1: After 100% of Resolution time to Program Manager
Level - 2: After 200% of Resolution time to Regional Service delivery Manager - Facilities Management / IT head of THE SOUTH INDIAN BANK LIMITED
Level - 3: After 400% of Resolution time to Regional Business Manager - Operations and Customer Support /IT head of THE SOUTH INDIAN BANK LIMITED

<b>Call Severity Matrix</b>
Severity Level - 1: Calls that can have severe impact on business affecting large number of users. E.g. – Operating system/other software malfunctioning, system hang, Storage/HLB incident/defect
Severity Level - 2: Configuration, reconfiguration of the servers and OS and any other planned activities

- **99% of all the calls/incidents /defects reported / noticed by THE SOUTH INDIAN BANK LIMITED /VENDOR will be attended to within the stipulated response time measured on a monthly basis.**
- **95% of all the calls/incidents /defects reported / noticed by THE SOUTH INDIAN BANK LIMITED /VENDOR will be resolved within the stipulated resolution time measured on a monthly basis.**
- The above norms are not applicable for hardware breakdown and application related calls.
- In the unlikely event of a database crash the above listed resolution time may vary depending on the size of the database and time taken to restore it. Such incidents will be considered on a case to case basis by THE SOUTH INDIAN BANK LIMITED for uptime/down time calculations.

**STATEMENT OF WORK**

**A) ONSITE Support** - Server and Storage Management, Operating System (Windows/Linux) / Database (MSSQL/MySQL).

**1. SCOPE –**

It will cover all the Servers and HP/IBM/Dell-EMC Storages and associated peripherals in the Data Center & Disaster Recovery site and NDR

**2. LIST OF DELIVERABLES –**

- Vendor will assign qualified System/Storage Administrators to take care of complete operating system and other software administration excluding respective applications like Internet Banking, Mobile Banking, BPM, CRM, RTGS, NITMS, RAP, CTS and various other internal applications.
- Installation, Administration, Configuration, Maintenance, Troubleshooting, coordination & Monitoring Server and Storage Management, operating system (Windows/Linux) / Database (MSSQL/MySQL).
- Orderly startup and shutdown of servers/storages as per laid down procedures
- Problem determination, management and resolution.
- User management – Creation and deletion of users, groups, required login scripts
- Installation of monthly security patches, bug fixes, and updates [Currently Bank have a GFI patch management solution for Windows and Red Hat Satellite for Linux servers]. In future bank may change the solution based on requirements.

- Vendor should at its own cost, provide a centralized monitoring tool for ease of operation/consolidation/mis related activities for calculating uptime/monitoring of servers/hardware.
- Security management – Configuring Access rights, Password control, LAN network security
- Base OS Installation and hardening as per the Banks baseline document
- Server reinstallation and configuration
- Assistance/Support during Software Installation
- Monitor CPU, disk, Memory, I/O and all other important system parameters, server/storage usage and utilization statistics
- Configure and maintain NTP
- Create and maintain secure file system mount
- Check for bad blocks and bad processes
- Check for crash dumps / panics and resolve them
- Verify system/storage logs and periodically clean up log files
- Schedule and execute scheduled jobs/tasks and their administration.
- Schedule and optimize the services running on the server
- Configuration and management of A10 Hardware Load balancer at DC & DR for optimum performance and coordinating with A10 support team.
- Recover the server/storages from system crashes.
- OS/Storage performance tuning and response monitoring
- Monitoring and troubleshooting of network connectivity of all servers
- Installation, configuration and administration of all other supplied software like File System, Volume Manager, Backup Software, Cluster software, Management Software, Storage Management Software etc
- Inform THE SOUTH INDIAN BANK LIMITED of any impending problems which can potentially lead to system crash or performance degradation.
- Monitoring and escalation of hardware problems
- **Assist bank during all types of migration /upgrade including Hardware/OS/DB/ etc**
- **Capacity Planning for forecasting capacity/upgrade requirements**
- Creation of comprehensive documentation on system and storage configuration, hardware inventory, system administration and changes therein.
- Maintenance of log book for recording all activities done by Vendor. All problems shall be logged and counter-signed by THE SOUTH INDIAN BANK LIMITED'S staff after resolution.
- Keeping archive log File System space utilization at Disaster Recovery(DR) site under threshold value
- Monitoring availability of system, storage, database at DC and DR sites
- Escalation to proper channel, in case of any issues and in sync with DR team.
- **DR Drill support for the above mentioned servers.**
- Monitoring/Configuring of replication of databases (For Eg: SQL Log Shipping) (software/hardware based) for the above mentioned servers. Create suitable SQL related jobs for backup and other routine maintenance.
- Should perform day to day administrative activities installation, resource allocation/reallocation and other daily activities to increase the performance of solution.

- Should perform patch updating on a regular basis and Version migration/upgrade support of middle ware applications.
- Should performance tune and response monitoring.
- Orderly startup and shutdown of SQL SERVER listener services, databases and database servers.
- Installation/hardening of SQL SERVER databases binary as and when required
- Assisting in complete recovery and restoration of databases.
- Monitoring space, memory structures in MSSQL and performance, checking queries and taking preventive measures if necessary.
- Creation of comprehensive documentation on system configuration, database administration and changes therein.
- Maintenance of log book for recording all activities done by vendor. All problems shall be logged and counter-signed by THE SOUTH INDIAN BANK LIMITED'S staff after resolution
- Monitor log shipping details between Data Center, NDR & DR site
- **DR Drill support (including support during night).**

### **3. SERVICE LEVEL OBJECTIVES**

- Facilitate and ensure continuous availability of the servers, operating system, all other supplied software and facilities like backup/restore.

### **4. MEASUREMENT METRICS**

- Uptime measurement metrics

[1 - {( Total Number of hours in a month down due to operating system/other software failure/backups) / (Total Number of Working Hours per month)}] X100

For this calculation, working hours will be Data center working hours per Month.

### **5. REQUIREMENTS FROM THE SOUTH INDIAN BANK LIMITED**

- Version upgrades and patches through service agreement with Hardware vendor.
- Access for Vendor to master copies of software and documentation
- Access rights / security rights for vendor to perform the OS administration

### **6. MIS REPORT FROM VENDOR**

- Server uptime reports, required log files etc – monthly
- Capacity Planning report –quarterly
- Server performance report-monthly
- System health check report-quarterly
- Major activity/problem report – monthly

The above reports may be generated using suitable format/templates/software.

## **B) VENDOR MANAGEMENT SERVICE**

### **1. SCOPE –**

It will cover the vendors or service providers for AMC and WARRANTY support for the all Server and Storage Management, operating system (Windows/Linux) / Database.

### **2. LIST OF DELIVERABLES**

- Maintain database of the various vendors with details like contact person, telephone numbers, escalation matrix, response time and resolution time commitments etc.
- Log calls with vendors
- Maintenance of log book for recording all problems reported to/activities done by various vendors. All problems shall be logged and counter-signed by THE SOUTH INDIAN BANK LIMITED'S staff after resolution.
- Coordinate with the vendors and get the problems resolved
- Study existing vendor Service Level Agreements (SLA) and recommend ways of bridging gaps in service level, if any. Assist in preparation of new SLAs as and when required.
- General – Has to attend calls in the temporary absence of Bank Officer and respond suitably/note the details

### **3. SERVICE LEVEL OBJECTIVES –**

- As per SERVICE NORM MATRIX - Table -1

### **4. MEASUREMENT METRICS**

- Actual time taken by vendor to respond to and resolve a call vis-à-vis norm

### **5. MIS REPORTS –**

- Monthly call reports (vendor wise)
- Vendor effectiveness report

### **6. REQUIREMENTS FROM THE SOUTH INDIAN BANK LIMITED**

- For each vendor – Name of contact persons, telephone numbers, escalation matrix and the maintenance contract entered into with THE SOUTH INDIAN BANK LIMITED.
- THE SOUTH INDIAN BANK LIMITED should have annual maintenance contracts for all the hardware, software and networking equipment in the data center with the respective vendors.

- THE SOUTH INDIAN BANK LIMITED will communicate VENDOR LIMITED'S role to all vendors to be managed under this scope and help set up meeting with respective vendors

## **THE SERVICE DELIVERY PROCESS**

The service delivery process will comprise of two phases

- 1) PHASE I - Startup Phase
- 2) PHASE II - On-going Phase

### **1. STARTUP PHASE**

It will comprise of the following activities-

- Identification of the engineers- The personnel will be selected based on the skill sets required for delivery of the various services. The technical skill chart maintained by us for each and every engineer will help us to identify the right engineer for a job.
- Training- Any gaps between skill sets possessed by the identified engineer and the skills required to do a job will be filled by training. The training need will be periodically reviewed and necessary training will be imparted to the engineer.
- Preparation of specific procedures for THE SOUTH INDIAN BANK LIMITED- Specific procedures for THE SOUTH INDIAN BANK LIMITED will be prepared for all the services by customizing the generic processes. Work instructions will be prepared wherever required. The documents will be distributed to all the sites of THE SOUTH INDIAN BANK LIMITED as listed in this proposal to ensure uniformity in delivery of services.
- Other activities- will include collecting the user information, collecting the vendor details etc. During this phase our engineers will familiarize themselves with the IT environment of THE SOUTH INDIAN BANK LIMITED.
- Final Audit- Every year, the suitably qualified & certified manager will carry out audit as per the ISO 9001 Quality system.

The Start-up phase will require around 3-4 Weeks.

### **2. THE ON-GOING PHASE**

After the startup phase, the Account management team will take over and deliver the services as per the 'Statement of work'.

The following reviews and audits will be held during the On-going phase:

**A ) Customer Reviews**

- Monthly reviews with THE SOUTH INDIAN BANK LIMITED based on the MIS reports generated by the FM team.
- The reviews will cover the FM service performance and any issues raised by THE SOUTH INDIAN BANK LIMITED
- Action points identified in the review will be documented and implemented.

**B ) Other Reviews**

In addition to the Customer Reviews following reviews will be held as per the ISO 9001 Quality System -

- Monthly reviews are held at each regional office (RO) and the Head office (HO).
- RO review covers - FM projects under implementation, FM service performance, training needs and training calendar, internal audit reports, customer complaints, etc.
- All accounts in the region are reviewed in the RO.
- HO review covers – Implementation of FM projects across the country, customer complaints, training, and issues escalated from regional reviews, resource constraints, etc.

**C ) INTERNAL AUDITS**

- Trained/certified internal auditors will conduct quality system internal audits at the FM sites once in 6 months.
- Any deviations observed by the auditor will be recorded as an NCR (Non Conformance Report). All NCRs have to be closed by the auditee by taking appropriate corrective action. The auditor/management representative will verify the corrective actions before formally closing the NCR.

**NOTE:** In any of the above configurations, if there is any discrepancy or mismatch between asked for items and currently available items in market (due to any reasons whatsoever), vendor may quote for equivalent next higher version/item, **after providing suitable reasons/justifications only**

-----[End of Annexure A]-----

**ANNEXURE B: CHECKLIST**

**ANNEXURE-B** IS THE CHECKLIST DESCRIBING THE DOCUMENTS TO BE ATTACHED WHILE SUBMITTING THIS RFPQ.

No	Document Required	Refer Sections	Vendors Response Submitted Yes/No
1	Details of the Escalation Procedure/Chart in Ernakulam, Kerala	7.3	
3	Details of the Project Manager/Leader for installing & operationalizing the services	9.3	
4	Single Point contact for Clarifying the Details mentioned in this RFPQ	9.3, 11.4	
5	Filled in Technical Quote (UNPRICED) as per Annexure A with last column of Annexure A filled up indicating Technical compliance	13.6 B	
6	Filled in Commercial Quote (PRICED) as per Annexure B	13.6 C	
7	Compact Disk containing Check list, Technical Quote & Commercial Quote in MS-Word & PDF Formats	13.6 D	
8	Certificate for the contents of the Compact Disk is same with the Checklist, Technical Quote & Commercial Quote	13.6 D	
9	Payment details	10.1,10.4	
10	Penalty clauses	10.5	

**NOTE:** In any of the above configurations, if there is any discrepancy or mismatch between asked for items and currently available items in market (due to any reasons whatsoever), vendor may quote for equivalent next higher version/item, **after providing suitable reasons/justifications only.**

-----[End of Annexure B] -----



**ANNEXURE C - MANDATORY RESPONSE SHEET**

This is MANDATORY response expected from the Vendor, bidding for the RFP for The South Indian Bank Ltd. Kindly provide appropriate response to the particulars asked for:

No	Particulars	Your Response
<b>Contact Details(Solution Provider)</b>		
1	Name of Solution Provider	
1 (a)	Postal Address	
1 (b)	e-mail	
1 (c)	Phone	
1 (d)	Fax	
1 (e)	Contact Person	
1 (f)	Contact Person Designation	
1 (g)	Date of Incorporation	
1 (h)	Total Number of employees	
1 (i)	Number of Officers in India with details & address	

-----[End of Annexure C] -----

**ANNEXURE D: VENDOR KYC**

**VENDOR DUE DILIGENCE FORMAT FOR INFORMATION TECHNOLOGY AND COMMUNICATION TECHNOLOGY PRODUCTS, APPLICATIONS AND SERVICES**

1	Name of the Vendor	
2.a	Constitution	<p>Individual <input type="checkbox"/></p> <p>Sole Proprietorship <input type="checkbox"/></p> <p>Partnership <input type="checkbox"/></p> <p>LLP <input type="checkbox"/></p> <p>Pvt. Ltd. Company <input type="checkbox"/></p> <p>Public Ltd. Company <input type="checkbox"/></p> <p>HUF <input type="checkbox"/></p> <p>Society <input type="checkbox"/> Trust <input type="checkbox"/> Association <input type="checkbox"/> Foundation <input type="checkbox"/></p>
2.b	If you have undergone any change in the constitution since inception give full information here	<p>Originally established as .....on.....</p> <p>Changed to.....on.....</p> <p>Changed to.....on.....</p>
2.c	Information regarding merging/splitting since inception	
2.d	Group affiliation, if any	
<p><b>Please attach a “Group Tree” -graphical representation of various conerns in your Group (if applicable)</b></p>		

3	Address of Main/Registered office with Door No. Street No. and PIN		
4	Address for Correspondence with Door No. Street No. and PIN		
5	Address of manufacturing / development centre with Door No. Street No. and PIN		
6	Address of branches / other offices / units (Please attach a separate list, if necessary)		
7	Telephone Nos.	Mobile Phone Number/s (with name and designation of the contact person)	
8	Email Id	Alternate Email Id	FAX No.
9	Date of Birth/Incorporation		
10	Website URL		
10	Registration No. (eg. CIN)		
11	Date of Commencement of Business		
12	Brief Profile of the Firm / Company(Please attach a separate sheet, if necessary)		
13	Licenses & Registrations		
	a) Registration under shops and commercial Establishment	No.....Dt.....	

	Act with Local Body			
	b) Commercial Tax Registration	TIN No.....Dt.....		
	c) VAT Registration	No.....Dt.....		
	d) Service Tax Registration with Central Excise Department	No.....Dt.....		
	e) Tax Deduction Account Registration (TAN)	No.....Dt.....		
	f) PAN issued by Income Tax Department	No.....Dt.....		
	g) Exim Code	No.....Dt.....		
	h) Registration under Software Technology Park Scheme	No.....Dt.....		
	i) MSME Registration	No.....Dt.....		
14	Details of Quality Certification of products/company			
	ISI / BIS	ISO	Any other (please specify)	
15	List of major products*/services /Vertical-wise			
	Product/service	Date of launching	% to Annual Turnover**	% to Annual Revenue**

*Please enclose your company's product catalogue with detailed specification of the product/service ** Relating to the previous available financials				

1	Financials (Rupees in Millions)			
5	Capital	20...-..	20..-..	20..-..
	Turnover			
	Net Profit			
	Net worth			

Please provide copies of audited financials for the last 3 years along with the Notice of AGM (For Companies)

1	Details of Banking Relations <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
6	Name of the Bank and Branch	Current	Savings	OD/Loan
	Type of Account	.....		
	Account No.	.....		
	MICR No.	.....		
	IFSC Code	.....		
	Account holder (Since)	.....		
1	Auditors (Name with address and telephone/mobile numbers)	.....		
7		ICAI Membership Registrastion No.....		
		.....		

18	Clientele:	
	List of Major Clients (Attach separate list, if required)	1. Since..... 2. Since..... 3. Since..... 4. Since..... 5. Since.....

**Please produce reference from at least two of your major clients**

19	Competitors:
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	<p>Whom do you consider as your near competitors - Product/ service/ industry-wise list</p>	<p>1. 2. 3. 4. 5.</p>
20	<p><b>Blacklisting:</b></p> <p>Are your blacklisted ever: Yes <input type="checkbox"/> No <input type="checkbox"/></p>	<p>If Yes Since when</p> <p>1. Since.....by.....</p> <p>2. Since.....by.....</p> <p>3. Since.....by.....</p> <p>Reason for Blacklisting:</p>
21	<p><b>Litigation:</b></p> <p>Please provide a list of major suits filed either pending or settled/closed against you with clients and/or for patent, trade mark, Intellectual property Rights infringements</p>	<p>1. On.....by.....Status.....</p> <p>2. On.....by.....Status.....</p> <p>3. On.....by.....Status.....</p>
22	<p><b>HR</b></p> <p>a) Number of employees in the scroll</p> <p>b) Key technical personnel (attach separate list, if required)</p> <p>c) Key Manageria</p>	<p>Service &gt;5 Years..... Service &gt;1 &lt;5 Years.....</p> <p>&lt;1 Year..... Outsourced.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>

	<p>l Personnel (attach separate list, if required)</p> <p>d) Whether Family concern/Widely held</p> <p>e) Whether professionally managed or conventional</p>	<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>
<p>23</p>	<p><b>Insurance</b> Please narrate the details of any Insurance held for client protection</p>	
<p>24</p>	<p>Any other relevant information (Use additional sheets if required)</p>	
<p>25</p>	<p>List of KYC Documents Furnished</p>	<p>Name:.....</p> <p>Proof of ID</p> <p>Type:.....No.....</p> <p>Proof of Address</p> <p>Type.....No.....</p>

		Name:..... Proof of ID Type:.....No..... Proof of Address    Type.....No.
		Name:..... Proof of ID Type:.....No..... Proof of Address Type.....No.....
		Name:..... Proof of ID Type:.....No..... Proof of Address Type.....No.....
20	List of other documents submitted	1. 2. 3. 4.

I.....s/o.....

.....residing at .....

in my capacity as the .....

of.....do hereby solemnly affirm and declare that the particulars furnished in this due diligence format is true and correct to the best of my knowledge and belief. I also declare that I have not withheld any material information that is relevant and known to me regarding the firm/Company at the time of signing this document.

I/We also confirm that I have gone through the Vendor Security Baseline Document of the Bank and confirm that I/We shall adhere to such Document, as applicable in the context, in terms of RBI Guidelines.

I/We hereby authorize the Bank to obtain opinion on me/us directly from our Bankers.  
 I/We hereby undertake to abide by the Non-disclosure policy of the Bank and shall execute the Non-disclosure agreement, when asked by the Bank to do so.



I/We also agree that I shall allow the Bank to conduct an onsite IS audit on us either by the Bank personnel or by a duly appointed IS auditor by the Bank, if required by the Bank.

I/We also agree to the Bank to set the standards and criteria for the outsourced personnel both at the development and maintenance and also agree to the Bank for surveillance of the production facilities and the personnel engaged in the work with the help of surveillance cameras installed and monitored either on site or at remote location. **(Applicable for outsourcing tasks etc. with data/materials owned by the Bank)**

Place:.....

Date :.....

Authorised Signatory

**---END OF THE DOCUMENT---**