

Request for Proposal & Quote

**FOR THE SUPPLY, IMPLEMENTATION, MAINTENANCE
AND SUPPORT OF**

Centralized Storage Solution

**The South Indian Bank Ltd
IT OPERATIONS DEPARTMENT
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DISCLAIMER

The information contained in this RFPQ document or any information provided subsequently to bidder(s) whether verbally or in documentary form by or on behalf of the Bank is provided to the bidder(s) on the terms and conditions set out in this RFPQ document and all other terms and conditions subject to which such information is provided. This RFPQ is neither an agreement nor an offer and is only an invitation by Bank to the interested parties for submission of bids. The purpose of this RFPQ is to provide the bidder(s) with information to assist the formulation of their proposals. While effort has been made to include all information and requirements of the Bank with respect to the solution requested, this RFPQ does not claim to include all the information each bidder may require. Each bidder should conduct its own investigation and analysis and should check the accuracy, reliability and completeness of the information in this RFPQ and wherever necessary obtain independent advice. The Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFPQ. The Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFPQ.

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1 ABOUT OUR BANK

- 1.1 The South Indian Bank Limited (www.southindianbank.com) is one of the leading scheduled commercial banks having 924 branches and 1173 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 924 Branches, 51 Extension Counters, 1173 ATMs and 41 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 Nearline DR Site at Vennala, 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 South Indian Bank Ltd is planning to implement On-Premise Centralized storage solution. The proposed solution should be capable of accessing storage through laptops and desktops to store the official data and should be able to share between different departments. The proposed solution should be compatible to support various work from home solutions and accessing the centralized storage from work from home devices. The proposed solution may have separate modules to support access from public networks in a temporary manner in case of necessary. The details are attached as Annexure
- 2.2 The Bank is having its primary Data Center and Nearline site in Cochin and Disaster Recovery site is at Bangalore. The application environment is a heterogeneous mix of UNIX and Windows platforms, SAN based storages and different methods of replication mechanisms. Oracle, Microsoft SQL, MYSQL, DB2 databases are in use for various applications.
- 2.3 The Bank has its key process in place to effect change management on the primary and remote systems. These were largely manual process that required project management and coordination among the various stake holders. In order to achieve Banks business objectives, the Bank intends to implement a robust and highly scalable Enterprise wide centralized storage solution with the required infrastructure and support functions.
- 2.4 The solution should be a single integrated solution covering all functionality and flexibility required to store and share the data between employees and different departments. We should be able to control the access and monitor the activity centrally.

Project Objective

- 2.5 The prime objective of this Request for Proposal and Quotation (RFPQ) is to set up required software for centralized storage solution for the Bank. The project encompasses purchase, supply, installation, configuration implementation, testing, commissioning, documentation, training & ongoing support of the software required for the project.
- 2.6 The required software shall be installed at the Bank's Data Center at Cochin. SIB is therefore inviting Sealed Techno-Commercial Quotations through this Request for Proposal and Quote (RFPQ) to meet the above requirements.

3 TERMS & ABBREVIATIONS USED IN THIS DOCUMENT

- 3.1 **‘Bid’** shall mean the set of Bid/Request For Proposal and Quote (RFPQ) documents provided by 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 Bank’s Data center at Kochi, Kerala
- 3.4 **‘DR Site’** means Banks Disaster Recovery Site at Bangalore.
- 3.5 **‘NDR Site’** means Banks Nearline Disaster Recovery Site at Vennala, Cochin.
- 3.6 **‘Head Office’** means to the Head Office of Bank at Thrissur, Kerala.
- 3.7 **‘Project/Works’** means the purchase, supply, installation, configuration, implementation, testing, commissioning, documentation & ongoing onsite support of the hardware, software, backup, database etc required for the Automated DR Management Solution
- 3.8 **‘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
- 3.9 **‘Vendor’** means the entity who has received the RFPQ and submitted the response Bid documents for the said ‘Works’ with the intention of submitting a competitive quotation for the execution of Works in accordance with terms specified in this document.
- 3.10 **‘Service Level Agreement/Agreement/SLA’** shall mean the Contract entered into between Bank and the successful Vendor who has been awarded the Purchase Order for Works.
- 3.11 **‘Successful Vendor’** means the Vendor whose Bid is accepted by the Bank and been awarded the Purchase Order / Contract works.
- 3.12 **RFPQ** – This Request for Proposal & Quote.
- 3.13 **HO** – SIB Head Office at Thrissur.
- 3.14 **‘Defect’** means any malfunctioning or non-functioning of the product or part of the product.
- 3.15 **‘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.
- 3.16 **‘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.
- 3.17 **‘NDA’** Non Disclosure Agreement

4 TECHNICAL REQUIREMENT SPECIFICATIONS

- 4.1 **Purpose:**
The primary requirement of the RFPQ is to purchase, configure, implement, test, migrate, commission, document and training the supporting application software, system software, database required for centralized storage Solution. A description of the envisaged requirement

for accomplishing the project objectives is enumerated as under. (However, the bank reserves its right to change the requirement of the RFPQ considering the requirements and the changing business conditions).

4.2 Tentative Scope of Work

The Scope of work necessarily, includes the following activities: -

The proposed Enterprise storage Solution will be able to provide a unified platform for data sharing and collaboration within IT Environment and also provide the cohesive integrated drill down view to report, analyze, and control the access and activities centrally.

4.2.1 VENDOR'S SCOPE & RESPONSIBILITIES:

- Supply, configure, implement, Integrate, test, migrate, complete satisfactory installation, commission and document the supporting application software, database and the other components required at DC, and DR if required as specified in the purchase order (PO) and to provide training on the solution to Bank.
- Loading/Installation of application software on to the servers including installation of patches updates and bug fixes.
- Establishing connectivity between the servers, Storage components etc and Coordinating with the hardware VENDOR for a smooth installation/commissioning of the proposed solution.
- Trouble shooting OS and storage related issues, product bugs and performance related issues are under the scope of the vendor.
- The entire infrastructure supplied, should be configured such that both individually and as a whole it gives maximum performance and works in an optimal manner.
- The vendor is responsible for calculation of Hardware sizing like no. of server and storage space required to run the software successfully from date of successful installation.
- The deployed solution should be scalable for additional requirements.
- The vendor will provide the complete documentation of the project both in hard and soft copy
- The Vendor has to integrate NMS and Help Desk application to automate task of ticketing and assigning to respected engineer as per the given criteria by Bank.
- The vendor should procure all the necessary software, tools, licenses for integration and Resources. Bank will provide necessary infrastructure for onsite resources during project implementation (Seating, PC etc.).
- The vendor should clearly specify the license/hardware/other software requirements for the successful implementation of the project
- The vendor should ensure the interoperability of all supplied systems. It is vendor's duty to ensure proper integration between newly supplied equipment's / software.
- The vendor should submit the problem log during the overall project implementation.
- The vendor should clearly specify the response/resolution time for the escalated issues.
- Training: The Vendor will provide necessary training to the operation engineers engage by Bank. The training will cover in-depth installation, implementation, administration, usage, troubleshooting and interpretation of reports, logs etc.

- The vendor should support for any changes like version migration/upgradation of OS/Application/DB etc and solution should be compatible for such changes.
- The Vendor has to ensure 24 X 7 backend support in case of any emergency.
- The Vendor has to quote the latest stable version of software with a minimum 3 years support and Beta versions of the software will not be entertained.
- The Vendor shall develop the templates based on the bank's requirement.
- Detailed features required for Centralized Storage Solution is attached as Annexure 1.

4.2.2 GENERAL TECHNICAL REQUIREMENTS:

- For the proposed design, ideally there should not be any performance degradation.
- The solution design should ensure that CPU, RAM, disk, network, SAN etc utilization levels are at optimum/recommended levels so that sudden surges/peaks can handled by the system.
- The system should be designed for an uptime of 99.99%.
- Spares or support should be readily available for the quoted hardware and software.
- Components should be reusable across platforms/models, as far as possible.
- A clear justification/reason for proposing each component of solution should be available. The solution should incorporate service/support plans also.
- The vendor should ensure that the proposed solution can be smoothly integrated with the actual requirements.
- The vendor should ensure as a part of installation that all the services and facilities currently being extended from the existing setup are made available on the new setup without interruption.
- The latest stable version of firmware is to be supplied for all the hardware and patching has to be done including security patches and bug fixes.
- In case the vendor is not able to provide the exact required specifications they may provide higher/better options with due justification.
- During the implementation phase, if under-estimation of the software licenses is found, the shortfall must be provided by the bidder to SIB at no extra cost to the Bank.

4.3 Implementation:

- 4.3.1 Vendor shall deliver, install and configure the software, tools with all integrated modules so as to commence the basic functionality.
- 4.3.2 Experienced and responsible technicians/ Engineers who will be executing the project should discuss with SIB and inspect the SIB installation site to evolve a clear understanding of the nature and scope of work involved. The vendor shall deploy qualified personnel at SIB to install all supplied Hardware/Software and to provide required services.
- 4.3.3 The Vendor (OEM/SI) will be responsible for the installation and configuration of all hardware and software required and supplied for this solution. This Installation is including but not limited to the software with all necessary modules, and its integration. In case the

hardware is not provided by the Vendor (OEM), the Vendor will need to work with the hardware vendor (OEM/SI) and SIB to ensure the performance and design specifications are being met.

- 4.3.4 A risk-free, seamless, progressive implementation must be adopted to avoid the implementation risk and ensure no impact on the SIB's daily operations. The implementation plan proposed should have an in-depth consideration on network integration, minimal change, simple implementation and fallback procedures.

4.4 **Hardware & Network**

- 4.4.1 Hardware: Necessary hardware sizing should be provided by the Vendor (OEM/SI) for installing the solution which meets banks requirements in this project.

- 4.4.2 Network: SIB will provide necessary network connections and network equipments. However, the Vendor is required to provide the detailed design, requirement and specifications of the network bandwidth, equipment needed, (if any like direct Internet Connection for download of patches etc.) and the information security infrastructure required to be implemented

4.5 **Software**

- 4.5.1 The Vendor is required to propose and provide the entire necessary softwares and its licenses for setting up the proposed solution.

4.6 **Project Management**

- 4.6.1 The Vendor shall provide project management service including but not limited to:

- Oversee the end to end implementation of the whole project
- Ensure the deliverables are met
- Make sure the proposed solution is delivered on schedule
- Serve as a quality controller to inspect service delivered

4.7 **Testing and Acceptance**

The Vendor needs to manage and execute testing required for the solution for the SIB's acceptance. The following services should be provided.

- 4.7.1 Submit Test Plan, which outlines the scope, objectives, approach, responsibilities, resources and schedule of each test in different test phases.
- 4.7.2 Submit Test Specifications, which outlines the test cases, test objectives, test procedures, expected results, pass/fail criteria for each testing phases.
- 4.7.3 The Test Plan and Test Specifications shall be approved by SIB before performing any tests.
- 4.7.4 Any defects found during the tests shall be immediately rectified or resolved by the Vendor at no cost to the SIB.

- 4.7.5 System Integration Test (SIT) – After the completion of all the unit tests for individual sub-system, the Vendor shall be required to perform SIT to demonstrate the solution meets all agreed features and functional requirements specified in the Tender.
- 4.7.6 Performance Test – The Vendor shall be required to demonstrate the delivered solution can support the workload envisaged for the equipments supplied.
- 4.7.7 User Acceptance Test (UAT) – After the completion of all above testing phases, the Vendor shall be required to assist the SIB in performing the UAT of solution to accept the delivered solution.

5 WARRANTY & SUPPORT

- 5.1 The Vendor shall provide a **THREE-YEAR** comprehensive Warranty and **TWO YEARS** AMC support, on-site maintenance and service/support, from the date of installation of the all ordered items specified in the purchase order, at DC, for all the supplied products. The Warranty, on-site maintenance and service/support will be provided to cover the said equipment on a 24 hours x 7 days a week basis throughout the said period. The vendor should backline the support with the respective OEMs, if it is being carried out by SI, so that the above conditions can be met.
- 5.2 Regarding Operating systems and other supplied software's, Vendor has to provide the necessary AMC/ATS/SA for a minimum period of **THREE-YEARS** from the date of completion of actual installation. The details of the AMC/ATS/SA provided along with the mode of support should be clearly specified for the operating systems and all other supplied software's quoted. Details of the warranty period available on media and on the software as per the warranty policies of the respective principals or OEMs should be specified clearly.
- 5.3 Warranty period shall be effective from the date of complete and satisfactory installation of all ordered components/items. Any augmented part of the system is also covered under warranty from respective date of installations till the expiry of the Service Level Agreement.
- 5.4 The support should cover all supplied software's, patches, bug fixes, upgrades, updates, firmware upgrades and complete maintenance of all supplied components/items including their installations.
- 5.5 A detailed National level Support level / Escalation Chart are to be provided to the bank for DC and DRS.
- 5.6 The VENDOR shall at his own cost rectify the defects/replace the items supplied, for defects identified during the period of warranty/guarantee.
- 5.7 VENDOR shall maintain the necessary spares locally to meet the required uptime. A minimum uptime of 99.9 % per annum is compulsory however an uptime of 99.99% is preferred.
- 5.8 Uptime & Service deliverables
- Service Window : - 24 hours x 7 days a week support, onsite, on call, and holidays.
 - Response time :- Immediate,
 - Resolution Time :- Critical – Immediate
- Uptime Guarantee : - A minimum uptime of 99.9 % per annum is compulsory, however an uptime of 99.99% is preferred.

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- 5.9 Any spares and the logistics thereof needed for maintaining problem resolution/uptime norms should be recommended and managed by the Vendor either onsite or offsite.
 - 5.10 Vendor should guarantee in writing product support and spares / sub-systems components availability for SEVEN years from date of installation and same should be co-signed by the Original Manufacturer.
 - 5.11 Vendor should assist SIB in completing licensing agreements with OEM's prior to commencement of warranty period.

6 SERVICE LEVEL AGREEMENT

- 6.1 The vendor (OEM/SI) shall sign comprehensive Service Level Agreement/Non Disclosure Agreement with the Bank covering all relevant areas along with the Purchase Order.
- 6.2 Annual Maintenance Contract /Warranty /Support terms must be in accordance with the SLA only, not withstanding anything contrary contained in any other documents whether executed before or after the execution of this agreement.
- 6.3 SIB can disqualify any Vendor who fails to sign the Service Level Agreement and Non Disclosure Agreement (SLA/NDA) for the supplied hardware or software.
- 6.4 Vendor should have back-to-back SLA with the respective principal for the comprehensive support offered.
- 6.5 The SLA to be signed shall supersede all the Terms and conditions in the purchase order.

7 DELIVERY, INSTALLATION & TRAINING

- 7.1 The software (as per the PO given) should be delivered **in full at DC** 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.
- 7.2 Vendor should install all supplied software, including OS, database, third party supporting software, drivers, patches, freeware, etc for the smooth functioning of the system at DC.
- 7.3 The hardware along with all peripherals should be supplied in full. Part shipment is not acceptable unless otherwise mentioned in the letter of intent/ purchase order.
- 7.4 The vendor should attach all the related product literature, data sheets, handouts, evaluation reports etc., pertaining to the systems/ terminals/ storage devices/ peripherals, for which the Vendor has quoted (In CD and hard copy).
- 7.5 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.
- 7.6 Vendor should also designate a Project Manager/Leader to install and operationalize all supplied hardware and software items. 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.
- 7.7 The Installation/Commissioning of all equipment supplied shall be completed within a period of 1 month from the date of delivery, at DC.

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- 7.8 Vendor should submit two sets of the detailed documentation for the entire installation in both soft copy (CD) and hard copy (spiral bound book).
- 7.9 Bank reserves the right to involve third parties/RBI officials/other regulatory and statutory bodies etc., in the installation process (or during the contract period), if it deems so and the vendor shall render all assistance for the same.
- 7.10 Complete and detailed training at the manufacturer's certification level for both user level and administration level, with certification books, manuals should be compulsorily provided at vendor's cost for at least eight people irrespective of the location of the training. The vendor shall bear the cost for travel and stay if the training is provided outside the Bank's Office.
- Training should be provided to designated SIB personnel prior to commencement of warranty period.
 - Training should be of such standard that the BANK personnel will be trained for proper and full utilization of the hardware and software supplied and minimal troubleshooting of applications.
 - The Vendor should provide principal's certification level training documents for the training, in all relevant areas.
 - The vendor will be responsible for training the Banks employees in the areas of implementation, operations, management, error handling, system administration etc. The Training should at least cover the following Areas:
 - Advanced trouble shooting techniques.
 - Deployment of various products / packages provided as part of the solution.
 - Techniques of generating various statistical/performance reports from the solution provided.
 - Complete and detailed training at the manufacturer's certification level for both user level and administration level
- 7.11 The installation/implementation services should involve principal vendors, whenever such provisions are available, to ensure best resources and skill sets to be brought in the process.

8 COMMERCIALS & PAYMENT TERMS

- 8.1 The prices should be exclusive of all local/central taxes, excise duty, octroi and entry taxes. The price should be inclusive of other charges like custom duties, packing/ forwarding/ freight/ transit insurance, etc., with the equipment to be delivered installed and commissioned at our specified sites if any. A clear price break-up of individual line items along with sub totals and grant totals should be compulsorily given. All invoices/bills submitted by the vendor for payment should compulsorily contain all details (in clearly identifiable manner) of excise duty component, 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.
- 8.2 Loading/unloading, packing/unpacking and delivery upto the server room of DC and DRS of all items in the PO are under the scope of the vendor if any.

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- 8.3 The price submitted for all the quoted items should be with FIVE-YEAR warranty.
- 8.4 The price quoted for the operating systems and all supplied softwares should be inclusive of the Warranty/ATS/AMC/SA for a period of ONE-YEAR from the date of complete installation. Further the price for ATS/AMC/SA for the following TWO-YEARS should be clearly specified separately for the operating system and all supplied software Quoted. In case the original vendor provides Warranty/ATS/AMC/SA for other than ONE-YEAR the same has to be clearly specified.
- 8.5 AMC percentage after the warranty/support period should be clearly and compulsorily mentioned for all items.
- 8.6 Commercials for the Hardware, Software, Installation Media & documentation should be separately provided wherever asked for.
- 8.7 **Payment Terms:**
The following will be the terms of payment applicable for the items supplied against the relevant purchase orders.
- 8.7.1 Payments will be made only on submission of invoice and all other documents necessary as per the terms specified in the PO/SLA.
- 8.7.2 10% of the total cost of hardware [if any] and software (all ordered items excluding 3 years warranty/AMC, Implementation cost and excluding taxes) as advance along with purchase order.
- 8.7.3 40% of the total cost of hardware [if any] and software (all ordered items excluding 3 years warranty/AMC, Implementation cost and excluding taxes) after delivery of all ordered items at the locations as specified in the purchase order.
- 8.7.4 25% of the total cost of hardware [if any] and software (all ordered items excluding 3 years AMC, Implementation cost and excluding taxes) after complete and satisfactory installation and of all supplied equipments including hardware, operating systems, databases, application software to the new hardware to the complete acceptance of SIB and on production of Installation certificate and other relevant documents, unless otherwise specified in the purchase order and after go live.
- 8.7.5 75% of the implementation and migration cost after complete and satisfactory installation and of all supplied equipments including hardware, operating systems, databases, application software to the new hardware to the complete acceptance of SIB and on demonstrating the Centralized storage solution and its functionalities after installation, unless otherwise specified in the purchase order.
- 8.7.6 15% of the total order value after the supply of complete documentation, satisfactory training and signing of SLA and NDA as specified.
- 8.7.7 10% of the implementation and migration cost after the submission of Performance Bank guarantee (15% of the order value) in the warranty period.
- 8.7.8 Performance guarantee (In the form of bank guarantee) for an amount of 15% of the total invoice value, valid for three years, has to be submitted by the vendor after go live, for release of final 10 % payment.
- 8.8 **Penalty Clauses:**
The following will be the terms of payment applicable for the items supplied against the relevant purchase orders

8.8.1 Supply/Delivery -

The equipment (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.

8.8.2 Installation –

The equipment as per the requirements given should be installed within one month after the delivery of ordered items. If installation is delayed bank will charge a penalty of 0.75% of order value for every week of delay, subject to a maximum of 10% of the order value.

8.8.3 Service/Support –

- Penalty will be imposed for non performance against the guaranteed performance level and Uptime will be applicable from date of installation by invoking performance bank guarantee submitted by the vendor.
- 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 three years.

9 VENDOR RESPONSIBILITY

- 9.1 Vendors shall provide solution strictly in accordance with the requirements
- 9.2 Vendors shall adhere to the procedure and processes laid down in this document.
- 9.3 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.
- 9.4 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.
- 9.5 Infrastructure requirements including power requirements, air conditioning, dust and humidity control, etc., necessary for successful and efficient operation of the installation at each site should be specified for each of the hardware item quoted. Also dimensions and weight of each piece of equipment offered shall be specified with necessary power ratings and wiring requirements.
- 9.6 Any accessories or Peripherals required in order to meet requirements submitted by the Bank in the RFPQ for the smooth functioning of the supplied hardware is to be quoted by the VENDOR. Even if any item, not mentioned in the Bid document, is inevitable for the installation of supplied hardware as per the requirements, the VENDOR is bound to supply the said item without any additional charges.
- 9.7 The Vendor shall not quote any product that is End of Life or due End of Life in the next 3 years. Vendor should ensure that the proposed models are upgradable.
- 9.8 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.

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- 9.9 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.
 - 9.10 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.
 - 9.11 Vendor shall ensure all possible efforts in continuous improvement in processes, tools and procedures and practice the world-class methodologies in delivering/installing Products and providing Services for implementing and managing this Project and also while interacting with third party vendors for cross-integration.
 - 9.12 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.
 - 9.13 The relation between the principal manufacturer and the vendor/system integrator should be clearly specified in a separate letter from the principal. The letter should indicate clearly who is doing what in terms of sales and service/support including bid submission.
 - 9.14 The vendor shall install all the supplied items as per the bank's security policies and baseline documents.

10 GENERAL TERMS AND CONDITIONS

- 10.1 SIB reserves the right to either not to implement the solution or to partially implement the solution.
- 10.2 Any incomplete or ambiguous terms/ conditions/ quotes will disqualify the offer.
- 10.3 Any set of terms and conditions from the Vendors are not acceptable to the Bank.
- 10.4 SIB reserves the right to accept or reject any bids without assigning any reason thereof and SIB's decision in this regard is final.
- 10.5 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 RFPQ during the process of evaluation at any time.
- 10.6 SIB is not bound to place an order on the lowest price Vendor or the best technical Vendor.
- 10.7 SIB reserves the right to cancel the Purchase Order if the supplied items are not commissioned within the agreed period from the date of PO unless extended in writing by SIB.
- 10.8 SIB reserves the right to re-negotiate the prices in the event of change in the market prices of both the hardware and software.
- 10.9 In case the selected vendor falls to deliver all or any of the ordered items as stipulated in the delivery schedule, the Bank reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility of the selected vendor.
- 10.10 The vendor shall keep valid the offer for six calendar months from the last date of submission of RFPQ.
- 10.11 The implementation will be deemed to be complete if all supplied equipments including hardware, operating systems, databases, supporting software, drivers, network connectivity, SAN storage connectivity and application software are installed and completely accepted by

the bank. In addition, supply of all associated documentation and training as specified in this document has been completed to the satisfaction of the bank.

- 10.12 The Bank reserves the right to cancel the maintenance 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.
- 10.13 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.
- 10.14 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.
- 10.15 Successful Vendor shall protect and fully indemnify the SIB from any claims for infringement of patents, copyright, trademark or the like.
- 10.16 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.
- 10.17 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.
- 10.18 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.
- 10.19 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 of both the hardware and software.
- 10.20 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.
- 10.21 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.
- 10.22 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.
- 10.23 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.
- 10.24 Neither the principal nor the vendor/System Integrator will 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 principal or vendor puts forth any other terms or conditions.

10.25 By submission of bid Bank understands and confirms that the principal and vendor has understood and accepted the terms and conditions of this RFPQ.

10.26 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.

11 RESPONSE TO RFPQ & CONTACT DETAILS

11.1 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 implementing the Centralized Storage Solution. Following are the timelines defined for the activities.

| Activity | Date |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|
| Address any clarifications on RFPQ (Clarifications may be addressed by e-Mail and can be obtained by sending a mail to: infra@sib.co.in with subject line "Kind Attn: Centralized Storage Solution") | 20-10-2021 |
| Contact Person Name & Mobile Number | Akhil Sathyan , 9446075023 |
| Bid submission - Last Date and Time | 25-10-2021 , 5 PM |

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

11.3 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.

11.4 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.

11.5 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.

11.6 The bid should be submitted as follows: -

- ✓ Check List – The Check list as per Annexure – C filled by the Vendor.
- ✓ Technical quote (UNPRICED) with all relevant supporting documents, response to Annexure in a cover marked " TECHNICAL BID – RFPQ FOR CENTRALIZED STORAGE SOLUTION"
- ✓ 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 CENTRALIZED STORAGE SOLUTION". The prices for the products should be indicated in Indian Rupees (INR) only.
- ✓ 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.
- ✓ All of the above should be submitted in a single sealed cover marked as " BID – RFPQ FOR CENTRALIZED STORAGE SOLUTION"
- ✓ The vendor has to mandatorily submit the RESPONSE SHEET (Refer Annexure A)
- ✓ Vendor should ensure that the bid documents are submitted as above only to the following address on or before the stipulated date

JGM ITOD

IT Operations Department The South Indian Bank Limited
SIB Building, 3rd Floor, Rajagiri Valley, Kakkanad
Ernakulam – 682 039, Kerala State
Telephone: 0484 – 3939393
E-mail: infra@sib.co.in

12 SINGLE POINT OF CONTACT (SPOC)

- 12.1 The vendor should provide a single point contact person with cell/ landline Number, email, full address etc so that Bank can address all queries regarding this RFPQ to the designated person.

13 SELECTION CRITERIA

- 13.1 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 equipment, cost of the hardware and software offered, technical features of the hardware/ software offered, delivery schedule, past experience with SIB, post implementation service and support, etc. shall be some of the criteria in selecting the Vendor.
- 13.2 Local presence and nature of Vendor's support available at each location shall also be considered while evaluating the tenders submitted by the Vendors.

14 PATENTS, LIABILITY & COMPLIANCE OF REGULATIONS

- 14.1 Successful Vendor shall protect and fully indemnify the SIB from any claims for infringement of patents, copyright, trademark or the like.
- 14.2 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.
- 14.3 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.
- 14.4 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.

15 LITIGATION

- 15.1 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.
- 15.2 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.

- 15.3 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: FEATURES REQUIRED FOR CENTRALIZED STORAGE SOLUTION

| General Features | | | |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|-----------------------------------------------|
| M-Mandatory , D - Desirable | | | |
| S No | Particulars | M/D | Yes/ No (Specify Deviations, if any) |
| 1. | Solution should be able to facilitate sharing of data between user departments. | M | |
| 2. | Solution should be able to integrate with Banks Active Directory | M | |
| 3. | Solution should support administration by various departments separately | M | |
| 4. | Data should always be residing inside the central storage. Privileges can be delegated to end users for copying, deleting, editing data | M | |
| 5. | Solution should have a Web user interface. It should have an admin module and end user module | M | |
| 6. | Access restrictions on documents shared in central storage | M | |
| 7. | Controls on the type of data/documents to be saved | M | |
| 8. | Solution should be capable of creating private folders for each user with storage size restrictions | M | |
| 9. | The solution should be capable to provide a mapped/virtual drive to laptop/desktop users so that they can save official data on to this drive. | M | |
| 10. | Users should be able to send a file securely to recipient by creating a link and emailing link to the receiver. | M | |
| 11. | Two factor authentication feature for access via WEB interface is desirable | D | |
| 12. | Migration of existing data from old storage to new storage | M | |
| 13. | The solution should support Cloud integration for data transfer | D | |
| 14. | The proposed solution should provide a dashboard to track the devices/employee IDs integrated to solution | M | |
| 15. | The solution should be able to integrate with various PC, laptop. Future integration with mobile devices is desirable. | M | |
| 16. | Solution should give quota usage alerts. | M | |
| 17. | The proposed solution should have ability to integrate with Active Directory for user login purposes. | D | |
| 18. | The solution should have a module to access from public network | D | |
| 19. | The proposed solution should be capable to provide GUI based reports & topological maps of total file/directory count, number of open files, time of last replication for a file, file size, Storage pool utilization etc. | M | |
| 20. | The proposed solution should be capable of generating reports and to notify concerned team through Email/SMS. | M | |
| 21. | The solution should have the capability to detect unused historical data and alert the user regarding the same. | D | |
| 22. | The Solution should have its own inventory management which should provide information /data related to all connected nodes, configuration of servers, patch levels etc. | M | |
| 23. | The proposed solution should deliver optimum performance without inducing any latency or I/O overheads and should not require any kernel changes or reboot. | M | |
| 24. | The solution should be able to integrate with banks SIEM Solution and audit logs should be able to forward to SIEM security device for auditing the logs. | M | |
| 25. | The solution should be able to incorporate additional requirements seamlessly without changing the hardware/software solution. | M | |

| | | | |
|-----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|--|
| 26. | The proposed solution shall be in the form of software. | M | |
| 27. | The solution should support data encryption in rest and in transit | M | |
| 28. | The proposed solution should be able to manage hosts by either deploying agents or without deploying any agent and should seamlessly integrate with existing environment without the need to replace/change the existing configuration | M | |
| 29. | The solution should be capable to Integrate with the ticketing system to open and close tickets. | D | |
| 30. | All software offered is required to be on-premise software licensed to SIB | M | |
| 31. | The solution should support disaster recovery architecture | M | |
| 32. | The solution should support all security controls like antivirus, firewall etc implemented by the Bank | M | |
| 33. | The proposed solution should have all the features of NAS box so that easy sharing of data is possible between users in the departments. | M | |
| 34. | The solution should include 100TB storage, necessary software to take backup of the data in the storage. | M | |
| 35. | The solution shall include LTO7 SAS drive for taking backup from storage. Necessary interface should be available in the storage/server for connecting LTO drive. | M | |
| 36. | The solution should have redundancy at hardware level | M | |
| 37. | The solution should be able to provide alerts on hardware failures such as disk, Interface, Fan, Power Supply, Memory etc. | D | |
| 38. | All the hardware/software provided should have 3 year warranty period | M | |
| 39. | AMC after 3 year warranty period to be given | M | |
| 40. | 1 FM manpower (Bank working hours) is required in the proposal. FM cost for 5 years to be provided with year wise | M | |
| 41. | FM Engineer will be responsible for end-to-end management and administration of proposed solution and details attached as ANNEXURE D | M | |
| 42. | The solution should be installed in such a way that all the baseline requirements approved by the Bank is met. | M | |
| 43. | The URL should be secured and should support certificate from various vendors | M | |
| 44. | Should be configurable for minimum network bandwidth utilization | M | |
| 45. | The proposed solution should be implemented in minimum 3 reference sites in India, preferably BFSI customers. | M | |

Annexure B - MANDATORY RESPONSE SHEET

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

| No | Particulars | Your Response |
|-----------------------------------------------|-------------------------------|---------------|
| Contact Details(Solution Provider/OEM) | | |
| 1 | Name of Solution Provider/OEM | |
| 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 Offices in India and Address for the local office. | |
| Contact Details(Implementation Partner) | | |
| 2 | Name of Implementation Partner | |
| 2 (a) | Postal Address | |
| 2 (b) | e-mail | |
| 2 (c) | Phone | |
| 2 (d) | Fax | |
| 2 (e) | Contact Person | |
| 2 (f) | Contact Person Designation | |

ANNEXURE C: CHECKLIST

IS THE CHECKLIST DESCRIBING THE DOCUMENTS TO BE ATTACHED WHILE SUBMITTING RFPQ

| No | Document Required | Refer Sections | Vendors Response Submitted Yes/No |
|----|-----------------------------------------------------------------------------------------------------------------|----------------|-----------------------------------|
| 1 | Details of the Service/Support Centers with Escalation Procedure/Chart in Ernakulam and Bangalore | | |
| 3 | Details of the Project Manager/Leader for installing & operationalizing the OS and Software | | |
| 4 | AMC contact for Clarifying the Details mentioned in this RFPQ | | |
| 5 | AMC for all supplied Hardware and all software (OS, Supporting software, drivers, etc) | | |
| 6 | Training Schedule | | |
| 7 | Installation Documents, Product Literature, Specifications, | | |
| 8 | Proof of previous successful implementation | | |
| 9 | Filled in Technical Quote (UNPRICED) | | |
| 10 | Filled in Commercial Quote (PRICED) | | |
| 11 | Compact Disk containing Check list, Technical Quote & Commercial Quote in MS-Word & PDF Formats | | |
| 12 | Certificate for the contents of the Compact Disk is same with the Checklist, Technical Quote & Commercial Quote | | |

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.**

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 | <div>Individual <input type="checkbox"/></div> <div>Sole Proprietorship <input type="checkbox"/></div> <div>Partnership <input type="checkbox"/></div> <div>LLP <input type="checkbox"/></div> <div>Pvt. Ltd. Company <input type="checkbox"/></div> <div>Public Ltd. Company <input type="checkbox"/></div> <div>HUF <input type="checkbox"/></div> <div>Society <input type="checkbox"/> Trust <input type="checkbox"/> Association <input type="checkbox"/> Foundation <input type="checkbox"/></div> |
| 2.b | If you have undergone any change in the constitution since inception give full information here | Originally established ason..... Changed to.....on..... Changed to.....on..... |
| 2.c | Information regarding merging/splitting since inception | |
| 2.d | Group affiliation, if any | |
| Please attach a “Group Tree” -graphical representation of various concerns in your Group (if applicable) | | |
| 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 Act with Local Body | No.....Dt..... | |
| | b) Commercial Tax Registration | TIN No.....Dt..... | |
| | c) VAT Registration | No.....Dt..... | |
| | d) Service Tax Registration with Central | No.....Dt..... | |

| | | | | |
|----|---------------------------------------------------------------------------------------------------------------|-------------------|----------------------------|-----------------------|
| | Excise Department | | | |
| | 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 | | | |
| 15 | Financials (Rupees in Millions) | | | |
| | 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) | | | |
| 16 | Details of Banking Relationship: | | | |

| | | | | |
|-------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| | Name of the Bank and Branch Type of Account Account No. MICR No. IFSC Code Account holder (Since) | Current Savings OD/Loan | | |
| 17 | Auditors (Name with address and telephone/mobile numbers) | ICAI Membership Registrastion No..... | | |
| 18 | Clientele: <table border="1"> <tr> <td>List of Major Clients (Attach separate list, if required)</td> <td> 1. Since..... 2. Since..... 3. Since..... 4. Since..... 5. Since..... </td> </tr> </table> | | List of Major Clients (Attach separate list, if required) | 1. Since..... 2. Since..... 3. Since..... 4. Since..... 5. Since..... |
| 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: <table border="1"> <tr> <td>Whom do you consider as your near competitors - Product/ service/ industry-wise list</td> <td> 1. 2. 3. 4. 5. </td> </tr> </table> | | Whom do you consider as your near competitors - Product/ service/ industry-wise list | 1. 2. 3. 4. 5. |
| Whom do you consider as your near competitors - Product/ service/ industry-wise list | 1. 2. 3. 4. 5. | | | |
| 20 | Blacklisting: <table border="1"> <tr> <td> Are your blacklisted ever: Yes <input type="checkbox"/> No <input type="checkbox"/> </td> <td> If Yes Since when 1. Since.....by..... 2. Since..... by..... 3. Since..... by..... Reason for Blacklisting: </td> </tr> </table> | | Are your blacklisted ever: Yes <input type="checkbox"/> No <input type="checkbox"/> | If Yes Since when 1. Since.....by..... 2. Since..... by..... 3. Since..... by..... Reason for Blacklisting: |
| Are your blacklisted ever: Yes <input type="checkbox"/> No <input type="checkbox"/> | If Yes Since when 1. Since.....by..... 2. Since..... by..... 3. Since..... by..... Reason for Blacklisting: | | | |
| 21 | Litigation: <table border="1"> <tr> <td>Please provide a list of major suits filed either pending</td> <td>1. On.....by.....Status.....</td> </tr> </table> | | Please provide a list of major suits filed either pending | 1. On.....by.....Status..... |
| Please provide a list of major suits filed either pending | 1. On.....by.....Status..... | | | |

| | | |
|----|----------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | or settled/closed against you with clients and/or for patent, trade mark, Intellectual property Rights infringements | <p>2. On.....by.....Status.....</p> <p>3. On.....by.....Status.....</p> |
| 22 | HR | <p>a) Number of employees in the scroll Service >5 Years..... Service >1 <5 Years..... <1 Year.....Outsourced.....</p> <p>b) Key technical personnel (attach separate list, if required)</p> <p>c) Key Managerial Personnel (attach separate list, if required)</p> <p>d) Whether Family concern/Widely held</p> <p>e) Whether professionally managed or conventional</p> |
| 23 | Insurance | |
| | Please narrate the details of any Insurance held for | |

| | | |
|----|--------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | client protection | |
| 24 | Any other relevant information (Use additional sheets if required) | |
| 25 | List of KYC Documents Furnished | <p>Name:..... Proof of ID Type:.....No..... Proof of Address Type.....No.....</p> <p>Name:..... Proof of ID Type:.....No..... Proof of Address Type.....No.</p> <p>Name:..... Proof of ID Type:.....No..... Proof of Address Type.....No.....</p> |
| | | <p>Name:..... Proof of ID Type:.....No..... Proof of Address Type.....No.....</p> |

| | | |
|----|-----------------------------------|----------------------------------|
| 20 | List of other documents submitted | 1. 2. 3. 4. 5. 6. |
|----|-----------------------------------|----------------------------------|

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

ANNEXURE E- FM Responsibilities

1. End- to- End Solution Administration and Management
2. Creation of users and Roles
3. User and Role Privilege allocation and management
4. Backup and archival of Data
5. Resolution of Issues and Support to End users
6. Attending Branch calls and work from home user calls
7. Support for technical, network, security teams for configuration
8. Assisting auditors and regulatory authorities
9. Capacity Management and House Keeping activities
10. Daily checklist preparation
11. DR Drill and BCP activities
12. Storage integration and management
13. Generating usage report and review
14. Data Security and data encryption
15. Data Recovery if needed
16. AD integration and Security agent configuration support
17. Documentation

---END OF THE DOCUMENT--