Request for Proposal & Quote

FOR CONDUCTING A DETAILED STUDY ON

IT Infrastructure Optimization

The South Indian Bank Ltd
IT OPERATIONS DEPARTMENT
SIB Building, Rajagiri Valley
Kakkanad, Ernakulam
KERALA – 682 039
PH:- 0484 -3939393
Email: infra@sib.co.in Website: www.southindianbank.com

No.	SIB/ITD/25/20-21
Version	1.0
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Last date & time for Receipt of Proposal	04-09-2020

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 870 branches and 1327 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, all the Branches, Extension Counters, ATM's and Cash Depositing Machines are connected on-line to the Data Center at Cochin, Kerala through Wide Area Network. Bank is having a Disaster Recovery site at Bangalore and a Nearline 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 is having its primary Data Center and Nearline site at Cochin and Disaster Recovery site is at Bangalore. Critical databases are now being replicated among these three sites. The application environment is a heterogeneous mix of UNIX, Linux and Windows platforms, SAN based storages and different methods of replication mechanisms. Oracle, Microsoft SQL, MYSQL, DB2 databases are in use for various applications.

2.2   The South Indian Bank Ltd is planning to appoint a consultant to assess, prepare, evaluate and design a roadmap for efficient utilization of existing IT infrastructure which can lead to substantial cost savings without compromising quality of operations.

2.3   Primary objective of this engagement is the implementation of practical suggestions to reduce current and future cost of IT infrastructure of the Bank by conducting detailed onsite study. The IT Infrastructure would mean the Servers (Compute, Memory), Storage, System/Platform Software (OS, Middleware, Database), Networking & security components etc. which are installed at Bank's Datacentre, DR site and Nearline DR Site. The consultant should get a detailed understanding of the Bank's activities across all business functions and also formulate a plan for future. This may be undertaken through reviewing policies and procedures, data collection by expertise domain team members, make site visits etc.

2.4   Based on the detailed analysis of the Bank's expenses across all functions related to infrastructure Procurement, AMC, Maintenance, license cost, IS Security etc…, identify the key points for reduction in cost related to infrastructure. Suggest innovative and effective means of expense optimization along with the expected savings.

2.5   The consultant should standardize, optimize hardware and systems utilization.

2.6   The consultant is expected to assist the Bank in design and implementation of suggestions out of the optimization exercise which would ultimately reduce the expense for hardware, network, license usage, storage utilization etc by efficiently utilizing the existing infrastructure

2.7   Standardization of IT infrastructure which should lead to substantial cost savings and more reliable operations.

2.8   The optimisation exercise should broadly cover the applications running in the bank with an approach based on leveraging the emerging technology, performance improvement and reduction in operating cost of applications are achieved. The current IT architecture to be bench marked against standard architecture and or/architecture adopted by peer banks for optimum performance of applications and to improve the efficiency as well as effectiveness.

2.9   The purpose of this RFPQ is to establish criteria for the selection of firm, or firms, to act as a consultant for providing above mentioned professional services at Bank. The vendor should suggest sustainable optimization recommendations for enhancing the current capabilities of IT Infrastructure and thereby augmenting the business ability to meet market demands and reduce the overall operating cost

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 Onetime consultancy service for studying the current and future infra requirements as per the specifications mentioned in this document and provide a guideline for future growth and reduce expenditure on infrastructure.

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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 '**Defect'** means any faulty/wrong assessment or recommendation provided as part of the engagement

3.14 '**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.

3.15 '**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.

3.16 '**NDA'** Non-Disclosure Agreement

4 PROJECT OBJECTIVE

4.1 **Purpose:**
The prime objective of this Request for Proposal and Quotation (RFPQ) is to appoint a competent vendor for a **one-time consultancy service** on improving the IT setup and optimization of existing IT infrastructure of the Bank for reducing the cost of current and future IT assets & Investments. The engagement shall result in implementation of practical recommendations and suggestions which shall help the Bank in substantially reducing the cost of IT Infrastructure investment without compromising the quality of operations. SIB is therefore inviting Sealed Techno-Commercial Quotations through this Request for Proposal and Quote (RFPQ) to meet the above requirements.

4.2 **Scope of Work**

4.2.1 The Vendor should conduct, detailed current state assessments across all the sites. Make site visits and conduct the survey.

4.2.2 Vendor should review the IT Infrastructure architecture and recommend the augmentation required in the currently deployed architecture and equipment to align with the deployment best practices of High availability,

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scalability, standardization, obsolescence, performance and at the same time reduce the operational expense.

4.2.3   The design and implementation suggested by the consultant, should ultimately reduce the expense of IT infrastructure by efficiently utilizing existing infrastructure.

4.2.4   The Vendor shall review, analyse and make recommendations on IT Infrastructure at Data Centre, NDR and DR locations.

4.2.5   The Vendor shall provide recommendations to optimize IT Infrastructure.

4.2.6   The vendor should understand baseline costs and identify opportunities by understanding key areas of cost, benchmark cost with industry data and calculate potential cost savings.

4.2.7   The vendor should identify areas of improvement in the deployed IT Infrastructure

4.2.8   The optimization engagement shall include
  • Record the IT Assets identified and categorize them as per usage
  • Review the IT Infrastructure in comparison with current business requirements
  • Perform capacity management review of existing infrastructure resources for cost reduction
  • Assessment of costs, Penalties and SLA

4.2.9   The optimization of IT infrastructure should lead to substantial cost savings and more reliable operations. The following aspects should be achieved:
  • Reduction in hardware, network and license cost
  • Reduction in noncompliance risk
  • Improvement in efficiency and resiliency
  • Imbibe infrastructure best practices
  • Build process governance framework
  • Enhance end user experience
  • Reconciliation of software and hardware installations
  • Empower teams to deliver quality services and timely response.
  • Enable the Bank to become more agile and efficient to adapt to future challenges
  • Optimize the demand and supply to bring down the excessive spend.
  • Ensure proper balance between short term and long term savings.

4.2.10 The vendor should look at complete IT landscape and conduct assessment of the entire IT Infrastructure to assess asset consolidation, adequacy and optimality of deployments and scalability of the current infrastructure in a fast- changing business landscape with reference to,
  • Reduced IT operations cost substantially
  • Increase the resiliency and efficiency
  • Adapt Infrastructure Best practices
  • Build Process governance framework
  • Keeping Security, scalability and reliability of the infrastructure
  • Broadly assessing various applications internally used in the bank and suggest for replacement/merger of applications on basis of technology/operations cost benefit.

4.2.11 A detailed scope of work & expectations are attached as Annexure-A

4.3 **GENERAL TECHNICAL REQUIREMENTS:**

4.3.1 For the proposed engagement, ideally there should not be any performance degradation in existing infrastructure as well as applications.

4.3.2 The assessment should ensure that utilization levels of Compute, Network, Storage are at optimum/recommended levels

4.3.3 A clear justification/reason for proposing each solution should be available. The solution should incorporate service/support plans also.

4.3.4 The vendor should ensure as a part of consultancy that all the services and facilities currently being extended from the existing setup are made available on the new setup without interruption.

4.3.5 In case the vendor is not able to provide the exact required specifications they may provide higher/better options with due justification.

4.4 **Integrated Study Report with recommendations:**

4.4.1 SIB reserves the right to either not to implement the service/solution or to partially implement the service/solution. Any incomplete or ambiguous terms/ conditions/ quotes will not be acceptable.

4.4.2 The vendor should ensure experienced and responsible technicians/ Engineers, who will be executing the project should discuss with SIB and inspect the SIB Datacenter at DC, NDR and DR to evolve a clear understanding of the nature and scope of work involved.

4.4.3 A risk-free, seamless, progressive implementation must be adopted to avoid the implementation risk and ensure no impact on the SIB's daily operations.

4.4.4 The engagement should complete within a time span of maximum 3 months from the date of issuance of PO.

4.4.5 The deliverables shall include 1) Current State Report covering availability, scalability, obsolescence, Standardization and performance details and 2) Infrastructure rationalization report covering strategy and roadmap for implementation of Infrastructure rationalization

4.4.6 Post the optimization engagement, the vendor should provide Draft Report for Bank's suggestions.

4.4.7 The vendor should provide the Final Report addressing each area of IT infrastructure which include both positives of current state as well as areas for improvement, normalization, rationalization and optimization from performance perspective and operating cost reduction perspective.

4.4.8 Final Report should consist of Actionable Section with remediation/improvement plan that is pragmatic, prioritized to deliver benefits at the earliest

4.4.9 The Final Report should also include recommendations on Software rationalization, Cyber& Information Security, Cost optimization opportunities and transformation Roadmap

4.5   **Project Management**

The Vendor shall provide project management service including but not limited to:
- Oversee the end to end implementation of the whole project
- Make sure the proposed solution is delivered on schedule
- Serve as a quality controller to inspect service delivered

5   Support & Deliverables

5.1   A detailed National level Escalation Matrix with procedures are to be provided to the bank. The intention behind this escalation clause is that if the dispute cannot be resolved at a lower level, senior people will be able to take a strategic view.

5.2   The following deliverables are expected as an outcome of this work

- Clear roadmap to reduce cost incurred on IT infrastructure by optimizing usage of existing infra.
- Detailed report of current state highlighting business importance and challenges.
- Detailed infrastructure utilization report
- Key findings or deficiencies in existing infrastructure setup
- The vendor should identify current process gaps and categorize report by impact area, by eliminating duplicates, prioritize the top –rated gaps and develop a specific action plan to close the gap
- High level solution architecture.
- Implementation Roadmap with key milestones and suggested timelines.
- Report of Hardware assets which include servers, storages, Switches, Tape library etc.
- Recommendation of effective utilization of existing infrastructure.
- Suggestions in new technology adaptations possible in present system for further improvement

5.3   The vendor should attach all the related product literature, data sheets, handouts, evaluation reports etc., pertaining to the service/recommendations provided as part of the engagement for which the Vendor has agreed.

6   Service Level Agreement & Non-Disclosure Agreement.

6.1   The vendor shall sign comprehensive Service Level Agreement/Non-Disclosure Agreement with the Bank covering all relevant areas along with the Purchase Order. Sub-contracting is not allowed.

6.2   SIB can disqualify any Vendor who fails to sign the Service Level Agreement and Non-Disclosure Agreement (SLA/NDA).

7   DELIVERY & TRAINING

7.1   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.

7.2   Vendor should deliver the service within 4 weeks from the issuance of PO.

7.3   Vendor should also designate a Project Manager/Leader. 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.

7.4   Vendor should submit two sets of the detailed documentation for the entire installation in both soft copy (CD) and hard copy.

7.5   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.

7.6   Vendor has to ensure that proper understanding of the existing infrastructure and information transfer is carried out with Bank's officials during the assessment.

7.7   Vendor has to assess the capabilities of team involved in infrastructure management and should recommend trainings incase if required.

8   COMMERCIALS & PAYMENT TERMS

8.1   The prices should be exclusive of all local/central taxes, excise duty and entry taxes. The price should be exclusive of other charges like custom duties, packing/ forwarding/ freight/ transit insurance

8.2   All invoices/bills submitted be 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.

8.3   **Payment Terms:**

The following will be the Terms of Payment applicable for the items supplied against the relevant purchase orders. Payments will be made only on submission of invoice and other documents and all deliverables necessary as per the terms agreed upon

- 50 % on submission of Draft report & on signing of SLA/NDA
- 50 % on submission of Final report

8.4   **Penalty Clauses:**

The following will be the terms of payment applicable for the items supplied against the relevant purchase orders

8.4.1 Service/Support –

- Vendor shall start and complete the consultancy services within the time stipulated in the proposal and the services shall the finished within the timelines specified. If not, a penalty of 18% of order value will be charged on the delayed no: of days.

9 VENDOR RESPONSIBILITY

9.1 Vendor shall provide solution strictly in accordance with the RFP requirements.

9.2 Vendor 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 Phone Numbers, email, full address etc so that Bank can address all queries regarding this RFPQ to the designated person.

9.5 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.

9.6 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.

9.7 Vendor shall ensure all possible efforts in continuous improvement in processes, tools and procedures and practice the world-class methodologies in delivering the solution and managing this Project.

9.8 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.

9.9 During the engagement all expenses of the consultant in terms of accommodation, transportation etc should be borne by the Vendor.

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 on the 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   In case the selected vendor failed to deliver or meet the expectation in the delivery schedule, the Bank reserves the right to procure the same or similar solution from alternate sources at the risk, cost and responsibility of the selected vendor.

10.9   The vendor shall keep valid the offer for six calendar months from the last date of submission of RFPQ.

10.10 The implementation will be deemed to be complete if all the reports and suggestions 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.

10.11 The Bank reserves the right to cancel the assignment and recover 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.

10.12 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.

10.13 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.

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

10.15 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.

10.16 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.

10.17 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.

10.18 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.

10.19 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.

10.20 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.

10.21 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 sole discretion of the BANK.

10.22 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.

10.23 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 principal or vendor puts forth any other terms or conditions.

10.24 By submission of bid, vendor should understand and accept the terms and conditions of this RFPQ.

10.25 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.

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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 Solution. Following are the timelines defined for the activities.

Activity	Remarks
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: IT Infrastructure Optimization")	
Contact Person Name & Mobile Number	**Lijo Paul 7356593912 Eldhose Jacob 9567840677 Manoj D 9633258421**
Bid submission - Last Date and Time	**04-09-2020**

11.2 HoHowever, 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 IT INFRASTRUCTURE OPTIMIZATION"

- 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 IT INFRASTRUCTURE OPTIMIZATION". 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 IT INFRASTRUCTURE OPTIMIZATION"

- The vendor has to mandatorily submit the RESPONSE SHEET (Refer Annexure A)

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- Vendor should ensure that the bid documents are submitted as above only to the following address on or before the stipulated date

> Deputy General Manager & Head –IT Operations
> The South Indian Bank Limited
> IT Operations Dept, 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)

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.

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: INFRASTRUCTURE OPTIMIZATION
SCOPE OF WORK AND EXPECTATIONS

	General Features		
			M-Mandatory , D - Desirable
S No	Particulars	M/D	Yes/ No (Specify Deviations, if any)
1	The Vendor is expected to study current IT Infrastructure landscape and define a transformation roadmap and to optimize the IT infrastructure being deployed at SIB.	M	
2	The Vendor shall review, analyse and make recommendations on IT Infrastructure at Data Centre, NDR and DR locations.	M	
3	Conduct assessment on the details captured through the information gathering process.	M	
4	Assessment of the in-flight projects and its impact on the current infrastructure deployment	M	
5	The vendor should have performed end to end optimization work in at least three different organizations for the IT hardware, network and system software	M	
6	The vendor should Provide experienced consultants/team members for carrying out the exercise.	M	
7	The vendor should categorize the workloads of business critical servers and prioritize to assess the feasibility of adoption of latest technologies, adoption of Public/Private cloud to achieve the rationalization goal.	M	
8	To conduct a thorough infrastructure study (current and future) which includes Server, Storage, Networking, System platform software and other security related components	M	
9	The methodology should focus on building out the most efficient, highest performing infrastructure that will meet customer requirements.	D	
10	Deliver best application response time by maintaining the greatest infrastructure efficiency.	D	
11	The vendor should standardize enterprise architecture, optimize hardware and systems utilization redundancies.		
12	The Solution/recommendation should ensure that the applications get required resources they need	M	
13	Vendor should record assets identified in SIB and categorize for efficient management in future	M	
14	Vendor should evaluate the application wise infrastructure requirements of the deployed applications	M	
15	Vendor should review Backup polices, Data retention policies and associated infrastructure devices.	M	

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16	Vendor should determine what really need to meet business outcome by assessing the strategic, financial and technical requirements	M	
17	Vendor should review PO/SLA Terms & Conditions to protect against future cost increases and sudden costs and provide risk mitigation	M	
18	The design and implementation suggested, would ultimately reduce the expense of IT infrastructure either by its efficient utilization or by adapting new technologies.	M	
19	Vendor should optimize current outflow, infrastructure pricing model against industry benchmarks to avoid unnecessary cost	M	
20	Vendor should identify areas to reduce the expenses.	M	
21	Vendor should share the assessment report in detail and recommendation based on the analysis.	M	
22	The vendor should provide details of minimum 3 reference sites in India, preferably BFSI customers.to whom similar engagement was done	M	
23	The recommendation should be in such a way that all the baseline requirements approved by the Bank is met.	M	
24	The Vendor should understand the application dependencies and provide recommendations on how the performance improvement and reduction in operating cost of deployed/future applications can be achieved by leveraging the emerging technology	M	
25	The consultant should prioritize initiatives based on Business strategy, Cost vs Outcome and Readiness for change	M	
26	The vendor should identify security issues and respond to risks	M	
27	Evaluation should cover the gaps and improvements required, with the best practices of High availability, scalability, standardization, obsolescence, performance.	M	
28	Assess and recommend the augmentation required in the Datacenter facility to optimize the DC function at the same time reduce the operational expense.	M	
29	Assess and recommend the augmentation required in the IT Infrastructure deployment – Architecture and equipment to align with the deployment best practices of High availability, scalability, standardization, obsolescence, performance and at the same time reduce the operational expense.	M	
30	Assess and recommend the augmentation / standardization required in the Operating systems, Middleware, Databases or other platforms and Hypervisors to meet the rationalization objective.	M	
32	Assess the feasibility of the adoption of the latest technologies, adoption of Public / Private Cloud to achieve the rationalization goal.	M	

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33	The vendor should Prioritize all existing applications based on criticality and evaluate against the deployed architecture.	M	
34	The vendor should Conduct cost baseline measurements such as Cost value matrix assessment , IT cost optimization status check etc.	M	
35	The vendor should re-evaluate of running IT infrastructure projects and suggest modifications If any	M	
36	The vendor should understand IT cost and key cost drivers. They should assess how spending is distributed among several functional areas	M	
37	Vendor should analyze which investments yield highest margin growth	M	
38	The vendor should identify areas of improvement for the deployed IT infrastructure	M	
39	There should not be any performance degradation or process bottlenecks for the existing system during and after the assessment by the Vendor	M	
41	Vendor has to provide suggestions in new technology adaptations possible in present system for further improvement	D	
42	Vendor should identify infrastructure misalignments if any and to suggest corrections without disrupting the existing and future requirements.	M	
43	Vendor should provide inputs to design effective IT Road map with regards to current environments and associated costs.	M	
44	The vendor should make Gap assessment of the deployed architecture based on Standard High Performance Architecture.	M	
45	The vendor should benchmark the deployed architecture against Standard High Performance Architecture and /or peer Bank IT Infrastructure and architecture	M	
46	Vendor should provide suggestions for better regulatory compliance.	M	
47	The vendor should Prioritize all existing applications based on associated revenue losses and reputational risk		

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)		
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 Offices in India and Address for the local office.	

ANNEXURE C: CHECKLIST

CHECKLIST DESCRIBING DOCUMENTS TO BE ATTACHED WHILE SUBMITING RFPQ

No	Document Required	Refer Sections	Vendors Response Submitted Yes/No
1	Details of Escalation Procedure		
3	Details of the Project Manager/Leader for consultancy		
4	Contact for Clarifying the Details mentioned in this RFPQ		
6	Training Schedule if any		
7	Installation Documents, Product Literature, Specifications, if any		
8	Proof of previous successful implementation		
9	Filled in Scope of Work (Refer Annexure A)		
10	Commercial Quote		
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	Individual ☐ Sole Proprietorship ☐ Partnership ☐ LLP ☐ Pvt. Ltd. Company ☐ Public Ltd. Company ☐ HUF ☐ Society ☐ Trust ☐ Association ☐ Foundation ☐
2.b	If you have undergone any change in the constitution since inception give full information here	Originally established as ……..…on………………. 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 conerns 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 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………………………	

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	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:

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	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:	
	Whom do you consider as your near competitors - Product/ service/ industry-wise list	1. 2. 3. 4. 5.
20	Blacklisting:	

	Are your blacklisted ever:
	 Yes [ ]
	
	 No [ ]
		If Yes Since when
		   1. Since……………………………by…………………
		   2. Since………………………… by…………………..
		   3. Since………………………… by…………………
		 Reason for Blacklisting:

21	Litigation:	
	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	1. On……………………by…………………Status……...... 2. On……………………by…………………Status…… 3. On……………………by…………………Status……
22	HR	
	a) Number of employees in the scroll b) Key technical personnel (attach separate list, if required) c) Key Manageraial Personnel (attach	Service >5 Years………… Service >1 <5 Years………………… <1 Year……………………Outsourced…………………………… ………………………………………………………………. ………………………………………………………………. ………………………………………………………………… ………………………………………………………………… ………………………………………………………………… ……………………………………………………………….. ……………………………………………………………….. ……………………………………………………………….. ……………………………………………………………….. ……………………………………………………………….. ……………………………………………………………….. ……………………………………………………………….. ………………………………………………………………..

	separate list, if required) d) Whether Family concern/Widely held e) Whether professionally managed or conventional	…………………………………………………………….. …………………………………………………………….. …………………………………………………………….. …………………………………………………………….. …………………………………………………………….. …………………………………………………………….. …………………………………………………………….. …………………………………………………………….. …………………………………………………………….. …………………………………………………………….. …………………………………………………………….. …………………………………………………………….. …………………………………………………………….. …………………………………………………………….. …………………………………………………………….. …………………………………………………………….. …………………………………………………………….. ……………………………………………………………..
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	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.…………………………

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		Name:……………………………………………………………… Proof of ID Type:………………………No.………………………… Proof of Address Type……………………………..No.……………………………
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 :………………………..

Authorized Signatory

---END OF THE DOCUMENT--

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