

Request for Proposal & Quote**FOR CENTRALISED AMC & HELPDESK Management of Branch IT Infrastructure of
its Branches/Offices & Departments**

**The South Indian Bank Ltd.
IT Operations Department
SIB Building, Rajagiri Valley
Kakkanad, Ernakulam
PH:- 0484 -3939393
KERALA – 682 039**

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Section I

Background

The South Indian Bank Limited (website- www.southindianbank.com) is one of the leading Scheduled commercial banks having more than 871 branches spread across 27 States/ Union Territories in India. The Head (Registered) Office of the Bank is situated at Thrissur, Kerala State. There are Twenty Regional Offices (ROs), geographically spread across the country, coming under the administrative control of the Head Office.

The South Indian Bank Limited offers various customer services such as Anywhere-Any Time Banking supported with online ATMs, Internet Banking, International ATM-Cum-Debit Cards, Mobile Banking, online payment, on line trading etc. The Bank has already adopted significant technological advancements and using them to leverage business operations such as NDS-PDO, RTGS, NEFT, Domestic ATM sharing, SWIFT, Treasury, Forex, etc.

The bank is using 'Finacle' (from M/s. Infosys Technologies Ltd) as the Core Banking Solution (CBS). The bank has setup a robust scalable state-of-the art Wide Area Network connecting its various branches and offices with its Data Centre. These branches are connected to datacenter through MPLS WAN connectivity.

Guidelines for Bidders

Purpose -The purpose of the present notice inviting the bid for Annual Maintenance Contract (AMC) & Facilities Management Services Contract at Banks Head Office, Other departments/offices and Branches with a centralized Helpdesk & necessary software tools.

Summary of the Requirement:

The services required by South Indian Bank as part of the project:

- A. Centralized Helpdesk services at IT Operations Department- Kakkanad, Ernakulam
- B. Vendor Management
- C. Asset Management & Patch Management
- D. Annual Maintenance Contract for hardware/software as detailed in the P.O
- E. Antivirus FM Support & Active Directory FM Support
- F. Maintain a uniform computing environment including OS, Patches, Antivirus, other applications, browser etc. This should be same across the Bank.

- G. Remote client configuration/set up related to OS/Browser/Hardware/IP/Antivirus etc. in connection with introduction of new applications such as CRM workflow, Version changes in Core Banking Solution, Internet Banking etc.

Please refer to detailed service deliverables in the Scope of Work (**Section– IV**)

Eligibility Criteria

- a) The bidder should be a Company/firm registered in India.
- b) The bidder should have good reputation in the market and their clientele should preferably include banks, FIs, Government Undertakings and other reputed concerns.
- c) The bidder should have experience of at least 5 years in Annual Maintenance of computer hardware and Facilities Management Services of IT infrastructure.
- d) The bidder should have annual revenue of more than Rs. **25 Crores** or more from IT Services in the last audited financial year.
- e) The bidder should bid directly without any consortium and no third party outsourcing is allowed.
- f) The bidder should have minimum 2 BFSI customers with at least 7000 assets in the AMC and FMS.
- g) The bidder should be an established player in computer maintenance market and should be currently servicing at least five AMC/FMS/ Assets contracts / IT services having at least 7000 assets.
- h) The bidder should have handled IT /Managed IT Services for reputed Companies for PCs, Printers, laptops, Scanners, Servers, Microsoft Exchange Server, Desktop Virtualization, online UPS systems etc.
- i) Bidder should have extensive experience in ITIL based IT Management tools. Products which include Availability Management (for applications), Change Management, Incident Management, Knowledge Management, Problem Management, Request Fulfillment, Asset & Configuration Management, Service Level Management and Helpdesk for handling the FMS and proactive support.
- j) The bidder should have on its roll adequate number of technically qualified engineers with necessary hands on exposure on the mentioned platforms.

Documents to be submitted along with the Bid:

1. Technical Bid – Separate Envelope

- 1) Unconditional Acceptance of Terms and Conditions
- 2) Fulfillment of Eligibility Criteria
- 3) List of direct support location mapped with South Indian Bank branch locations as per **Annexure A**

2. Commercial Bid Form – Separate Envelope as given in Section - V.

Bid Evaluation Criteria

1. The vendor shall submit their offers strictly in accordance with the terms and conditions of the Bid Documents. Any bid, which stipulates conditions contrary to the terms and conditions given in the Bid Documents, is liable for rejection. Any decision of South Indian Bank Ltd in this regard shall be final, conclusive and binding on the vendor.
2. The Financial Bid will be opened only if the Technical Bid is cleared and accepted.
3. L1 vendor will be arrived at by considering the bid cost, by evaluating the technical competence, experience, successfully managed reference sites etc.

General Instructions

1. The bid consists of two parts namely, Technical Bid and Financial Bid, which are required to be submitted in two separate sealed covers marked as "Technical Bid" and "Commercial Bid".
2. All the bids, duly addressed to **CGM & CIO, South Indian Bank Limited** and must be submitted in person to the Bank representative mentioned below at the following address on or before the due date specified 20-04-2020

Chief General Manager & CIO,
3rd Floor, SIB Building, Rajagirivalley PO,
Kakkanad, Kerala-682039
hardware@sib.co.in

3. Bank reserves the right to accept or reject in part or full any or all the bids without assigning any reason whatsoever. Any decision of Bank in this regard shall be final, conclusive and binding on the Bidder.
4. Interested Bidders may obtain further information from Mr. Sidhik Nazar / Mr. Anoop.S.S Phone No. 0484-3939393 between 14.00 hrs. to 17.00 hrs. on working days or email to hardware@sib.co.in
5. Successful bidder would sign the Agreement with Bank at Ernakulam only.
6. Bidder will need to work in parallel along with other vendors / contractors at site to ensure timely completion of the work at the site. The bidder's engineers may have to visit the site multiple times, if required, at no extra cost.
7. Prices quoted should be exclusive of taxes. All taxes/duties extra.
8. All taxes/duties, if any, applicable shall be deducted at source as per current rate while making any payment.

9. The bids received and accepted will be evaluated by the Bank to ascertain the best and lowest bid in the interest of the Bank. However, the Bank does not bind itself to accept the lowest or any Bid and reserves the right to reject any or all bids at any point of time prior to the order without assigning any reasons whatsoever.
10. South Indian Bank reserves the right to accept or reject any quotation and to cancel the bidding process and reject all quotations at any time prior to award of the contract.
11. Bidder will have to sign detailed Agreement along with Non-Disclosure Agreement (NDA) with South Indian Bank to protect any shared sensitive information / data. SLA and NDA need to be signed
12. South Indian Bank owns no tools to manage the assets & Services. Vendor should use their own licenses and infra to manage the services. Bank will provide Data Centre space and power. Any licenses/hardware required to manage assets/contract should be included in the contract value. Bank will not be responsible for any extra cost due to incremental assets/increase in load of servers etc.

Section II

Procedure for Submission of Bids

General:

1. Each bid shall be properly Superscripted as Technical and Commercial / Financial Bid the case may be and submitted simultaneously in sealed envelopes at the above mentioned address.
2. Bank is not bound to accept the lowest or any bid and has the right to reject any bid without assigning any reason whatsoever. Bank also reserves the right to re-issue/re-commence the bid/bid process. Any decision in this regard by Bank shall be final, conclusive and binding on the Bidder.
3. The Bidder is expected to examine and follow all instructions, forms, terms & conditions, and scope of work in the Bid Document. Failure to furnish complete information in all respects required by the Bid Document or submission of a bid not substantially responsive to the Bid Document in every respect will be at the Bidder's risk and may result in the rejection of the Bid by Bank. Any decision in this regard by Bank shall be final, conclusive and binding on the Bidder.

Bidder Qualification

The "Bidder" as used in the Bid Documents shall mean the one who has signed the Bid Form. The Bidder may be either the Principal Officer or his duly Authorized Representative, in which case

he/she shall submit a certificate of authority. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall, as far as possible, be furnished and signed by the Authorized Representative and the Principal Officer.

Period of Validity of Bids

1. Bids should be valid for 90 (ninety) days from the last date of submission. A bid valid for a shorter period may be rejected by Bank as non-responsive. Any decision in this regard by Bank shall be final, conclusive and binding on the Bidder.

Format and Signing of Bid

1. The Bidder shall submit Only One Original set of the bid along with a softcopy.
2. Each page should be stamped and initialed by authorized signatory.

Late Bids

Any bid received by Bank after the last date for receipt of bids prescribed by Bank, will be rejected and/or returned unopened to the Bidder. Any decision in this regard by Bank shall be final, conclusive and binding on the Bidder.

Contacting Bank

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

No Agency

The Services of the Bidder herein shall not be construed as any agency of Purchaser and there shall be no principal agency relationship in this regard.

Ownership and Retention of Documents

The Purchaser shall own the documents, prepared by or for the Bidder arising out of or in connection with this Contract.

Forthwith upon expiry or earlier termination of this Contract and at any other time on demand by the Purchaser, the Bidder shall deliver to the Purchaser all documents provided by or originating from the Purchaser and all documents produced by or from or for the Bidder in the course of performing the Services, unless otherwise directed in writing by the Purchaser at no additional cost. The Bidder shall not, without the prior written consent of the Purchaser store, copy, distribute or retain any such Documents.

Data and Hardware

By virtue of this Contract, the Bidder's team may have access to personal and business information of the Purchaser and/or a third party or any taxpayer, any other person covered within the ambit of any Income tax legislation. The Purchaser have the sole ownership of and the right to use, all such data in perpetuity including any data or other information pertaining to the subscriber that may be in the possession of the Bidder or Bidder's team in the course of performing the Services under this Contract.

Payments Terms

Payment will be made quarterly in arrears after issuing of necessary invoice and submission of monthly reports including SLA and after deduction of penalties if any. Payments will be released only after submission of asset report and preventive maintenance report and invoices after completion of each quarter. In case of termination of services, the payment will be made on pro rata basis for the duration for which the services were provided.

Termination

1. The Purchaser may, terminate this Contract by giving the Bidder a prior and written notice indicating its intention to terminate the Contract under the following circumstances:

- i. Where it comes to the Purchaser's attention that the Bidder (or the Bidder's team) is in a position of actual conflict of interest with the interests of the Purchaser, in relation to any of terms of the Bidder's Bid or this Contract.
- ii. Where the Bidder's ability to survive as an independent corporate entity is threatened or is lost owing to any reason whatsoever, including inter-alia the filing of any bankruptcy proceedings against the Bidder, any failure by the Bidder to pay any of its dues to its creditors, the institution of any winding up proceedings against the Bidder or the happening of any such events that are adverse to the commercial viability of the Bidder. In the event of the happening of any events of the above nature, the Purchaser shall reserve the right to take any steps as are necessary, to ensure the effective transition of the project to a successor Bidder, and to ensure business continuity.

Termination for Default: The Purchaser, without prejudice to any other right or remedy for breach of Contract, by a written notice of default sent to the Vendor, may terminate the Contract in whole or in part.

Publicity

The Bidder is not permitted to make any public announcement or media release about any aspect of this Contract unless the Purchaser first gives the Bidder his written consent.

Penalty

The penalties for any non-compliance under the Bid Documents and the Contract are defined under Scope of work - Service Level Agreement-Penalty clause 3.3 as given in **Section IV**. The ongoing performance and service levels of the Bidder will be measured as per parameters defined in **Section IV** of the Bid Document.

The Non-coordination related penalties will be applicable to the Bidder responsible for delay/default as provided under the Bid Documents.

Section IV

Scope of work

1. Centralized Helpdesk services:→

- Record incidents, service requests, queries, change requests from all Users through any of the agreed modes for communication, i.e. e-mail, phone, centralized call logging software. The system should be capable of accepting the mails automatically and generate automatic ticket nos.
- ITIL certified software based helpdesk service, with automatic escalation to higher matrices with detailed charts and data.
- Log all user calls – relating to Branch IT, Application and provide them a trouble ticket, track it, timely resolve it, prepare report on the same and submit to controlling section/coordinator on daily.
- Log tickets in the Service Desk tool on behalf of users calling service desk over phone.
- Log Tickets with the correct category, severity, problem description, user information.
- Update knowledge base on closure of a call to the satisfaction of user.
- End user should confirm call closure/solution in writing (E-mail/copy of onsite Engineer call slip), and that will be the closure time of the call. SLA will be based on this call closure time.
- Provide Level 1 support for all End User issues and application related issues which are covered under the scope of these services mentioned in this RFPQ.
- Escalation issues which require L2 involvement for fixes & Route calls to the vendors in case of issues pertaining to vendors.
- Route Service Requests to the appropriate teams (like Application L2).
- Resolve issues where solution is available/known

- Provide basic navigational support to users.
- Take the call and coordinate with other technical teams for resolution.
- Resolution/Assignment of calls as per agreed SLA & Prioritize/categorize and assign the calls to the respective team as per a defined matrix.
- Installation of application software as per the instruction guide or SOP (standard operating procedure) made available by L2.
- Applying patch as per the instruction guide / SOP given by L2 for frequent issues after proper approval.
- Taking end-to-end knowledge transfer for the application when a new application is transitioned to sustenance.
- Manage and update the relevant documents for changes in application/browser or web server.
- Manage Internal/External notification and escalations.
- Percolate the calls to respective Infrastructure / Application teams as appropriate and be the SPOC (single point of contact) for all call resolutions.
- Route calls to the vendors in case of issues pertaining to vendors.
- Escalate issues/tickets which are going beyond the service levels.
- Escalate issues pertaining to vendor's non-performance or delays.
- Escalate issues pertaining to users on non-availability or non-cooperation.
- Track all the issues and send status updates on the progress to the coordinator.
- Provide daily updates on the status of the tickets to the end users.
- Prepare MIS (Management Information System) as and when required as demanded by the bank Coordinator on activities/tasks being undertaken by the FM (Facility Management Team).
- Extract pre-defined and ad-hoc reports from the Service Desk tool and send it to the concerned groups as per the schedule or as per the request.
- Maintaining database of the various vendors with details like contact person, telephone numbers, escalation matrix, response time and resolution time commitments.
- Activity Report / Change Management Report (As & When changes happen).

- Attendance Report for engineers.
- Monthly Engineers shift Schedule.
- Call reports of the field/outstation as in when required.
- Tool should have the capability of capturing SLAs, record breach of SLA, provision to escalation, define escalation matrix. Reports should be available for the bank users and management.
- Submit the suggestions to change/ replace/ upgrade requirements of PCs, UPS, Peripherals etc. in prescribed format and follow up.

2. Vendor Management:→

- ✓ This service includes maintenance of database of hardware/software maintenance service vendors, suppliers, communication service agencies and any other third party to whom SIB has or intends to have technology partnership in respect of UPS, desktops, Peripherals, Anti-virus, Active Directory and any other vendors affecting End User IT infrastructure.
- ✓ Includes maintenance of asset database of all related products which are relevant to this contract.
- ✓ Service calls for maintenance and warranty vendors should be logged properly and tracked to resolution. SLA with each vendor should be maintained and the deviation should be reported on daily basis.
- ✓ Coordinate, escalate and follow up calls as and when necessary.
- ✓ Maintaining database of the various vendors with details like contact person, telephone numbers, Escalation matrix, response time and resolution time commitments etc.
- ✓ Logging calls with vendors.
- ✓ Maintaining all vendor service reports
- ✓ Keeping track of the hardware and software maintenance contracts entered into by Bank with the various vendors
- ✓ Coordinating with the vendors to get the problems resolved.
- ✓ Escalating problems, if required.
- ✓ Ensure that vendors respond to and resolve the problems or escalate the same to SIB team.
- ✓ To ensure that calls logged with vendors are resolved within times stipulated in their maintenance contract entered into with SIB.

- ✓ Vendor Performance Report, periodically and on request.
- ✓ Vendor Call Report, periodically and on request.

3. *Asset Management:*→

- ❖ Asset management should be online, including hardware, software, peripherals UPS & Batteries. Which should include root level details like motherboard, RAM etc.
- ❖ Vendor should install ITIL certified industry proven tools for asset /Inventory management.
- ❖ Maintain complete hardware & software asset database with versions.
- ❖ Record all Installation, movement, add and change (IMAC)
- ❖ Closely associate with the Bank's courier and coordinate asset movement, from stock/branches with respect to PC, Printers, UPS etc. Vendor should inform the bank all regulatory requirements/paper work associated with courier services and logistics time to time.
- ❖ Vendor should ensure with the courier company about the timely movement of parcels from warehouse to intended destinations. Any delay in courier should be proactively informed to bank.
- ❖ Vendor should coordinate with other warranty vendors to proactively configure the delivered items in the branches and departments
- ❖ Enable immediate use of the asset.
- ❖ The software should generate various reports for external / internal audit purposes.
- ❖ Dashboard of OS patch management activity monitoring and reporting should be available in the Centralized AMC software/ tool (CAMC software tool)
- ❖ CAMC software should be patched periodically to prevent/mitigate vulnerabilities. The regular patching reports to be submitted to bank.
- ❖ The tool should be capable of performing online OS patch management based on Bank's instruction time to time.
- ❖ Bank prefer either Microsoft SCCM (System Center Configuration Manager) or IBM bigfix as Patch management solution for Operating systems.
- ❖ Define and implement the process for tracking assets, for the complete life cycle of the asset, until it is refreshed.
- ❖ Track the software licenses, so that no misuse of the same occurs.

- ❖ Perform periodic audits to capture any deviations.
- ❖ Data deletion for a clean computer hard drive prior to disposal/change of user
- ❖ Quarterly Asset Audit Report
- ❖ Daily Installation, movement, add and change (IMAC) report.
- ❖ Enforcing the licensing of various application/system software including Microsoft in terms of the defined guidelines and norms of the bank.
- ❖ Asset Discovery (Physical & Logical)
- ❖ Create & Maintain Definitive Software Library and Create & Maintain Definitive Hardware Store
- ❖ Configuration Management
- ❖ Physical Asset Tracking & Labelling
- ❖ Software License Management
- ❖ Request & Approval Process, including documentation as per Bank approved format.
- ❖ Procurement Management
- ❖ Contract Management (Support/Maintenance/ Renewals /Enterprise License Agreement)
- ❖ Re-Deployment & Movement
- ❖ Retire & Disposal Management
- ❖ Interface with complimenting & dependent ITSM Processes & Functions
- ❖ Interface with Enterprise Asset Management Systems & Processes
- ❖ Compliance to Regulatory Laws if applicable
- ❖ Request for new purchase/Replacement/other requests should be recorded, submit the Bank in prescribed format, issue Purchase order for Bank, track & follow up/verification of new asset.
- ❖ Verification of Bills, vendor payment tracking, verification of payment terms before payment, record vendor wise Purchase orders, payments, assets etc.

4. Annual Maintenance Contract for hardware/software:→

- ▶ All hardware items which are not under warranty should be covered under AMC (Annual Maintenance Contract). However, desktop PCs under warranty would also come under the

purview of centralized AMC for Anti-Virus, Active directory etc. Any asset which is under warranty, and needs any service except hardware parts replacement, CAMC vendor has to service and repair. This includes operating system re installation, other supporting application installation, browser configurations and other settings.

- ▶ Any asset which cannot be continued in AMC contract due to its physical condition/ age should be informed in preventive maintenance report conducted quarterly. Such assets which are failed to be informed by the vendor will be replaced by Bank and cost will be deducted from vendor itself. This will be discussed and as per mutually agreed terms. All other items are automatically covered under AMC and penalty clauses.
- ▶ Any assets whose warranty is expiring on any date, will be aligned with the beginning of that quarter for AMC calculation and service.
- ▶ Hardware upgrade if required on original cost of component and hardening required if any. Vendor should submit the detailed list of components and its rate for the contract period. This should be completed in the SLA period itself.
- ▶ Rectification of IS Audit comments upon receipt of direction from DICT coordinator which necessities OS hardening, Change of configuration, auditing of system using certain tools etc. this is applicable only to the assets under the contract.
- ▶ All issues reported through centralized call logging system should be resolved within SLA terms.
- ▶ In the case of failure of any hardware/software component for more than 3 consecutive times under Warranty/AMC period, VENDOR is obliged to replace the respective component with a new and fresh/updated component.
- ▶ All parts except the items mentioned in consumables should be repaired/ replaced, plastic parts of the IT gadgets are **not** exempted. All consumables should be replaced on original cost, with in SLA period. Vendor should submit the detailed list of components and its rate for the contract period. This should be completed in the SLA period itself.
- ▶ Any part, which violates AMC cover due to physical or other type of damage, vendor should replace the same with actual cost in 2 days. This will be repaid by Bank. Vendor should submit the detailed list of components and its rate for the contract period.
- ▶ Operating system level configuration in all Desktop PCs for applications ported in to the system to be made functional, its troubleshooting and Maintenance.
- ▶ Software & Applications include, but not limited to the following
 1. Installation & Re installation of Operating system on requirement

2. Configuring & maintaining Mail Client, Custom Browser settings for SIB web application
3. Custom Java settings
4. Installation, Reinstallation & support of 3rd party applications like SIGNATURE SCANNING, Western Union Money Transfer, RBI Clearing software, SWIFT, Money Gram, Antivirus, Active Directory, other applications which requires end user installations and configuration.

Exempted hardware Items under AMC. →

- Batteries
- Toner/Cartridges/stationery
- All other consumables except plastic parts such as printer knob
- Act of fire, flood, war, act of violence, intentional damage

** Any consumables should be replaced on actual cost, if requested by the user in 2days.

5. Antivirus FM Support Active Directory FM Support

a) Antivirus FM Support

Presently Bank is using Kaspersky Antivirus solution.

- Adequately qualified Engineer shall be deployed for the Anti-Virus help desk Support Project.
- FM must have an experience of handling minimum 7000 clients setup. Onsite Support Engineer at Central site. The FM location is at IT Operations Department, Ernakulam.
- The FM engineer shall provide the Bank with periodical reports on the updation made at each branches / departments.
- Such reports shall be provided on a monthly and quarterly, to the monitoring groups.
- Support and Maintenance for Kaspersky AV solution of the servers in DC's (only AV support, h/w support not included)
- Server Monitoring & Maintenance activity
- Update Monitoring
- Updates distribution in all servers

- DB Monitoring
- Server's health checkup.
- Client Support Activities
- Remote support for 7000+ clients
- Proactive monitoring of 7000+ clients
- Generating monthly/weekly/quarterly reports
- The FM engineer shall take up with the M/s Kaspersky for any abnormal activity in the client PCs reported by the Bank and follow up with the OEM for getting solution and implementing the same in PCs of the Bank.
- Since the hardware AMC is with M/s HCL, the support engineer should coordinate with the local service engineer to rectify the hardware issues if any in the servers. Necessary ticket logging will be coordinated with OEM as and when needed.
- Periodic backup has to be taken.
- In case of any on-site support required at the branches/departments., FM engineer has to visit the branch and solve the issue.

b) Active Directory FM Support

Presently Bank is using Windows 2012R2 Active Directory solution.

- ▶ The FM resource must be a certified engineer from Microsoft to implement/support the Active Directory Solution.
- ▶ The FM Engineer must have an experience of handling minimum 6000 - 7000 AD clients setup.
- ▶ Day to day admin activities: User creation, modifications with proper request/confirmation from Bank.
- ▶ New policy creation/modifying the existing policies as on requirement.
- ▶ Remote support for 7000+ clients
- ▶ Along with the routine work, FM must be capable to do the application integration with AD and if required, must be able to upgrade the Active Directory version also.
- ▶ In case, if any kind of scripting task required for the AD requirement, FM must be able to do that.

- ▶ Admin activities on servers: trouble shooting on performance issue, disk usage etc.
- ▶ Physically monitor the installed hardware in a frequent interval and report the status to the Bank.
- ▶ Support coordination with the hardware vendor.
- ▶ Server backup periodically.
- ▶ The designated engineer should coordinate with all branch/office and his own internal team to provide timely and proper support at the branch/office as far as the solution is concerned.
- ▶ In case of any on-site support required at the branches/departments., engineer has to visit the branch and solve the issue.
- ▶ FM should suggest new methods through policies to enforce security controls in the desktops/servers.

Software Applications under support: →

- Mail Clients like MS Outlook, Outlook Express, and thunderbird and mail configuration
- Office applications like MS Office, Open office, WPS office etc.
- Any driver related issues with Printer, Scanner etc.
- Any printer configuration, network print etc.
- Adding/Deleting printers, Scanners etc.
- RBI Clearing application support including installation, reinstallation
- Installation and support of applications like adobe reader, WINRAR etc.
- Any 3rd party applications like Money Gram, Western Union where Bank has business interest.
- Any browser configuration support for accessing any Banking application, 3rd party application where bank has business interest
- Any application/Browser related issues with respect to Proxy (corporate Internet)
- Any application which support Banking like SWIFT, Digital Signature, attendance marking system etc.
- Any Operating system malfunctioning support including reinstallation
- Any virus issues due to malfunctioning of anti-viruses in computers.

- Bank's specific requirements like minimum free space in C:\ drive, applications not to be installed in C:\, relocating mail client storage to D:\ drive etc.
- Maintain a uniform operating system, patches & operating environment
- Any application/ software Bank develop/purchase during the contract period

General Deliverables →

- The onsite central help desk for this service should be at Bank's site at Kochi, Kerala
- There should be at least 21 engineers deployed onsite at Central Help Desk in Kochi to support the calls from Bank's branches across the country.
- Field engineers all over India should be managed from Central Help Desk.
- All Branches/ Departments of SIB should have a standard operating system with same patch level, Antivirus, same versions of applications and same versions of Browser as specified by Bank. Its vendor's responsibility to ensure this activity is completed within two months of award of contract.
- Vendor should submit Standard Operating Procedure (SOP) of all the services under this contract to the bank.
- Complete life cycle management of any of the PCs, Peripherals, UPS etc., which include, procurement monitoring, implementation, usage and improvement/upgradation/replacement.
- Keeping the escalation matrix of all the bidders associated with all supported items for immediate escalation to resolve the issue
- Request for new purchase/Replacement/other requests should be recorded, submit to the Bank in prescribed format, track & follow up/verification of new asset.
- Vendor should suggest support improving methods based on the history of troubleshooting tickets and response from branches/Departments.
- Verification of Bills, verification of payment terms before payment, record vendor wise Purchase orders, payments, assets etc.
- Periodic visit at Branches, every quarter to verify the asset, to do preventive maintenance, Patching of OS etc.
- Operating system migration from existing OS to latest or Bank approved operating system during the contract period.

- Bank will not permit any hard disk to be taken out of Bank Premises. For any hard disk complaint, vendor has to replace it with new hard disk and destroy the faulty one in Bank manger's presence. Vendor should ensure proper backup up to the satisfaction of Bank staff before destroying the old hard disk.
- Vendor has to sanitise old hard disk if Bank wish to do so, up to 100 no's per year and give certificate stating data removal. Vendor should resort to procedures such as low level formatting, use of Data wiping software for executing the sanitisation of hard disks as per industry standard.
- Vendor has to recover data through recovery tool (software/Hardware based), up to 100 no's of hard disk per year if Bank wishes so.
- Vendor has to support onsite, for the inauguration of new branches/location and install all PCs, Printers and vendor management of UPS and other IT Infrastructure.
- Onsite and remote support for end user issues in virtualised end user environment, which bank would procure during contract period.
- Rectification of all IS audit related deficiencies pointed out from time to time with in the time frame fixed by Bank, applicable to the service related.
- Patch Management Service should be done onsite every quarter; this can be clubbed with any other onsite visit. Patches to include Operating system, office, Browsers and other softwares which are whitelisted by Bank such as Adobe reader. Refer **Annexure-C** for whitelisted softwares.
- Any system, which is not updated through centralized Antivirus solution, vendor should update the patch physically, by engineer onsite.
- Vendor should perform the required tasks and certify the asset disposal is as per Banks norms and asset retirement policies.

Reports to be submitted:→

- ▶ Daily Call Report – Open, Closed, Total with reasons for Open calls.
- ▶ Daily SLA compromise Report.
- ▶ Monthly Call Category Report.
- ▶ Monthly SLA Performance Report.
- ▶ MIS on calls exceeding significant number of days for any reasons on regular basis
- ▶ Any report, which is mutually agreed between Bank and vendor.

- Vendor should provide asset management reports

1.2 Baselines

Service Elements	Description
Contract duration	Initially for a period of one year from the date of signing of agreement and extendable for a further period of 2 years on yearly basis subject to satisfactory performance.
Service Coverage	9 AM to 6 PM on all working days. No regional holidays will be applicable and only national holidays permitted.
Locations to be supported	Branches & offices across PAN India (South Indian Bank)
Resident Engineer	Two resident Engineer at HO, and two resident Engineers at TBD Kalamassery for its support
Scope of services	As per Section IV
Service Delivery Model	Onsite SLA
Tools	Vendor has to use his own tools for asset management, inventory, asset life cycle management, helpdesk, data recovery etc.

On-site Manpower Assignment. * Minimum manpower requirement only, actual based on calls.

Sr. No	Location	Profile	Time Window *	*No. of resources
1	ITD	Project Manager	10.00 am to 6.00 pm	1
2	ITD	Helpdesk Engineer	9.00 am to 7.00 pm	4
3	ITD	AV & AD Engineer	9.00 am to 7.00 pm	2
4	ITD	Helpdesk Engineer-L2	9.00 am to 7.00 pm	4
5	ITD	Vendor Management	9.00 am to 7.00 pm	3
6	ITD	Asset Management/ Various reports	9.00 am to 7.00 pm	2
7	ITD	Service Engineer	9.00 am to 7.00 pm	1
8	HO Thrissur	Service Engineer	9.00 am to 7.00 pm	2
9	TBD Kalamassery, Ernakulam	Service Engineer	9.00 am to 7.00 pm	2

**2nd & 4th Saturday are Bank Holidays.

(*) **Time window, No. of resources and location are tentative and the same will be changed as per Business requirement.**

All deployed resources should be direct employees of the vendor and no part of the scope shall be sub-contracted.

1.5 Technical Prerequisites

1.5.1 Project Manager

Experience	Above 5 Years
Qualification	Degree/Engineering Preferred ITIL certification (Foundation)
Deliverables	<ul style="list-style-type: none"> – SPOC during the tenure of the engagement and Drive support services. – Handle engineers shift plan, leave management (scheduled/unscheduled) during the engagement & Handle all Major escalations and ensure speedy resolution, – Conduct monthly review meetings – Implement best practices solutions with constant improvement in quality, – Maintaining, generating & analyzing all related reports – Maintain good relation with Client, team and vendor to the best interest of the company, – Relationship management. – Establish best practices and policies for installing, configuring, maintaining and troubleshooting hardware/software issues. – Maintain asset management, incident management, change management, inventory and related documentation with proper diagrams. – Should be well versed with latest technologies, should be able to advice bank in terms of new products.

1.5.2 Service Engineer:

Experience	Minimum 2 Years
Certification	MCP or MCSE
Qualification	Diploma/Degree
Skills	<ul style="list-style-type: none"> – Knowledge on installation and troubleshooting of all windows operating systems and browsers. – Knowledge in printer/ scanner/UPS working and general trouble shooting – General knowledge of banking applications – Troubleshooting and debugging of problems. – Should be well versed with remote access tools.

1.5.3 Vendor Management/Asset Management Engineer -:

Experience	Minimum 1-2 Years
Qualification	Diploma/Degree with any relevant certification and experience in handling different vendor related activities
Skills	<ul style="list-style-type: none"> – Vendor management skills – Asset management software exposure – Excel worksheet experience

1.5.4 Helpdesk Engineer - :

Experience	Minimum 1-2 Years
Qualification	Diploma/Degree with good communication skills in English
Skills	<ul style="list-style-type: none"> – Experience in customer call management – Exposure to call logging software – To handle customer calls in minimal time and log the complaint with maximum details.

1.5.5 Helpdesk Engineer – L2 - :

Experience	Minimum 2 Years
Certification	MCP or MCSE
Qualification	Diploma/Degree
Skills	<ul style="list-style-type: none"> – Knowledge on installation and troubleshooting of all windows operating systems and browsers. – Knowledge in printer/ scanner/UPS working and general trouble shooting – General knowledge of banking applications – Troubleshooting and debugging of problems. – Should be well versed with remote access tools.

1.5.6 AD/AV Engineer – L2 - :

Experience	Minimum 2 Years
Certification	MCSE for AD and relevant certifications for AV
Qualification	Diploma/Degree
Skills	<ul style="list-style-type: none"> – Hands on experience with AV/AD – Troubleshooting and debugging of problems. – To handle customer calls in minimal time and log the complaint with maximum details.

The details of the activities to be carried out are given below:

2.5 Vendor Deliverables and Liability

- 1) Required manpower should be deputed at South Indian Bank site within 1 weeks from the date of Purchase Order
- 2) The members of the on-site team should be provided with mobile phones by the vendor and the details like Name, Address (Inclusive of Residential Telephone Number (Residential), Mobile Number should be provided to South Indian Bank
- 3) A site mobile phone should be provided to the CAMC team by the vendor exclusively for communicating with Bank's IT Operations –Hardware team
- 4) The on-site team shall maintain attendance register and the same should be sent monthly to South Indian Bank for SLA calculations, failing which appropriate penalty condition as defined below shall be invoked.
- 5) The on-site team shall not be changed without adequate notice (minimum 15 days) to South Indian Bank. Any resigned resource of on-site team should not be relieved before giving suitable replacement. Any breach of this clause will attract penalty
- 6) The vendor will also provide suitable on-site technical staff to supplement the efforts of the on-site support resources during emergencies / contingencies which might impact the systems, solutions and services covered under this scope.
- 7) All employees deputed onsite should be permanent employees of the vendor, with Employee nos. Back ground verification certificate is a must for all onsite Engineers and vendor should ensure police background verification is done for all its deputed persons onsite.
- 8) Vendor should submit the background check reports such as police verification report, Biodata, Resume etc. to the bank before inducting the staff into service.
- 9) Vendor should adhere to all relevant labor rules, regulations applicable to them, relevant laws of the country.
- 10) Vendor should sign SLA and NDA with the bank
- 11) Vendor should submit KYC details as per the format that will be shared by bank
- 12) The Vendor must ensure one month's notice with proper handover for any change of manpower pertaining to project manager profile.
- 13) Vendor should maintain sufficient critical spares and should submit a periodical report to bank.

- 14) Dedicated Shared resources to be deployed at all SIB RO Locations. Details of shared resources will be submitted to South Indian Bank within one week from the date of award of contract.
- 15) All new branches/locations, which are being opened during the contract period also will be added to the contract.

2.6 Covenant of the Vendor

- i. In the implementation of the contract, the vendor and its employees shall at all the times comply with & abide by the security policy of the bank in so far as the same may be applicable to or in respect of the works and the provisions of the contract.
- ii. Vendor will follow and comply with the procedures and policies, applicable to the scope of work mentioned above laid down by the Bank vide IS Security Policy from time to time and also extend full cooperation to the auditors designated by South Indian Bank.
- iii. Vendor/ deputed personnel at SIB will inform South Indian Bank about any correspondence with external entities pertaining to any point mentioned in the scope of work above.
- iv. Depending on the sensitivity and criticality of the services or data provided, South Indian Bank will consider commissioning or requesting a review of vendor's internal control structure for ensuring that any confidential/restricted/internal information of the Bank is maintained securely. Vendor will assist and co-operate with the Bank auditors in a way as they are expected to assist and co-operate with their audit.
- v. Vendor should comply with Bank's IS Security policy, acceptable usage policy, outsourcing policy etc. wherever applicable.
- vi. Vendor should comply with all regulatory requirements, should adhere to government norms which are to be complied related to the project scope and advise Bank time to time regarding such requirements for the smooth functioning of the system.

Service Level Agreement

3.1 Scope

The vendor shall sign contract, SLA, NDA with South Indian Bank incorporating following parameters

- The Scope of services / SLA mentioned in this document will be reviewed quarterly during the contract period and may be amended.
- Working days: Six days a week (Monday to Saturday, 2nd & 4th Saturday are holidays)
- Any computer/Peripherals which are not working due to any hardware complaint under AMC should be resolved as given below.
 - (a) Next business day (NBD) for Kerala and metro branches
 - (b) NBD + 1 for tier 2 Cities,
 - (c) NBD + 2 for tier 3 Cities.

**** Metro, Tier 1 & Tier 2 as per IBA classification**

Any hardware failed/mal functioning and not resolved beyond (SLA committed time + 3) days, Bank will purchase new item in it's place and cost of such item(s) will be charged to the service provider. New item will be added as Bank's asset.

- Any software calls including Operating system, anti-virus, Active directory etc. which is categorized as onsite calls should also be covered under the resolution SLA of hardware given above.
- Any software calls which is categorized as remote support calls should be resolved on the same day, if call logged before 3.00 PM.
- Vendor should maintain sufficient no's of computers & peripherals at vendor office, nearest to each of SIB's Regional offices. Please refer Bank website for details.
- Vendor should maintain brand new 5 no's of computers & 5 no's of peripherals (5 passbook printer, 5 document printer, 5 no's of 136 column printer, 5 no of DD printer) at DICT office to meet exigencies. This will also be used to resolve issues if SLA violates.
- Any deviation in resolution of hardware calls will attract a penalty of Rs. 500/- per day, for a maximum of 3 days. If issue not resolved by that time, Bank will purchase the new item and actual bill will be deducted from vendor apart from penalty. Also asset will be added as Bank's asset.
- Any software/remote support issue violating SLA will attract penalty of Rs. 300/- per day.
- Any late submission of reports, submission of incorrect report, delay in completion of batch jobs like patch management, Vendor coordination, new branch onsite support will be levied a penalty of Rs. 25,000/- per incident.
- Any delay in quarterly PM activity will be levied Rs. 2 lakhs.
- Helpdesk Engineer should register a call in maximum of 5 min. He/ She should not hold the line for more than 5 min, and should handover to Project Manager.
- Vendor should not hold a phone support, for any issue for more than 15 min. Any call which requires resolution more than this should be attended onsite.
- No remote access should extend beyond 20 minute. Any remote desktop which requires resolution more than this should be attended onsite. Every remote connection should be recorded and should be retrievable on request. Every calls, beyond the threshold should be with the approval of SIB official.
- Detailed call logging should be enabled for each remote desktop session and should be available on demand. Activity tracking software to track the remote session activities should be embedded in remote desktop for taking remote PC session for trouble shooting.
- Vendor should submit the cost of items which require replacement during the contract period, which may arise due to physical damage, Bank's requirement for upgradation/replacement.
- Vendor's complete escalation matrix should be shared to Bank.
- All new branches/locations, which are being opened during the contract period also will be added to the contract.

- Maximum penalty cap in a quarter would be 10 % of quarterly project value recoverable. However, if penalty is more than 10% for 3 consecutive quarters, Bank will review the project and the remaining value of actual penalty occurred during these 3 quarters will be deducted from next payments due.

3.2 SLA dependencies

The above SLA is proposed based on certain factors. The following are the dependencies and assumptions:

1. Calculations for uptime shall not include “planned downtime”,
2. Failures due to environmental or power non-availability or outage on customer behalf will not be included in SLA calculations,
3. Force Majeure clauses such as Fire, Earthquake, Floods, Govt. problems, Riots and civil disturbance, service provider strikes and other acts of God shall not be included for SLA calculations,
4. SLA will be calculated monthly for the service hours (Six days a week (Monday to Saturday))

3.2.1 Performance Measurement (SLA uptime calculation)

- Working hours calculated as per the service window
- Branch working days - 09:00 am to 07:00 pm (10 Hrs)

3.3 Penalty Clause:

Penalty would be levied (on monthly basis) for non-adherence to above mentioned uptime and other SLA items.

Commercial Bid Form

Sl No	Item to be entered under Managed IT services	Qty (subject to Final asset inventory)**	Rate	Total
1	Desktop PC under AMC including hardware support, OS support, all applications under Annexure C , including mail client, office, antivirus, desktop security support with installation, reinstallation with data backup.	6594		
2	Desktop PC under warranty for vendor management for hardware issues and, all applications under Annexure C , including mail client, office, antivirus, desktop security support with installation, reinstallation with data backup.	1533		
3	Thin Clients-under AMC	191		
4	All in one PC (AIO) under Warranty	128		
5	Passbook Printers	850(AMC required)		

		out of 963		
6	Statement Printers	973 (AMC required) out of 1027		
7	FD/DD printers	964(AMC required) out of 1006		
8	LaserJet Printers	1319(AMC required) out of 1479		
9	Multi-function printers	116 (AMC required) Out of 136		
10	Inkjet Printers	57 under AMC Out of 141		
11	Flatbed Scanners	851 under AMC		
12	BPM scanner	1007under AMC out of 1071		
13	Centralized Service Desk, vendor management, asset management, Desktop patch management etc. with all tools and support as per the requirement			

**** May vary +/- 10 %**

B. Other Service Charges

Sr. No	Description	Charges In INR
1	New Branch Opening/Location:-Onsite support for installation of PCs, Peripherals, Vendor Management of UPS etc. (Quote per Branch)	
2	Branch/Department shifting: - Onsite support for installation of PCs, Peripherals, Vendor Management of UPS etc. (Quote per Branch)	
3	Hard disk sanitization charge beyond agreed 100 no's, per hard disk from original SIB location	
4	Data recovery charge beyond agreed 100 no's, per hard disk from original SIB location	
5	Additional resident Service Engineer cost per year (If Bank needs resident Engineers at any other location. However, the required manpower at DICT should be provided without extra cost, if the call volume requires.	

L1 Vendor will be arrived at by considering the lowest cost quoted for part A.

Vendors are also required to quote separately for the Other Service Charges (B) and this will not be considered for determining the L-1 vendor

All bidders will have to necessarily quote for the other service charges (B) without which the bid will be treated as invalid.

In case of any abnormality, the Bank's decision will be final.

Successful Bidder is advised to open an Account with Bank to facilitate easy and timely credit of payments for goods delivered / services rendered.

Section VI

ANNEXURE-A

List of Branches/Departments

Visit www.southindianbank.com for address and location details

Note: Bidder to submit the location-mapping chart along with the RFP document List of branches is provided in separate excel sheet

ANNEXURE - B

Asset details available with Bank, subject to variation on actual verification.

NUMBER OF BRANCHES	871
REGIONAL OFFICE	20
ATM	1319
DESKTOP PCs	8339
THINCLIENT	191
CITRIX THINCLIENT	131
STATEMENT PRINTER	1027
DD PRINTER	1006
LASER PRINTER	1479
INKJET PRINTER	141
MULTI FUNCTION PRINTER	136
PASSBOOK PRINTER	963
BPM SCANNER	1071
FLAT BED SCANNER	851
HO servers(Intel-Basic Servers)	9

ANNEXURE – C : LIST OF WHITELISTED END POINT SOFTWARES *

Sr. #	APPLICATION NAME
1	Acrobat Pro
2	Adobe Acrobat DC
3	Adobe Dreamweaver
4	Adobe Photoshop
5	Autodesk Application Manager
6	Macromedia Dreamweaver 8
7	Microsoft Visio
8	Microsoft® Visual Studio
9	Nero Burning ROM
10	WinRAR
11	WinZip
12	WPS Office
13	MS Office
14	7-Zip
15	Adobe Reader
16	Concise Oxford English Dictionary (Eleventh Edition) Install
17	Core FTP
18	Firefox
19	Google Chrome
20	Internet Explorer
21	Java
22	LibreOffice
23	Microsoft .NET Framework
24	Microsoft® Silverlight
25	Notepad++
26	OpenOffice
27	Safari
28	Thunderbird
29	Windows Live
30	Xmanager

***The list of software may vary as per the business requirements time to time**

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><div>Society<input type="checkbox"/></div><div>Trust<input type="checkbox"/></div><div>Association<input type="checkbox"/></div><div>Foundation<input type="checkbox"/></div></div>
2.b	If you have undergone any change in the constitution since inception give full information here	<div>Originally established ason.....</div> <div>Changed to.....on.....</div> <div>Changed to.....on.....</div>
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 Excise Department	No.....Dt.....
	e) Tax Deduction Account Registration (TAN)	No.....Dt.....
	f) PAN issued by Income Tax Department	No.....Dt.....
	g) Exim Code	No.....Dt.....

	h) Registration under Software Technology Park Scheme	No.....Dt.....		
	i) MSME Registration	No.....Dt.....		
	j) GST 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	Current <input type="checkbox"/> Savings <input type="checkbox"/> OD/Loan		
	Account No.		
	MICR No.		
	IFSC Code		
	Account holder (Since)		
17	Auditors (Name with address and telephone/mobile numbers) ICAI Membership Registrastion No.....		
18	Clientele:			

	List of Major Clients (Attach separate list, if required)	1. Since..... 2. Since..... 3. Since..... 4. Since..... 5. Since.....
Please produce reference from at least two of your major clients		
19	Competitors:	
	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 <input type="checkbox"/> <input type="checkbox"/>	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	1. On.....by.....Status..... 2. On.....by.....Status.....

	for patent, trade mark, Intellectual property Rights infringements	3. On.....by.....Status.....
22	HR	
	a) Number of employees in the scroll	Service >5 Years..... Service >1 <5 Years.....
	b) Key technical personnel (attach separate list, if required)	<1 Year.....Outsourced.....
	c) Key Managerial Personnel (attach 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.....

		Name:..... Proof of ID Type:.....No..... Proof of Address Type.....No.....	
20	List of other documents submitted	1. 2. 3. 4. 5. 6.	
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.....St atus..... 2. On.....by.....St atus..... 3. On.....by.....St atus.....	
22	HR		

	<p>a) Number of employees in the scroll</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>	<p>Service >5 Years..... Service >1 <5 Years.....</p> <p><1 Year.....Outsourced.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</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:.....</p> <p>.....</p> <p>Proof of ID</p> <p>Type:.....No.....</p> <p>.....</p> <p>Proof of Address</p>

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

		<div>Name:.....</div> <div>Proof of ID</div> <div>Type:.....No.....</div> <div>Proof of Address</div> <div>Type.....No.....</div>
26	List of other documents submitted	<div>1.</div> <div>2.</div> <div>3.</div> <div>4.</div> <div>5.</div> <div>6.</div>

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 IS Security Policy, IT Outsourcing Policy, IT
Governance Policy and IT Operation Policy of the Bank and confirm that I/We shall adhere to such
policy, 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:.....

Authorized Signatory

Date :.....

Guidelines regarding requirements of KYC documents

Individual	Provide photograph, 1 ID Proof, 1 Address Proof and Copy of PAN Card/PAN Card forwarding letter
Sole proprietorship :	Provide photograph, 1 ID Proof, 1 Address Proof and Copy of PAN Card/PAN allotment letter and profile of the Proprietor
	Provide ID Proof and Address proof of the Proprietorship firm
Partnership	Provide photograph, 1 ID Proof, 1 Address Proof and Copy of PAN Card/PAN allotment letter and a profile of all the Partners
	Provide copies of Partnership deed, Partnership Registration certificate (if registered), 1 Address proof of the firm

LLP	Provide photograph, 1 ID Proof, 1 Address Proof and Copy of PAN Card/PAN Card forwarding letter of all the Partners
	Provide copies of LLP agreement and Certificate of Incorporation
Ltd. Company	Provide Photograph, 1 ID Proof, 1 Address Proof and Copy of PAN Card/PAN Card allotment letter, DIN and profile of all the directors and all executives/mandate holders who will be signing various documents while dealing with the Bank.
	Provide copies of MOA, AOA, Certificate of Incorporation, Certificate of Commencement of Business(only for public Ltd. Co), CIN, PAN and address proof of the Company.
	Copies of Mandate/POA issue to the executives/mandate holders who will be signing various documents while dealing with the Bank.
Society/Trust etc.	Provide photograph, 1 ID Proof, 1 Address Proof and Copy of PAN Card/PAN Card allotment letter and profile of all the Signatories/Mandate holder
	Copies of Registration Deed, Bye-laws, List of Managing Committee

*****End of Document*****