

Request for Proposal & Quote**SUPPLY, SERVICE & SUPPORT OF INTERNET ROUTERS
FOR**

**The South Indian Bank Ltd
Digital & Technology Department,
SIB Building, Info park Road,
Rajagiri Valley, Kakkanad,
Ernakulam – 682 039.
Kerala.**

Ref	SIB/DTD/NW/244/2023-24
Version	1.0
Date of issue of RFPQ	13-10-2023
Last date for Technical Discussion	20-10-2023
Last date for Receipt of Proposal	27-10-2023
Purchaser Location	PAN India
Type of Contract	Supply, Installation, Service & Support

This document is the exclusive property of SIB. It may not be copied, distributed or recorded on any medium, electronic or otherwise, without the prior written permission of SIB. The use of the contents of this document, even by the authorized personnel/agencies for any purpose other than the purpose specified herein, is strictly prohibited and shall amount to copyright violations and shall be punishable under the Indian Laws. Any product/company/service names mentioned herein may be Trademarks/Service marks of other organizations/companies and are mentioned only for purposes of illustration.

DISCLAIMER

The information contained in this RFP 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 RFP document and all other terms and conditions subject to which such information is provided.

This RFP 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 RFP 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 RFP 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 RFP 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 RFP. The Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

Table of contents

<u>1. ABOUT OUR BANK.....</u>	<u>5</u>
<u>2. OBJECTIVE:.....</u>	<u>5</u>
<u>3. TERMS & ABBREVIATIONS USED IN THIS DOCUMENT:</u>	<u>6</u>
<u>4. EXISTING NETWORK DESIGN AND ARCHITECTURE:</u>	<u>6</u>
<u>5. SCOPE OF WORK:</u>	<u>6</u>
<u>6. TECHNICAL REQUIREMENTS:</u>	<u>7</u>
<u>7. SERVICE LEVEL:.....</u>	<u>8</u>
<u>8. SUPPLY, DELIVERY AND ACCEPTANCE:</u>	<u>9</u>
<u>9. TERMS & CONDITIONS</u>	<u>9</u>
<u>10. VENDOR RESPONSIBILITIES.....</u>	<u>11</u>
<u>11. LITIGATION:</u>	<u>12</u>
<u>12. SELECTION CRITERIA.....</u>	<u>12</u>
<u>13. COMMERCIALS</u>	<u>13</u>
<u>14. TERMS OF PAYMENT:</u>	<u>13</u>
<u>15. AMENDMENT TO RFPQ:.....</u>	<u>14</u>
<u>16. RESPONSE TO RFPQ AND CONTACT DETAILS:</u>	<u>15</u>
<u>17. TERMINATION:.....</u>	<u>16</u>
<u>18. MANDATORY RESPONSE SHEET:</u>	<u>17</u>
<u>19. FUNCTIONALITY/ TECHNICAL RESPONSE DOCUMENT.....</u>	<u>17</u>

20.	<u>COMMERCIAL BID DETAILS</u>	<u>18</u>
21.	<u>ANNEXURE- I (TECHNICAL REQUIREMENT).....</u>	<u>18</u>
22.	<u>KEY GUIDELINES</u>	<u>20</u>

1. ABOUT OUR BANK

The South Indian Bank Ltd, a Banking Corporate constituted under the Companies Act 1913, having its head office at SIB House, T.B. Road, Mission Quarters, Thrissur - 680 001 and having Branches / Offices all over the country and in UAE (hereinafter referred to as “Bank”, which expression shall, unless repugnant to the context or meaning thereof, include its successors and permitted assigns). The bank started its journey on 29th January 1929 in Thrissur, the cultural capital of Kerala. We are one among the pioneers in the technology driven banking arena, known for its consistent growth and unparalleled customer service. The South Indian Bank Ltd. is first among the private sector banks in Kerala to become a Scheduled Bank in 1946 under the RBI Act. With a pan India presence of 941 branches, 1307 ATMs supported by a committed & skilled workforce together with robust technology platform, we are well equipped to grow as a customer oriented repository of savings. From the inception, the Bank has been a trend setter in the technological advancements among Private Sector players, the implementation of Core Banking Solution (CBS) being the first example. We are currently running on Finacle10. The employees of the Bank with an average age of 32 years have been relentlessly innovative and their ideas have set the Bank at the forefront of technological progression. Our widely accepted array of online services like Internet Banking, Mobile Banking, Online shopping etc. make any time banking a reality. The Bank is moving ahead with well set targets, clearly defined priorities, redrawn road maps fueled with an aroma of optimism, to fulfill the vision of converting itself into a 'Retail Banking Powerhouse'

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 uses them to leverage business operations such as NDS-PDO, RTGS, NEFT, Domestic ATM sharing, NPS, SWIFT, Treasury, Forex, POS, etc.

The Bank is using ‘Finacle’ (from M/s. Infosys Technologies Ltd) as the Core Banking Solution (CBS). The Bank presently uses Core Banking Software – Finacle 10. Bank has been awarded with ISO 27001:2013 Certification for Information Security Management Systems (ISMS).

2. OBJECTIVE:

Objective of this RFPQ is to undertake tendering (separate technical & commercial) for empanelment of vendors for the purchase of new internet routers for bank’s DC Kochi and DR Bangalore. Bidders who are interested in participating in the RFPQ must fulfill the eligibility criteria mentioned in the document.

3. TERMS & ABBREVIATIONS USED IN THIS DOCUMENT:

- 1) **'Bid'** shall mean the set of Bid/Request for Proposal and Quote (RFPQ) documents provided by Vendor to the bank for submitting a competitive quotation for the execution of 'Works' in accordance with the terms specified in this document.
- 2) **'SIB/Bank'** means The South Indian Bank Ltd.
- 3) **'Data Center (DC)'** means to the Bank's Data Center at Kochi, Kerala, where the servers are installed.
- 4) **'Disaster Recovery site (DR)'** means to the Bank's Disaster Recovery Center at Bangalore, Karnataka.
- 5) **'Vendor/Provider'** means the entity who has submitted the 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.
- 6) **'Service Level Agreement'** shall mean the Contract entered into between Bank and the successful Vendor on award of Contract for Works.
- 7) **'Successful Vendor'** means the Vendor whose Bid is accepted by the Bank and been awarded the Contract of Works.
- 8) **'CBS'** – Finacle Core banking solution installed at our Data Center Kochi.
- 9) **'RFPQ'** – This Request for Proposal & Quote
- 10) **'Full Acceptance'** means the solution has been 'fully implemented' and has passed the acceptance test as per the acceptance test plan.

4. EXISTING NETWORK DESIGN AND ARCHITECTURE:

SIB is having anywhere banking solution through a centralized Data Centre concept with the branches getting networked over Wide Area Network (WAN) to the Primary DC and DR Site. The DC comprises of server farms running various banking applications from different vendors and other critical applications developed by in-house team. Our DC is implemented with new leaf spine architecture through Software Defined Networking (SDN).

As per the new architecture most of the branches have two MPLS links from two different Service Providers. SIB is having connectivity links from all major services providers like BSNL, AIRTEL, TATA, VODAFONE IDEA, RELIANCE JIO, SIFY and RAILTEL. BGP is the routing protocol in SIB WAN network.

5. SCOPE OF WORK:

The bidder's scope of work also following activities and deliverables:

- 1) The vendor will supply Routers with 3 years onsite comprehensive warranty and AMC for the 4th & 5th Year.
- 2) Bidder shall be responsible for the supply of all necessary associated hardware and software products.
- 3) The Bidder must ensure that the offered devices are IPv4 and IPv6 compliant from the day one.
- 4) All Routers should be from the same Original Equipment Manufacturer (OEM) for better interoperability and ease of management.
- 5) All Routers must be SDWAN compatible.
- 6) All Routers should support either proprietary SDWAN solution or open market SDWAN solutions like Versa, Cisco, Fortinet and Lavelle etc. and must be able to convert the normal routers to SDWAN routers.
- 7) Routers to be deployed at bank's DC, DR locations.
- 8) The technical specifications are mentioned in Annexure-1
- 9) In order to ensure Business Continuity, vendor shall ensure the continuous support arrangement with OEM for the equipment's under warranty for period of 3 years.
- 10) The bidder must be genuine dealer of the product positioned and a letter of authority to this effect must be accompanied with the response.
- 11) Any devices which are not working due to any hardware complaint under warranty/ AMC should be resolved on the same day. RMA replacement have to be received at banks DC and DR which are located at Kochi and Bangalore.
- 12) All the devices have to be back aligned with OEM support and bank will be logging the ticket for hardware complaint with OEM.
- 13) If bank is facing any challenges with the OEM support for RMA replacements and TAC support with OEM, service integrator/vendor have to align the same during the warranty period.

6. TECHNICAL REQUIREMENTS:

The Bank is in requirement of Mid-Range Network Routers for bank's DC and DR to meet the project requirement. Detailed technical specifications have been provided in Annexure I.

1) Internet Routers – 04 nos

Vendor is requested to submit the checklist/supporting documents for all the functionalities described in Annexure I along with the response. The compliance response is mandatory without which we won't be considering for the tender. The compliance sheet is for evaluating the product and if any non-compliance or partial compliance is there the vendor has to mention it and also can mention any alternate to meet the compliance.

Also please note that, after submitting the technical & commercial bids for the RFPQ, there will be a process of technical evaluation. And after that there will be two level of commercial negotiations. If there are more than 2 vendors with same OEM's then we will be only shortlisting the two lowest quoted vendors per OEMs for the commercial negotiations based on the technical evaluation and vendor/OEM criteria.

7. SERVICE LEVEL:

This section describes the service levels that have been established for the Services offered by Vendor to the Bank. Vendor shall maintain the stated service levels to provide quality customer service to the Bank.

- 1) Response should be onsite.
- 2) Typically, the response and resolution time will be applicable for DC and DR are 2 hours respectively.
- 3) The vendor must offer onsite comprehensive warranty (premium OEM support) to the network equipment's and all the related components for a period of **three years** from the date of full delivery to the Bank.
- 4) Products positioned must have a roadmap and life span of minimum 7 years. The Vendor shall not quote any product that is End of Support or due for End of Support in the next 7 years. If any of the devices is being declared as End of support during the 7 years, it should be replaced by the equivalent or higher version without any conditional/additional cost to the bank.
- 5) During the warranty period, it is the responsibility of the vendor to raise complaints/tickets with OEM for the replacement of faulty items with OEM.
- 6) Faulty items under warranty should be replaced with equivalent or higher model without any additional cost to bank.
- 7) Any devices which are not working due to any hardware complaint under warranty/ AMC should be resolved on the same day. RMA replacement have to be received at banks DC and DR where DC is in Kakkanad, Kerala, DR is in Bangalore, Karnataka and also if bank changes its DC and DR locations the same support have to be aligned for those locations also.
- 8) The RMA replacement have to be within 4 hours.
- 9) All the devices have to be back aligned with OEM support and bank will be logging the ticket for hardware complaint with OEM.
- 10) If bank is facing any challenges with the OEM support for RMA replacements and TAC support with OEM, service integrator/vendor have to align the same during the warranty period.

8. SUPPLY, DELIVERY AND ACCEPTANCE:

The selected vendor will be adhered to the Time duration and acceptance test as follows

- 1) **Delivery:** The selected vendor shall be responsible for delivery of the ordered item(s) at the bank's specified location at no extra charge within 8 to 10 weeks from the date of purchase order.
 - a. The Road Permit and other necessary documents are to be arranged by the vendor within delivery period of without any additional cost to Bank.
 - b. Appropriate insurance to cover the ordered item(s) for the transit period and till the time of its acceptance by the Bank at the respective site is to be take care by the vendor. The cost of the insurance will be borne by the Bidder.
 - c. **Penalty Computation:** If delivery is delayed, bank will charge a penalty of 18% of actual order value (per day cost) for every day of delay, subject to a maximum of 10% of the order value or will lead to cancellation of the purchase order itself. However, the Vendor shall make all endeavors to deliver all items before the date.
 - d. No routers will be accepted as complete if any parts of router are not delivered. In such an event, the supply will be termed incomplete and will not be accepted and warranty period will not commence besides Bank's right to invoke the penalties which will be prescribed in the contract.
 - e. The warranty for the supplied equipment (including software and hardware provided by the Bidder pursuant to this Agreement) will commence after 100% delivery.

- 2) **Supply:** The Corporate Office of the Bank is floating this RFPQ. However, the Bidder(s) getting the contracts shall deliver, and operationalize the equipment, procured through this RFPQ, at the Bank's locations or at such centers as the Bank may deem fit and the changes, if any, in the locations will be intimated to the Bidder.
 - a. Bidder should ensure that the Routers and its associated components delivered to the Bank including all components and attachments are brand new. In case of software supplied with the system, the Bidder should ensure that the same is licensed and legally obtained with valid documentation made available to the Bank.

9. TERMS & CONDITIONS

- 1) SIB reserves the right to either not to implement the devices/solution or to partially implement the devices/solution.
- 2) SIB reserves the right to split the orders for different products among the quoting vendors.

- 3) SIB reserves the right to open the quotations soon after their receipt from all the vendors without waiting till the last date specified.
- 4) Bid should strictly conform to the specifications. Bids not conforming to the specifications will be rejected summarily.
- 5) Any incomplete or ambiguous terms/ conditions/ quotes will disqualify the offer.
- 6) Any set of terms and conditions from the Vendors are not acceptable to the Bank.
- 7) The Bank reserves the right to cancel the contract placed on the select vendor if the Vendor commits a breach of any of the terms and conditions of the bid Vendor goes into liquidation voluntarily or otherwise Progress made by the selected vendor is found to be unsatisfactory.
- 8) SIB reserves the right to accept or reject any bids without assigning any reason thereof and SIB's decision in this regard is final.
- 9) 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) 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) Any response to the RFPQ that do not meet the set timelines or incomplete in any aspect, will be summarily rejected at the whole discretion of the bank.
- 12) SIB is not bound to place on the order on the lowest price Vendor or the best technical Vendor.
- 13) The Bank reserves the right to order individual items, if required at the prices quoted by the vendor(s).
- 14) SIB reserves the right to re-negotiate the prices in the event of change in the market prices/situations of both the hardware and software.
- 15) SIB reserves right to call for a post bid meeting for clarifying its queries at the banks premises.
- 16) In case the selected vendor fails to deliver the items of hardware/software and all other related peripherals stipulated in the delivery schedule, the Bank reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility of the selected vendor.
- 17) SIB reserves the right to cancel the Purchase Order if the items are not delivered within the agreed period from the date of purchase order unless extended in writing by SIB.
- 18) SIB can disqualify any Vendor who fails to sign the Service Level Agreement with bank.
- 19) The vendor shall keep the offer valid for one calendar month from the last date of submission of RFPQ.

- 20) SIB is very much interested in long-term association with the potential Vendor and hence Vendor shall adapt to changes in SIB requirements and provide superior Products and Services and not by mere fulfillment of contractual commitments set here forth.
- 21) 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.
- 22) 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 with/without involving successful Vendor.
- 23) Product should be free from known bugs at the time of supply.
- 24) Product should be able to comply with network baseline requirements.
- 25) Technical discussion will be held directly with OEM, if more than one bidder partners with same OEM. OEM will communicate with the bidder about the technical discussion post completion of the same.
- 26) If Bank is not satisfied with the Price Discovery in this process, bank reserves the right to initiate the tendering process again through Limited or Open tender for any Equipment which is part of the scope of work.

10. VENDOR RESPONSIBILITIES

- 1) Vendors shall share its technology strategies, direction, and product path and research & development efforts with SIB.
- 2) Vendors shall adhere to the procedure and processes laid down in this document.
- 3) Vendors 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.
- 4) Vendors shall extend all the services and ensure that SIB benefit on the basis of Most Favored Customer Pricing Mechanism.
- 5) Vendors shall ensure all possible efforts in continuous improvement in processes, tools and procedures and practice the world-class methodologies in delivering Products and Services.
- 6) Successful Vendor shall protect and fully indemnify the SIB from any claims for infringement of patents, copyright, trademark or the like.
- 7) Vendor shall not sub-contract all or any part of the scope of proposal or any other services which includes maintenance etc., to any 3rd party. Any services which need to be rendered to Bank should be done by on-roll employee of the Vendor organization.
- 8) Vendor shall provide the escalation matrix & centralized help desk number for call logging to the Bank.

- 9) The vendor shall explicitly absolve the Bank of any responsibility/ liability for the use of system software, with regard to copyright/ license violations, if any.
- 10) Vendor should ensure that all points in the RFPQ document are taken into account before submitting the Bid Documents.
- 11) If any particular point mentioned in the RFPQ are not able to adhere by the vendor should mention separately along with the proposal.
- 12) Vendor should provide the list of banks/financial institutions/corporates in India to which they are currently offered and delivered the proposed product/solutions.
- 13) Vendor shall provide all the latest upgrades released by OEM on time to time basis, for all the devices without any extra cost to the Bank during the period of Contract.
- 14) The Vendor's representative is the contact point for the Bank. The delivery status of equipment should be reported on a weekly basis.

11. LITIGATION:

- 1) The bidder shall indemnify the Bank and be liable for any loss due to malfunctioning of the devices and all its related components under the project as it is supplied and installed by them.
- 2) 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 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. 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 etc., if any. The Bank will also reserve the right to recover any Advance paid.
- 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 Thrissur, Kerala State, India.

12. SELECTION CRITERIA

- 1) The Vendor is expected to submit the proposal with favorable and competitive price and service capabilities. SIB will select the Vendor, product/solution, which it believes offers the proposal, which is in SIB's best overall interest. SIB will select proposals with which

to negotiate and reserves the right to enter into a contract with a Vendor that may not be lowest in fees charged. In determining the successful Vendor, SIB will consider, but not be limited to, the following selection criteria:

- a. **Ability to Execute**→ Implementation Methodology, Client Feedback, History of product migration/ upgrades.
- b. **Service and Support**→ Implementation Planning, Implementation, Migration, and Post Implementation/ Migration.
- c. **Costs**→ All-Inclusive Costs.
- d. **Functionality**→ Delivered Functionality, Interface Capabilities and Training capabilities
- e. **Technology**→ Architecture, Process for Modifications or Customization, Operational Impact, and Toolset
- f. **Vendor's Vision**→ Short- and long-term goals, Development Philosophy, and Track Record for Implementing Past Vision, Financial Stability.
- g. **Deployment of proposed devices**→ Whether the vendor has deployed the proposed version of the equipment's/hardware/software in any Bank/financial institution/data center in India.

13. COMMERCIALS

- 1) The Bidder is requested to quote in Indian Rupees ('INR'). Bid in currencies other than INR will be rejected and Bidder will be disqualified. The prices quoted for the in the commercial bid should be valid during the warranty period.
- 2) In case of there is decrease in the prices of the Routers during the tenure of the contract; the cost benefit should be passed to the bank.
- 3) The prices should be exclusive of all local/central taxes, octroi and entry taxes. The price should be inclusive of other charges, as applicable, like excise, custom duties, packing/ forwarding/ freight/ transit insurance, etc., A clear price break-up should be indicated for all the components supplied/installed.
- 4) The prices quoted by the vendor shall be in Indian Rupees, firm and not subject to any price escalation. All payments made will also be in Indian Rupees only.
- 5) All the associated hardware/software/third party tools etc required if any for implementation, should be clearly given in the commercial offer.
- 6) Further, subsequent to the orders being placed/agreement executed, the Vendor shall pass on to bank all fiscal benefits arising out of reductions in Government levies viz. sales tax, excise duty, custom duty, etc.

14. TERMS OF PAYMENT:

Following will be the terms of Payment for the Hardware and other infrastructure supplied.

- 1) 100 % after successful delivery (delivery location as mentioned in the PO) and testing.
- 2) Payments will be made only on submission of original invoice (either with seal/ signature or digitally signed) and other documents necessary as per the terms agreed upon.

15. AMENDMENT TO RFPQ:

The Bank also reserves the right to change any terms and conditions of the RFPQ and its subsequent addendums as it deems necessary at its sole discretion. The bank will inform the Bidder about changes, if any before the commercial bids are opened.

- 1) The Bank may revise any part of the RFPQ, by providing an addendum to the Bidder at any stage till commercial bids are opened. The Bank reserves the right to extend the dates for submission of responses to this document.
- 2) Bidder shall have the opportunity to clarify doubts pertaining to the RFPQ in order to clarify any issues they may have, prior to finalizing their responses. Responses to inquiries and any other corrections and amendments will be distributed to the Bidder by fax or in electronic mail format or hardcopy letter or at Bank's website, at the sole discretion of the Bank.
- 3) Preliminary Scrutiny – The Bank will study the offer to determine whether it is complete, whether any errors have been made in the offer, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule. The Bank may, at its discretion, waive any minor non-conformity or any minor deficiency in an offer. This shall be binding on the Bidder and the Bank reserves the right for such waivers and the Bank's decision in the matter will be final.
- 4) Clarification of offer – To assist in the study, evaluation and comparison of offer, the Bank may, at its discretion, ask the Bidder for clarification of their offer. The Bank has the right to disqualify the Bidder whose clarification is found not suitable to the proposed project.
- 5) Right to Alter Quantities – The Bank reserves the right to alter the requirements specified in the tender. The Bank also reserves the right to delete or increase one or more items from the list of items specified in the tender. The bank will inform the Bidder about changes, if any. In the event of any alteration in the quantities the price quoted by the Bidder against the item would be considered for such alteration. The Bidder agrees that the prices quoted for each line item & component is valid for period of contract and can be used by Bank for alteration in quantities. Bidder agrees that there is no limit on the quantities that can be altered under this contract.

16. RESPONSE TO RFPQ AND CONTACT DETAILS:

The time is the essence of the project. It is mandatory for vendors who respond to this RFP to meet these expectations as they are tightly linked to SIB's plans of offering quality services to its customers at the earliest. Following are the timeframe defined for the activities.

ACTIVITY	DATE
Address any clarifications/ technical discussions on RFPQ (Clarifications may be addressed by e-Mail and can be obtained by sending a mail to → sidhiknazar@sib.co.in , network@sib.co.in with subject line "RFPQ FOR THE SUPPLY OF INTERNET ROUTERS FY 2023-24") Contact Numbers – 9656723180, 9447000514	20-07-2023
Bid submission-Last Date	27-07-2023

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

- 1) Bidders are required to direct all communications for any clarification related to this RFPQ, to the Designated Bank officials. All queries relating to the RFPQ, technical or otherwise, must be in writing only i.e. either via physical or electronic mail. The Bank will try to reply, without any obligation in respect thereof, every reasonable query raised by the Bidder in the manner specified.
- 2) Response to the RFPQ should be submitted by two separate bids 1) Functional plus Technical Bid (BID-I) and 2) Commercial Bid (BID-II). The commercial bid (BID-II) should include only the commercials; all other information (including the Mandatory Response Sheet and all documents/materials mentioned in the same) should be included in the Functional plus Technical Bid (BID-I).
- 3) Vendors should submit Functional plus Technical (BID-I) and Commercial (BID-II) bids separately in sealed covers. Each bid should be submitted in two sets (i.e. in hardcopy and softcopy) duly sealed and super scribed with
 - a. BID-I Functional plus Technical Bid for Network
 - b. BID-II Commercial Bid for Network respectively
- 4) Each of the bids BID-I & BID-II as mentioned above shall be placed in another sealed envelope and super scribed with 'QUOTATIONS FOR INTERNET ROUTERS RFPQ FOR FY 2023-24'.
- 5) 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 on all pages of the hardcopies of both the bids (BID-I & BID-II).

- 6) Bids with erasure / overwriting / cutting 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.
- 7) Bids once submitted shall be final and no amendment shall be permitted. A Vendor shall submit only one set of proposals. Compact disk (CD) containing the soft copy of both the bids should be provided in PDF & Microsoft word formats. 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.
- 8) Vendor should ensure that the bid document reaches the following address on or before to:

Digital & Technology Department
The South Indian Bank Ltd
SIB Building (1st Floor), Infopark Road
Rajagiri Valley, Kakkanad
Ernakulam – 682 039, Kerala State

Telephone: 0484 – 23939393 E-mail: sidhiknazar@sib.co.in & network@sib.co.in

- 9) The South Indian Bank Limited reserves the right to accept or reject any or all the bids without assigning any reason whatsoever. Any decision of The South Indian Bank Limited in this regard shall be final, conclusive and binding on the bidder.

17. Termination:

Termination for Default: The Bank, without prejudice to any other remedy for breach of contract, by written notice of default sent to the successful vendor, may terminate this contract in whole or in part:

- 1) If the Successful Vendor fails to perform obligation(s) under the contract.
- 2) If the Successful Vendor, in the judgment of the Bank has engaged in corrupt or fraudulent practices in competing for or in executing the Contract. Corrupt practice means the offering, giving, receiving or soliciting of anything of value or influence the action of an official in the bank in procurement process or in contract execution; and “fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Bank, and includes collusive practice among Vendors (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.

Apart from the general grounds of default mentioned above, the Bank reserves its right to cancel the order in the event of, but not limited to, one or more of the following specific situations:

- 3) Unnecessary or unwarranted delay in execution of the work allotted.
- 4) Delay in submission of reports beyond the stipulated periods.
- 5) Breach of trust is noticed during any stage of the consultancy assignment.
- 6) The selected Vendor commits a breach of any of the terms and conditions of the bid.
- 7) If it is found at any stage that the Vendor has concealed any important information or has submitted any false information or declaration particularly regarding any pending legal action or blacklisting status.

18. MANDATORY RESPONSE SHEET:

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

No	Particulars	Your Response
Contact Details(Solution Provider/OEM)		
1	Name of Solution Provider/OEM	
2	Postal Address	
3	e-mail	
4	Phone	
6	Contact Person	
7	Contact Person Designation	
8	Date of Incorporation	
Contact Details(Implementation Partner)		
1	Name of Implementation Partner	
2	Postal Address	
3	e-mail	
4	Phone	
5	Contact Person	
6	Contact Person Designation	

19. FUNCTIONALITY/ TECHNICAL RESPONSE DOCUMENT

Vendor is requested to reproduce all the points in the annexure and furnish the appropriate response to the particulars asked by giving the compliance level as explained below. Explanations/suggestions for each point can be provided in a Remarks column.

Compliance	Description
YES	Already Available Fully In The Product.

NO	Not Feasible in the product due to architecture or structural limitations.
----	--

20. Commercial Bid Details:

With 3-year warranty:

SLNo.	Item Description	Quantity	Unit Cost INR	Total Cost INR
1	Internet Routers (with 3 year warranty)	04		
2	AMC for 4th Year	04		
3	AMC for 5th Year	04		

*Applicable Taxes Extra

Notes:→

- a. Price must be in Indian Rupees including 3-year warranty.
- b. Wherever license/subscriptions are involved, it must be unambiguously mentioned.
- c. The cost must be exclusive of taxes and separate tax % prevailing at the time of quote may be mentioned.
- d. Quote must be firm for a minimum of 30 days from date of closure of bid.

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

21. ANNEXURE- I (TECHNICAL REQUIREMENT)

S. No.	Feature Set	Remarks
1	General Requirement	
1.1	The Router should support modular architecture, multi-core Processor, internal redundant field replaceable power supply (from Day1). The Router Should have capabilities of seamless field upgrade/replacement (without interrupting running processes and services) for modular interfaces.	
1.2	Router should support IP v4 and v6 dual stack	
1.3	Router have a physical separation between control and data planes.	
1.4	Dual Power supply (Indian Standard)	
1.5	Rack mounting units	
2	Hardware and Interface Requirement	
2.1	Router should have 8 x 10 Gig copper port day one it should support at least 8 SFP+ module.	

2.2	The Router should support QSFPs. All the modular interfaces on the router should support hot-swap ability feature to accommodate field upgrades without rebooting the router.	
2.3	The Router should have at least 3 empty slot for future use	
2.4	Router should have minimum 8 GB of on-board/inbuilt DRAM/RAM for data plane + control plane processor and 8 GB Flash from Day 1. Should support expandability up to 32 GB DRAM and 64 GB Flash.	
3	Performance Requirement	
3.1	Router should have minimum 20 Gbps WAN Throughput upgradable to 50 Gbps based on the licenses.	
3.2	Router should support minimum 400K/500K IPv4 / IPv6 routes	
3.4	The router must support IKEv1, L2TP, IKEv2, GRE and IPSEC from day 1. The proposed solution should serve the GRE encryption for traffic from any location to other location on demand and also should able to create GRE tunnel.	
3.5	The router should support 10 Gbps of NAT/IPSEC Bandwidth, incase required in the future.	
3.6	Router should support IGMP v1/v2/v3 and PIM multicast routing	
4	Layer3 Features	
4.1	Router should support static Routes, OSPFv2, OSPFv3, BGP4, MBGP, BFD, Policy based routing, IPv4 and IPv6 tunneling from Day 1	
4.2	The Router should support Zone Based Firewall feature or an external appliance for the same functionality can be provided.	
4.3	Router should Support Traffic Optimization feature built in the router operating system or an external appliance for the same functionality can be provided.	
4.4	Shall have 802.1p class of service and marking, classification, policing and shaping.	
5	Manageability	
5.1	Router should support SSHv2, SNMPv2c, SNMPv3 and NTP	
5.2	Routers should support AAA using RADIUS and TACACS+	
5.3	Should have extensive support for IP SLA and best path selection for metrics like delay, latency, jitter, packet loss to assure business-critical IP applications from Day1.	
5.4	The router should support cRTP to compress voice (RTP) streams	
5.5	The router should support call processing backup mechanism that allows IP phones to register to the router	
5.6	Router should support monitoring of network traffic with application level insight with deep packet visibility into web traffic, RTP-Based VoIP traffic.	
5.7	Router should have traffic load balancing capability on dual WAN Links based on based on advanced criteria, such as reachability, delay, loss, jitter and bandwidth utilization.	

5.8	Router shall have capability to add on demand IPsec VPN tunnels dynamically established multipoint-to-multipoint IPSEC based spoke-to-spoke VPN tunnels matching traffic conditions	
5.9	Router should have capability to enable SD-WAN features without hardware upgrade	
5.10	Router should support Net flow or S flow for monitoring the traffic.	

22. Key Guidelines

- 1) Bidder’s proposal should strictly conform to the specifications of this RFPQ. Proposals not conforming to the specifications will be rejected subject to the bank’s discretion. Any incomplete or ambiguous terms/ conditions/ quotes may result in disqualification of the offer at bank’s discretion. The bidder has to offer specific remarks for technical requirements and clearly confirm compliance. Any deviations on technical requirements should be clearly informed in remarks column.
- 2) Deviation/ comments on other terms prescribed by the bank are to be provided in a separate section in Technical Bid. The bank is not bound to evaluate the deviations mentioned at any other section of the bid.
- 3) Technical and Commercial bid documents are to be properly hard bound and signed by the authorized signatory under the company seal.

END OF DOCUMENT#