

Request for Proposal & Quote

Annual Maintenance Contract
of
Non-critical Network Devices
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/327/2022-23
Version	1.0
Date of issue of RFPQ	25-01-2023
Last date for Receipt of Proposal	04-02-2023
Purchaser Location	PAN India
Type of Contract	Service & Support

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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.

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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 927 branches and 1153 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. 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:

The purpose of this RFPQ is to invite bids from vendors for Annual Maintenance contract (AMC) for the non-critical network devices of South Indian Bank as per the Scope of work and technical requirements given in this RFPQ for a period of one year.

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 server 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) **"System"** or **"Equipment"** or **"solution"** means and includes hardware, software, etc., required for operational sing the proposed solution and to provide the Services as mentioned in the RFP.
- 9) **"Service(s)"** means all the services, which the Bidder is required to provide and/or procure to the Purchaser under and in accordance with the Contract.
- 10) **'CBS'** – Finacle Core banking solution installed at our Data Center Kochi.
- 11) **'RFPQ'** – This Request for Proposal & Quote
- 12) **'Full Acceptance'** means the solution has been 'fully implemented' and has passed the acceptance test as per the acceptance test plan.

4. EXISTING NON-CRITICAL NETWORK DEVICES SUMMARY:

The list of non-critical devices which will be under the AMC is as follows

Device Model	Device Type	Grand Total
CP-7942	IP Phone	1292
CP-7821	IP Phone	650
CP-7841	IP Phone	15
CP-7940	IP Phone	105
CP-7962	IP Phone	14
CP-8945	Video IP Phone	70

CP-9971-C-K9	Video IP Phone	14
CP-9971-C-CAM-K9	Video IP Phone	4
CISCO1905/K9	Router	1090
CISCO1905-SEC/K9	Router	206
C1111-4P	Router	125
C841M-8X/K9	Router	159
C841M-4X/K9	Router	47
CISCO 1921/K9	Router	5
SF300-24PP-K9	Switch	125
WS-C2960-24TC-S	Switch	357
WS-C2960-24TT-L	Switch	42
CISCO SG 300	Switch	40
SG 350	Switch	84
Grand Total		4444

5. SCOPE OF WORK:

The bidder's scope of work under this RFPQ is listed below:

- 1) The selected vendor will be responsible for the AMC of the non-critical network devices as mentioned in the RFPQ for period 01st April 2023 to 31st March 2024. The cost will be fixed at the time of contract negotiation and the same will be captured in the SLA which will be executed between the bank & the selected vendor.
- 2) The PO will be released for each financial year for the AMC of non-critical network devices after the completion of detailed review based on the agreed commercials. If the count of AMC devices changes then the PO value will be changed accordingly.
- 3) If the bank decides to incorporate major change in the existing scope of work then the selected vendor must be capable of implementing the same. Vendor may quote additional cost for implementing these major changes at reasonable rates agreeable to bank. However, if bank feels the additional commercial quoted is not viable, then bank may terminate the contract and will rollout fresh RFPQ for mutual benefits.
- 4) The service maintenance work includes both hardware, software & license related items of network devices and the vendor should take all needful action to ensure the devices in good working condition.
- 5) The selected Service Provider has to supply the hardware parts and software required to rectify the hardware issues reported within the specified SLA levels.

- 6) The vendor should be able to cover the additional count of network devices (Existing device models) shared by the bank in time to time under the existing rate during the contract period.
- 7) The vendor should be able to include new line of items under the AMC on a mutually agreed rate during the contract period. The rate for new line of items should be comparable/par with the similar type of devices.
- 8) For items moving into AMC on expiry of warranty period, AMC charges shall be calculated on pro-rata basis for the broken period. Similarly, for items de-commissioned / phased out (retired) during the contract period, AMC charges shall be calculated on pro-rata basis up to the date of de-commissioning / retired and the amount shall be adjusted against payment due.
- 9) Vendor should replace the faulty devices with equivalent model or higher model as per the SLA terms.
- 10) Vendor should provide RMA devices with latest stable IOS version compatible with the hardware model in discussion with bank.
- 11) The vendor should not hold delivery of any RMA device to bank for any reasons without escalating the same to the management of bank in formal letter.
- 12) Call response: Vendor should ensure to provide high level of quality service promptly and any calls reported by the bank should be responded properly within 4 hours.

6. Mode of Operations:

- 1) The bank will raise all RMA calls to the selected vendor and send a mail regarding the same for ticket booking.
- 2) Once the ticket is booked, the devices should be delivered in accordance to the SLA & criticality.
- 3) The devices should be delivered to our Digital & Technology Department located at Kakkanad, Cochin on the next business day.
- 4) The bank will return the faulty device to the vendor within 10 working days from the date of delivery/installation of RMA device.
- 5) Vendor should pick up the faulty device from the Digital & Technology Department located at Kakkanad, Cochin.
- 6) Bank will not pay any additional charges to the vendor towards packing / forwarding / freight / transit insurance etc., for the equipment during the contract.

7. ELIGIBILITY CRITERIA:

- 1) The bidder should be a Company/firm registered in India.

- 2) The bidder should have good reputation in the market and their clientele should preferably include banks, FIs, Government Undertakings and other reputed concerns.
- 3) The bidder should have experience of at least 3 years in Annual Maintenance of Network Devices
- 4) The bidder should bid directly without any consortium and no third party outsourcing is allowed.
- 5) The bidder should have minimum 2 customers with more than 1000 assets in the AMC of Network Devices.
- 6) The bidder should be an established player in network devices maintenance.
- 7) The Bidder must submit documentary evidence (such as purchase order, etc.) of at least 2 Annual Maintenance Contracts (AMCs) executed in the last 3 years if required by bank.
- 8) The bidder should have on its roll adequate number of technically qualified engineers/technicians with necessary hands on exposure on the mentioned platforms.

8. SERVICE LEVEL:

Vendor shall maintain the stated service levels to provide quality customer service to the Bank.

- 1) Working days: Six days a week (Monday to Saturday, 2nd & 4th Saturday are holidays) and working hours 9 AM to 6 PM for non-critical devices.
- 2) Faulty non critical items should be delivered to the bank's Digital & Technology Department on the next business day with equivalent or higher model without any additional cost to bank.
- 3) The failing to replace the non-critical items within the above mentioned SLA will attract a penalty of 200/day/device.

9. SLA, NDA & KYC:

- 1) The Successful bidder will sign SLA and NDA with Bank within 60 days from the date of empanelment in the format provided by the Bank. Refusing to sign the same will be treated as breach of Contract and Purchase Order will be deemed cancelled. The Service Level Agreement (SLA) must be supported by an excellent operational planning, support, procedures, proposal of SLA should clearly have acceptance of all terms & conditions.
- 2) Vendor has to submit the due diligence KYC form and its related support documents if requested by the bank.

10. TERMS & CONDITIONS

- 1) SIB reserves the right to split the orders for different products among the quoting vendors.

- 2) SIB reserves the right to open the quotations soon after their receipt from all the vendors without waiting till the last date specified.
- 3) Bid should strictly conform to the specifications. Bids not conforming to the specifications will be rejected summarily.
- 4) Any incomplete or ambiguous terms/ conditions/ quotes will disqualify the offer.
- 5) Any set of terms and conditions from the Vendors are not acceptable to the Bank.
- 6) 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.
- 7) SIB reserves the right to accept or reject any bids without assigning any reason thereof and SIB's decision in this regard is final.
- 8) 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.
- 9) 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.
- 10) 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.
- 11) SIB is not bound to place on the order on the lowest price Vendor or the best technical Vendor.
- 12) 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.
- 13) SIB reserves the right to call for a post bid meeting for clarifying its queries at the banks premises.
- 14) SIB can disqualify any Vendor who fails to sign the Service Level Agreement with bank.
- 15) The vendor shall keep the offer valid for one calendar month from the last date of submission of RFPQ.
- 16) 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.
- 17) 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.
- 18) Product should be free from known bugs at the time of supply.

- 19) 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.
- 20) The bank may at its discretion may increase or decrease the quantity of devices at the time of issuance of PO and the successful bidder should be able to meet up the requirement with the approved commercial.

11. REVIEW OF SERVICES:

- The vendor's performance will be reviewed by the Bank periodically and a final detailed review will be held before the end of each quarter. Based on these reviews, if the selected bidder fails to satisfy/ maintain their commitment/SLA, the bank may terminate the contract and go for fresh services.
- Vendor must support bank with monthly report of AMC devices which consists of details such as faulty device serial number, model, RMA device serial number, type of device, ticket number, resolution time etc.,
- If the bank decides to incorporate major change in the existing scope of work then the selected vendor must be capable of implementing the same. Vendor may quote additional cost for implementing these major changes at reasonable rates agreeable to bank. However, if bank feels the additional commercial quoted is not viable, then bank may terminate the contract and will rollout fresh RFPQ for mutual benefits.

12. VENDOR RESPONSIBILITIES

- 1) The bidder should have a 24x7, 365 days support contact center in order to log the calls. The contact center numbers should be provided to the Bank along with the escalation matrix mentioning the contact person's name, number.
- 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) Successful Vendor shall protect and fully indemnify the SIB from any claims for infringement of patents, copyright, trademark or the like.

- 6) 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.
- 7) 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.
- 8) Vendor should ensure that all points in the RFPQ document are taken into account before submitting the Bid Documents.
- 9) If any particular point mentioned in the RFPQ are not able to adhere by the vendor should mention separately along with the proposal.
- 10) Vendor should provide the list of banks/financial institutions/corporates in India to which they are currently offered and delivered the proposed product/solutions.
- 11) 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.
- 12) The vendor further represents and warrants that all licenses delivered /rendered under and in accordance with this Contract shall have no defect, arising from design or from any act, error/defect or omission of the Bidder.
- 13) Upon receipt of notice of such defect / error or deficiency, the Bidder shall, with all reasonable speed, repair or replace the defective equipment/software or parts thereof, without cost to Purchaser.

13. 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.

14. 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** → Client Feedback, History of service implementation.
 - b. **Costs** → All-Inclusive Costs.
 - c. **Vendor's Presence** → Vendor's geographical presence.

15. AMENDMENT TO RFPQ:

- 1) At any time prior to the deadline for submission of bids, The South Indian Bank Limited, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, may modify the RFPQ by amendment.
- 2) In order to afford prospective Bidders reasonable time in which to take the amendment into account in preparing their bid, the Bank, at its discretion, may extend the deadline for the submission of bid.
- 3) All bidders who have procured this RFPQ document from the Bank shall be notified of the amendment by e-mail or fax or post, and all such amendment(s) shall be binding on them.

16. RESPONSE TO RFPQ AND CONTACT DETAILS:

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

ACTIVITY	DATE
Address any clarifications on RFPQ	31-01-2023

(Clarifications may be addressed by e-Mail and can be obtained by sending a mail to→ network@sib.co.in with subject line “ RFPQ FOR AMC OF NON-CRITICAL NETWORK DEVICES ”) Contact person: Vipin K Varghese Ph:9544592950	
Bid submission-Last Date	04-02-2023

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 AMC OF NON-CRITICAL NETWORK DEVICES’.
- 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 **04-02-2023** to

The GM & CIO

Digital & Technology Department
The South Indian Bank
SIB Building (3rd Floor), Infopark Road
Rajagiri Valley, Kakkanad
Ernakulam – 682 039, Kerala State
Telephone: 0484 – 23939393 / 2415566
Tele-Fax: 0484 – 2771326
E-mail: network@sib.co.in

and duly super-scribed "Technical & Commercial Offer for Non-Critical Network Devices AMC".

- 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/ EXIT CLAUSE:

The performance of bidder will be continuously reviewed by the Bank to maintain the terms & conditions as specified in this document. Based on the review, if the selected bidder fails to satisfy / maintain their commitment /SLA. The contract may be terminated by giving 3 months' notice period. Bank's decision in this regard will be final. In case of termination of this contract, the Bank shall have the right to avail services of any other bidder / agency to continue the project without any let or hindrance from vendor and the vendor has to provide necessary help for smooth switch over. Bank will not pay any charges to the vendor towards packing / forwarding / freight / transit insurance etc., for the equipment at the time of termination/completion of the contract.

18. 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 in the commercial bid should be valid during the contract period.

- 2) In case of decrease in the prices of the devices during the tenure of the contract; the cost benefit should be passed to the bank.
- 3) 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.
- 4) 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.

19. COMMERCIAL BID DETAILS:

AMC for one year: (Mention the prices for one year)

Device Model	Device Type	Grand Total	Unit cost	Total Cost
CP-7942	IP Phone	1292		
CP-7821	IP Phone	650		
CP-7841	IP Phone	15		
CP-7940	IP Phone	105		
CP-7962	IP Phone	14		
CP-8945	Video IP Phone	70		
CP-9971-C-K9	Video IP Phone	14		
CP-9971-C-CAM-K9	Video IP Phone	4		
CISCO1905/K9	Router	1090		
CISCO1905-SEC/K9	Router	206		
C1111-4P	Router	125		
C841M-8X/K9	Router	159		
C841M-4X/K9	Router	47		
CISCO 1921/K9	Router	5		
SF300-24PP-K9	Switch	125		
WS-C2960-24TC-S	Switch	357		
WS-C2960-24TT-L	Switch	42		
CISCO SG 300	Switch	40		
SG 350	Switch	84		
Grand Total		4444		

20. TERMS OF PAYMENT:

Following will be the terms of Payment.

- 1) All payments will be half yearly advance aligned to 30th of September and 31st of March respectively.

- 2) Payments will be released after the submission of necessary invoices and after deduction of penalties if any. In case of termination of services, the payment will be made on pro rata basis for the duration for which the services were provided.
- 3) First installment of payment will be released only after the execution of SLA & NDA.
- 4) Any failure to perform the services as stipulated in the contract shall attract penalty charges & same shall be deducted against payment due.
- 5) For items moving into AMC on expiry of warranty period, AMC charges shall be calculated on pro-rata basis for the broken period. Similarly, for items de-commissioned / phased out (retired) during the contract period, AMC charges shall be calculated on pro-rata basis up to the date of de-commissioning / retired and the amount shall be adjusted against payment due.

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

21. CHECKLIST

SL NO	SCOPE OF WORK	YES	NO
1	The selected vendor will be responsible for the AMC of the non-critical network devices as mentioned in the RFPQ for period of 1 year from 01 st April 2023 to 31 st March 2024. The cost will be fixed initially at the time of contract negotiation and the same will be captured in the SLA which will be executed between the bank & the selected vendor.		
2	If the bank decides to incorporate major change in the existing scope of work then the selected vendor must be capable of implementing the same. Vendor may quote additional cost for implementing these major changes at reasonable rates agreeable to bank. However, if bank feels the additional commercial quoted is not viable, then bank may terminate the contract and will rollout fresh RFPQ for mutual benefits.		
3	The service maintenance work includes both hardware, software & license related items of network devices and the vendor should take all needful action to ensure the devices in good working condition.		
4	The selected Service Provider has to supply the hardware parts and software required to rectify the hardware issues reported within the specified SLA levels.		
5	The vendor should be able to cover the additional count of network devices (Existing device models) shared by the bank in time to time under the existing rate during the contract period.		
6	The vendor should be able to include new line of items under the AMC on a mutually agreed rate during the contract period. The rate for new line of items should be comparable/par with the similar type of devices.		
7	For items moving into AMC on expiry of warranty period, AMC charges shall be calculated on pro-rata basis for the broken period. Similarly, for items de-commissioned / phased out (retired) during the contract period, AMC charges shall be calculated on pro-rata basis up to the date of de-commissioning / retired and the amount shall be adjusted against payment due.		
8	Vendor should replace the faulty devices with equivalent model or higher model as per the SLA terms.		
9	Vendor should provide RMA devices with latest stable IOS version compatible with the hardware model in discussion with bank.		

10	The vendor should not hold delivery of any RMA device to bank for any reasons without escalating the same to the management of bank in formal letter.		
11	Call response: Vendor should ensure to provide high level of quality service promptly and any calls reported by the bank should be responded properly within 4 hours.		

SL NO	MODE OF OPERATION	YES	NO
1	The bank will raise all RMA calls to the selected vendor and send a mail regarding the same for ticket booking.		
2	Once the ticket is booked, the devices should be delivered in accordance to the SLA & criticality.		
3	The devices should be delivered to our IT department located at Kakkanad, Cochin on the next business day.		
4	Bank will return the faulty device to the vendor within 10 working days from the date of delivery/installation of RMA device.		
5	Vendor should pick up the faulty device from the IT department located at Kakkanad, Cochin.		
6	Bank will not pay any additional charges to the vendor towards packing / forwarding / freight / transit insurance etc., for the equipment during the contract.		

SL NO	SERVICE LEVEL	YES	NO
	Non-critical devices:		
1	Working days: Six days a week (Monday to Saturday, 2 nd & 4 th Saturday are holidays) and working hours 9 AM to 6 PM for non-critical devices.		
2	Faulty items under AMC should be replaced with equivalent or higher model without any additional cost to bank.		
3	The vendor should replace all our non-critical devices within next working day from call-log on 24*7 basis.		
4	The vendor should ensure all software related issues should be addressed and rectified within next working day from the time of ticket booking		
6	The penalty for failing to replace the non-critical devices under the specified time interval will be INR 200/Day/Device.		

SL NO	SLA, NDA & KYC	YES	NO

1	The Successful bidder will sign SLA and NDA with Bank within 60 days from the date of empanelment in the format provided by the Bank. Refusing to sign the same will be treated as breach of Contract and Purchase Order will be deemed cancelled. The Service Level Agreement (SLA) must be supported by an excellent operational planning, support, procedures, proposal of SLA should clearly have acceptance of all terms & conditions.		
2	Vendor has to submit the due diligence KYC form and its related support documents if requested by the bank		

SL NO	REVIEW OF SERVICES	YES	NO
1	The vendor's performance will be reviewed by the Bank periodically. Based on these reviews, if the selected bidder fails to satisfy/ maintain their commitment/SLA, the PO for the next year shall not be issued and bank may terminate the contract and go for fresh services.		
2	Vendor must support bank with monthly report of AMC devices which consists of details such as faulty device serial number, model, RMA device serial number, type of device, ticket number, resolution time etc.,		
3	If the bank decides to incorporate major change in the existing scope of work then the selected vendor must be capable of implementing the same. Vendor may quote additional cost for implementing these major changes at reasonable rates agreeable to bank. However, if bank feels the additional commercial quoted is not viable, then bank may terminate the contract and will rollout fresh RFPQ for mutual benefits.		

----End of RFPQ Document----