



**BID DOCUMENT**

**FOR**

**Procurement of IT Asset Management Software Solution with required hardware / software at Data Centre (Chennai) and DR site (Hyderabad) with 3 years warranty and 2 years support**

**Ref: CO:ITD:848/R1:2019-20 Date: 04/11/2019**

**Last Date for Submission of Bid: 27/11/2019 (03.00 PM)**

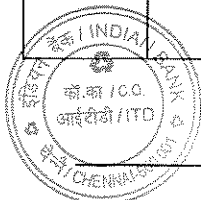
**Indian Bank  
Information Technology Department  
Corporate Office,  
254-260, Avvai Shanmugam Salai,  
Royapettah, Chennai - 600 014**



**Ref: CO:ITD:848/R1:2019-20**
**Date: 04/11/2019**

**SCHEDULE**

|    |   |  |
|----|---|--|
| 1) | Tender Reference Number and Date  | RFP No. CO:ITD:848/R1:2019-20 dated 04/11/2019   |
| 2) | Last date for seeking Pre-bid clarifications/ queries through email<br><a href="mailto:@shiju.kk@indianbank.co.in">@shiju.kk@indianbank.co.in</a><br><a href="mailto:atul.dabi@indianbank.co.in">atul.dabi@indianbank.co.in</a><br><a href="mailto:vijeta.verma@indianbank.co.in">vijeta.verma@indianbank.co.in</a> | 11/11/2019 by 5:00 PM  |
| 3) | Pre Bid meeting   | 12/11/2019 at 11:00 AM   |
| 4) | Last Date & Time for submission of Bids in Online Mode  | 27/11/2019 at 03:00 PM   |
| 5) | Last Date & Time for submission of Physical Documents (Offline Mode)  | 27/11/2019 at 03:00 PM to be submitted to<br><br>Chief Manager<br>Indian Bank, Corporate Office,<br>Expenditure Department, First Floor, A Wing<br>254-260, Avvai Shanmugam Salai,<br>Royapettah, Chennai, Pin 600 014<br><br>a. Eligibility Criteria, along with all supporting documents required.<br><br>b. All Annexure as per this tender on Bidder's letter head with authorizing person's signature and Bidder seal on all pages.<br><br>c. All supporting documents and product literature in support of Technical specifications.<br><br>d. Relevant brochures<br><br>f. Compliance to Technical Specifications as per Section V.<br><br>g. Any other Information sought by the Bank with relevant to this tender |
| 6) | Documents to be submitted physically by Bidders (Offline Mode)  | 1. Earnest Money Deposit/Bid Security<br>2. DD towards Cost of bid document<br><br>Note: Companies registered as Micro/Small Units under MSE/NSIC should submit documentary proof for claiming exemption for Point No. 1 & 2   |
| 7) | Earnest Money Deposit/Bid Security  | Rs.10,00,000/- (Rupees Ten lakhs only)<br><br>valid for 135 days from the last date of submission of bid in the form of Bank Guarantee issued by a scheduled commercial Bank located in India other than Indian Bank. (Mode of Submission: Offline)  |



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|     |  |   |
|-----|--|---|
| 8)  | RFP Cost   | Non-refundable Rs.5,000/- in the form of DD favouring "Indian Bank". (Mode of submission: Offline)  |
| 9)  | Date of opening of Technical (Part I) Bids (Online & Offline) & Conformity to Eligibility Criteria | 27/11/2019 at 03:30 PM<br><br>Indian Bank<br>254-260, Avvai Shanmugam Salai<br>Royapettah<br>Chennai – 600 014  |
| 10) | Date of Online Reverse Auction (Part II)   | Will be intimated after technical evaluation of the bids submitted.   |
| 11) | Online Bid Submission Details  | This RFP will follow e-Procurement (e-Tendering) process and the same will be conducted by Bank's authorized e-Procurement service provider M/s Nextenders (India) Pvt. Ltd. through website <a href="https://indianbankeprocure.etenders.in">https:// indianbankeprocure.etenders.in</a> |

This RFP document can be downloaded from the website: <https://www.indianbank.in> and <https://indianbankeprocure.etenders.in>. Clarifications, Modifications and Date of Extensions, if any, will also be posted on the same website and no paper publication will be done for the same.



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**SECTION – I**  
**INVITATION FOR BIDS (IFB)**

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1. Indian Bank is a premier Nationalised Bank with over 2900 Branches and having a business of over Rs.4,00,000 Crores. During the past decade, Bank has strengthened its IT infrastructure and has enabled marketing of technology based products and services. Bank has always recognized that Information Technology is an essential part of Banking. The Bank has been in the forefront amongst Public Sector Banks in deploying the latest available technology, in a way that technology acts as an enabler in the development of business and ensures that customers are benefited and delighted. The Bank has overseas presence through one Branch each in Singapore, Colombo & Jaffna and has reciprocal arrangements with various foreign banks across the globe. Core Banking Solution has been implemented in all the Branches. Bank is also partnering various e-governance initiatives of Govt of India and State Governments.

2. Bank invites bids for Procurement of IT Asset Management Software Solution with required hardware / software at Data Centre (Chennai) and DR site (Hyderabad) with 3 years warranty and 2 years support through e-tendering mode.

3. The cost of the bid document is Rs.5,000/- (Rupees Five Thousand only). The amount has to be paid by way of a Demand Draft (DD) favouring INDIAN BANK payable at Chennai. Cost of bid documents should be paid at the time of pre-bid meeting. Bidders who do not attend the pre-bid meeting can submit the DD on the date of submission of bid (offline mode under schedule 5 & 6).

Further information can be had from the bank at the address given below from 10.00 to 17.00 hours on all working days.

**Information Technology department,**  
**Indian Bank, Head Office, 7<sup>th</sup> floor,**  
**66, Rajaji Salai,**  
**Chennai – 600001**  
**Phone Nos. 044-25279865/ 044-25279838**

**E-mail: [shiju.kk@indianbank.co.in](mailto:shiju.kk@indianbank.co.in)**  
**[atul.dabi@indianbank.co.in](mailto:atul.dabi@indianbank.co.in)**  
**[vijeta.verma@indianbank.co.in](mailto:vijeta.verma@indianbank.co.in)**

4. Bidders should enroll/register before participating through website - <https://indianbankeprocure.etenders.in>. Bids have to be submitted online only at the above mentioned website. All the documents in support of eligibility criteria etc. are also to be scanned and uploaded along with the tender documents. Any other documents sent by any other mode will not be accepted except for the documents asked to be submitted physically by bidders (Offline Mode) mentioned under schedule 6) of this tender.

5. Part I contains compliance details of the specifications for which bid is invited for. No column shall be left blank or altered.

6. The bidders should also submit their indicative commercial bids as sought in the e-tendering system. The indicative commercials provided by the bidder during e-tendering process will be considered as online sealed bid. The indicative commercial bid of the technically qualified bidders will be opened by Bank Officials on the date of online reverse auction.



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7. Part II – Commercial will be called through Online Reverse Auction Process. After technical evaluation, intimation will be given to all qualifying bidders about the date and time of reverse auction. Part II price breakup details to be submitted after online reverse auction process.

8. Part I to be uploaded online duly signed by the Authorized Signatory under the seal of the company in every page. Any correction should be authenticated by the same signatory. If insufficient or false information is furnished and/or if there is any deviation or non-compliance of the stipulated terms and conditions, the quotations will be liable for rejection. The price quoted should be unconditional and should not contain any strings attached thereto. Quotes, which do not conform to our specifications, will be liable for rejection and offers with a higher configuration will not attract any special consideration in deciding the vendor.

9. All envelopes which are submitted offline should be securely sealed and stamped and shall be submitted in a single sealed envelope duly super-scribing the envelope with the reference number of this RFQ, due date, name of the Bidder, Offer reference number etc. and addressed to,

**THE CHIEF MANAGER,  
EXPENDITURE DEPARTMENT,  
INDIAN BANK, CORPORATE OFFICE,  
No. 254-260, AVVAI SHANMUGAM SALAI  
ROYAPETTAH, CHENNAI - 600 014,**

and dropped in the box provided at the above address after noting the details in the register maintained at the Expenditure Department, so as to reach them within the time stipulated as above (i.e 15.00 hours on 27/11/2019). The Technical quotations will be opened at 15:30 Hrs on 27/11/2019.

10. Bank has the right to accept or reject any quotation/cancel the e-tender at its sole discretion without assigning any reason thereof.

**11. PRE-BID MEETING**

- a. A pre-bid meeting is scheduled to be held at the following address at **11:00** hours IST on 12/11/2019. Bidder's designated representatives (maximum two persons) may attend the pre-bid meeting.

**Information Technology Department  
Indian Bank Head Office  
2<sup>nd</sup> Floor, 66, Rajaji Salai,  
Chennai – 600 001.  
Phone: 044-25279865/ 044-25279838**

Contact Persons:

**Mr. Shiju K K, Chief Manager  
Mr. Atul Dabi, Senior Manager  
Mr. Vijeta Verma, Manager**

- b. In case the probable bidder wants to participate in the Pre-bid Meeting to be held on the date specified in this bid, they should register themselves with the Bank by sending the cost of bid document i.e. Rs.5,000/- (Rupees Five thousand only, non-refundable) by way of Demand Draft in favour of Indian Bank payable at Chennai.



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Only those Bidders or their Representatives (Maximum 2 persons) who have registered with the Bank will be allowed to participate in the pre-bid meeting.

DD has to be submitted offline i.e. physically to the address mentioned under schedule 5) of this tender (And Scanned copy of DDs to be uploaded at the time of online submission of Bid). Bidders are requested to write their name and full address at the back of the Demand draft submitted.

Such Bidders who have not chose to attend the pre bid meeting are required to submit the DD for cost of Bid Document through offline mode (schedule 8) apart from uploading the scanned DD document during e-tendering.

c. The purpose of the meeting will be to clarify the doubts raised by the probable bidders.

d. The Bidder is requested to submit any queries/clarifications to the Bank in the format provided at least two days before the date of meeting to the following email ids:

**E-Mail –[shiju.kk@indianbank.co.in](mailto:shiju.kk@indianbank.co.in)  
[atul.dabi@indianbank.co.in](mailto:atul.dabi@indianbank.co.in)  
[vijeta.verma@indianbank.co.in](mailto:vijeta.verma@indianbank.co.in)**

The text of the questions raised (without identifying the source of enquiry) and the responses given, together with amendment to the bid document, if any, will be ported in <https://www.indianbank.in> and <https://indianbankeprocure.etenders.in> and informed vide mail to the bidders who have raised queries.

## **12. BENEFITS TO MICRO AND SMALL ENTERPRISES (MSEs) AS PER THE GUIDELINES OF PUBLIC PROCUREMENT POLICY ISSUED BY GOVERNMENT OF INDIA:**

- a. As per the above policy, Bank reserves the rights to procure 25% of the total requirements, from Micro and Small Enterprises (MSEs) provided such MSEs are complying with the eligibility criteria and technical specifications of the RFQ, quote their price within the price band of L1+15% and agree to bring down their price to L1 price.
- b. If L1 bidder is an MSE, 100% procurement will be done from the L1 bidder subject to the other terms and conditions of the RFQ.
- c. In case of more than one such MSE, the supply shall be shared proportionately to tender quantity.
- d. Special provision for Micro & Small Enterprises owned by Scheduled Castes or Scheduled Tribes. 4% out of the 25% shall be allotted to such MSEs, if participated in the tender.
- e. Special provision for Micro & Small Enterprises owned by Women. 3% out of the 25% shall be allotted to such MSEs, if participated in the tender.
- f. MSEs are also exempted from payment of cost of bid documents and submission of bid security.



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- g. To avail the above benefits, the bidder should have registered with District Industries Centres or Khadi and Village Industries Commission or Khadi and Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicrafts and Handloom or Udyog Aadhar or any other body specified by Ministry of Micro, Small and Medium Enterprises.
- h. Bidders seeking the above benefits shall submit the documentary proof for having registered with the above agencies (such as Entrepreneur's Memorandum – EM II) at the time of pre-bid meeting or during submission of the technical bids (only if the bidder is not attending the pre-bid meeting).
13. The condition of prior turnover and prior experience may be relaxed for Start-ups (as defined by Department of Industrial Policy and Promotion) subject to meeting of quality & technical specifications and making suitable provisions in the bidding document (Rule 173 (i) of GFR 2017).
14. This RFQ is further governed by Government of India, Ministry of Commerce and Industry, Department of Industrial Policy and Promotion order number P-45021/2/2017-B.E.-II dated 15<sup>th</sup> June 2017 for the Public Procurement (Preference to Make in India), Order 2017.





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**SECTION – II****INSTRUCTIONS TO BIDDERS****1. INTRODUCTION**

The bidder is expected to read the instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents may result in the rejection of its bid and will be at the bidder's own risk.

**2. AMENDMENT OF BIDDING DOCUMENTS**

2.1 At any time prior to the deadline for submission of bids, the bank, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder/s, may modify the bidding document by amendment/s.

2.2 All prospective bidders may check bank's website and e-procurement website for amendment/s and it will be binding on them.

**3. DOCUMENTS CONSTITUTING THE BID**

The bidder shall furnish as part of their bid, documents establishing the bidder's eligibility to bid and their qualifications to perform the contract, if their bid is accepted.

As part of their bid, the bidder should submit documents agreeing to the bid's terms and conditions.

The documentary evidence of the bidder's qualifications to perform the contract if their bid is accepted shall be established to the bank's satisfaction:

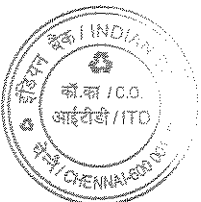
- i. that, the bidder has the financial and technical capability necessary to perform the contract;
- ii. that, the bidder meets the qualification requirements.

**4. DOCUMENTS ESTABLISHING GOODS' CONFORMITY TO BIDDING DOCUMENTS**

4.1 The bidder shall furnish, as part of their bid, documents establishing conformity to the bidding documents of all goods and services, which the bidder proposes to supply under the Contract.

4.2 The documentary evidence of conformity of the goods and services to the bidding documents may be in the form of literature, drawings and data, and shall consist of:

- a. A detailed description of essential technical and performance characteristics of the goods;
- b. An item-by-item commentary of the purchaser's technical specifications demonstrating responsiveness of the goods and services to those specifications, or a statement of deviations and exceptions to the provisions of the technical specifications.



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The Successful Bidder, following the execution of the Contract, will assume total responsibility for the fault free operation of the Solutions/Services during the contract period of 5 years.

The successful bidder shall :

5.1 Supply the required Hardware, Software, Design, Installation, Implementation, commissioning of the solution as follows:

| S.no. | Licence Type  | Licence Count |
|-------|---------------|---------------|
| 1.    | IT Assets     | 36000         |
| 2.    | Non-IT Assets | 24000         |
| 3.    | Local Admin   | Unlimited     |

The licenses should be perpetual (subscription license are not acceptable). The license to be delivered on the mail id [purchases.itd@indianbank.co.in](mailto:purchases.itd@indianbank.co.in)

**6. END OF SUPPORT**

- 6.1 The Security Solution quoted should not reach end of support during the period of contract (supporting document should be attached).
- 6.2 None of the equipment / software proposed should be announced end of life for next 2 years from the date of submission of the bid.
- 6.3 If any product supplied is announced end of support during the first 2 years from the date of submission of the bid, the successful bidder should replace the system with new equivalent or higher configuration system at no additional cost.
- 6.4 The Bidder should provide Road map for security equipment proposed. In case if any device reaches end of support date during the period of contract, bidder has to replace the device before end of support date with higher version / upgraded model at no additional cost to the bank.

**7. MANDATORY REQUIREMENT**

- 7.1 Licences for the databases (If any of the solution needs) should be core based not user based.
- 7.2 The Operating system and software for all solutions should be latest version of the OEM. All the servers and other DC & DR hardware proposed should be RACK mountable with Redundant Power supply. For DC & DR Components which do not have redundant power supply, bidder should provide RPS to achieve Redundancy from two power sources.
- 7.3 The successful bidder should provide on-site support to INDIAN BANK at Chennai on any calls/ticket raised.
- 7.4 The successful bidder should co-ordinate by providing onsite support for any calls/ tickets raised in DC and DR site.
- 7.5 The successful bidder should provide telephonic and e-mail support to all locations of Indian Bank on all working days of the Bank is required.
- 7.6 If the situation warrants any activity to be performed directly at our DR Site, adequate engineers must be provided based on the need to immediately carry out and complete the activities as required, at DR Site.



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- 7.7 Any reported issue or malfunctioning of any of the proposed Services/Solutions should not be pending for more than 24 hours from the date and time of reporting.
- 7.8 During exigencies, support should be made available on non-working days and non-business hours also. In case of need, the successful bidder should provide additional engineers to sort out the problems and provide onsite support at the problem site.
- 7.9 In case Bank decides for relocation of Servers, Upgrade the existing Servers, purchase new Servers with higher end configurations, appropriate support should be provided for installation, reinstallation, upgrading, etc., based on the Bank's requirements and the successful bidder should ensure that the proposed Services/Solutions are continuously made available across the Bank's network seamlessly.

**8. BID SECURITY (EARNEST MONEY DEPOSIT)**

- 8.1 The Bidder should furnish, as part of its bid, a Bid Security in the form of a Bank Guarantee issued by a Scheduled Commercial Bank located in India other than Indian Bank, in the form provided in the Bidding Documents for a sum of Rs.10,00,000/- (Rupees Ten lakhs only) and valid for Forty Five (45) days beyond the validity of the bid. (i.e. Bid validity 90 days + 45 days = 135 days) from the last date for submission of Bid. The bidder shall extend the Bank Guarantee, if required.
- 8.2 Unsuccessful Bidders' bid security will be discharged or returned after completion of purchase process. The successful Bidder's bid security will be discharged upon the Bidder signing the Contract and furnishing the performance security.

The bid security may be forfeited if:

A Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Bid Form or in the case of a successful Bidder, if the Bidder fails to sign the Contract within the specified time of 15 days or to furnish performance security.

**9. PERIOD OF VALIDITY OF BIDS**

Bids shall remain valid for the period of 90 days after the last date for submission of bid prescribed by the Bank. A bid valid for a shorter period shall be rejected by the Bank as non-responsive. Bid validity shall be extended, if required by the Bank.

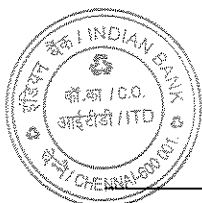
**10. FORMAT AND SIGNING OF BID**

The person or persons signing the bid shall sign all pages of the bid document, except for un-amended printed literature.

Any interlineations, erasure or overwriting shall be valid only if they are signed by the person or persons signing the bid.

**11. OPENING OF BIDS BY BANK**

The Bank will open the Part I of the bid (Technical bid) in the presence of officers authorised for the purpose and bidders' representatives at **15:30 hours on 27/11/2019.**



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Bank shall call the commercial bids through Reverse Auction. Advance intimation will be given to all qualifying bidders of commercial bid about the date and time of reverse auction.

The Bidders' names, bid modifications or withdrawals and the presence or absence of the requisite bid security and such other details as the Bank, at its discretion, may consider appropriate, will be announced at the bid opening. No bid shall be rejected at bid opening, except for late bids, which shall be returned unopened to the Bidder.

## **12. CLARIFICATION OF BIDS**

During evaluation of the bids, the Bank may, at its discretion, ask the Bidder for clarification of its bid. The request for clarification and the response shall be in writing, and no change in the prices or substance of the bid shall be sought, offered, or permitted.

## **13. EVALUATION CRITERIA**

### **13.1 General Evaluation**

**a)** The Bidder should be a Public / Private Limited Company registered as a Company in India as per Companies Act, 2013 and should be in existence in India for last 5 years (as on 30.09.2019).

**b)** The Bidder should be a profit making company during the last 3 consecutive financial years of the bidder (2016-17, 2017-18 and 2018-19), with a minimum annual turnover of Rs. 20.00 Crores during each year. (Separate Auditor Certificate to this effect to be provided along with other financial statements).

**c)** The Bidder should have Support Centers in Chennai, Hyderabad, Mumbai.

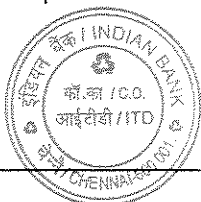
**d)** The bidder should be ISO 27001 certified and should have a valid current certificate.

**e)** The bidder should have highest level of partnership with OEMs of the product quoted in the bid. The Bidder must be in position to provide support / maintenance / upgrade of the Solutions during the period of contract with the Bank. Bidder to submit a letter of authorization / Manufacturer Authorization Form (MAF).

**f)** The bidder should be a System Integrator for the Security Solutions quoted and should have successfully implemented the Solutions at minimum of one Bank/Financial Institutions/Public sector enterprises/ Govt. Organizations in India during the last three years (30.09.2019). Firm Purchase Order and letters of satisfactory performance from the clients as per Bank's format along with documentary proof should be submitted along with the technical bid.

**g)** The bidder should not have been blacklisted by any Central Government / PSU / Banking / Insurance company in India as on date of the RFP. Bidder to submit the Self Declaration certificate as per Bank's format along with the technical bid. (Documentary proof should be attached).

**h)** The IT Asset Management solution quoted should be present in Gartner's quadrant.



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The eligibility will be seen based on the above criteria and the Bank has the right to reject responses not meeting the required Qualification criteria.

Bids which are not meeting the above criteria will be liable for rejection.

**13.2 Technical Evaluation**

- a) The Bidder should satisfy all the qualification criteria mentioned in Section IV of this bid.
- b) The software offered should meet all the technical specifications as stipulated in the bid.

**13.3 Commercial Evaluation**

- a) Technically qualified bidders alone will be intimated to participate in the Online reverse auction to identify L1(Lowest) bidder for awarding contract.
- b) The comparison of prices among the vendors shall be between the total price quoted inclusive of all duties, levies, warranty, installation charges but exclusive of taxes only of the goods offered etc.

**14. BANK'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS**

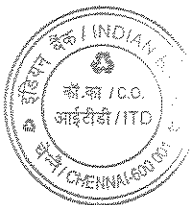
The bank reserves the right to accept or reject any bid; annul the bidding process and reject all bid(s) at any time prior to awarding contract, without assigning any reason and without thereby incurring any liability to the affected bidder or bidders.

**15. NEGOTIATION**

The Bank reserves the right to further negotiate on the price offered, with the L1 (Lowest) vendor, if the price quoted is found unreasonable or in any exceptional circumstances.

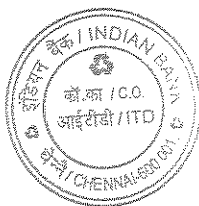
**16. OTHER TERMS AND CONDITIONS**

- 16.1 The cost of preparing the proposal including visit / visits to the bank is not reimbursable.
- 16.2 The bank is not bound to accept any of the proposals submitted and the bank has the right to reject any/all proposal/s or cancel the tender without assigning any reason there for.
- 16.3 All pages of the bid document, clarifications/amendments if any should be signed by the authorised signatory and kept with Part-I.



**Section III – CONDITIONS OF CONTRACT****TABLE OF CONTENTS**

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**SECTION – III – CONDITIONS OF CONTRACT**

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**1. USE OF CONTRACT DOCUMENTS AND INFORMATION**

1.1 The successful bidder shall not, without the purchaser's prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the successful bidder in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.

1.2 The Successful bidder shall not, without the purchaser's prior written consent, make use of any document or information pertaining to this contract except for purposes of performing the contract.

**2. INTELLECTUAL PROPERTY RIGHTS**

The vendor shall, at its own expenses without any limitation, defend and indemnify the Bank against all third party claims or infringements of Intellectual Property Rights. In case of violation/ infringement IPR, the successful bidder shall after due inspection and testing get the solution redesigned for the Bank, at no extra cost. If the Bank is required to pay compensation to a third party resulting from such infringement(s), the Vendor shall be fully responsible therefore, including all expenses and court and legal fees.

**3. PERFORMANCE GUARANTEE**

Within 15 (fifteen) days of acceptance of the Purchase Order issued for the project by the Bank, the Successful Bidder shall furnish to the Bank in accordance with the conditions of the contract a performance security equivalent to 10% of the amount of the Contract valid for a period of Sixty Six months (66) with further one month claim period in the form of a Bank Guarantee.

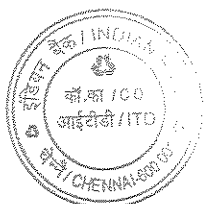
The proceeds of the performance security shall be payable to the Bank as compensation for any loss resulting from the Successful bidder's failure to complete its obligations under the Contract.

The performance security will be discharged by the Bank and returned to the Successful bidder not later than thirty (30) days following the date of completion of the Successful bidder's performance obligations under the Contract.

**4. DELIVERY SCHEDULE**

The delivery of all hardware and software should be completed within eight weeks from the date of Purchase Order.

The Licences entitlement of the Bank should be provided online in the software portal of the OEM. Copy of the same with signature of the company representative should be produced for making payment.





**5. IMPLEMENTATION**

Implementation of the solution has to be done within 3 months from the date of purchase order. The Centralised system should be delivered and installed at Chennai & Hyderabad. The Client software to be installed in all PC's by the bidder. The Web IT Asset Management should be installed at Chennai Indian Bank Corporate office and to be integrated with Bank's existing Proxy Servers.

**6. PAYMENT TERMS**

6.1 Documents to be furnished at Destination Offices:

The following documents shall be furnished at destination offices:

1. Supplier's Original Invoice showing order number, goods description, quantity, unit price, total amount.
2. Delivery Note / challan showing the full details of the consignment.
3. A copy of Transit insurance certificate and storage cum erection policy.
4. Manufacturer's / Supplier's Warranty certificate.

6.2. The payment terms will be as follows:

Payment for the supply of required Hardware, Software, Design, Installation and Implementation is as follows:

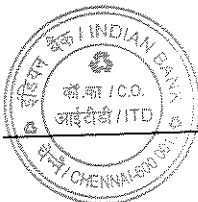
|   |     |
|---|-----|
| After BOM/POST verification of delivered Hardware and Software.   | 30% |
| Installation & Configuration and Testing of 10,000 Assets.  | 40% |
| Implementation closure including integration with existing devices and applications, also with and solutions procured in this RFP, making the device/solution operational (as per Purchaser's scope), UAT, and receiving sign off from the Purchaser. | 20% |
| 3 months post sign off.   | 10% |
| For AMC/Software, subsequent Payment will be made in every 6 months in arrears.   |     |

**6.3 Price**

Price payable to the Supplier as stated in the Contract shall be firm and not subject to adjustment during performance of the Contract.

**7. LIQUIDITY DAMAGES**

The Bank will consider the inability of the vendor to deliver or install the equipment within the specified time limit, as a breach of contract and would entail the payment of Liquidation Damages on the part of the vendor. Notwithstanding the Purchaser's right to cancel the order, Liquidated Damages at 0.5% of the invoice price of the solution/services will be charged for every week's delay in the delivery/installation and implementation of the solution beyond the specified delivery/commission period of each solution subject to a maximum of 10% of the total contract value of that solution/service. The Bank reserves the right to recover the amount by any mode such as adjusting from any payments to be made by the Bank to the vendor. Part of week will be construed as one week for this purpose. LD will be applicable for both delivery as well as implementation.



**Ref: CO:ITD:848/R1:2019-20****Date: 04/11/2019****8. COMPREHENSIVE ONSITE WARRANTY AND AMC**

The supplier undertakes that warranty support of 3 year for Asset Management Software shall start after the Solutions with software and hardware have been installed at the final destination indicated in the contract and from the date of sign off of the respective solutions.

- 8.1 Bank reserves its right to decide whether or not to enter into renewal for the solution licences after the initial lock in period of 3 (three) year.
- 8.2 The deliverables supplied is complete in all respects as per the specifications responded in the bid.
- 8.3 The deliverables are verified for its correctness and in case of any error(s) the same shall be rectified immediately or replaced.
- 8.4 The supplier / OEM accepts responsibility for the successful integration and interoperability of all proposed products / deliverables as required by the Bidding Documents.
- 8.5 All the deliverables offered, whether belonging to the bidder or any third party operate effectively and the Bidder is willing to accept responsibility for its successful operation.

The Supplier warrants, for the duration of the Warranty Period commencing from the date of implementation at all sites, that all the deliverables supplied under this Contract shall have no critical defect arising from design or from any act or omission of the Supplier that may develop under normal use of the deliverables.

The Purchaser shall promptly inform the Supplier of any claims arising during the warranty and the Supplier shall, within the warranty period and with all reasonable speed rectify the mistake without costs to the Purchaser.

If the Supplier, having been notified, fails to remedy the defect(s) falling within the warranty obligations, the Purchaser may proceed to take such reasonable remedial action as may be necessary, at the Supplier's risk and expense and without prejudice to any other rights which the Purchaser may have against the Supplier under the Contract.

The Supplier warrants that there is no intention of discontinuing development / up gradation of the Products to be supplied under the Contract without written notification to the Purchaser. However, the products supplied will be continued to be supported as per the terms of contract.

During the Warranty Period, the Supplier shall provide and arrange for installation at no additional cost to the Purchaser all Product and documentation updates and new software version releases.

The Supplier hereby represents and warrants that the deliverables as delivered does not and will not infringe any Intellectual Property Rights held by any third party and that it has all necessary rights, or at its sole expense shall have secured in writing all transfers of rights and other consents necessary to make the assignments, licences and other transfers of Intellectual Property Rights and the warranties set forth in the Contract and for the Purchaser exclusively to own or exercise all Intellectual Property Rights as provided in the Contract. Without limitation, the Supplier shall secure all necessary written agreements, consents and transfers of rights from its employees and other persons or entities whose services are used.



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Without prejudice to the warranties given for individual Products or Services, the Supplier hereby warrants to the Purchaser that,

- a) The Systems represent a complete, integrated solution to the Purchaser's requirements as set forth in the Technical/Functional Specifications and will provide the functionality and performance set forth therein. The Supplier shall accept responsibility for the successful interoperation and integration in accordance with the requirements of the Technical / Functional Specifications, of all Products provided under the Contract; The supplier is responsible for ensuring that the operations of the deliverables conform to the requirements and the specifications.
- b) The Systems' specifications, capabilities and performance characteristics are as stated in the Supplier's Bid and Product documentation.
- c) The Supplier shall offer all possible assistance to the Purchaser to seek warranty services or remedial action from subcontracted third producers or licensors of Products included in the Systems. The Supplier shall make all reasonable and necessary efforts to correct defects in the Systems that constitute significant deviations from the Technical Specifications and/or Supplier performance claims.

## **9. SUPPORT**

- a) After the expiry of comprehensive warranty period of 3 years, the bidder should provide 2 years comprehensive support including software subscription.
- b) The vendor shall ensure that the type of support / maintenance services extended during the support period, after the initial comprehensive onsite warranty period is similar to the one extended during the warranty period.

## **10. MAINTENANCE AND SUPPORT (SLA)**

The SLA specifies the expected levels of service to be provided by the Bidder to the Bank. This expected level is also called the baseline. Any degradation in the performance of the solution and services is subject to levying penalties.

Payments to the Bidder are linked to the compliance with the SLA metrics. During the contract period, it is envisaged that there could be changes to the SLAs, in terms of addition, alteration or deletion of certain parameters, based on mutual consent of both the parties i.e. The Bank and Bidder. The Bidder shall monitor and maintain the stated service levels to provide quality service. Bidder to use automated tools to provide the SLA Reports. Bidder to provide access to the Bank or its designated personnel to the tools used for SLA monitoring.

### **10.1 SLA Definitions**

- "Availability" means the time for which the services and facilities are available for conducting operations on the solution including application and associated infrastructure.

Availability is defined as (%) =  $\frac{(\text{Operation Hours} - \text{Downtime}) \times 100\%}{(\text{Operation Hours})}$



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- The operation hours are defined as 24/7 X 365.
- All the infrastructure of Data Center, Disaster Recovery site, Offices/Branches will be supported on operation hours.
- "Downtime" is the actual duration for which the system was not able to service the Bank, due to System or Infrastructure failure as defined by the Bank and agreed by the Bidder.
- "Scheduled Maintenance Time" shall mean the time that the System is not in service due to a scheduled activity as defined in this SLA. The scheduled maintenance time would not be during business hours. Further, scheduled maintenance time is planned downtime with the prior permission of the Bank.
- "Incident" refers to any event / abnormalities in the functioning of the solution at Data Centre / DR Site, System or Application services.

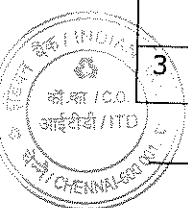
### 10.2 Interpretation & General Instructions

- a. Response time will be 4 hours and resolution time will be 8 hours from the logging of the call.
- b. The SLA parameters shall be monitored on a monthly basis as per the individual SLA parameter requirements. The Bidder is expected to provide the following service levels. In case the service levels defined in the tables below cannot be achieved, it shall result in a breach of contract and invoke the penalty clause.
- c. A Service Level violation will occur if the Bidder fails to meet Minimum Service Levels on a monthly basis for a particular Service Level.
- d. Quarterly SLAs would be analyzed. However, there would be month wise SLAs and all SLA targets have to be met on a monthly basis.
- e. Overall Availability and Performance Measurements will be on a quarterly basis for the purpose of Service Level reporting. Month wise "Availability and Performance Report" will be provided by the Bidder for every quarter in the Bank suggested format and a review shall be conducted based on this report. Availability and Performance Report provided to Bank shall contain the summary of all incidents reported and associated performance measurement for that period.
- f. The primary intent of Penalties is to ensure that the system performs in accordance with the defined service levels. Penalties are not meant to be punitive or, conversely, a vehicle for cutting fees.

### 10.3 Penalty on non-adherence to SLAs

During the term of the contract, the bidder will maintain the solution in perfect working order and condition and for this purpose will provide the following services.

| S. No | Level of uptime per month IT Asset Management | Penalty Charges  |
|-------|---|--|
| 1     | 99.50% and Above                              | NIL  |
| 2     | 95.00% and above but below 99.5%              | 1% of Support Cost and Subscription for one year for the solution. |
| 3     | 85.00% and above but below 95.00%             | 3% of Support Cost and Subscription                                |



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|   |                                   |   |
|---|-----------------------------------|---|
|   |                                   | for one year for the solution.                                      |
| 4 | 70.00% and above but below 85.00% | 5% of Support Cost and Subscription for one year for the solution.  |
| 5 | Below 70.00%                      | 10% of Support Cost and Subscription for one year for the solution. |

If any information security breach occurs due to failure of IT Asset Management, a penalty of Rs. 100,000/- (One Lakh) per event will be deducted.

The right to levy the penalty is in addition to and without prejudice to other rights / remedies available to the Bank such as termination of contract, invoking performance guarantee and recovery of amount paid etc.

#### **11. INDEMNITY CLAUSE**

If at the time of your supplying, installing the equipment in terms of the present contract/order or subsequently it appears at any point of time that an infringement has occurred of any patents, trademarks or other rights claimed by any third party, then in respect of all costs, charges, expenses, losses and other damages which the Bank may suffer on account of such claim, the supplier shall indemnify the Bank and keep it indemnified in that behalf.

#### **12. COVERAGE OF ALL BANKS UNDER THE EPF AND MP ACT 1952**

The Successful bidder has to submit attendance, salary, appointment letters etc. of all the outsourced employees for any type of services engaged either through contractors or directly. If engaged through contractors, list of all the contractors engaged for any/all services and whether the said contractors are covered independently under the EPF & MP Act 1952. The agreement of contracts with the contractors, the PF code number of the contractors, if covered, the attendance of the contract employees, the remitted PF challan with the ECR should be submitted.

#### **13. TERMINATION FOR INSOLVENCY**

If the successful bidder becomes Bankrupt or insolvent, has a receiving order issued against it, compounds with its creditors, or, if the successful bidder is a corporation, a resolution is passed or order is made for its winding up (other than a voluntary liquidation for the purposes of amalgamation or reconstruction), a receiver is appointed over any part of its undertaking or assets, or if the successful bidder takes or suffers any other analogous action in consequence of debt; then the Purchaser may at any time terminate the contract by giving written notice to the Successful bidder.

If the contract is terminated by the Purchaser in terms of this Clause, termination will be without compensation to the successful bidder provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Purchaser.

In case the termination occurs before implementation in all the locations in terms of this clause, the purchaser is entitled to make his claim to the extent of the amount already paid by the purchaser to the successful bidder.



**Ref: CO:ITD:848/R1:2019-20****Date: 04/11/2019****14. TERMINATION FOR CONVENIENCE**

The Bank, by 30 days written notice sent to the Supplier, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of the Supplier under the Contract is terminated, and the date upon which such termination becomes effective. Bank will pay for the services availed till the date of termination on submission of invoices and documents.

The equipment maintenance services for which renewal happened within 30 days after the supplier receipt of notice of termination shall be accepted by the Bank at the contract terms and prices. For the remaining services Bank may elect:

- To have any portion completed and delivered at the contract terms and prices; and/or
- To cancel the reminder and pay to the supplier an agreed amount for partially completed services.

**15. GENERAL TERMS**

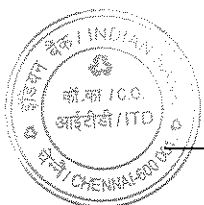
- Either the Agent on behalf of the Principal or the Principal directly could bid in a tender but not both.
- Any other equipment, devices, software required to install above hardware need to be provided and installed without any financial implications.
- All the hardware/software supplied should be under back to back support from respective OEM, OEM letter for the same to be submitted.
- In case Bank decides for relocation of Servers, Upgrade the existing Servers, purchase new Servers with higher end configurations, appropriate support should be provided for installation, reinstallation, upgrading, etc., based on the Bank's requirements and the successful bidder should ensure that the proposed Services/Solutions are continuously made available across the Bank's network seamlessly at no additional cost to the bank.
- Call logging facility to be made available on 24\*7\*365 basis.
- Supplier has to install and reinstall (if needed) all the agents or necessary software and licenses without additional cost to the bank.
- Detailed documentation of installation and solution has to be provided after successful installation.

**16. TERMINATION FOR DEFAULT**

The Bank, without prejudice to any other remedy for breach of contract, by Thirty (30) days written notice of default sent to the Supplier, may terminate this Contract in whole or in part :

- I. if the Supplier fails to deliver any or all of the Goods within the period(s) specified in the Contract, or within any extension thereof granted by the Bank;
- II. if the Supplier fails to perform any other obligation(s) under the Contract.
- III. If the Supplier, in the judgement of the Bank has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

For the purpose of this clause:



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**"corrupt practice"** means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the 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 Bidders (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.

**"unethical practice"** means any activity on the part of bidder, which try to circumvent tender process in any way. Unsolicited offering of discounts, reduction in financial bid amount, upward revision of quality of goods etc after opening of first bid.

In the event the Bank terminates the Contract in whole or in part, the Bank may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered, and successful bidder shall be liable to the Bank for any excess costs for such similar Goods or Services. However, successful bidder shall continue performance of the Contract to the extent not terminated.

#### **17. FORCE MAJEURE**

The Successful bidder shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

For purposes of this clause, "Force Majeure" means an event beyond the control of the Successful bidder and not involving the Successful bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Bank in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

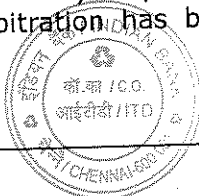
If a Force Majeure situation arises, the Successful bidder shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the Successful bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

#### **18. SETTLEMENT OF DISPUTES**

1. If any dispute or difference of any kind whatsoever shall arise between the Bank and the successful bidder in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such disputes or difference by mutual consultation.

2. If after 30 days the parties have failed to resolve their disputes or difference by such mutual consultation, then either the Bank or the successful bidder may give notice to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given.

3. Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this clause shall be finally settled by



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arbitration subject to Settlement of Disputes, Para-XII, Clause-5 hereinafter mentioned. Arbitration may be commenced prior to or after delivery of the goods under the contract.

Arbitration proceedings shall be conducted in accordance with the following rules of procedure.

The dispute resolution mechanism to be applied shall be as follows:

- a) In case of dispute or difference arising between the Bank and a domestic Successful bidder relating to any matter arising out of or connected with this agreement, such dispute or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. The arbitral tribunal shall consist of 3 arbitrators one each to be appointed by the Bank and the Successful bidder; the third Arbitrator shall be chosen by the two Arbitrators so appointed by the Parties and shall act as Presiding Arbitrator. In case of failure of the two arbitrators appointed by the parties to reach upon a consensus within a period of 30 days from the appointment of the Arbitrator appointed subsequently, the Presiding Arbitrator shall be appointed by the Indian Banks' Association, which appointment shall be final and binding on the parties.
  - b) If one of the parties fails to appoint its arbitrator within 30 days after receipt of the notice of the appointment of its Arbitrator by the other party, then the Indian Banks' Association, both in cases of the Successful bidder and the Bank, shall appoint the Arbitrator. A certified copy of the order of the Indian Banks' Association making such an appointment shall be furnished to each of the parties.
  - c) Arbitration proceedings shall be held at Chennai, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.
  - d) The decision of the majority of arbitrators shall be final and binding upon both parties. The cost and expenses of Arbitration proceedings will be paid as determined by the Arbitral Tribunal. However, the expenses incurred by each party in connection with the preparation, presentation etc. of its proceedings as also the fees and expenses paid to the arbitrator appointed by such party or on its behalf shall be borne by each party itself.
4. Notwithstanding any reference to arbitration herein,
- a) The parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and
  - b) The Bank shall pay the successful bidder any monies due to the successful bidder
5. Submitting to arbitration may be considered as an additional remedy and it does not preclude the parties seek redressal/ other legal recourse.

## **19. JURISDICTION**

Any dispute arising out of this order will be under the jurisdiction of Courts of law in Chennai

## **20. NOTICES**

Any notice, request or consent made pursuant to this contract shall be in writing and shall be deemed to have been made when delivered in person to an authorized





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representative of the party to whom the communication is addressed, or when sent by registered mail, courier or facsimile to such party at the address specified above. A notice shall be effective when delivered or on the notice's effective date.

**21. CONFIDENTIALITY**

The Company and its employees either during the term or after the expiration of this contract shall not disclose any proprietary or confidential information relating to the project, the services, this contract, or the business or operations without the prior written consent of the Bank.

**22. IT ACT 2000**

The equipment to be quoted as per this tender should comply with the requirements under Information Technology Act 2000 and subsequent amendments and related Government/Reserve Bank India guidelines issued from time to time.

**23. LIMITATION OF LIABILITY**

Supplier's aggregate liability under the contract shall be limited to the contract value.

This limit shall not apply to third party claims for

a. IP Infringement indemnity.

b. Bodily injury (including Death) and damage to real property and tangible property caused by supplier's negligence. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase order placed by bank on the supplier that gave rise to claim, under this tender.

**24. AUTHORIZATION LETTER FROM OEM**

The bidder has to obtain and submit Authorization letter from Original Equipment Manufacturer (OEM). If bidder is OEM and they quote their own product, then MAF (Manufacturer's Authorization Form) need not be submitted.

**25. EXIT REQUIREMENTS**

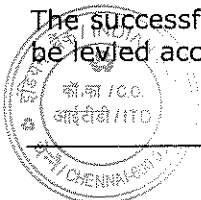
In the event of Agreement comes to end on account of termination or by the expiry of the term / renewed term of the Agreement or otherwise, the Successful bidder shall render all reasonable assistance and help to the Bank and to any new vendor engaged by the Bank, for the smooth switch over and continuity of the Services.

**26. BANK'S RIGHT TO VARY QUANTITIES AT TIME OF AWARD**

The Bank reserves the right to increase or decrease the quantities mentioned in the bidding document up to an extent of 25% of quantity mentioned in the bid without any change in unit price and other terms and conditions. If Bank decides to place "Repeat Order", the same shall be placed by the Bank within 6 months from the date of Purchase Order.

**27. TAXES AND DUTIES**

The successful bidder shall be liable to pay all corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India.



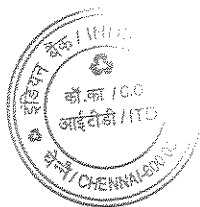
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**28. ACCEPTANCE OF PURCHASE ORDER AND CONTRACT FORM**

**(a) ACCEPTANCE OF PURCHASE ORDER:** Purchase Order (PO) should be accepted by the Successful Bidder within one week or such extended time in writing as may be permitted by the Bank at its discretion from the date of PO.

**(b) SIGNING OF CONTRACT:** Within 15 (fifteen) days from the date of Purchase Order, the successful Bidder shall sign and date the Contract and return it to the Bank. A separate Non disclosure Agreement and SLA shall also be entered into between the Bank and the successful Bidder along with the signing of contract.



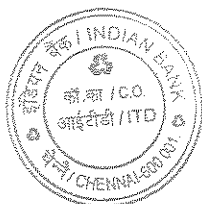
**SECTION IV****ELIGIBILITY CRITERIA**

The eligibility will be based on the below criteria's. Bids which are not meeting the below criteria's will be liable for rejection.

1. The Bidder should be a Public / Private Limited Company registered as a Company in India as per Companies Act, 2013 and should be in existence in India for last 5 years (as on 30.09.2019).
2. The Bidder should be a profit making company during the last 3 consecutive financial years of the bidder (2016-17, 2017-18 and 2018-19), with a minimum annual turnover of Rs.20.00 Crores during each year. (Separate Auditor Certificate to this effect to be provided along with other financial statements).
3. The Bidder should have Support Centers in Chennai, Hyderabad, Mumbai.
4. The bidder should be ISO 27001 certified and should have a valid current certificate.
5. The bidder should have highest level of partnership with OEMs of the product quoted in the bid. The Bidder must be in position to provide support / maintenance / upgrade of the Solutions during the period of contract with the Bank. Bidder to submit a letter of authorization / Manufacturer Authorization Form (MAF).
6. The bidder should be a System Integrator for the Security Solutions quoted and should have successfully implemented the Solutions at minimum of one Bank/Financial Institutions/Public sector enterprises/ Govt. Organizations in India during the last three years (30.09.2019). Firm Purchase Order and letters of satisfactory performance from the clients as per Bank's format along with documentary proof should be submitted along with the technical bid.
7. The bidder should not have been blacklisted by any Central Government / PSU / Banking / Insurance company in India as on date of the RFP. Bidder to submit the Self Declaration certificate as per Bank's format along with the technical bid. (Documentary proof should be attached).
8. The IT Asset Management solution quoted should be present in Gartner's quadrant.

The eligibility will be seen based on the above criteria and the Bank has the right to reject responses not meeting the required Qualification criteria.

Bids which are not meeting the above criteria will be liable for rejection.



## **SECTION V**

### **SCOPE OF WORK AND TECHNICAL SPECIFICATION**

#### **1. SCOPE OF WORK**

The scope of work includes the following:

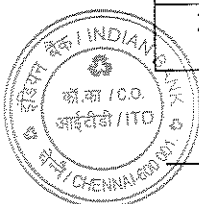
1. Successful bidder has to configure the management solution in Data centre (DC) site and Disaster recovery (DR) site with HA. Bank will provide necessary IT infrastructure for configuring the solution in DC and DR site. Bidder has to provide the required software licenses including database for installing and configuring the solution in high availability (HA) mode.
2. Successful bidder has to Supply, design, install and implement the required hardware and software for commissioning IT asset management software solution as follows for which list would be provided by bank.

| S.no. | Licence Type  | Licence Count |
|-------|---------------|---------------|
| 1.    | IT Assets     | 36,000        |
| 2.    | Non-IT Assets | 24,000        |
| 3.    | Local Admin   | Unlimited     |

3. Bidder has to provide warranty/support services for all equipment, solution delivered, installed/implemented for a period of 5 years with 3 years warranty and 2 years support.
4. All the services must be supported for a period of 5 years. The on call support must be on 24/7 x 365 basis by deploying quality solutions and services under the scope.
5. Internal cabling within the solution / devices is the responsibility of the supplier itself.
6. Bidder is responsible for the successful integration and interoperability of the proposed solution.
7. The IT asset management solution should not impact on existing operation or services of the bank.
8. Any future releases/Version/patches or upgrades of software need to be installed/re-installed/upgraded without any financial implications during Warranty and AMC period.
9. Successful bidder has to provide the training to employee of Indian Bank team for managing and basic troubleshooting the solution.
10. Supplier has to provide technical documents, brochure etc. for all the items quoted to prove future scalability requirements.

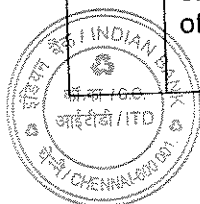
#### **2. TECHNICAL SPECIFICATION**

| S.No | Technical Specification   | Complied/<br>Not complied |
|------|---|---------------------------|
| 1    | The Information Technology Asset Management Solution shall be defined as scalable Web based solution with integrated Configuration Management Database (CMDB) which shall be responsible for management of all IT Assets of the Bank. |                           |
| 2    | IT Assets shall include (but not limited to):<br>• Servers  |                           |



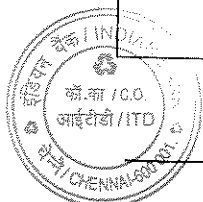
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|   |  |  |
|---|--|--|
|   | <ul style="list-style-type: none"> <li>• Desktops/Laptops</li> <li>• Mobile Devices ( Phones/Tablets)</li> <li>• Other Networked Devices (Printers, Scanners, Cameras, Other Peripherals)</li> <li>• Kiosks (ATMs etc.)</li> <li>• Software &amp; applications</li> <li>• Non-Networking Devices &amp; Peripherals</li> <li>• Other Assets as identified</li> </ul>  |  |
| 3 | <p>Management of the IT Assets shall include the following:</p> <ul style="list-style-type: none"> <li>• Asset Discovery</li> <li>• Asset Onboarding</li> <li>• Asset Tagging</li> <li>• Asset Inventory</li> <li>• Contract Management</li> <li>• License Management</li> <li>• Life Cycle Management</li> <li>• Reporting Services</li> </ul>  |  |
| 4 | <p>Asset Discovery: Solution should be able to identify the IT Assets inside the Bank's network through Agent Based and Agent Less discovery techniques along with the functionality of distributed scan/discovery. Asset Discovery should gather information such as:</p> <ul style="list-style-type: none"> <li>• Information on the number and type of Hardware components (Processors/Core/USB/Network Card/USB etc.), Drivers/Firmware, Graphics and Audio, Hard Drives, Hosted Virtual Machines, Logical Volumes, Memory, Network Interfaces, Operating System Updates Applied, Out of Band Management, Peripherals, Ports and USB Controllers, Processors , Removable Media, Software installed, Storage Controller, System Information, OS Update Information</li> <li>• Make &amp; Model of Hardware Components (Asset/Motherboard/RAM/Hard disk etc.)</li> <li>• Serial Nos of Hardware Components (Motherboard/RAM/Hard disk etc.)</li> <li>• Versions/Manufacture Dates of the Components</li> <li>• BIOS Details/ OS &amp; Service Pack/Build/Version Details</li> <li>• IP/MAC Addresses</li> <li>• Peripheral Devices connected to the Assets.</li> <li>• Software Discovery – Applications (including Virtualized) / Software/ Patches etc.</li> </ul> |  |
| 5 | <p>Asset Onboarding: The solution should be able to onboard any new or existing IT Assets as per the following:</p> <p>Manual Onboarding: For IT Assets not connected to the network, Solution shall allow for manual onboarding of the Assets. Manual onboarding shall be done through either or through a combination of the below:</p> <ul style="list-style-type: none"> <li>• Upload of Asset data files (excel/word) into the solution.</li> </ul>   |  |



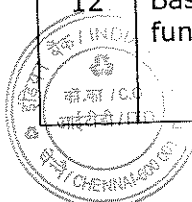
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|   |   |  |
|---|---|--|
|   | <ul style="list-style-type: none"> <li>Upload of Asset data using QR Codes/Bar Codes</li> </ul> <p>For IT Assets on boarded manually, which have been on boarded through any of the above methods, solution shall conduct a data integrity check as and when such assets are connected to the network. Any deviations should be triggered to the solution admin for rectification.</p> <p>Automatic Onboarding: Once the discovery of the IT Assets has been completed, such assets should be on boarded to the solution with all the details.</p>  |  |
| 6 | <p><b>Asset Tagging:</b></p> <p>1. User Tagging: For proper management of the IT Assets, each asset must be tagged to a user/owner for which Asset Tagging capability should be available in the system. Tagging shall be implemented either through Active Directory interface or any other interface as required by the bank. This tagging should be dynamic and should cater to situations such as movement of asset/movement of user/addition or deletion of components &amp; peripherals in the IT Asset and reflect ch.</p> <p>2. Physical Tagging: For all IT Assets physical tagging of Assets is required, as per the Tagging Scheme advised by the bank, Physical Tagging will be done by bank Team. The Software should generate the tags.</p>   |  |
| 7 | <p><b>Asset Inventory:</b></p> <ul style="list-style-type: none"> <li>Solution should be capable of generating inventory details for all the IT Assets inside the Bank's environment.</li> <li>The inventory information should be stored along with date stamps &amp; track changes like installation/ un-installation, configuration changes, user/owner changes etc along with functionality of XML tagging.</li> <li>IT inventory should include all the details of hardware such as Vendor, Serial Number, Chip Set, CPU information, RAM, numbers of CPUs &amp; Cores, Detail information on Network devices, internal &amp; peripheral disk drives, BIOS details, IP/MAC addresses, End Point/Device name, End Point/Device model, Hard Disk, Storage Devices details, all application and software including in house developed applications/programs, virtualized applications, OS versions and Service Pack information, patch information, services running on the Device etc.</li> <li>Asset Tracking: Solution should be capable to identify and track change in the location of assets, increase or decrease the number of assets, track assignment status and user information.</li> </ul> |  |
| 8 | <p><b>Contract Management:</b></p> <p>Bank purchases IT Assets by entering into contracts with multiple service providers. The solution should be able to manage such contracts by providing the following facilities:</p> <ul style="list-style-type: none"> <li>Contract Creation for all on boarded IT Assets. Contract</li> </ul>   |  |



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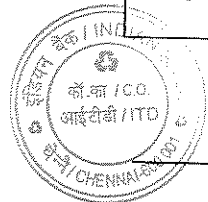
|    |   |  |
|----|---|--|
|    | <p>Creation maybe at the time of onboarding or at a later date.</p> <ul style="list-style-type: none"> <li>Contract Creation may include upload of details &amp; documents of Service Level Agreement &amp; Bank Guarantees.</li> <li>Contract tracking by providing alerts and triggers regarding completion of contracts/ renewals due.</li> <li>Online maintenance of Contract Documents.</li> </ul>   |  |
| 9  | <p><b>License Management</b><br/> Bank purchases licenses for multiple applications based on the number of users/servers/core/processors etc. Solution should have the capability to manage such licenses as following:</p> <ul style="list-style-type: none"> <li>Should support licensing management for all major licensing solution providers such as Oracle, Microsoft, RedHat, IBM etc.</li> <li>Should provide details such as Quantity of licenses purchased and deployed in AIX, Windows and Linux Operating system.</li> <li>Should maintain the Catalogue of software from all major OEMs/Principals and should alert the admins regarding updates released on periodic basis.</li> <li>Should have the capability to manage the entitlement of the licenses based on user (through AD/IP segment etc.)</li> <li>Should provide for real time monitoring and trigger alerts based on the criteria set by the admin and provide for license metering.</li> <li>Removal of un-licensed software identified in machines in which client software is installed.</li> </ul> |  |
| 10 | <p><b>Life Cycle Management:</b><br/> The solution shall provide for life cycle management for both hardware and software assets. The solution shall track the life cycle through Purchase, In production, Renewals, End of Life and Disposal stages of the IT Assets. Solution shall provide alerts for each stage of any such IT Asset.</p>   |  |
| 11 | <p><b>Reporting Services:</b></p> <ul style="list-style-type: none"> <li>Customs reports in tabular format</li> <li>Query Builder for Reports / Query based Reports</li> <li>Flash Reports</li> <li>Functionality to export Report to .csv, .xls and .pdf format</li> <li>Reports Scheduler – Auto generation &amp; Distribution</li> <li>Report Analysis</li> <li>Save &amp; Store Customized reports</li> <li>Customizable Dashboard with standard information</li> </ul>   |  |
| 12 | <p><b>Basic Asset Management Functionalities:</b> Apart from the functionalities stated above,</p> <ul style="list-style-type: none"> <li>The solution should provide &amp; support API integration with Network Management Software and Active Directory, LDAP</li> </ul>  |  |



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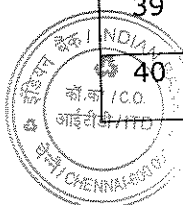
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|    | <p>etc.</p> <ul style="list-style-type: none"> <li>The solution should also have the capability to integrate with e-mailing System and short message services.</li> <li>The Solution should be accessible through Web interface across bank Network.</li> <li>The solution should support integrated login portal and single user interface for the solution users.</li> <li>The solution should have the admin module to administer the users.</li> </ul> |  |
| 13 | Asset management solution must manage assets from purchase to salvage i.e. from the beginning to the end of an asset's life cycle.   |  |
| 14 | The solution should maintain an up-to-date inventory of distributed hardware and software assets in Bank's IT infrastructure. As the Bank have wide branch network with Zonal offices acting as Local admins, the solution should be capable to offer local admin roles to bank's staff with all capabilities based on role assigned to them.  |  |
| 15 | The Solution should Identify software and hardware configurations from a central location for complete corporate IT Infrastructure spread over a network of Branches, ZOs & Admin offices which are connected via MPLS WAN Network and VSATs with bandwidths ranging from 64 kbps to 10 Mbps. It should provide complete hardware and software information from all the end-user computing devices   |  |
| 16 | The Solution should have capability for discovery of end-user computing devices based on range of IP addresses or IP subnets even for branches which are connected via MPLS WAN Network and VSATs with bandwidths ranging from 64 kbps to 10 mbps.   |  |
| 17 | It should provide a powerful reporting engine that enables administrators to schedule large batch reports, which can be automatically e-mailed to multiple recipients. Reports can be created in multiple formats such as PDF, DHTML, and XML, and revisions of past report output can be archived   |  |
| 18 | The solution should be capable of integrating with Microsoft Active Directory and LDAP for user authentication etc.  |  |
| 19 | Solution should provide agent less facility and an out-of-box agent deployment tool for installing agents and it should be able to take feeds from Active Directory, Domains and manually. It should also support the following agent deployment methods - Active Directory Group Policies, software distribution tools, manually installing the agent.  |  |
| 20 | The Solution should have ability to throttle bandwidth both statically and dynamically and this throttling must support up and downstream throttling for both the server and agents.   |  |
| 21 | The resource utilization used by the agent on the system must be configurable and the agent footprint will be such that memory requirements will be under 10MB and CPU utilization on average be no more than 2%.  |  |
| 22 | The solution should support local distribution points through preferred servers and peer downloading   |  |





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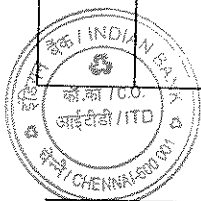
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| 23 | The Agents able to dynamically connect to the next nearest Distribution Point if the Distribution Point assigned to the agent is not available.   |  |
| 24 | The solution should prevent users with admin rights to uninstall the agent  |  |
| 25 | The Solution should be able to hide the agent from the Desktops "Add/Remove Program" list from the central console.   |  |
| 26 | The Solution should allow console users to create custom queries on hardware asset information to be retrieved by the agents.   |  |
| 27 | The Solution should have ability to track standalone executable based applications on each computer i.e. Applications that do not need to be installed but just needs to execute a stand alone program.   |  |
| 28 | The Software analysis by system on covered systems should include the following information (but not limited to) :<br>1) Publisher name<br>2) Software title name<br>3) Software title version<br>4) Total computers Count<br>5) Total Count of License<br>6) When installed<br>7) Last used Time with the ability to drill down for more detailed views. |  |
| 29 | Solution must include a software catalogue that identifies All commonly used applications / software vendors & their solutions.   |  |
| 30 | Software catalogue should allow for the entry of custom developed software titles & custom classification of standard applications based on user preferences.   |  |
| 31 | Solution should check for entry of new end points into the Bank's network and trigger alerts.   |  |
| 32 | The Solution should provide history capability till each asset level for hardware/software changes for trouble-shooting/ auditing purposes  |  |
| 33 | The Solution Should provide Scheduler to determine when the inventory scans can be scheduled for specific group of devices at pre-defined intervals.  |  |
| 34 | The solution should support various discovery protocols based on network range, AD domain, LDAP directory structure and SNMP enabled devices  |  |
| 35 | The solution should have capability to discover all unmanaged devices like desktops, servers, laptops, printers, switches and routers. Even if devices are behind firewall.   |  |
| 36 | The solution should have ability to track changes in inventory and ability to collect registry information  |  |
| 37 | The solution should have full inventory scan for newly discovered devices for all hardware and software. All subsequent scans should be delta scan only.  |  |
| 38 | The solution should allow scanning of specific device/group of devices on demand  |  |
| 39 | The solution should have the ability to identify and maintain records of virtual hosts  |  |
| 40 | The solution should provide desktop admins capability to take remote control of endpoints for maintenance purposes. This feature  |  |



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|    |  |  |
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|    | should support copying files to remote devices   |  |
| 41 | The solution should have the ability to configure machines in all power saving modes   |  |
| 42 | The solution should have auditing capabilities for remote control sessions done using inventory management solutions   |  |
| 43 | The System should be able to do Inventory governance, including software (authorized and unauthorized) and hardware components.  |  |
| 44 | The solution should be able to remove unauthorized, unlicensed software or any software as required from Bank's through central management console.  |  |
| 45 | The System should be able to report last logged in user for any particular asset.  |  |
| 46 | The solution should have ability to execute a script before and/or after installation. It should also support custom script based execution  |  |
| 47 | The solution should manage IP address or device name changes in endpoints without losing history. It should also maintain ownership record of each device.   |  |
| 48 | The solution should track assets from the time its purchased to when it is retired   |  |
| 49 | The solution should be able to consume CSV files so that data in CSV files can be tied with managed devices. It will help in inventorying stand-alone/ old/unused devices  |  |
| 50 | The solution should be able to share data with other systems/solutions and integrate with SIEM, etc. via APIs  |  |
| 51 | The System should be able to recognize software that is in the following: <ul style="list-style-type: none"> <li>• hidden files</li> <li>• hidden directories</li> </ul>   |  |
| 52 | The System should be able to recognize software whose file name has been changed by the user by reading the original header information. (e.g. team.exe is renamed as work.exe)  |  |
| 53 | The Solution should have ability to create customized inventory scans based on business unit like branch, zone etc. or for only specific asset class at pre-defined time periods.  |  |
| 54 | For Hardware Inventory Management the System should allow admin to configure which serial number is retrieved (motherboard chassis, array, controllers, or hard drive chassis).  |  |
| 55 | The System should be able to do automatic identification of the following software attributes (not exhaustive) <ul style="list-style-type: none"> <li>• Product name</li> <li>• Product version</li> <li>• Manufacturer</li> <li>• Language</li> <li>• File name</li> <li>• Directory file time</li> <li>• Executable type</li> <li>• Internal name</li> </ul> |  |



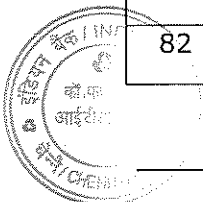
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|    |  |  |
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|    | <ul style="list-style-type: none"> <li>• Known as</li> <li>• File description</li> <li>• File extension</li> <li>• File path</li> <li>• File date/time</li> <li>• File size</li> </ul>   |  |
| 56 | <p>The Analysis information should include the following information (but not limited to) with the ability to drill down for more detailed views:</p> <ul style="list-style-type: none"> <li>a. Publisher name</li> <li>b. Software title name</li> <li>c. Software title version</li> <li>d. Total computers Count</li> <li>e. Total runs Count</li> <li>f. When installed</li> <li>g. Average runs</li> <li>h. Last used Time</li> </ul> |  |
| 57 | <p>The System should be able to return Data regarding software inventory process statistics:</p> <ul style="list-style-type: none"> <li>Software scan time</li> <li>Software scan duration</li> <li>Software agent version</li> <li>Total products reported</li> <li>Number of files examined</li> </ul>   |  |
| 58 | The System should be able to Identify software installations which occur outside approved channels   |  |
| 59 | The System should be able to do Software/Application usage reporting with ability to identify products with minimum usage  |  |
| 60 | The System should be able to capture the history of the client's Hardware changes and Software Changes   |  |
| 61 | <p>All hardware asset information shall be recorded in the management server and some of the basic information shall include but not limited to:</p> <ul style="list-style-type: none"> <li>i. CPU speed and type</li> <li>ii. Hard disk space</li> <li>iii. Computer name</li> <li>iv. Computer model</li> <li>v. IP address</li> <li>vi. Operating System</li> <li>vii. Attached peripherals</li> </ul>                                  |  |
| 62 | The Solution should Integrate with Bank AD , E mail and SMS Gateways.  |  |
| 63 | The Solution should be capable to support each local admin to maintain cost & depreciation sheets with respect to each asset / at Aggregate level as per Bank's custom policy within ASSET Management Tool itself.   |  |
| 64 | The solution should support multi-task distribution of software/patches for wide scale distribution.   |  |
| 65 | The solution should support PCI compliance scan for integrated endpoints   |  |
| 66 | The solution should Support Ability to manage and enforce policies   |  |



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|    | Settings such as the following : Password Enabled; Password Length; Require Alphanumeric Password; Inactivity Timeout; Wrong Attempts Before Wipe   |  |
| 67 | Solution must have the ability to import contract information like Purchase Order, AMC Contract etc. from an external source like Excel / CSV file & link with specific Assets.   |  |
| 68 | The solution should also support tracking of warranty/AMC information of covered endpoints and raise expiration alerts  |  |
| 69 | The Solution should be capable of generating license compliance reports for both Windows and non-windows OS platforms.  |  |
| 70 | The Solution should be capable to give each local admin the cost structure of IT operations under categories like hardware / software / AMC / Network Links etc. as output from reporting tool.   |  |
| 71 | The Solution should be capable to support each local admin for Maintaining / Monitoring of Contract & SLAs with different AMC Vendors.  |  |
| 72 | The Solution should operate without requiring the devices to belong to a Domain or Active Directory. The Solution shall be capable of integrating with one or more Active Directory structures if present; but should not require the schema to be extended.  |  |
| 73 | The Solution must support the following OS platforms with agent/agentless and functionality coverage: Windows 2008, 2012,2016, 2019 and above. Windows Vista, Windows 7, Windows 8, Windows 10 and above. HP-UX Solaris IBM ,AIX, Linux Red Hat (Desktop, Enterprise) versions  |  |
| 74 | The Solution must include agent software that is deployed on all managed devices having OS(Windows 2008, 2012,2016,2019 and above. Windows Vista, Windows 7, Windows 8, Windows 10 and above).  |  |
| 75 | The Solution must provide a remote agent deployment utility for installing agents remotely. The tool should be able to use Active Directory and Local Administrator Authentication for deploying agents to remote computers.  |  |
| 76 | The agent deployment strategy should also consider use of the following agent deployment methods: a. Active Directory Group Policies to deploy agents at domain login b. login scripts to deploy agents at domain login c. Use of existing 3rd party software distribution tools as available. d. Manually installing the agent where no other methods succeed. |  |
| 77 | The agent should be configurable for quiet periods in which no work is done and with throttling features at client and Server sides.  |  |
| 78 | The Agent should be able to coexist with other end point clients like antivirus, DLP , Application whitelisting Solutions etc.  |  |
| 79 | The Solution must be capable of proactively reporting changes to managed devices within few minutes of detecting change or upon executing any action deployed from the server.  |  |
| 80 | The Solution should have ability to either change the parameters for the individual control or enable/disable controls based upon security requirements   |  |
| 81 | The Solution should perform integrity check of all actions deployed on the managed devices.   |  |
| 82 | Dashboard & Reporting Requirements  |  |



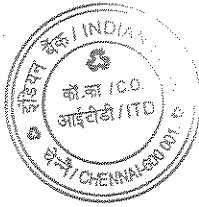
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**Date: 04/11/2019**

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| 83 | The Information reported should not be more than 1 day old for devices that are active on the network.                                   |  |
| 84 | The Solution should have ability to create multiple reports within the dashboard to map to Bank's security requirements and environment. |  |
| 85 | The Access to reporting function should be controlled based on rights assigned by the Super Administrator.                               |  |
| 86 | The Solution should allows console operators to create and save graphical reports (e.g. pie, bar, line charts)                           |  |
| 87 | The Solution should allow console operators to customize and save the reports without the use of third party reporting tools             |  |
| 88 | The Solution should allow console operators to drill-down from the report to the specific computers.                                     |  |
| 89 | The Solution should allow console operator to trigger alerts when user-defined conditions are met.                                       |  |
| 90 | The Solution should show trending and analysis of security configuration changes through advanced reporting.                             |  |



**SECTION VI****BID FORM AND OTHER FORMATS****TABLE OF CONTENTS**

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(Bidders are required to furnish the Form of Bid)

Date://2019

To

Indian Bank  
Corporate Office,  
Technology Management Department  
254-260, Avvai Shanmugam Salai,  
Royapettah.  
Chennai 600 014, India.

Sub: Supply, installation, implementation and Maintenance of IT Asset Management Software Solution with required hardware / software at Data Centre (Chennai) and DR site (Hyderabad) with 3 years warranty and 2 years support.

Ref: CO:ITD:848/R1:2019-20 dated 04/11/2019.

Having examined the Bidding Documents including Agenda Nos..... (Insert numbers), the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply, install and maintain..... (Description of Goods and Services), in conformity with the said Bidding Documents.

We undertake, if our bid is accepted, to provide services in accordance with the delivery schedule specified in the RFP.

If our bid is accepted, we will obtain the Guarantee of a Bank in a sum equivalent to 10% percent of the Contract Price for the due performance of the Contract, in the form prescribed by the Bank.

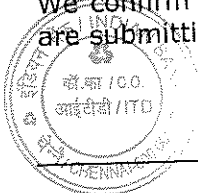
We agree to abide by this for the bid validity period specified and it shall remain binding upon us and may be accepted at any time before the expiration of that period. We agree to extend the Bid Validity Period, Bank Guarantee towards Earnest Money Deposit, if required.

Until a formal contract is prepared and executed, this bid, together with your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India.

We understand that you are not bound to accept the lowest or any bid you may receive.

We confirm that we comply with the qualification criteria of the bidding documents and are submitting proof of the same along with bid.



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Date: 04/11/2019

Dated this .....day of ..... 2019

.....

Signature

.....

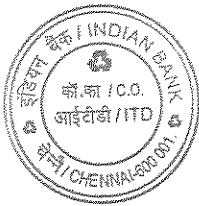
(In the Capacity of)

Duly authorised to sign bid for and on behalf of

(Name & Address of Bidder) .....  
.....

Mobile:

Email





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**2. SELF DECLARATION – BLACKLISTING**

The Assistant General Manager  
Information Technology Department  
Indian Bank, Corporate Office  
254-260 Avvai Shanmugam Salai  
Royapettah, Chennai- 600 014, India.

Dear Sir,

Sub: Supply, installation, implementation and Maintenance of IT Asset Management Software Solution with required hardware / software at Data Centre (Chennai) and DR site (Hyderabad) with 3 years warranty and 2 years support.

Ref: CO:ITD:848/R1:2019-20 dated 04/11/2019.

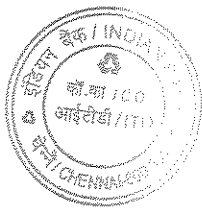
We hereby certify that, we have not been blacklisted by any Government Dept / PSU / Banks currently.

**Signature of Authorized Official**

**Name and Designation with Office Seal**

**Place:**

**Date:**



**Ref: CO:ITD:848/R1:2019-20****Date: 04/11/2019****3. BID SECURITY FORM**

Whereas..... (Hereinafter called "the Bidder") who intends to submit bid for the supply of ..... (name and/or description of the goods) (Hereinafter called "the Bid").

KNOW ALL PEOPLE by these presents that We..... (Name of Bank) of ..... (Name of Country), having our registered office at ..... (address of Bank) (hereinafter called "the Bank"), are bound unto Indian Bank in the sum of \_\_\_\_\_ for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors, and assigns by these presents. Sealed with the Common Seal of the said Bank this \_\_\_\_ day of \_\_\_\_\_ 201 \_\_\_\_.

THE CONDITIONS of this obligation are:

1. If the Bidder

(a) withdraws its Bid during the period of bid validity specified by the Bidder on the Bid Form; or

(b) does not accept the correction of errors in accordance with the Instructions to Bidders; or

3. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of bid validity:

(a) fails or refuses to execute the Contract Form if required; or

(b) fails or refuses to furnish the performance security, in accordance with the Instruction to Bidders.

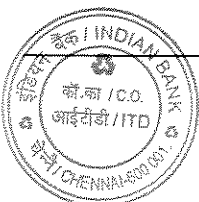
We undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including forty five (45) days after the period of the bid validity and any demand in respect thereof should reach the Bank not later than \_\_\_\_\_.

(Signature of the Authorised Official of Bank)

**NOTE:** 1. The bidder should ensure that the seal and Code No. of the signatory is put by the banker, before submission of the Bank Guarantee.

2. Bank Guarantee issued by Banks located in India and shall be on a Non-Judicial Stamp Paper of requisite value.



**4. CONTRACT FORM**

**THIS AGREEMENT** made the .....day of.....201 Between Indian Bank, having its Corporate Office at 254-260, Avvai Shanmugam Salai, Royapettah, Chennai 600 014 (hereinafter "the Purchaser") of the one part and ..... (Name of Supplier) having its Registered Office at (City and Country of Supplier) (hereinafter called "the Supplier") of the other part :

**WHEREAS** the Purchaser invited bids vide RFP No. CO:ITD:848/R1:2019-20 dated 04/11/2019 for IT asset Management Solution and has accepted a bid by the Supplier for the services in the sum for ..... (Contract Price in Words and Figures) (hereinafter called "the Contract Price").

**NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:**

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.

2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:

- (a) the Bid Form and the Price Schedule submitted by the Bidder;
- (b) the Schedule of Requirements;
- (c) the Technical Specifications;
- (d) the Conditions of Contract;
- (e) the Purchaser's Notification of Award.

3. In consideration of the payments to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Purchaser to provide the goods and services and to remedy defects therein in conformity in all respects with the provisions of the Contract.

4. The Purchaser hereby covenants to pay the Supplier in consideration of the provision of the goods and services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

Brief particulars of the goods and services which shall be supplied/provided by the Supplier are as under:

| S. No. | BRIEF DESCRIPTION OF SERVICES | QUANTITY TO BE SUPPLIED | PRICE |
|--------|-------------------------------|-------------------------|-------|
|        |                               |                         |       |
|        |                               |                         |       |
|        |                               |                         |       |

Ref: CO:ITD:848/R1:2019-20

Date: 04/11/2019

**TOTAL VALUE:**

**DELIVERY SCHEDULE:**

**IN WITNESS** whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, Sealed and Delivered by the  
said ..... (For Indian Bank)  
in the presence of:.....

Signed, Sealed and Delivered by the  
said ..... (For the Supplier)  
in the presence of:.....



**Ref: CO:ITD:848/R1:2019-20****Date: 04/11/2019****5. PERFORMANCE SECURITY FORM**

Bank Guarantee No.

Date:

To :

INDIAN BANK, CHENNAI, INDIA.

**WHEREAS** ..... (Name of Supplier) hereinafter called "the Supplier") has undertaken, in pursuance of Contract No..... dated,.....to supply and maintain ..... (Description of Goods and Services) (hereinafter called "the Contract").

**AND WHEREAS** it has been stipulated by you in the said Contract that the Supplier shall furnish you with a Bank Guarantee by a recognised bank for the sum specified therein as security for compliance with the Supplier's performance obligations in accordance with the Contract including Maintenance and Repairs of the entire system including cost of spares during warranty period.

**AND WHEREAS** we have agreed to give the Supplier a Guarantee:

**THEREFORE WE** hereby affirm that we are Guarantors and responsible to you, on behalf of the Supplier, up to a total of ..... (Amount of the Guarantee in Words and Figures) and we undertake to pay you, upon your first written demand declaring the Supplier to be in default under the Contract and without cavil or argument, any sum or sums within the limit of ..... (Amount of Guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the .....day of.....201.....

Signature of Authorised Official with Seal

.....

Date.....201..

Address:.....

.....



**Ref: CO:ITD:848/R1:2019-20****Date: 04/11/2019****6. NON DISCLOSURE AGREEMENT**

**This Agreement** made at \_\_\_\_\_, on this \_\_\_\_\_ day of \_\_\_\_\_ 201..**BETWEEN** \_\_\_\_\_ a company incorporated under the Companies Act, 1956 having its registered office at \_\_\_\_\_ (hereinafter referred to as "-----" which expression unless repugnant to the context or meaning thereof be deemed to include its successors and assigns) of the **ONE PART**;

**AND**

**INDIAN BANK**, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970 and having its Corporate Office at 254-260, Avvai Shanmugam Salai, Royapettah, Chennai - 600014 (hereinafter referred to as "**IB**" which expression unless repugnant to the context or meaning thereof be deemed to include its successors and assigns) of the **OTHER PART**

And are hereinafter individually referred to as party and collectively referred to as "the Parties". Either of the parties which discloses or receives the confidential information is respectively referred to herein as Disclosing Party and Receiving Party.

**WHEREAS:**

The Parties entered to a contract (mention Purchase Order Description ,Number and Date) (hereinafter referred to as "**the Purpose**"). In the course of such business relationship, it is anticipated that both the parties may disclose or deliver to either of the Parties certain or some of its trade secrets or confidential or proprietary information.

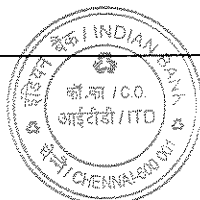
**NOW, THEREFORE, THIS AGREEMENT WITNESSETH AND IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES HERETO AS FOLLOWS:****1. Confidential Information:**

"Confidential Information" means all information disclosed/ furnished by either of the parties to another Party in connection with the business transacted/to be transacted between the Parties and/or in the course of discussions and negotiations between them in connection with the Purpose. Confidential Information shall include customer data, any copy, abstract, extract, sample, note or module thereof.

Either of the Parties may use the Confidential Information solely for and in connection with the Purpose.

Notwithstanding the foregoing, "Confidential Information" shall not include any information which the Receiving Party can show:

- is now or subsequently becomes legally and publicly available without breach of this Agreement by the Receiving Party,
- was rightfully in the possession of the Receiving Party without any obligation of confidentiality prior to receiving it, from the Disclosing Party,
- was rightfully obtained by the Receiving Party from a source other than the Disclosing Party without any obligation of confidentiality, or



- d) was developed by or for the Receiving Party independently and without reference to any Confidential Information and such independent development can be shown by documentary evidence.

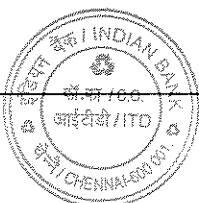
**2. Use of Confidential Information:**

- a) Each party agrees not to use the other's confidential information for any purpose other than for the specific purpose. Any other use of such confidential information by any party shall be made only upon the prior written consent from the authorized representative of the other party or pursuant to subsequent agreement between the Parties hereto.
- b) The receiving party shall not commercially use or disclose for commercial purpose any confidential information or any materials derived there from, to any other person or entity other than persons in its direct employment who have a need to access and knowledge of the said information, solely for the purpose authorized above. The company shall take appropriate measures by instruction and written agreement prior to disclosure to such employees to assure against unauthorized use or disclosure. The Company agrees to notify the Bank immediately if it learns of any use or disclosure of the Bank's confidential information in violation of the terms of this agreement.
- c) The contractor shall not make news release, public announcements, give interviews, issue or publish advertisements or Agreement, the contents/provisions thereof, other information relating to this agreement, the purpose, the Confidential information or other matter of this agreement, without the prior written approval of IB.

**3. Non-disclosure:**

The Receiving Party shall not commercially use or disclose any Confidential Information or any materials derived there from to any other person or entity other than persons in the direct employment of the Receiving Party who have a need to have access to and knowledge of the Confidential Information solely for the Purpose authorized above. The Receiving Party may disclose Confidential Information to consultants only if the consultant has executed a Non-disclosure Agreement with the Receiving Party that contains terms and conditions that are no less restrictive than these. The Receiving Party shall take appropriate measures by instruction and written agreement prior to disclosure to such employees to assure against unauthorized use or disclosure. The Receiving Party agrees to notify the Disclosing Party immediately if it learns of any use or disclosure of the Disclosing Party's Confidential Information in violation of the terms of this Agreement. Further, any breach of non-disclosure obligations by such employees or consultants shall be deemed to be a breach of this Agreement by the Receiving Party and the Receiving Party shall be accordingly liable therefore.

Provided that the Receiving Party may disclose Confidential information to a court or governmental agency pursuant to an order of such court or governmental agency as so required by such order, provided that the Receiving Party shall, unless prohibited by law or regulation, promptly notify the Disclosing Party of such order and afford the Disclosing Party the opportunity to seek appropriate protective order relating to such disclosure



**4. Publications:**

Neither Party shall make news releases, public announcements, give interviews, issue or publish advertisements or publicize in any other manner whatsoever in connection with this Agreement, the contents / provisions thereof, other information relating to this Agreement, the Purpose, the Confidential Information or other matter of this Agreement, without the prior written approval of the other Party.

**5. Term:**

This Agreement shall be effective from the date hereof and shall continue till termination of business relationship between the Parties. Upon expiration or termination as contemplated herein the Receiving Party shall immediately cease any and all disclosures or uses of Confidential Information; and at the request of the Disclosing Party, the Receiving Party shall promptly return or destroy all written, graphic or other tangible forms of the Confidential Information and all copies, abstracts, extracts, samples, notes or modules thereof.

Notwithstanding anything to the contrary contained herein the confidential information shall continue to remain confidential for a period of five years after expiry of contract.

**6. Title and Proprietary Rights:**

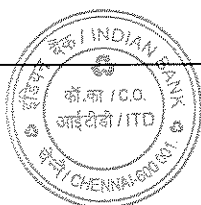
Notwithstanding the disclosure of any Confidential Information by the Disclosing Party to the Receiving Party, the Disclosing Party shall retain title and all intellectual property and proprietary rights in the Confidential Information. No license under any trademark, patent or copyright, or application for same which are now or thereafter may be obtained by such Party is either granted or implied by the conveying of Confidential Information. The Receiving Party shall not conceal, alter, obliterate, mutilate, deface or otherwise interfere with any trademark, trademark notice, copyright notice, confidentiality notice or any notice of any other proprietary right of the Disclosing Party on any copy of the Confidential Information, and shall reproduce any such mark or notice on all copies of such Confidential Information. Likewise, the Receiving Party shall not add or emboss its own or any other any mark, symbol or logo on such Confidential Information.

**7. Return of Confidential Information:**

Upon written demand of the Disclosing Party, the Receiving Party shall (i) cease using the Confidential Information, (ii) return the Confidential Information and all copies, abstract, extracts, samples, notes or modules thereof to the Disclosing Party within seven (7) days after receipt of notice, and (iii) upon request of the Disclosing Party, certify in writing that the Receiving Party has complied with the obligations set forth in this paragraph.

**8. Remedies:**

The Receiving Party acknowledges that if the Receiving Party fails to comply with any of its obligations hereunder, the Disclosing Party may suffer immediate, irreparable harm for which monetary damages may not be adequate. The Receiving Party agrees that, in addition to all other remedies provided at law or in equity, the Disclosing Party shall be entitled to injunctive relief hereunder.





**Ref: CO:ITD:848/R1:2019-20****Date: 04/11/2019****9. Entire Agreement, Amendment, Assignment:**

This Agreement constitutes the entire agreement between the parties relating to the matters discussed herein and supersedes any and all prior oral discussions and/or written correspondence or agreements between the parties. This Agreement may be amended or modified only with the mutual written consent of the parties. Neither this Agreement nor any right granted hereunder shall be assignable or otherwise transferable.

**10. Governing Law and Jurisdiction:**

The provisions of this Agreement shall be governed by the laws of India. The disputes, if any, arising out of this Agreement shall be submitted to the jurisdiction of the courts/tribunals in Chennai.

**11. General:**

The Receiving Party shall not reverse-engineer, decompile, disassemble or otherwise interfere with any software disclosed hereunder. All Confidential Information is provided "as is". In no event shall the Disclosing Party be liable for the inaccuracy or incompleteness of the Confidential Information. None of the Confidential Information disclosed by the parties constitutes any representation, warranty, assurance, guarantee or inducement by either party to the other with respect to the fitness of such Confidential Information for any particular purpose or infringement of trademarks, patents, copyrights or any right of third persons.

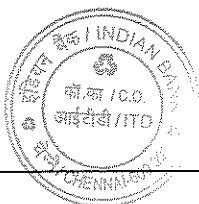
**12. Indemnity:**

The receiving party should indemnify and keep indemnified, saved, defended, harmless against any loss, damage, costs etc. incurred and / or suffered by the disclosing party arising out of breach of confidentiality obligations under this agreement by the receiving party etc., officers, employees, agents or consultants.

**IN WITNESS WHEREOF**, the Parties hereto have executed these presents the day, month and year first hereinabove written.

**For and on behalf of**\_\_\_\_\_  
Name of Authorized signatory:

Designation:



**Ref: CO:ITD:848/R1:2019-20****Date: 04/11/2019****7. PART-II (Price Breakup to be submitted by the Successful Bidder after Online Reverse Auction)**

Date:

The Assistant General Manager  
Indian Bank, CO: Information Technology Department  
254-260 Avvai Shanmugam Salai  
Royapettah, Chennai 600 014.

Dear Sir,

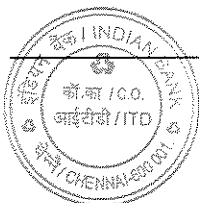
Sub: Supply, installation, implementation and Maintenance of IT Asset Management Software Solution with required hardware / software at Data Centre (Chennai) and DR site (Hyderabad) with 3 years warranty and 2 years support.

Ref: CO:ITD:848/R1:2019-20 dated 04/11/2019.

Further to online reverse auction conducted on \_\_\_\_\_, we submit hereunder the price breakup details of IT Asset Management Software Solution as per the specifications.

**I. Cost of Licenses/Implementation Charges**

| <b>S. No</b> | <b>Description</b>  | <b>Quantity (a)</b> | <b>Unit Price with three years warranty (INR) (b)</b> | <b>Total Price# (INR) (c=a*b)</b> |
|--------------|---|---------------------|---|-----------------------------------|
| 1            | Cost of hardware for IT asset management solution at DC and DR    | 2<br>(DC/DR)        |   |                                   |
| 2            | IT asset management software licenses for IT assets               | 36,000              |   |                                   |
| 3            | IT asset management software licenses for Non-IT assets           | 24,000              |   |                                   |
| 4            | IT asset management software licenses for Local Admin (Unlimited) |                     |   |                                   |
| 5            | One time implementation charges                                   |                     |   |                                   |
|              | <b>TOTAL</b>  |                     |   |                                   |



**Ref: CO:ITD:848/R1:2019-20**
**Date: 04/11/2019**
**II. AMC/ATS Charges for 4<sup>th</sup> and 5<sup>th</sup> year**

| S. No        | Description   | Quantity (d) | ATS for 4 <sup>th</sup> year (INR) (e) | ATS for 5 <sup>th</sup> year (INR) (f) | Total Price (INR) g=(d)*(e+f) |
|--------------|---|--------------|--|--|-------------------------------|
| 1            | Cost of hardware for IT asset management solution at DC and DR    | 2 (DC/DR)    |  |  |                               |
| 2            | IT asset management software licenses for IT assets               | 36,000       |  |  |                               |
| 3            | IT asset management software licenses for Non-IT assets           | 24,000       |  |  |                               |
| 4            | IT asset management software licenses for Local Admin (Unlimited) |              |  |  |                               |
| <b>TOTAL</b> |   |              |  |  |                               |

**III. SUMMARY**

| S.No | Description                    | Total Price# (INR) |
|------|--------------------------------|--------------------|
| 1    | Total of Item No. I            |                    |
| 2    | Total of Item No. II           |                    |
|      | <b>GRAND TOTAL (S.No 1 +2)</b> |                    |

**GRAND TOTAL PRICE IN WORDS:** \_\_\_\_\_

**# Note:** Price to include all duties, levies but exclusive of GST only.

We submit that we shall abide by the details given above and the conditions given in your above tender.

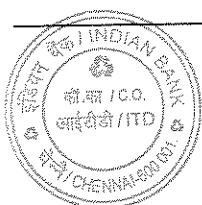
For

Office Seal  
Place:  
Date:  
Mobile No:  
Business Address:

(Authorized Signatory)

Name:  
Designation:

Telephone No:



**8. CHECKLIST for Part – I**

| S. No. | Criteria  | Documents are to be submitted along with bid   |
|--------|---|--|
| 1.     | The Bidder should be a Public / Private Limited Company registered as a Company in India as per Companies Act, 2013 and should be in existence in India for last 5 years (as on 30.09.2019).  | Certified copy of the Certificate of Incorporation issued by the Registrar of Companies and Certificate of commencement of business issued by the Registrar of Companies (For Public Limited Company). |
| 2.     | The Bidder should be a profit making company during the last 3 consecutive financial years of the bidder (2016-17, 2017-18 and 2018-19), with a minimum annual turnover of Rs. 20.00 Crores during each year.   | Separate Auditor Certificate to this effect to be provided along with certified copies of audited financial statements (and annual reports, if applicable) for the last three financial years.         |
| 3.     | The Bidder should have Support Centers in Chennai, Hyderabad, Mumbai.   | Address proof of support centres to be submitted.  |
| 4.     | The bidder should be ISO 27001 certified.   | Certificate valid for the current period.  |
| 5.     | The bidder should have highest level of partnership with OEMs of the product quoted in the bid. The Bidder must be in position to provide support / maintenance / upgrade of the Solutions during the period of contract with the Bank.   | Letter of authorization / Manufacturer Authorization Form (MAF) and certificate for proof of partnership with OEM.   |
| 6.     | The bidder should be a System Integrator for the Security Solutions quoted and should have successfully implemented the Solutions at minimum of one Bank/Financial Institutions/Public sector enterprises/ Govt. Organizations in India during the last three years (30.09.2019). | Firm Purchase Order and letters of satisfactory performance from the clients as per Bank's format along with documentary proof should be submitted along with the technical bid.                       |
| 7.     | The bidder should not have been blacklisted by any Central Government / PSU / Banking / Insurance company in India as on date of the RFP.   | Bidder to submit the Self Declaration certificate as per Bank's format along with the technical bid. (Documentary proof should be attached).   |
| 8.     | The IT Asset Management solution quoted should be present in Gartner's quadrant.  | Report related to quoted product form Gartner's quadrant as Documentary proof.   |
| 9.     | Bid Form  | Bid Form signed by the Authorised Official of the Bidder as per format 1 of Section VI.  |
| 10.    | Technical Compliance  | Compliance to be given as per Section V  |



Corporate Office: Information Technology Department  
254-260, Avvai Shanmugam Salai, Chennai 600 014

Ref: CO:ITD:848/R1:2019-20

Date: 04/11/2019

|     |  |  |
|-----|--|--|
| 11. | Bid Fee  | Rs.5,000/- in the form of Demand Draft.                          |
| 12. | Bid Security (Earnest Money Deposit)                           | Bank Guarantee of Rs.10,00,000/- as per format 3 of Section VI.  |
| 13. | Copy of RFP & Clarifications and amendments issued by the Bank | To be sealed and signed by the Authorised Official of the Bidder |

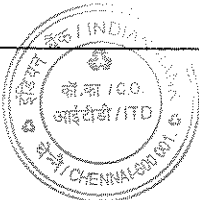


**SECTION VII****INSTRUCTIONS TO BIDDERS FOR E-TENDERING****1. GENERAL**

These Instructions for e-Tendering supplement other terms and conditions of this tender.

**2. INSTRUCTIONS****2.1. RULES FOR WEB PORTAL ACCESS**

1. Bidder should be in possession of Digital Certificate in the name of company/bidder with capability of signing and encryption for participating in the e-tender. Bidders may use Digital Certificates issued in the name of individuals upon submission of authorization certificate from the company for the same to the e-tendering service provider and prior approval from Bank officials. Bidders are advised to verify their digital certificates with the service provider at least two days before due date of submission and confirm back to Bank.
2. e-tendering will be conducted on a specific web portal website - [https:// indianbankeprocure.etenders.in](https://indianbankeprocure.etenders.in) meant for this purpose with the help of the Service Provider identified by the Bank as detailed above.
3. Bidders will participate in e-tendering event from their own office/place of their choice. Internet connectivity/browser settings and other paraphernalia requirements shall have to be ensured by Bidder themselves.
4. In the event of failure of their internet connectivity (due to any reason whatsoever it may be) either the service provider or Bank is not responsible.
5. In order to ward-off such contingent situation, Bidders are advised to make all the necessary arrangements/alternatives such as back-up power supply, connectivity whatever required so that they are able to circumvent such situation and still be able to participate in the e-Tendering process successfully.
6. However, the Bidders are requested to not to wait till the last moment to quote their bids to avoid any such complex situations.
7. Failure of power at the premises of bidders during the e-Tendering cannot be the cause for not participating in the e-Tendering.



8. On account of this, the time for the e-tendering cannot be extended and Bank is not responsible for such eventualities.
9. Bank and/or Service Provider will not have any liability to Bidders for any interruption or delay in access to site of e-tendering irrespective of the cause.
10. Bank's e-tendering website will not allow any bids to be submitted after the deadline for submission of bids. In the event of the specified date and time for the submission of bids, being declared a holiday for the bank, e-tendering website will receive the bids up to the appointed time on the next working day. Extension/ advancement of submission date and time will be at the sole discretion of the Bank.
11. However, during the submission of bid, if any bidder faces technical issues and was unable to submit the bid, in such case the Bank reserves its right to grant extension for bid submission by verifying the merits of the case and after checking necessary details from Service Provider.

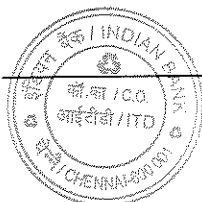
## **2.2. REGISTRATION**

To use the Bank's e-tendering Portal (<https://indianbankeprocure.etenders.in>), bidder needs to register on the e-tendering portal. The bidder should visit the home-page of the portal and to the Portal Enrolment for new bidder link.

The following steps are to be followed during the registration process

- a) Fill all the relevant and requisite details to complete the Enrolment form provided in the Bank's e- tendering portal
- b) The registered User will receive the Activation link on the registered Email id. The user is now required to activate by clicking on "Click Here" link sent to registered Email id
- c) Login with the User id and Password to the e-tendering Portal where the registered users are required to upload the scan copy of the PAN Card and GST Registration certificate to map the DSCs
- d) After the Signing and Encryption/Decryption certificates are mapped to the login ID and successful verification of Encryption/Decryption, go to event management and proceed for bidding process by uploading necessary documents
- e) Clarification/ Amendments and Extension of last date of bid submission (if any) will be uploaded in the e-tendering portal under Corrigendum/ Amendment.

Training to the Bidder for participating in the bids through e-tendering Website will be provided by the service provider M/s. Nextenders (India) Pvt. Ltd.



**Note:** Please contact M/s. Nextenders Pvt. Ltd.'s support desk (as given below), to get your registration accepted/activated and for further clarifications.

**Support Desk Contact Details**

M/s. Nextenders (India) Pvt. Ltd  
Yuchit, Juhu Tara Road  
Mumbai – 400 049.  
Support Contact No. 020-25315555 Ext no 8 then 8  
Support Email: [support.indianbank@nextenders.com](mailto:support.indianbank@nextenders.com)

**2.3. SUBMISSION OF BIDS THROUGH E-TENDERING PORTAL**

The Bid documents, to be uploaded as part of online bid submission, are as follows:

- a. Eligibility Criteria, along with all supporting documents required.
- b. All Annexure as per this tender on Bidder's letter head with authorizing person's signature and Bidder seal on all pages.
- c. All supporting documents and product literature in support of Technical specifications.
- d. Relevant brochures
- f. Compliance to Technical Specifications as per Technical Bid.
- g. Any other information sought by the Bank with relevant to this tender

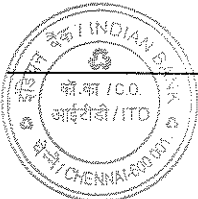
Bidder should upload all the copies of relevant documents without fail in support of their bid and as per the instructions given in tender documents. If the files to be uploaded are in PDF format, ensure to upload it in "Searchable" PDF Format. After filling data in predefined forms bidders need to click on final submission link to submit their encrypted bid.

Please take care to scan documents so that total size of documents to be uploaded remains minimum. **All documentation evidence provided to the Bank shall be in PDF Format. The Scanned Documents shall be OCR enabled for facilitating "search" on the scanned document.** Utmost care may be taken to name the files/documents to be uploaded on e-tendering portal.

**2.4. BID RELATED INFORMATION**

Bidders must ensure that all documents uploaded on e-tendering portal as files or zipped folders, contain valid files and are not corrupt or damaged due to any processing at bidder PC system like zipping etc. It shall be the responsibility of bidder themselves for proper extractability of uploaded zipped files.

Any error/virus creeping into files/folder from client end PC system cannot be monitored by e-tender software/server and will be bidder's responsibility only.





**2.5. OFFLINE SUBMISSIONS**

In addition to uploading the documents in our e-Tendering portal, Bidders should also submit the following in a sealed envelope, super scribing with the tender Reference number, due date, Name of the Bidder, etc.

- a) Earnest Money Deposit/Bid Security
- b) DD towards Cost of bid document

**Note:** Companies registered as Micro/Small Units under MSE/NSIC should submit documentary proof for claiming exemption for Cost of Bid document and EMD.

The bidder is requested to submit the original documents in a Sealed Envelope on or before 27/11/2019, 03.00 PM to the address mentioned under schedule 5) of this tender. The envelope shall be super scribed as "Procurement of IT Asset Management Software Solution with required hardware / software at Data Centre (Chennai) and DR site (Hyderabad) with 3 years warranty and 2 years support" and the words 'DO NOT OPEN BEFORE (27/11/2019 at 03.30 PM)'.

**2.6. OTHER INSTRUCTIONS**

For further instructions like system requirements and manuals, the bidder should visit the e-tendering portal (<https://indianbankeprocure.etenders.in>), click on System Requirement Manual/ User Manual.

**The following 'Four Key Instructions' for bidders must be assiduously adhered to –**

- a.** Obtain Individual Digital Signing Certificate (DSC or DC) well in advance before tender submission deadline on e-tendering portal.
- b.** Register your organization on e-tendering portal well in advance before tender submission deadline on e-tendering portal
- c.** Get your organization's concerned executives trained on e-tendering portal well in advance before tender submission deadline on e-tendering portal
- d.** Submit your bids well in advance of tender submission deadline on e-tendering portal (Bank will not be responsible any problem arising out of internet connectivity issues).

Note: While the first three instructions mentioned above are especially relevant to first-time users of the e-tendering portal, the fourth instruction is relevant at all times.

