

Ref: CO/ITD/1999/R1/2021-22

REQUEST FOR PROPOSAL (RFP)

FOR

Procurement and Implementation of Internal and External Firewalls at Head Office (HO) and Corporate Office (CO)

Date and time of Pre Bid Meeting	09.11.2021 at 11:00 AM
Last Date for receipt of bids	24.11.2021 at 03:00 PM
Date and time of opening Technical bids	24.11.2021 at 03:30 PM

**INFORMATION TECHNOLOGY DEPARTMENT,
INDIAN BANK, CORPORATE OFFICE,
254-260, AVVAI SHANMUGAM SALAI, ROYAPETTAH,
CHENNAI – 600014**



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SCHEDULE

1)	Tender Reference Number and Date	RFP No. CO/ITD/1999/R1/2021-22 dated 02.11.2021
2)	Last date for seeking Pre-bid clarifications/ queries through email arvind.kumar@indianbank.co.in ; ashish.godbole@indianbank.co.in ; sasikumar.j@indianbank.co.in ; arun.ganesh@indianbank.co.in ;	08.11.2021 by 5:00 PM
3)	Last Date & Time for submission of Bids in Online & Offline Mode	24.11.2021 at 03:00 PM <u>Address for physical submission: -</u> Chief Manager (ITD) Indian Bank Head Office, IT Department, Second Floor, No. 66, Rajaji Salai , Chennai- 600001.
4)	Documents to be submitted Online	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 e. Compliance to Technical Specifications. f. Any other information sought by the Bank with relevant to this tender
5)	Documents to be submitted physically by Bidders (Offline Mode)	1. DD towards cost of bid document (Alternatively bidders can transfer the cost of bid document in the following account number through NEFT/RTGS/IMPS/UPI etc.: Account No.: 743848138

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		<p>Account Name: INDIAN BANK, H.O. TECHNOLOGY MANAGEMENT DEPARTMENT-II IFSC Code: IDIB000H003 Branch: Harbour</p> <p>2. Integrity Pact</p> <p>Note: Companies registered as Micro/Small Units under MSE/NSIC should submit documentary proof for claiming exemption for Point No. 1</p>
6)	Date of opening of Technical (Part I) Bids (Online & Offline) & Conformity to Eligibility Criteria	<p>24.11.2021 at 03:30 PM Indian Bank Head Office, IT Department, Second Floor, No. 66, Rajaji Salai , Chennai- 600 001</p>
7)	Date of Online Reverse Auction (Part II)	Will be intimated after technical evaluation of the bids submitted.
8)	RFP Cost	<p>Non-refundable Rs. 5,000/- in the form of DD favouring "Indian Bank". (Mode of submission: Offline) (Alternatively bidders can transfer the cost of bid document in the following account number through NEFT/RTGS/IMPS/UPI etc.: Account No.: 743848138 Account Name: INDIAN BANK, H.O. TECHNOLOGY MANAGEMENT DEPARTMENT-II IFSC Code: IDIB000H003 Branch: Harbour</p>
9)	Online Bid Submission Details	<p>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. Antares Systems Limited through website https://www.tenderwizard.in/indianbank</p>

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This RFP document can be downloaded from the website: <https://www.indianbank.in>
and e-procurement portal: <https://www.tenderwizard.in/indianbank> .

Information regarding RFP will also be available on CPPP Portal <https://eprocure.gov.in/cppp/> and **Paper publication will be done for the information regarding publishing the RFP, however Clarifications, Modifications and Date of Extensions, if any, will be published in website: <https://www.indianbank.in> and e-procurement portal <https://www.tenderwizard.in/indianbank> only.**

The term "Bid" & "Quote/Quotation" bears the same meaning in this RFP. This tender document is the property of Indian Bank & is not transferable.

Note: The tender is not splitable. Only one SI will be awarded with contract.



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SECTION – I

REQUEST FOR PROPOSAL (RFP)

The Bank is interested in identifying the companies providing the services for Procurement and Implementation of Internal and External Segment firewalls at Head Office (HO) and Corporate Office (CO), Chennai.

Bank will follow two bidding system. Part-I of the bid contains compliance details of the specifications for which quotation is called for. Bidders should enrol/register before participating through e-procurement website. Bids have to be submitted online only through e-procurement website. Part II – Commercial Bid will be called through Online Reverse Auction Process. Intimation will be given to all qualifying bidders about the date and time of reverse auction.

Interested eligible bidders may submit their quotation for providing Firewalls as specified in Part-I as per the following procedure:

1. Bidders should enrol/register before participating through website - <https://www.tenderwizard.in/indianbank>. 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.
2. Part I contains compliance details of the technical specifications for which quotation is called for and eligibility criteria. No column shall be left blank or altered. 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.
3. 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. The price breakup details to be submitted after online reverse auction process.
4. 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



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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.

5. Bank has the right to accept or reject any quotation/cancel the e-tender at any point, at its sole discretion without assigning any reason thereof.
6. 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).

7. **MAKE IN INDIA**

This RFP 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 15th June 2017 for the Public Procurement (Preference to Make in India), Order 2017, revision order no. P-45021/ 2/2017-PP (B.E.-II) dated 28th May 2018, revision order no. P-45021/ 2/2017-PP (B.E.-II) dated 29th May 2019 and subsequent revision order no DPIIT Order No. P-45021/2/2017-PP(BE-II) dated June 04, 2020&and subsequent revision order no. P- 45021/2/2017-PP (B.E.-II) dated 16th Sept 2020.

Bank will follow the above orders and guidelines on Public Procurement (Preference to Make in India) & as per Bank Policy and basis of allotment will be done in terms of the same.

- i. Definitions: For the purpose of this tender
 - a. 'Local content' means the amount of value added in India which shall, unless otherwise prescribed by the bank, be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all customs duties) as a proportion of the total value, in percent.
 - b. Class-I local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, has local content equal to or more than 50%., as defined under this Order.
 - c. 'Class-II local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, has local content more than 20% but less than 50%, as defined under this Order.



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- d. 'Non - Local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, has local content less than or equal to 20%, as defined under this Order.
 - e. 'L1' means the lowest tender or lowest bid or the lowest quotation received in a tender, bidding process or other procurement solicitation as adjudged in the evaluation process as per the tender or other procurement solicitation.
 - f. 'Margin of purchase preference' means the maximum extent to which the price quoted by a "Class-I local supplier" may be above the L1 for the purpose of purchase preference.
- ii. Eligibility of 'Class-I local supplier'/ 'Class-II local supplier'/ 'Non-local suppliers' for different types of procurement
- a. In procurement of all goods, services or works in respect of which the Nodal Ministry/Department has communicated that there is sufficient local capacity and local competition, only 'Class-I local supplier', as defined under the Order, shall be eligible to bid irrespective of purchase value.
 - b. In procurement of all goods, services or works, not covered by sub-para ii(a) above, and with estimated value of purchases less than Rs.200 Crore, in accordance with Rule 161(iv) of GFR, 2017, Global tender enquiry shall not be issued except with the approval of competent authority as designated by Department of Expenditure. Only 'Class-I local supplier' and 'Class-II local supplier', as defined under the Order, shall be eligible to bid in procurements undertaken by procuring entities, except when Global tender enquiry has been issued. In global tender enquiries, 'Non-local suppliers' shall also be eligible to bid along with 'Class-I local suppliers' and 'Class-II local suppliers'.
 - c. For the purpose of this Order, works includes Engineering, Procurement and Construction (EPC) contracts and services include System Integrator (SI) contracts.
- iii. Purchase Preference
- a. Subject to the provisions of this Order and to any specific instructions issued by the bank or in pursuance of this Order, purchase preference shall be given to 'Class-I local supplier' in procurements undertaken by bank in the manner specified here under.
 - b. In the procurements of goods or works which are covered by para ii(b) above and which are divisible in nature, the 'Class-I local supplier shall get purchase preference over 'Class-II local supplier' as well as 'Non-local supplier', as per following procedure:
 1. Among all qualified bids, the lowest bid will be termed as L1. If L1 is 'Class-I local supplier', the contract for full quantity will be awarded to L1.



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2. If L1 bid is not a 'Class-I local supplier', 50% of the order quantity shall be awarded to L1. Thereafter, the lowest bidder among the 'Class-I local supplier' will be invited to match the L1 price for the remaining 50% quantity subject to the Class-I local supplier's quoted price falling within the margin of purchase preference, and contract for that quantity shall be awarded to such 'Class-I local supplier' subject to matching the L1 price. In case such lowest eligible 'Class-I local supplier' fails to match the L1 price or accepts less than the offered quantity, the next higher 'Class-I local supplier' within the margin of purchase preference shall be invited to match the L1 price for remaining quantity and so on, and contract shall be awarded accordingly. In case some quantity is still left uncovered on Class-I local suppliers, then such balance quantity may also be ordered on the L1 bidder.
- c. In the procurements of goods or works which are covered by para ii(b) and which are not divisible in nature, and in procurement of services where the bid is evaluated on price alone, the 'Class-I local supplier' shall get purchase preference over 'Class-II local supplier' as well as 'Non-local supplier', as per following procedure:
1. Among all qualified bids, the lowest bid will be termed as L1. If L1 is 'Class-I local supplier', the contract will be awarded to L1.
 2. If L1 is not 'Class-I local supplier', the lowest bidder among the 'Class-I local supplier', will be invited to match the L1 price subject to Class-I local supplier's quoted price falling within the margin of purchase preference, and the contract shall be awarded to such 'Class-I local supplier' subject to matching the L1 price.
 3. In case such lowest eligible 'Class-I local supplier' fails to match the L1 price, the 'Class-I local supplier' with the next higher bid within the margin of purchase preference shall be invited to match the L1 price and so on and contract shall be awarded accordingly. In case none of the 'Class-I local supplier' within the margin of purchase preference matches the L1 price, the contract may be awarded to the L1 bidder.
- d. "Class-II local supplier" will not get purchase preference in any procurement, undertaken by bank.
- iv. Margin of Purchase Preference: The margin of purchase preference shall be 20%.
- v. Verification of Local Content:
- a. The 'Class-I local Supplier'/ 'Class-II local Supplier' at the time of tender, bidding or Solicitation shall be required to indicate percentage of local content and provide Self-certification that the item offered meets the local content requirement for 'Class-I local supplier'/ 'Class-II local Supplier', as



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- the case may be. They shall also give details of the location(s) at which the local value addition is made.
- b. In case of procurement for a value in excess of Rs. 10 crores, the 'Class-I Local Supplier/'Class-II Local Supplier' shall be required to provide a certificate from the statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (In respect of suppliers other than companies) giving the percentage of local content.
- c. False declarations will be in breach of the Code of Integrity under Rule 175(1)(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per Rule 151 (iii) of the General Financial Rules along with such other actions as may be permissible under law.
- d. A supplier who has been debarred by any procuring entity for violation of this Order shall not be eligible for preference under this Order for procurement by any other procuring entity for the duration of the debarment. The debarment for such other procuring entities shall take effect prospectively from the date on which it comes to the notice of other procuring entities.
- vi. If nodal ministry is satisfied and communicates to bank that Indian suppliers of an item are not allowed to participate and /or compete in procurement by any foreign government, it may, if it deems appropriate, restrict or exclude bidders from that country from eligibility for procurement of that item as per advise of nodal ministry.

For the Purpose of above, a Supplier or bidder shall be considered to be from a country if (i) the entity is incorporated in that country, or ii) a majority of its shareholding or effective control of the entity is exercised from that country; or (iii) more than 50% of the value of the item being Supplied has been added in that country. Indian suppliers shall mean those entities which meet any of these tests with respect to India."

8. Benefits will be provided to Micro and Small Enterprises (MSEs) as per the Guidelines of Public Procurement Policy Issued by Government of India.

- 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.
- 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.



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- 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.
- 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.
- MSEs are also exempted from payment of cost of bid documents and submission of bid security.
- 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 UdyogAadhar or any other body specified by Ministry of Micro, Small and Medium Enterprises.
- 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).
- 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).

9. RESTRICTION OF BIDDERS FROM COUNTRIES SHARING LAND BORDERS WITH INDIA:

As per Ministry of Finance, Department of Expenditure, Public Procurement Division's office memorandum F.No.6/18/2019-PPD dated 23.07.2020, regarding insertion of Rule 144 (xi) in the General Financial Rules (GFR) 2017, any bidder from a country which shares a land border with India will be eligible to bid either as a single entity or as a member of a JV / Consortium with others, in any procurement whether of goods, services (including consultancy services and non-consultancy services) or works (including turnkey projects) only if the bidder is registered with the Competent Authority. The Competent Authority for registration will be the Registration Committee constituted by the Department for Promotion of Industry and Internal trade (DPIIT). Political & Security clearance from the Ministries of External and Home Affairs respectively will be mandatory.

However, above condition shall not apply to bidders from those countries (even if sharing a land border with India) to which the Government of India has extended lines of credit or in which the Government of India is engaged in development projects. Updated lists of countries to which lines of credit



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have been extended or in which development projects are undertaken are given in the website of the Ministry of External Affairs.

"The successful bidder shall not be allowed to sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority"

Definitions pertaining to "Restriction of Bidders from Countries sharing Land Borders with India" Clause Bidder" (including the term 'tenderer', 'consultant' 'vendor' or 'service provider' in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency, branch or office controlled by such person, participating in a procurement process.

"Bidder from a country which shares a land border with India" means:

- a) An entity incorporated, established or registered in such a country; or
- b) A subsidiary of an entity incorporated, established or registered in such a country; or
- c) An entity substantially controlled through entities incorporated, established or registered in such a country; or
- d) An entity whose beneficial owner is situated in such a country; or
- e) An Indian (or other) agent of such an entity; or
- f) A natural person who is a citizen of such a country; or
- g) A consortium or joint venture where any member of the consortium or joint venture falls under any of the above

"Beneficial owner" will be as under:

i. In case of a company or Limited Liability Partnership, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person(s), has a controlling ownership interest or who exercises control through other means.

Explanation

- a. "Controlling ownership interest" means ownership of, or entitlement to, more than twenty-five per cent of shares or capital or profits of the company;
- b. "Control" shall include the right to appoint the majority of the directors or to control the management or policy decisions, including by virtue of their shareholding or management rights or shareholder's agreements or voting agreements;

ii. In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more



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juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership;

iii. In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals;

iv. Where no natural person is identified under (i) or (ii) or (iii) above, the beneficial owner is the relevant natural person who holds the position of senior managing official.

v. In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.

"Agent" is a person employed to do any act for another, or to represent another in dealings with third persons.

10. **Please note that**

- (i) The cost of preparing the bids, including visit(s) to the Bank is not reimbursable.
- (ii) The Bank is not bound to accept any of the bids submitted and the bank has the right to reject any/all bid/s or cancel the tender without assigning any reason thereof.
- (iii) The Bank reserves the right to negotiate with the lowest quoted bidder (L1 bidder) for further reduction in price under exceptional circumstances.
- (iv) All pages of the Bid document, Clarifications/Amendments if any should be sealed and signed by the Authorized Signatory and kept with technical bid. A certificate to the effect that the Authorized Signatory has authority to bind the company should also be attached along with the technical bid.
- (v) The Bank shall not be liable for any omission, mistake or error in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to RFP, Bidding Documents or the Bidding Process, including any error or mistake therein or in any information or data given by the Bank.
- (vi) Nothing in this Agreement shall obligate either Party to enter into any further Agreements.

After technical evaluation, intimation will be given to all qualifying bidders about the date and time of reverse auction.



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SECTION-II

INSTRUCTIONS TO BIDDERS

1. Introduction

The Bidder is expected to examine all instructions, forms, terms and specifications given in the Bidding Documents. If any element of doubt arises, the same should be clarified from the Bank before submitting the bid. 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. Bank will not be responsible for the same.

2. Pre Bid Meeting

- a. A pre-bid meeting is scheduled to be held through Video Conference/Skype/Web-ex on **09.11.2021 at 11.00AM**. Bidder's designated representatives (maximum two persons) may attend the pre-bid meeting.
- b. The purpose of the meeting will be to clarify the doubts raised by the probable bidders.
- c. The Bidder is requested to submit any queries/clarifications to the Bank to the following email ids on or before **08.11.2021 by 05.00PM**:

arvind.kumar@indianbank.co.in;
ashish.godbole@indianbank.co.in;
sasikumar.j@indianbank.co.in;
arun.ganesh@indianbank.co.in;

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 paying the cost of bid document i.e. **Rs. 5,000/-** (non-refundable) by way of Demand Draft in favour of Indian Bank payable at Chennai, or transferring the amount in the account as detailed in Schedule 8. MSEs are exempted for Bid document cost (necessary proof has to be submitted). Bidders have to ensure that cost of bid document i.e. Rs. 5,000/- has already been remitted to the account as mentioned in Schedule 8, or dispatched through demand draft (Copy of demand draft to be attached), to the below mentioned address, before raising the queries through email:



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Indian Bank, Head Office, IT Department, 66, Rajaji Salai, 2nd Floor, Chennai- 600 001

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

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 websites:

<https://www.indianbank.in> and <https://www.tenderwizard.in/indianbank>.

3. Bid Security Declaration & Cost of Bid Document

The Bidder shall furnish, bid security declaration as per Annexure-VI, certifying that they will not withdraw their bid during the period of bid validity specified in this RFP and will not fail or refuse to execute the Agreement and furnish the performance security as specified in the RFP.

Cost of Bid Document **Rs.5,000/- (Rupees Five Thousand only)** along with technical bid to be submitted in the form of DD favouring Indian Bank, payable at Chennai, if not participated in the pre-bid meeting, or through electronic transfer as detailed in schedule 8.

MSE/NSIC registered bidders are exempted from submitting the bid security. Such bidders should submit the copy of registration certificate and other document as proof which should be valid for the current period, along with declaration as per Annexure –IX duly signed by company secretary/Director of the concerned enterprise.

4. Amendment of bidding documents

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(s) requested by a prospective Bidder, may modify the Bidding Document by modification(s)/ amendment(s).

The amendments if any, will be published in the e-procurement website and will form part of the Bidding document.



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5. Technical Bid

The Bidder shall furnish as part of its technical bid, documents establishing the bidder's eligibility to bid and its qualifications to perform the Contract, if its bid is accepted.

The documentary evidence of the Bidder's eligibility to bid and qualifications to perform the Contract if its bid is accepted, shall establish to the Bank's satisfaction that, the Bidder has the financial and technical capability necessary to perform the Contract and that, the Bidder meets the qualification requirements.

Any bid document not accompanied by the above will be rejected.

6. Financial Bid

1. The Bank finalize commercials through online reverse auction after evaluation of Part I after giving due notice to the technically qualified bidders.
2. The calling for quote does not confer any right on the bidder for being awarded any purchase order.

7. Clarification of Bids

During evaluation of the bids, the Bank may, at its discretion, seek clarification from the Bidder/s. The request for clarification and the response shall be in writing/by email, and no change in the substance of the bid shall be sought, offered, or permitted.

The Bidder shall make his/her own interpretation of any and all information provided in the Bidding Document. The Bank shall not be responsible for the accuracy or completeness of such information and/or interpretation. Although certain information's are provided in the Bidding Document, however, bidder shall be responsible for obtaining and verifying all necessary data and information, as required by him/her. The Bank reserves the right to acceptor reject any/all tender in whole or in part without assigning any reason whatsoever. The Bank shall not be bound to accept the lowest tender and reserves the right to accept any or more tenders in part. Decision of Bank in this regard shall be final.



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8. Evaluation Criteria

➤ General/Technical Evaluation

- ✓ The Bank will examine the bids to determine whether they are complete, whether required sureties have been furnished, whether the documents have been properly signed and whether the bids are generally in order.
- ✓ Prior to the detailed evaluation, the Bank will determine the substantial responsiveness of each bid to the bidding documents. For purposes of these Clauses, a substantially responsive bid is one, which conforms to all the terms and conditions of the RFP without material deviations.
- ✓ The Bidder should satisfy all the Eligibility Criteria mentioned in Section III of this RFP.
- ✓ The hardware offered should meet all the Functional & Technical Specifications as stipulated in the bid.
- ✓ The bidder should extend support for the quoted product for minimum of five years.
- ✓ Bank reserves the right to visit bidder's premises for evaluation of the product to be provided.
- ✓ The cost of preparing the proposal including visit/ visits to the Bank by the bidder is not reimbursable.
- ✓ 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 therefore.
- ✓ Bank reserves the right to negotiate with the lowest quoted (L1) Bidder under exceptional circumstances.
- ✓ Either the Agent on behalf of the Principal or the Principal directly could bid in a tender but not both.
- ✓ All pages of the Bid Document, Clarifications/Amendments if any should be signed by the Authorised Signatory (POA proof to be submitted). A certificate of authorization should also be attached along with the bid.
- ✓ The Authority/Bank shall not be liable for any omission, mistake or error in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to RFP, Bidding Documents or the Bidding Process, including any error or mistake therein or in any information or data given by the Bank.
- ✓ Nothing in this Agreement shall obligate either Party to enter into any further Agreements.



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➤ **Commercial evaluation**

- ✓ Technically qualified Bidders alone will be intimated to participate in the Online Reverse Auction to identify lowest quoted (L1) Bidder.
- ✓ In the reverse auction, the bidder will be required to quote only total cost as mentioned in the commercial bid format (Part-II of RFP). The price quoted should be inclusive of all charges but exclusive of all taxes only. The bidder who quotes lowest amount will be identified as successful bidder. The successful bidder has to submit price break up as per commercial bid format within two (2) days, post completion of reverse auction directly to Bank duly signed by the authorised signatory. The unit price for each line item should be comparable to prevailing market rates.



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SECTION-III

CONDITIONS OF CONTRACT

1) Period of Validity of Bids

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

2) Project Milestone and Timeline

Phase	Milestone	Time Line
1	Delivery and Installation of required hardware, Software and Licenses	Within 8 Weeks from date of issue of purchase order
2	Implementation of the solution (live production) at both (HO & CO) locations	Within 3 Weeks from bank's approval date for going live
3	Sign-off (post implementation)	2 Weeks from going live i.e. on completion of phase 2

3) Contract Period

Initially, the contract period shall be for a period of five years (3 Year warranty and 2 years ATS) and will be reviewed annually, if necessary.

4) Liquidated Damages

If the Supplier fails to implement the solution or to perform the Services within the period(s) specified in the Contract, the Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5% of the Invoice price of Hardware, software and services procured, for each week or part thereof of delay from bank's approval date until actual delivery or performance, up to a maximum deduction of 10%.

If the implementation is not done in time, the Bank may consider termination of the contract.

Ref: CO/ITD/1999/R1/2021-22

5) Scope of Work

The scope of work of this RFP envisages to supply, install/re-install, configure/re-configure, implementation and preventive maintenance of appliance based Next Generation Enterprise Firewall with integrated IPS, Anti BoT, Antivirus, Bandwidth Management and Application Control, complying with the technical specifications given in technical bid along with accessories and necessary documentation etc at Bank's Head Office (HO) and Corporate Office(CO) at Chennai.

The broad scope of work for Next Generation Firewall solution is given in the ensuing section wherein the selected bidder has to provide the necessary system to enable implementation of the Firewalls, including all additional hardware, software, middleware as required by the offered solution, application software and all related components, complete interface with necessary applications, implementation and ongoing necessary support services. This is not an end to end project and all the items required for making the firewalls operational should be considered by the bidder, even if the same is not explicitly mentioned in this RFP document.

Broad Scope of Work:

- ❖ Bidder should supply, install, fine tune and do preventive maintenance of 8 (eight) appliance based Next Generation Enterprise Firewalls 4 (four) at HO and 4 (four) at CO along with management servers and required accessories (excluding racks). In the case of Checkpoint Firewall, there is no requirement of management servers as Bank is already having the same.
- ❖ Required Rack space at HO&CO will be provided by Bank. All other accessories like rack mount kit, cables, connectors etc should be provided by bidder.
- ❖ Bidder should provision for all licenses/ subscriptions like appliance, Management Server, Operating Systems, database, etc.
- ❖ Bidder shall be responsible for design, supply, installation/re-installation, configuration/reconfiguration, testing, commissioning and subsequent Quarterly preventive maintenance of the Firewall solution in consonance with the Bank's security architecture/ structure during the contract period at no additional cost to the Bank.
- ❖ Bidder should provide a comprehensive onsite warranty of 3 years and AMC/ATS of hardware and software supplied and installed for a period of 2 years under the project. The warranty and AMC should be back to back with OEM.
- ❖ Annual Maintenance Cost (AMC)/ Annual Technical Support (ATS) services include version upgradations, patches, bug fixing, and compliance of RBI/ Government/ Regulatory Authority/ third party advisory changes, compliance of irregularities pointed by Internal/External Auditors etc. Back to back OEM



Ref: CO/ITD/1999/R1/2021-22

active support should be available for the hardware, software, third party applications, OS, Database Licensees etc supplied by the successful bidder in the contract.

- ❖ The firewall appliances & software would be deployed in the HO as well as CO in active-active/active-passive mode as per Bank requirement. It should not depend upon any 3rd party product or appliance for the same. All firewall appliances used for solution should be in High Availability and in case of failure of any appliance; other appliance should be able to take the requisite load with no disruption.
- ❖ Servers & related OS/ DB/ applications are under the scope of the vendor including its supply installation/re-installation, configuration/ re-configuration and quarterly preventive maintenance during contract period at no extra cost to the Bank.
- ❖ Solution (Hardware & software) should not be due for declaration of End-of-Sale within 3 years from last date of submission of the Bid. The supplied solution should not be due to reach End-of-Support within 7 years from last date of submission of the Bid.
- ❖ Spare parts and complete maintenance during warranty/ AMC to be supported for not less than 5years from the last date of submission of bid.
- ❖ The solutions deployed should be modular, scalable and should be able to address Indian Bank's requirements for the next five years.
- ❖ In case of any requirement of renewal of subscriptions/ licenses that may arise during the contract period or in the case of End of Support of any component/Software, the responsibility of upgradation/ replacement of the same by equivalent/ higher version lies with the Bidder at no extra cost to the Bank on this count, within 12 months from the date of declaration of End of Support.
- ❖ The Solution should be able to devise rules and policy definitions, enforce security policies at various levels and also be able to prevent unauthorized access or malicious traffic.
- ❖ Bidder should provide management of all issues pertaining to configuration and operation of the system including application, system interfaces, documentation, user manual, training etc. for successful implementation. NGFW solution should be configured with dual stack ipv6 functionality from day one and also support Nat66 (IPv6-to-IPv6), Nat 64 (IPv6-to-IPv4) & Nat46 (IPv4-to-IPv6) functionality from day one.
- ❖ Solution should generate various reports/ documents during various phases of project execution like Planning, Installation, Implementation, Acceptance Testing etc.
- ❖ The bidder should be responsible for de-commissioning of existing devices in co-ordination with Bank's support team at HO and CO i.e. replacing the existing Firewalls with the new firewall in such a way that there is no impact on business continuity. If need be, the successful Bidder may arrange for resources having expertise in existing Firewall to ensure the same.
- ❖ Bidder should ensure that installation/operation/commissioning of the proposed solution should not impact business continuity/ should not have significant impact on existing infrastructure



Ref: CO/ITD/1999/R1/2021-22

- ❖ The solutions and services in scope should be designed with adequate redundancy and fault tolerance to ensure compliance with SLAs for uptime, as outlined in this RFP
- ❖ Bidder should ensure completion of entire activity span of installation, configuration and commissioning within the scheduled time period
- ❖ Implementation with High Availability features to ensure that systems would be available at anytime of the day (ensuring business resiliency as well as business continuity). It should be scalable Enterprise-class solution.
- ❖ Proposed Solution should be mature for more than 6 months.
- ❖ Installation and configuration of management, reporting & logging tool for deployment, viewing and control of all firewall-related activities.
- ❖ Bidder must ensure that installation of proposed firewall appliances includes necessary migration of policies and configuration of devices at HO&CO.
- ❖ Bidder should ensure seamless integration of proposed product(s) with Bank's existing security devices, network and applications. This should be in consonance with the established security policy of the Bank.
- ❖ The proposed firewalls should be able to perform the Link Aggregation function for connectivity from at least three ISPs.
- ❖ Ability to integrate seamlessly with Active Directory to provide complete user identification.
- ❖ Firewalls need to integrate more granular blocking capability as part of the base product and should go beyond port/protocol identification and move towards integrated service view of traffic.
- ❖ Enable to create granular security policy definitions per user and groups to identify, block or limit the usage.
- ❖ Enable safe internet use while protecting against threats and malware. Scan for viruses and malware in allowed collaborative applications, protect environments with social media and internet applications.
- ❖ Installation and performance tuning: Bidder should provide onsite support during installation phase to assist with equipment setup, software installation and configuration and performance tuning
- ❖ Deep Packet Inspection: The product should have the capability of deep packet inspection (DPI) to ensure various pieces of packet are thoroughly examined to identify malformed packets, errors, known attacks and other anomalies. It should rapidly identify and block Trojans, viruses, spam, intrusion attempts and other violation of normal protocol communications.
- ❖ The solution should have GUI based management for views & reports on security health through comprehensive dashboards.
- ❖ Configuration of the Firewalls also includes activities relating to provision of user manual, documentation and training; generation and submission of documents relating to various phases of the project i.e. planning, installation, commissioning, acceptance testing, etc. Bidder should ensure that the solution has seamless integration with standard security solutions such as SIEM tools, 2FA, reporting tools, etc.
- ❖ Implementation shall be considered formally accepted after signing of acceptance document jointly by Bank team and bidder.

Ref: CO/ITD/1999/R1/2021-22

- ❖ The implemented solution should be certified by OEM with respect to the RFP & its addendums, if any, functionalities, Bank's Information Security Policy and prevalent best security guidelines. Further, bidder/OEM should also review the configurations, version upgradations, firmware upgradations, patch levels, security policies etc minimum once in a year and certify the same without any cost to the Bank.
- ❖ If vendor expresses inability to integrate any system considered critical by the Bank or does not support any requirement, Bank may reject the process at its sole discretion without assigning any reason and without incurring any liability towards the bidder.
- ❖ Cost of all customization efforts required to be included in Commercial Bid and Bank shall not pay additional cost for such effort Submission of detailed plan for implementation of the solution. Plan should include the full scope of the project. Implementation/ customization including supply, installation and testing of the solution etc. Completion of the project within 11 weeks from the date of issue of PO.
- ❖ All the policies currently on the existing firewall needs to be migrated to the new firewalls. The bidder is responsible for migration of existing rule base to the new devices, NATing, creation of rule base before go-live. Further, additional policies which are required to protect the Bank from outside / inside threats are to be added by the bidder.
- ❖ The firewall Models proposed/ marked for withdrawal from the market and the models under quality testing should not be offered.
- ❖ Rule/signature tuning- Maximizing the number of rules which can be run in full blocking mode over time to minimize downtime and risk to production environment.
- ❖ Performance tuning- Performance tuning such that the solution operates as proposed on the production network. Vendor is required to make available required resources for the successful completion of the entire assignment within the quoted cost to The Bank.
- ❖ The provided equipment and its associated management and monitoring software should be provided with three-year on-site warranty which will start from the date of acceptance of the solution after being installed and tested. Subsequently, the vendor shall provide the AMC/ATS support for remaining period of 2 years of the contract.
- ❖ The vendor would be required to coordinate with the Bank's Information security team on final design, configuration and implementation of the NGFW.
- ❖ The vendor is required to obtain acceptance/ signoff for the implemented firewall solution.
- ❖ In case of any issue during implementation or operational phase, Bidder has to provide onsite support for hardware/ software/ third party tools at no additional cost to the bank during the warranty/ AMC/ ATS period. Bidder has to ensure that services under warranty, AMC/ATS should be provided on comprehensive onsite basis only.
- ❖ Bidder has to take up the complete installation, implementation, integration, configuration and commissioning of the proposed firewall solution in synchronization with the existing network & security systems and other



Ref: CO/ITD/1999/R1/2021-22

applications without impacting the day to day operations / business continuity of the bank. Bidder should accomplish the job in co-ordination with Bank's network & security team.

- ❖ Bank is expecting to Go-Live with the proposed firewall solution within 11 weeks from the date of issuing purchase order to the selected vendor. Bidder should perform onsite maintenance of hardware, software with database, firmware and all the related products along with performance tuning of the solution, application of necessary and adequate patches and upgrades, utilities, tools etc after successful GO-LIVE of the firewall solution on yearly basis.
- ❖ The selected vendor has to provide necessary project management, requisite training for administrators/ users of the application and shall also provide comprehensive documentation of the application including architecture and design of the deployed solution, user manual and other related documents.
- ❖ Supplier has to buy back of existing 8 numbers of Checkpoint Firewalls appliances at both HO and CO, Chennai. The supplier can take back the old Firewalls after one month of signoff.

6) Details of Technical Specification/Requirement (Applicable for both Internal and External Firewalls):

1. Proposed appliance for replacement of HO and CO firewalls should be a Next Generation Firewall (NGFW).
2. NGFW should be a physical appliance and not virtual appliances.
3. NGFW must have redundant hot swappable power supply and fans for all 8 physical appliances.
4. Internal and External firewalls should be of different OEM.
5. Proposed firewall should be configured in High Availability (HA) on both Internal and External segments.
6. Proposed firewall should be capable of integrating with existing Firewall analyzer (AlgoSec) and Cisco Stealth Watch (NBA-Net flow).
7. Firewall should be capable of forwarding logs to Bank's SIEM (IBM – QRADAR).
8. Firewalls have to be capable of integrating with SOAR technology.
9. Proposed firewall should be capable of integrating with Micro focus ITSM solution.
10. Both Internal and External firewalls need to be integrated with respective OEM's centralized management console for day to day operations and management access (For Checkpoint firewall, bank has its Management Server). For other OEMs, Management software and server to be provided.
11. Migrating complete configurations (Access-list, NAT rule, Routing, PBR etc.) to new appliance at both CO and HO as per updated IP schema.



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12. End to End connectivity (including all cables and rack mounts like rail kits) to be provided by successful bidder.
13. Proposed firewalls should have support for 5 years (3 Years of Warranty and 2 Years of AMC/ATS). The Hardware support and Software Subscription for 5 years to be provided by successful bidder.
14. Rack Space and Electrical Power at Head Office (HO) and Corporate Office (CO) for Physical appliances will be provided by Bank.
15. Parameter values of proposed firewalls mentioned in technical specification of both Internal and external firewalls needs to be validated by respective OEM's with data sheet published in the OEM's official Website.
16. Knowledge Transfer and training to Bank and Operational team by OEM after successful installation for a minimum of 2 days.
17. Bidder will hand over the setup to Bank's existing operation team, once implementation and signoff is completed as per RFP terms and conditions.
18. Application testing support will be provided by the Bank.
19. Firewall capability -Static and Dynamic routing protocol support inclusive of OSPF & BGP, Policy Based Routing and Forwarding; support of dual-stack (IPv4/IPv6); support for network address translation static IP, dynamic IP and Port, IP reservation, Bidirectional NAT, Self-NAT or Identity NAT, NAT exemption, DNS Rewrite.
20. All Solutions hardware/Software provided should not be having EOS and EOL announced for next 3 years from date of submission of bid.
21. Successful Bidder should have direct support with OEM to provide necessary support to Bank on 24*7 basis.
22. The OEM should have its own Direct Technical Assistance Centre in India.
23. OEM should support bundle with 24x7x365 days TAC and RMA support (There should be at least 4 RMA departments and one TAC for support in India), software updates and subscription update support.
24. The Operating System running on the firewall should be secured. There should be less than 25 security advisory published related to OS running on the firewall in last one year (July 20 to June 2021).

Technical Specification of HO and CO Internal Firewalls from OEM-1(four firewalls):

S. No	Requirements
1	The Firewall OEM should be Common Criteria EAL 4 certified
2	Proposed Firewall should be on multi-core CPU's to protect & scale against dynamic latest security threats.
3	Proposed firewall appliance should support minimum of 18 Gbps of NGFW throughput

Ref: CO/ITD/1999/R1/2021-22

4	Proposed firewall appliance should support minimum of 3.5 Gbps of Threat prevention throughput
5	Proposed firewall should be able to scale up to 20Gbps of threat prevention throughput in future if required by adding additional hardware in to the existing cluster to meet the future growth or the same can be supplied from Day-1
6	Firewall must have 10*1G Copper RJ45 ports and minimum of 8*10G SFP+ with necessary transceivers from Day-1.
7	High Availability, Sync, Management, USB and console ports are to be provided separately i.e. other than above ports.
8	Solution must provide a linear performance growth by adding additional hardware in to the existing setup.
9	Proposed firewall should be capable of minimum of 1,00,000 new sessions per seconds
10	Proposed firewall should be capable of minimum of 30,00,000 concurrent sessions
11	Solution should support connectivity of 1Gbps and 10Gbps and it should be capable of supporting 40Gbps in case of additional requirements in future.
12	Appliance must have minimum 32 GB of RAM and 240 GB storage. RAM should be upgradable up to 128GB.
13	Storage Provided in the NGFW must be flash/SSD type
14	Following features of the NGFW must have which should be enabled while the bench mark testing is carried out in a single box deployment: <ul style="list-style-type: none"> ✓ IPS ✓ Logging and reporting ✓ Application Identifications/control ✓ QOS Marking ✓ Should support Static and Dynamic routing protocols ✓ Policy Based Routing (PBR) based on zone, source or destination IP, source or destination port, application (not port based) ✓ Packet Capture utility with support for IPv4 and IPV6 ✓ Zero-Day Protection
15	The IPS should have minimum 10000+ CVE. Application control database must contain more than 3500+ known applications. Should have a URL categorization that exceeds 100+ million URLs
16	Solution should support Inline deployment
17	The solution should have detection and prevention capabilities for DNS tunneling attacks
18	Solution must support access control for at least 150 predefined services/ protocols
19	All Licensing should be per device and not user/IP based (should support unlimited users).
20	Should support the report generation on a manual or schedule (Daily, Weekly, Monthly, etc.) basis
21	Solution must be able to segment the rule base in a sub-policy structure in which only relevant traffic is being forwarded to relevant policy segment for an autonomous system
22	Proposed firewalls should be capable of following authentication protocols

Ref: CO/ITD/1999/R1/2021-22

	<ul style="list-style-type: none"> ✓ LDAP ✓ TACAS/Radius ✓ Token-based solutions ✓ Kerberos
23	License for Next generation firewall security applications, including intrusion protection, application control, QOS Marking, Zero-Day Protection, etc. for minimum of 5 year should be supplied.
24	The administrator must be able to view and generate report on the CPU & RAM usage/utilization between a defined period for management activities and for other activities.
25	Original Manufacturer Authorization Certificate complying with all the stated above features to be submitted along with the bid.

Technical Specification of HO and CO External Firewalls from OEM-2(Four firewalls):

S. No	Requirements
1	The Firewall OEM should be Common Criteria EAL 4 certified
2	Proposed Firewall should be on multi-core CPU's to protect & scale against dynamic latest security threats.
3	Proposed firewall appliance should support minimum of 8 Gbps of NGFW throughput
4	Proposed firewall appliance should support minimum of 3.5Gbps of Threat prevention throughput
5	Proposed firewall should be able to scale up to 20Gbps of threat prevention throughput in future if required by adding additional hardware in to the existing cluster to meet the future growth or the same can be supplied from Day-1
6	Firewall must have 10*1G Copper RJ45 ports and minimum of 8*10G SFP+ with necessary transceivers from day one and it should be upgradable in case of additional requirements in future.
7	High Availability, Sync, Management, USB and console ports are to be provided separately i.e. other than above ports.
8	Bank has Sandblast web APT appliance which has to be integrated with new Firewalls, if possible. In the case of new Checkpoint Firewall, Bank's existing Sandblast appliance has to be integrated mandatorily.
9	If point no.8 is not complied, then proposed solution should have cloud based APT Solution, unknown malware analysis service with guaranteed protection signature with delivery near real time
10	The APT solution should be capable of bare metal analysis to identify unknown malware
11	Proposed solution should be capable of minimum of 1,00,000 new sessions per second
12	Proposed solution should be capable of minimum of 20,00,000 concurrent sessions
13	Solution should support connectivity of 1Gbps and 10Gbps and it should be capable of supporting 40Gbps in case of additional requirements in future.

Ref: CO/ITD/1999/R1/2021-22

14	Appliance must have minimum 32 GB of RAM, minimum 12 physical cores and 240 GB storage. RAM Should be upgradable up to 128 GB
15	Storage Provided in the NGFW must be flash/SSD type
16	Following features of the NGFW must have, which should be enabled while the bench mark testing is carried out in a single box deployment: <ul style="list-style-type: none"> ✓ IPS ✓ Anti-Virus ✓ Anti-malware ✓ Anti-botnet ✓ Logging and reporting ✓ Application Identifications/control ✓ URL filtering ✓ QOS Marking ✓ Zero-Day Protection ✓ Should support Static and Dynamic routing protocols ✓ Policy Based Routing (PBR) based on zone, source or destination IP, source or destination port, application (not port based), AD/LDAP user or User Group and Services ✓ Packet Capture utility with support for Ipv4 and IPV6
17	Advance unknown malware analysis engine should be capable of intelligent automated algorithms with static analysis and dynamic analysis engine with custom-built virtual hypervisor analysis environment
18	Should have separate real time logging base on all Traffic, Threats, User IDs, URL filtering, Data filtering, Content filtering, unknown malware analysis, Authentication, Tunneled Traffic and correlated log view base on other logging activities
19	Should support the report generation on a manual or schedule (Daily, Weekly, Monthly, etc.) basis
20	Should allow the report to be exported into other format such as PDF, HTML, CSV, XML etc.
21	Should have built in report templates base on Applications, Users, Threats, Traffic, URLs and Ips
22	Reports on risk analysis of firewall rules based on bank's own current Risk Matrix which will learn and develop on an ongoing basis and would be based on Zone to Zone, Subnet to Subnet or IP to IP etc.
23	Proposed Firewall rules optimization: <ol style="list-style-type: none"> i. Unused Rules Calculation for specific time period based on Firewall Traffic Logs. ii. Analysis on Covered/Shadow/Hidden Rules iii. Analysis on Rules Consolidation (Merging of similar kind of rules) iv. Analysis on Redundant Rules v. Tightening of Overly Permissive Rules (Any-Any) vi. Analysis on Unattached/Unused Objects to simplify objects management vii. Analysis on Rule-Reordering to improve the performance of the Firewall viii. Analysis on Disabled/Expired Rules for enhanced visibility on the Firewall Rules sets
24	NGFW must be able to provide Machine learning features for advanced protections

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	directly from the NGFW with no external connection needed.
25	The administrator must be able to view and generate report on the CPU& RAM usage/utilization between a defined period for management activities and for other activities.
26	The firewall must have the capability to be configured and deployed as SSL connection broker and port mirroring for SSL traffic
27	The proposed firewall shall be able to identify, decrypt and evaluate SSH Tunnel traffic in an inbound and outbound connections
28	The NGFW shall support the ability to have a SSL inspection policy differentiate between personal SSL connections i.e. banking, shopping, health and non-personal traffic
29	Load Balancing & Auto Failover of Internet Links: The NGFW solution must provide for load balancing and Auto Failover of minimum four (4) internet links. The load balancing and automatic failover must be seamless and automatic without manual Intervention.
30	The IPS should have minimum 10000+ CVE. Application control database must contain more than 3500+ known applications. Should have a URL categorization that exceeds 100+ million URLs
31	Solution should be able to support Inline deployment
32	The solution should have detection and prevention capabilities for DNS tunneling attacks
33	Solution must support access control for at least 150 known and predefined services/protocols
34	All Licensing should be per device and not user/IP based (should support unlimited users).
35	Solution must be able to segment the rule base in a sub-policy structure in which only relevant traffic is being forwarded to relevant policy segment for an autonomous system
36	Proposed firewalls should be capable of following authentication protocols <ul style="list-style-type: none"> ✓ LDAP ✓ TACAS/Radius ✓ Token-based solutions ✓ Kerberos
37	License for Next generation firewall security applications, including intrusion protection, application control, URL filtering, Anti-Botnet, Anti-Virus/Anti-malware, Anti Spyware, QOS marking, URL filtering, Zero-Day Protection, DNS, APTetc.For a minimum of 5 year should be supplied.
38	Original Manufacturer Authorization Certificate complying with all the stated above features to be submitted along with the bid.

Documentations to be prepared/submitted: -

1. Pre-installation site survey, Racking and Stacking of equipment at HO and CO, Chennai.
2. Pre-installation Site Survey report to be submitted to bank team and get approved, before start of implementation.

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3. Prepare Low Level Design (LLD) and High Level Design (HLD) documents for both locations and get it approved from Bank's team.
4. As in built document to be prepared for both locations.

AMC/ATS:

Annual Maintenance Cost (AMC)/ Annual Technical Support (ATS) services include version upgradation, applying patches and bug fixing. Back to back OEM active support should be available for the hardware, software, third party applications, OS, Database Licensees etc supplied by the successful bidder in the contract.

7) Support Subscription

1. The hardware and software supplied should be with three (3) years warranty and two (2) years AMC/ATS. The Bank reserves the right to renew the software/license through the successful bidder after 5 years for a maximum of 2 years with the same existing terms & conditions.
2. If during the subscription period any licenses are found to be defective or not acceptable, they shall promptly be replaced by Bidder at its own cost on immediate basis.

8) Place of Delivery

Head office (HO)	Corporate office (CO)
Indian Bank (Head office), No 66, Rajaji Salai, Chennai-600001.	Indian Bank (Corporate office), No 254-260, Avvai Shanmugam Salai, Gopala Puram, Chennai-600014.
*2 Nos Internal firewalls (OEM-1) and 2 Nos External firewalls (OEM-2) are to be delivered and installed at each locations.	

9) Insurance:

- The goods supplied under the Contract shall be fully insured against loss or damage incidental to transportation, storage and erection. The transit insurance shall be for an amount equal to 110 percent of the invoice value of the Goods from "Warehouse to final destination" on "All Risks" basis including War Risks and Strikes.
- The supplier should also insure the goods in Indian Territory for the invoice value under Storage cum Erection policy till three months from the date of delivery. Any damage happens to any equipment due to non-availability of storage cum erection policy, the supplier has to bear the losses.
- In case of discrepancy in hardware/software supplied, it is successful bidder's responsibility to replace/repair the equipment immediately even without recourse to the insurance.

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10) Service Level Agreement (SLA)

The SLA specifies the expected levels of service as mentioned below to be provided by the Supplier to the Bank.

The RMA service has to be well within 48 hours i.e. 2 working days. The deployment of new appliance(s) after replacement has to be provided free of cost. The Bank's support engineer (Existing Operation Team) will also provide necessary support to the Supplier's engineer.

AMC payments to the Supplier 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 the Supplier. The Supplier shall provide access to the Bank or its designated personnel to the tools used for SLA monitoring.

The SLA parameters shall be monitored on a monthly basis as per the individual SLA parameter requirements. A Service Level violation will occur if the Supplier fails to meet Minimum Service Levels on a monthly basis for a particular Service Level.

The implemented solution should be certified by OEM with respect to the RFP & its addendums, if any, functionalities, Bank's Information Security Policy and prevalent best security guidelines. Further, bidder/OEM should also review the configurations, version upgradations, firmware upgradations, patch levels, security policies etc minimum once in a year and certify the same without any cost to the Bank.

The supplier is expected to do preventive maintenance of all the Firewalls on quarterly basis and submit the report. The report should have details of system uptime, RAM usage, Storage details, CPU utilization etc. The hardening has to be done as per best security practices. Any degradation in the performance of the solution and services is subject to levying penalties on payment. Preventive maintenance of all the firewalls are supposed to be performed within 2 weeks from end of each quarter. In case of failure of performing the preventive maintenance it will lead to penalty as mentioned below.

S. No.	Preventive Maintenance duration	Penalty Charges
1	Within 2 Weeks from end of quarter	NIL
2	3 to 4 Weeks from end of quarter	1% of Subscription for one year for the solution.

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3	Beyond 4 Weeks	3% of Subscription for one year for the solution.
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Overall Availability, Performance Measurements, Preventive Check and Health Check-up will be on a quarterly basis for the purpose of Service Level reporting. Month wise "Availability and Performance Report" will be provided by the Supplier 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.

Installation/ Implementation of firewalls in HO and CO must be made in a manner that it shouldn't affect the Branch/HO/CO Network or connection in anyways.

"Incident" refers to any event/ abnormalities in the functioning of the solution.

Penalty on non-adherence to SLAs

A) Penalty for Solution uptime

During the term of the contract, the supplier will ensure that appliance is in perfect working order & condition and performance of the appliances and related software/applications for this purpose is as under:

S. No.	Level of uptime per month aftermaking it in production	Penalty Charges
1	99.90% and Above	NIL
2	98.00% and above but below 99.90	1% of Subscription for one year for the solution.
3	95.00% and above but below 98.00%	3% of Subscription for one year for the solution.
4	90.00% and above but below 95.00%	5% of Subscription for one year for the solution.
5	Below 90.00%	10% of Subscription for one year for the solution.

Penalty, if any, shall be debited from the subsequent payments to be paid to the vendor.

11) Bank's right to accept or reject any bid or all bids

Bank reserves its right to accept or reject any bid, and to annul the bidding process and reject any/all bid/s at any time prior to award of Contract.

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If the service provided by the vendor is found unsatisfactory or if at any time during the period of contract it is found that the information provided for the contract or any claim is false or if irregularities shown by the vendor for applying for the contract, the Bank shall reserve the right to cancel the contract and remove such vendors from the contract without giving any notice to the vendor.

Bank reserves the right to modify the terms and conditions of this RFP duly informing the same before due date of the RFP.

12) Eligibility Criteria

- The Bidder should be a Limited Company and should be in existence in India for the last 5 years (as on 31.03.2021).
- The Bidder should have Net profit/Positive Net worth during last three financial years (2018-19,2019-20,2020-21)
- The Annual turnover should be more than Rs.25 crores for the last three financial years of the bidder (2018-19,2019-20,2020-21)
- The Bidder should have Office in Chennai.
- The bidder should have supplied, have experience in supplying, installations and maintenance of the firewalls and its related components solutions quoted, with any Government, private or public organizations in India during last 3 years (as on 31.03.2021) (As reference, copy of Purchase Order to be submitted to the Bank).
- The Bidder should be a highest level partner of the OEM for supply and support of the equipment (Document proof has to be submitted).
- The Bidder should not have been blacklisted by any Government Dept /PSU/ Public Sector Banks as on date.
- OEM should be leader in Gartner Quadrant in each of last 3 years as on 31.03.2021 (Not applicable for Made in India Products/Appliance).

13) Terms of Payment

Phase	Milestone	Implementation Cost (In INR)	Documents to be submitted
1	Delivery and Installation of required Software Licenses	50% of the total cost of solution with 3 years Warranty	Valid Invoice, Software Certificate Verification, Integrity Pact, Bank Guarantee, Contract Form, SLA and Non-Disclosure Agreement
2	Complete Implementation of the solution as per PO	30% of the total cost of Solution with 3	Valid Invoice, HLD and LLD

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	(live production)	years Warranty	
3	Sign-off (post implementation)	10% of the total cost of Solution with 3 years Warranty	Valid Invoice and As-in Built documents
4	1 month post sign-off	10% of the total cost of Solution with 3 years Warranty	Valid Invoice
<p>*TDS will be deducted for the payment, if applicable. ** The payment will be released subject to deductions on account of liquidated damages and SLA Penalties, if any.</p>			

Subsequent AMC Payment

Subsequent AMC Payment for 4th & 5th years will be made annually in advance on submission of Invoice and documentary proof for renewal from OEM.

14) Performance Security

- Within 15 days of issue of Purchase Order, the Successful Bidder shall furnish to the Bank the Performance Security equivalent to 3% of the contract value in the form of a Bank Guarantee, valid for 66 months with further one year claim period, in the format enclosed (Annexure-IV).
- The performance security submitted by the supplier shall be invoked by the Bank as compensation for any loss resulting from the Supplier's failure in completing their 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.
- Failure of the successful Bidder to comply with the requirement of signing of contract and performance Security shall constitute sufficient grounds for annulment of the award and forfeiture of the bid security, in which event the Bank may call for new bids.

15) Negotiation

Bank reserves the right to negotiate the L1 Price quoted by the vendors under exceptional circumstances.

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16) Limitation of Liability

Supplier's aggregate liability under the contract shall be limited to a maximum of the contract value. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase orders placed by bank on the vendor that gave rise to claim, under this tender.

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 vendor/s gross negligence. If a third party asserts a claim against bank that a vendor product acquired under the agreement infringes a patent or copy right, vendor should defend bank against that claim and pay amounts finally awarded by a court against bank or included in a settlement approved by vendor.

For (a) and (b) above, the liability is limited to the Compensation awarded by court of law.

17) Indemnity Clause

If at the time of bidder/vendor supplying, installing the Hardware/Software and Support 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.

18) Disclaimer

The Bank and/or its officers, employees disown all liabilities or claims arising out of any loss or damage, whether foreseeable or not, suffered by any person acting on or refraining from acting because of any information including statements, information, forecasts, estimates or projections contained in this document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, negligence, default, lack of care or misrepresentation on the part of Bank and/or any of its officers, employees.

This RFP is not an agreement by the Bank to the prospective Bidders or any other person. All such costs and expenses will remain with the Bidder and the



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Bank shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Bidding Process.

The information contained in this RFP document or any information provided subsequently to Bidder(s) whether verbally or in documentary form by or on behalf of the Bank, is provided to the Bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP is neither an agreement nor an offer and is only an invitation by Bank to the interested parties for submission of bids. The purpose of this RFP is to provide the Bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

This is not an offer by the Bank but only an invitation to bid in the selection process initiated by the Bank. No contractual obligation whatsoever shall arise from the RFP process until a formal contract is executed by the duly authorized signatory of the Bank and the Bidder.

19) Patent Rights

The Supplier shall indemnify the Bank against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods or any part thereof.

20) IT Act 2000

The equipment's 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.

21) Intellectual Property 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



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license under any trademark, patent or copyright or application for same which are or thereafter may be obtained by such party is either granted or implied by the conveying of confidential information.

Bidder warrants that the inputs provided shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. Bidder warrants that the deliverables shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever.

In the event that the deliverables become the subject of claim of violation or infringement of a third party's intellectual property rights, bidder shall at its choice and expense: [a] procure for Bank the right to continue to use such deliverables; or [b] replace or modify such deliverables to make them non-infringing, provided that the same function is performed by the replacement or modified deliverables as the infringing deliverables; or [c] if the rights to use cannot be procured or the deliverables cannot be replaced or modified, accept the return of the deliverables and reimburse bank for any amounts paid to bidder for such deliverables, along with the replacement costs incurred by Bank for procuring an equivalent equipment in addition to the penalties levied by Bank. However, Bank shall not bear any kind of expense, charge, fees or any kind of costs in this regard. Notwithstanding the remedies contained herein, the bidder shall be responsible for payment of penalties in case service levels are not met because of inability of the bank to use the proposed product.

The indemnification obligation stated in this clause apply only in the event that the indemnified party provides the indemnifying party prompt written notice of such claims, grants the indemnifying party sole authority to defend, manage, negotiate or settle such claims and makes available all reasonable assistance in defending the claims [at the expenses of the indemnifying party]. Notwithstanding the foregoing, neither party is authorized to agree to any settlement or compromise or the like which would require that the indemnified party make any payment or bear any other substantive obligation without the prior written consent of the indemnified party. The indemnification obligation stated in this clause reflects the entire liability of the parties for the matters addressed thereby.

The bidder acknowledges that business logics, work flows, delegation and decision making processes of Bank are of business sensitive nature and shall not be disclosed/referred to other clients, agents or distributors.

22) Acceptance of Purchase Order

Vendor has to submit the acceptance of the purchase order within 7 days from the issue of Purchase order, duly signed by the authorized signatory.



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23) Right to Alter Quantities

The Bank may at its discretion,

- a) Increase the requirement up to 10% at the time of placing order with vendor and, Or
- b) Decrease the requirement up to 10% at the time of placing order with vendor
- c) Repeat order can be placed within 1 year from the date of last supply date of original purchase order subject to no downward trend in prices and the cumulative repeat order quantity should not exceed more than 100% of original quantity as mentioned in original purchase order.

24) 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 Supplier 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.

25) Signing of Contract Form & NDA & SLA

Within fifteen (15) days of Purchase Order, the successful bidder shall sign the contract form (Annexure-III), Non-Disclosure Agreement (NDA) (Annexure-V) & Service Level Agreement (SLA) (Annexure-VII) and return it to the Bank.

26) Settlement of Disputes

- a. If any dispute or difference of any kind whatsoever shall arise between the Bank and the supplier 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.
- b. If after 30 days the parties have failed to resolve their disputes or difference by such mutual consultation, then either the Bank or the supplier 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.
- c. 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 arbitration. Arbitration may be commenced prior to or after delivery of the goods under the contract.



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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 Purchaser and a Supplier 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 Purchaser and the Supplier; 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 presiding Arbitrator, the Presiding Arbitrator shall be appointed by the Indian Banks' Association, India which 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 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 and the fees and expenses of the Presiding Arbitrator shall be shared equally by the parties. 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.
- (e) Where the value of the contract is Rs. 10 million and below, the disputes or differences arising shall be referred to the Sole Arbitrator. The Sole Arbitrator shall be appointed by agreement between the parties; failing such agreement, by the appointing authority namely the Indian Banks' Association.
- (f) Notwithstanding any reference to arbitration herein,



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- a. the parties shall continue to perform their respective obligation under the contract unless they otherwise agree; and
- b. the Bank shall pay the supplier any monies due to the supplier.

Submitting to arbitration may be considered as an additional remedy and it does not preclude Parties to seek redressal/other legal recourse.

27) Jurisdiction

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

28) Applicable Law

Laws of India and any other guidelines having the force of law in India will be applicable.

29) 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.

30) Termination for Default

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

- a. 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;
- or
- b. If the Supplier fails to perform any other obligation(s) under the Contract.
- c. If the Supplier, in the judgement of the Bank has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.



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For the purpose of this clause:

“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.

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 the Supplier shall be liable to the Bank for any excess costs for such similar Goods or Services. However, the Supplier shall continue performance of the Contract to the extent not terminated.

31) 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 reasonable 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. Delay by sub suppliers of vendor to Vendor will not be considered as cause of force Majeure.

If a Force Majeure situation arises, the Successful bidder shall promptly notify the Bank in writing of such condition and the cause thereof but in any case not later than 10 (Ten) days from the moment of their beginning. 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.

If the impossibility of complete or partial performance of an obligation lasts for more than 6 (six) months, either party hereto reserves the right to terminate the contract totally or partially upon giving prior written notice of 30 (thirty) days to the other party of the intention to terminate without any liability other



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than reimbursement on the terms provided in the agreement for the goods received or complete transition/ handover to the in-coming Vendor/ Service Provider.

32) Confidentiality

The supplier will be exposed to internal business information of the Bank, affiliates, and / or business partners by virtue of the contracted activities. The Bidder / their employees shall treat all data & information collected from the Bank during the project in strict confidence. The Bank is expected to do the same in respect of Bidder provided data / information. **After termination of the contract also they should not divulge any data / information.**

The supplier will have to enter into a Non-Disclosure Agreement (Annexure-V) with the Bank to safeguard the confidentiality of the Bank's business information, legacy applications and data.

The selected bidder 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.

The selected Bidder and its employees shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the successful Bidder under this contract or existing at any Bank location. The successful Bidder shall develop procedures and implementation plans to ensure that IT resources leaving the control of the assigned user (such as being reassigned, removed for repair, replaced, or upgraded) are cleared of all Bank data and sensitive application software. The successful Bidder shall also ensure that all subcontractors who are involved in providing such security safeguards or part of it shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the successful Bidder under this contract or existing at any Bank location.

33) Negligence

In connection with the work or contravenes the provisions of other Terms, if the selected bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to



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the selected bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the selected bidder liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank may make good the failure at the risk and cost of the selected bidder.

34) Assignment

If the Bank undergoes a merger, amalgamation, take-over, consolidation, reconstruction, change of ownership etc., this RFP shall be considered to be assigned to the new entity and such an act shall not affect the obligations of the Service Provider under this RFP. In such case, decision of the new entity will be binding on the successful bidder.

35) Use of Contract Documents and Information

The Selected 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/authorized by the Selected bidder in the performance of the Contract. Disclosure to any such employed/authorized person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.

The Selected 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.

36) Integrity Pact

Bidders shall submit Integrity Pact (IP) along with the technical bid as per Annexure-XII of the RFP. Integrity Pact is an agreement between the prospective bidders and the buyer committing the persons/officials of both the parties not to exercise any corrupt influence on any aspect of the contract. Any violation of the terms of Integrity Pact would entail disqualification of the bidders and exclusion from future business dealings.

The integrity pact begins when both parties have legally signed it. Integrity Pact with the successful bidder(s) will be valid till 12 months after the last payment made under the contract. Integrity Pact with the unsuccessful



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bidders will be valid 6 months after the contract is awarded to the successful bidder.

37) Adoption of Integrity Pact

- The Pact essentially envisages an agreement between the prospective bidders and the Bank, committing the persons /officials of both sides, not to resort to any corrupt practices in any aspect/ stage of the contract.
- Only those bidders, who commit themselves to the above pact with the Bank, shall be considered eligible for participate in the bidding process.
- The Bidders shall submit signed Pre Contract integrity pact as per the Annexure-XII. Those Bids which are not containing the above are liable for rejection.
- Foreign Bidders to disclose the name and address of agents and representatives in India and Indian Bidders to disclose their foreign principles or associates.
- Bidders to disclose the payments to be made by them to agents/brokers or any other intermediary. Bidders to disclose any transgressions with any other company that may impinge on the anti-corruption principle.
- Integrity Pact in respect this contract would be operative from the stage of invitation of the Bids till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.
- The Integrity Pact Agreement submitted by the bidder during the Bid submission will automatically form the part of the Contract Agreement till the conclusion of the contract i.e. the final payment or the duration of the Warranty /Guarantee/AMC if contracted whichever is later.
- Integrity Pact, in respect of a particular contract would be operative stage of invitation of bids till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.
- Integrity pact shall be signed by the person who is authorized to sign the Bid.
- The Name and Contact details of the Independent External Monitor (IEM) nominated by the Bank are as under:

Shri. BrahmDutt, IAS (Retd),

Email: dutt.brahm@gmail.com

- Change of law / policy / circular relating to Integrity Pact vitiates this agreement accordingly with immediate effect on written intimation.
- Any violation of Integrity Pact would entail disqualification of the bidders and exclusion from future business dealings, as per the existing provisions



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of GFR, 2017, PC Act, 1988 or other Financial Rules as may be applicable to the organization concerned.

38) Other Terms & Conditions

- The relationship between the Bank and Successful Bidder/s is on principal to principal basis. Nothing contained herein shall be deemed to create any association, partnership, joint venture or relationship or principal and agent or master and servant or employer and employee between the Bank and Successful Bidder/s hereto or any affiliates or subsidiaries thereof or to provide any party with the right, power or authority, whether express or implied to create any such duty or obligation on behalf of the other party.
- Successful bidder/Service Provider shall be the principal employer of the employees, agents, contractors, subcontractors etc., engaged by the successful bidder/Service Provider and shall be vicariously liable for all the acts, deeds, matters or things, of such persons whether the same is within the scope of power or outside the scope of power, vested under the contract. No right of any employment in the Bank shall accrue or arise, by virtue of engagement of employees, agents, contractors, subcontractors etc., by the successful bidder/Service Provider, for any assignment under the contract. All remuneration, claims, wages dues etc., of such employees, agents, contractors, subcontractors etc., of the successful bidder/Service Provider shall be paid by the successful bidder/Service Provider alone and the Bank shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of the successful bidder's/Service Provider's employees, agents, contractors, subcontractors etc. The Successful Bidder/Service Provider shall agree to hold the Bank, its successors, assigns and administrators fully indemnified, and harmless against loss or liability, claims, actions or proceedings, if any, whatsoever nature that may arise or caused to the Bank through the action of Successful Bidder/Service Provider's employees, agents, contractors, subcontractors etc.
- The cost of preparing the proposal including visit / visits to the Bank by the bidder is not reimbursable.
- All pages of the Bid Document, Clarifications/Amendments if any should be signed by the Authorized Signatory (POA proof to be submitted). A certificate of authorization should also be attached along with the bid.



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- 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 therefore
- The service provider has to provide details of single point of contact viz. name, designation, address, e-mail address, telephone/mobile no., fax no. etc.
- Performance issues to be solved by the supplier without any additional cost to the bank.
- Supplier has to provide technical documents, brochure etc. for all the items quoted to prove future scalability requirements.



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SECTION-IV
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://www.tenderwizard.in/indianbank> 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.



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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/strike for the bank, e-tendering website will receive the bids up to the appointed time as mentioned in schedule 3, however physical documents, to be submitted offline, can be submitted on the next working day up to the appointed time as mentioned in schedule 3 (i.e. till 3.00 PM 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://www.tenderwizard.in/indianbank>), 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



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- 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. Antares Systems Limited.

Note: Please contact M/s. Antares Systems Limited's support desk (as given below), to get your registration accepted/activated and for further clarifications.

Support Desk Contact Details

M/s. Antares Systems Limited
#24, Sudha Complex, 3rd Stage, 4th Block
Basaveshwaranagar, Bangalore – 560 079.
Support Contact No. 080-40482100, 99432 77499,89519 44383
Support Email: gunaseelan.m@antaressystems.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
- e.) Compliance to Technical Specifications as per Technical Bid.
- f.) 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



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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) DD towards Cost of bid document (Bidders may also remit the amount in the account number mentioned in Schedule 8)
- b) Integrity Pact

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

The bidder is requested to submit the original documents in a Sealed Envelope on or before 24/11/2021, 03.00 PM to the address mentioned under schedule 3 of this tender. The envelope shall be super scribed as "**Request for Proposal (RFP) for Procurement and Implementation of Internal and External Firewalls at Head Office (HO) and Corporate Office (CO)**" and the words 'DO NOT OPEN BEFORE (24/11/2021 at 03.30 PM)'.



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2.6. OTHER INSTRUCTIONS

For further instructions like system requirements and manuals, the bidder should visit the e-tendering portal (<https://www.tenderwizard.in/indianbank>), 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.



Ref: CO/ITD/1999/R1/2021-22

SECTION-V

PART I - Functional and Technical Requirements

Date:

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

Dear Sirs,

Sub: Request for Proposal for Procurement and Implementation of Internal and External Firewalls at Head Office (HO) and Corporate Office (CO)

Ref: Your RFP No. CO/ITD/1999/R1/2021-22 dated 02.11.2021.

Referring to your above RFP, we submit the compliance details of the specifications given below:

1. TECHNICAL SPECIFICATIONS – Internal Firewall

Make and Model _____

Make of Software _____

Technical Specification of HO and CO Internal Firewalls from OEM-1(four firewalls):

S. No	Requirements	Complied (Yes/No)
1	The Firewall OEM should be Common Criteria EAL 4 certified	
2	Proposed Firewall should be on multi-core CPU's to protect & scale against dynamic latest security threats.	
3	Proposed firewall appliance should support minimum of 18 Gbps of NGFW throughput	
4	Proposed firewall appliance should support minimum of 3.5 Gbps of Threat prevention throughput	
5	Proposed firewall should be able to scale up to 20Gbps of threat prevention throughput in future if required by adding	

Ref: CO/ITD/1999/R1/2021-22

	additional hardware in to the existing cluster to meet the future growth or the same can be supplied from Day-1	
6	Firewall must have 10*1G Copper RJ45 ports and minimum of 8*10G SFP+ with necessary transceivers from Day-1.	
7	High Availability, Sync, Management, USB and console ports are to be provided separately i.e. other than above ports.	
8	Solution must provide a linear performance growth by adding additional hardware in to the existing setup.	
9	Proposed firewall should be capable of minimum of 1,00,000 new sessions per seconds	
10	Proposed firewall should be capable of minimum of 30,00,000 concurrent sessions	
11	Solution should support connectivity of 1Gbps and 10Gbps and it should be capable of supporting 40Gbps in case of additional requirements in future.	
12	Appliance must have minimum 32 GB of RAM and 240 GB storage. RAM should be upgradable up to 128GB.	
13	Storage Provided in the NGFW must be flash/SSD type	
14	<p>Following features of the NGFW must have which should be enabled while the bench mark testing is carried out in a single box deployment:</p> <ul style="list-style-type: none"> ✓ IPS ✓ Logging and reporting ✓ Application Identifications/control ✓ QOS Marking ✓ Should support Static and Dynamic routing protocols ✓ Policy Based Routing (PBR) based on zone, source or destination IP, source or destination port, application (not port based) ✓ Packet Capture utility with support for IPv4 and IPV6 ✓ Zero-Day Protection 	
15	The IPS should have minimum 10000+ CVE. Application control database must contain more than 3500+ known applications. Should have a URL categorization that exceeds 100+ million URLs	
16	Solution should support Inline deployment	
17	The solution should have detection and prevention capabilities for DNS tunneling attacks	

Ref: CO/ITD/1999/R1/2021-22

18	Solution must support access control for at least 150 predefined services/ protocols	
19	All Licensing should be per device and not user/IP based (should support unlimited users).	
20	Should support the report generation on a manual or schedule (Daily, Weekly, Monthly, etc.) basis	
21	Solution must be able to segment the rule base in a sub-policy structure in which only relevant traffic is being forwarded to relevant policy segment for an autonomous system	
22	Proposed firewalls should be capable of following authentication protocols <ul style="list-style-type: none"> ✓ LDAP ✓ TACAS/Radius ✓ Token-based solutions ✓ Kerberos 	
23	License for Next generation firewall security applications, including intrusion protection, application control, QOS Marking, Zero-Day Protection, etc. for minimum of 5 year should be supplied.	
24	The administrator must be able to view and generate report on the CPU & RAM usage/utilization between a defined period for management activities and for other activities.	
25	Original Manufacturer Authorization Certificate complying with all the stated above features to be submitted along with the bid.	

2. Technical Specification of HO and CO External Firewalls from OEM-2 (Four firewalls):

Make and Model _____

Make of Software _____

S. No	Requirements	Complied (Yes/No)
1	The Firewall OEM should be Common Criteria EAL 4 certified	
2	Proposed Firewall should be on multi-core CPU's to protect	

Ref: CO/ITD/1999/R1/2021-22

	& scale against dynamic latest security threats.	
3	Proposed firewall appliance should support minimum of 8 Gbps of NGFW throughput	
4	Proposed firewall appliance should support minimum of 3.5Gbps of Threat prevention throughput	
5	Proposed firewall should be able to scale up to 20Gbps of threat prevention throughput in future if required by adding additional hardware in to the existing cluster to meet the future growth or the same can be supplied from Day-1	
6	Firewall must have 10*1G Copper RJ45 ports and minimum of 8*10G SFP+ with necessary transceivers from day one and it should be upgradable in case of additional requirements in future.	
7	High Availability, Sync, Management, USB and console ports are to be provided separately i.e. other than above ports.	
8	Bank has Sandblast web APT appliance which has to be integrated with new Firewalls, if possible. In the case of new Checkpoint Firewall, Bank's existing Sandblast appliance has to be integrated mandatorily.	
9	If point no.8 is not complied, then proposed solution should have cloud based APT Solution, unknown malware analysis service with guaranteed protection signature with delivery near real time	
10	The APT solution should be capable of bare metal analysis to identify unknown malware	
11	Proposed solution should be capable of minimum of 1,00,000 new sessions per second	
12	Proposed solution should be capable of minimum of 20,00,000 concurrent sessions	
13	Solution should support connectivity of 1Gbps and 10Gbps and it should be capable of supporting 40Gbps in case of additional requirements in future.	
14	Appliance must have minimum 32 GB of RAM, minimum 12 physical cores and 240 GB storage. RAM Should be upgradable up to 128 GB	

Ref: CO/ITD/1999/R1/2021-22

15	Storage Provided in the NGFW must be flash/SSD type	
16	<p>Following features of the NGFW must have, which should be enabled while the bench mark testing is carried out in a single box deployment:</p> <ul style="list-style-type: none"> ✓ IPS ✓ Anti-Virus ✓ Anti-malware ✓ Anti-botnet ✓ Logging and reporting ✓ Application Identifications/control ✓ URL filtering ✓ QOS Marking ✓ Zero-Day Protection ✓ Should support Static and Dynamic routing protocols ✓ Policy Based Routing (PBR) based on zone, source or destination IP, source or destination port, application (not port based), AD/LDAP user or User Group and Services ✓ Packet Capture utility with support for Ipv4 and IPV6 	
17	Advance unknown malware analysis engine should be capable of intelligent automated algorithms with static analysis and dynamic analysis engine with custom-built virtual hypervisor analysis environment	
18	Should have separate real time logging base on all Traffic, Threats, User IDs, URL filtering, Data filtering, Content filtering, unknown malware analysis, Authentication, Tunneled Traffic and correlated log view base on other logging activities	
19	Should support the report generation on a manual or schedule (Daily, Weekly, Monthly, etc.) basis	
20	Should allow the report to be exported into other format such as PDF, HTML, CSV, XML etc.	
21	Should have built in report templates base on Applications, Users, Threats, Traffic, URLs and Ips	
22	Reports on risk analysis of firewall rules based on bank's own current Risk Matrix which will learn and develop on an ongoing basis and would be based on Zone to Zone, Subnet to Subnet or IP to IP etc.	
23	Proposed Firewall rules optimization:	

Ref: CO/ITD/1999/R1/2021-22

	<p>i. Unused Rules Calculation for specific time period based on Firewall Traffic Logs.</p> <p>ii. Analysis on Covered/Shadow/Hidden Rules</p> <p>iii. Analysis on Rules Consolidation (Merging of similar kind of rules)</p> <p>iv. Analysis on Redundant Rules</p> <p>v. Tightening of Overly Permissive Rules (Any-Any)</p> <p>vi. Analysis on Unattached/Unused Objects to simplify objects management</p> <p>vii. Analysis on Rule-Reordering to improve the performance of the Firewall</p> <p>viii. Analysis on Disabled/Expired Rules for enhanced visibility on the Firewall Rules sets</p>	
24	NGFW must be able to provide Machine learning features for advanced protections directly from the NGFW with no external connection needed.	
25	The administrator must be able to view and generate report on the CPU& RAM usage/utilization between a defined period for management activities and for other activities.	
26	The firewall must have the capability to be configured and deployed as SSL connection broker and port mirroring for SSL traffic	
27	The proposed firewall shall be able to identify, decrypt and evaluate SSH Tunnel traffic in an inbound and outbound connections	
28	The NGFW shall support the ability to have a SSL inspection policy differentiate between personal SSL connections i.e. banking, shopping, health and non-personal traffic	
29	Load Balancing & Auto Failover of Internet Links: The NGFW solution must provide for load balancing and Auto Failover of minimum four (4) internet links. The load balancing and automatic failover must be seamless and automatic without manual Intervention.	
30	The IPS should have minimum 10000+ CVE. Application control database must contain more than 3500+ known applications. Should have a URL categorization that exceeds 100+ million URLs	
31	Solution should be able to support Inline deployment	

Ref: CO/ITD/1999/R1/2021-22

32	The solution should have detection and prevention capabilities for DNS tunneling attacks	
33	Solution must support access control for at least 150 known and predefined services/protocols	
34	All Licensing should be per device and not user/IP based (should support unlimited users).	
35	Solution must be able to segment the rule base in a sub-policy structure in which only relevant traffic is being forwarded to relevant policy segment for an autonomous system	
36	Proposed firewalls should be capable of following authentication protocols <ul style="list-style-type: none"> ✓ LDAP ✓ TACAS/Radius ✓ Token-based solutions ✓ Kerberos 	
37	License for Next generation firewall security applications, including intrusion protection, application control, URL filtering, Anti-Botnet, Anti-Virus/Anti-malware, Anti Spyware, QOS marking, URL filtering, Zero-Day Protection, DNS, APT etc. For a minimum of 5 year should be supplied.	
38	Original Manufacturer Authorization Certificate complying with all the stated above features to be submitted along with the bid.	

List of deviations from the required specifications:

- 1)
- 2)

(If left blank, it is treated that there are no deviations in the compliance of specifications)

We comply with all requirements, specifications, terms and conditions mentioned in the Bid Document except for the deviations mentioned above.

We agree for the time frame for completion of activities as per your above bid.

We agree to the terms of payment mentioned in your bid.

Ref: CO/ITD/1999/R1/2021-22

We submit that we shall abide by your terms and conditions governing the quotation.

i. We submit that the details given above are true to the best of our knowledge.

For

Office Seal

(Authorised Signatory)

Place:

Name:

Date:

Designation:

Mobile No:

Business Address:

Telephone No:

E-mail ID:



Ref: CO/ITD/1999/R1/2021-22

PART - II

Commercial Bid (To be submitted after Online Reverse Auction)

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

Dear Sirs,

Sub: Request for Proposal for Procurement and Implementation of Internal and External Firewalls at Head Office (HO) and Corporate Office (CO)

Ref: Your RFP No. CO/ITD/1999/R1/2021-22 dated 02.11.2021

Further to the online reverse auction conducted on _____, we submit hereunder the price details for Request for Proposal for Procurement and Implementation of Internal and External Firewalls at Head Office (HO) and Corporate Office (CO) as per the specifications given in Part-I.

S.No	Item Description	Quantity (X)	Unit Price(INR)* (Y)	Total Price(INR) Z = (X * Y)
A	Cost of Solution including 3 years Warranty			
1	HO Internal Firewalls	2		
2	HO External Firewalls	2		
3	CO Internal Firewalls	2		
4	CO External Firewalls	2		
Total(A)				
B	AMC/ATS Subscriptions Charges – 4thYear			
1	HO Internal Firewalls	2		
2	HO External Firewalls	2		

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3	CO Firewalls	Internal	2		
4	CO Firewalls	External	2		
Total(B)					
C	AMC/ATS Subscriptions Charges – 5thYear				
1	HO Firewalls	Internal	2		
2	HO Firewalls	External	2		
3	CO Firewalls	Internal	2		
4	CO Firewalls	External	2		
Total(C)					
D	One time Implementation Charges				
1	Installation and Implementation Charges, if any		8		
Total(D)					
E	Buy Back Details				
S.No	Item Description		Quantity (X)	Unit Price(INR) (Y)	Total Price(INR) Z = (X * Y)
1	HO Firewalls	Internal	2		
2	HO Firewalls	External	2		
3	CO Firewalls	Internal	2		
4	CO Firewalls	External	2		
Total(E)					
Total Amount[(A+B+C+D)-(E)]					

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* Price is inclusive of all charges but exclusive of taxes. TDS if any, will be deducted from the payment.

Total Amount in words: Rupees _____

We submit that we shall abide by the details given above and terms and conditions given in Bid document.

For
Office Seal

(Authorized Signatory)

Place:
Date:
Mobile No:
Business Address:
Telephone No:
E-mail ID:

Name:
Designation:



Ref: CO/ITD/1999/R1/2021-22

ANNEXURE -I

BID FORM

FORM OF BID

(Bidders are required to furnish the Form of Bid)

Date: _____

To

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

Sub: Request for Proposal for Procurement and Implementation of Internal and External Firewalls at Head Office (HO) and Corporate Office (CO)

Ref: Your RFP No. CO/ITD/1999/R1/2021-22 dated 02.11.2021

Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to.....
..... (Description of Goods and Services), in conformity with the said Bidding Documents.

We undertake, if our bid is accepted, to deliver the goods and provide the services in accordance with the delivery schedule specified in the Schedule of Requirements.

If our bid is accepted, we will obtain the Guarantee of a Bank in a sum equivalent to 3% per cent 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, if required.



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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.

Dated thisday of2021

Signature

.....

(In the Capacity of)

Duly authorised to sign bid for and on behalf of

(Name & Address of Bidder)

.....

.....

Mobile:

Email



Ref: CO/ITD/1999/R1/2021-22

Annexure -II

SELF DECLARATION – BLACKLISTING

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

Dear Sir,

Sub: Request for Proposal for Procurement and Implementation of Internal and External Firewalls at Head Office (HO) and Corporate Office (CO)

Ref: Your RFP No. CO/ITD/1999/R1/2021-22 dated 02.11.2021

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:

Name:



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Annexure-III

CONTRACT FORM

THIS AGREEMENT made theday of.....2021 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.Dated.....for certain Goods and ancillary services viz., (Brief Description of Goods and Services) and has accepted a bid by the Supplier for the provision of those goods and 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 Order.
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.



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

Particulars	Amount in Rs.

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/1999/R1/2021-22

Annexure-IV
Performance Security Format

Bank Guarantee No.

Date:

To: INDIAN BANK,
Corporate Office, Chennai
INDIA

WHEREAS (Name of Supplier)
hereinafter called "the Supplier") has undertaken, in pursuance of Contract
No.....
dated,.....to.....(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 recognized 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 theday of.....2021

Signature of Authorized Official with Seal

.....

Date.....2021

Address:.....

NOTE:

1. Supplier should ensure that seal and code no of the signatory is put by the bankers, 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.



Ref: CO/ITD/1999/R1/2021-22

Annexure-V
NON DISCLOSURE AGREEMENT

THIS AGREEMENT made and entered into aton this the.....day of.....2021 between **INDIAN BANK**, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act 1970, having its Corporate Office at No.254-260, AvvaiShanmugamSalai, Royapettah, Chennai – 600 014, hereinafter called the "**BANK**" which term shall wherever the context so require includes its successors and assigns

AND

M/s..... a company registered under the Companies Act having its registered office at..... hereinafter called the "Supplier" which term shall wherever the context so require includes its successors and assigns, **WITNESSETH:**

WHEREAS

The Bank is interalia engaged in the business of using the services of Firewalls

M/s..... has been engaged in the business of providing the services for Supplying, Installation and Implementation of Firewalls.

The parties have entered into agreement dated _____ for providing the services for Supply, Installation and Implementation of Firewalls "(herein after referred to as "purpose")" and have established business relationship between themselves. In course of the said purpose, it is anticipated that each party may disclose or deliver to the other certain or some of its trade secrets or confidential or proprietary information. The parties have agreed that disclosure and use of such confidential information shall be made and on the terms and conditions of this agreement.

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 party to another party in connection with the Purpose. Confidential Information shall include customer data, any copy, abstract, extract, sample, note or module



Ref: CO/ITD/1999/R1/2021-22

thereof and all electronic material or records, tenders and other written, printed or tangible thereof and include all information or material that has or could have commercial value or other utility in the business in which disclosing party is engaged.

Receiving party may use the information solely for and in connection with the Purpose.

2. Use of Confidential Information

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.

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 the direct employment of the Receiving Party who have a need to 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 non-disclosure agreement with the Receiving Party that contains terms and conditions that are no less restrictive than these and such consultant should also be liable to the original disclosing party for any unauthorized use or disclosure. 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.

Neither party shall 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 the other party.

3.Exemptions

The obligations imposed upon either party herein shall not apply to information, technical data or know how whether or not designated as confidential, that:



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- Is already known to the Receiving party at the time of the disclosure without an obligation of confidentiality.
- Is or becomes publicly known through no unauthorized act of the Receiving party.
- Is rightfully received from a third party without restriction and without breach of this agreement.
- Is independently developed by the Receiving party without use of the other party's confidential information and is so documented.
- Is disclosed without similar restrictions to a third party by the Party owning the confidential information.
- Is approved for release by written authorization of the disclosing party; or
- Is required to be disclosed pursuant to any applicable laws or regulations or any order of a court or a governmental body; provided, however that the Receiving party shall first have given notice to the Disclosing Party an made a reasonable effort to obtain a protective order requiring that the confidential information and / or documents so disclosed used only for the purposes for which the order was issued.

4. Term

This agreement shall be effective from the date of the execution of this agreement and shall continue till expiration or termination of this agreement due to cessation of the business relationship between the parties. Upon expiration or termination as contemplated herein the Receiving party shall immediately cease any or 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, note or modules thereof.

Notwithstanding the above, the obligations of the receiving party respecting disclosure and confidentiality shall continue to be binding and applicable without limit until such information enters the public domain.

5. 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 or thereafter may be obtained by such party is either granted or implied by the conveying of confidential information.



Ref: CO/ITD/1999/R1/2021-22

6. 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, abstracts, extracts, samples, note 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.

7. 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.

8. Entire agreement

This agreement constitutes the entire agreement between the parties relating to the matter discussed herein and supersedes any and all prior oral discussion 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 rights, benefits and obligations granted hereunder, shall be assignable or otherwise transferable.

9. Severability

If any provision herein becomes invalid, illegal or unenforceable under any law, the validity, legality and enforceability of the remaining provisions and this agreement shall not be affected or impaired.

10. Dispute resolution mechanism

In the event of any controversy or dispute regarding the interpretation of any part of this agreement or any matter connected with, arising out of, or incidental to the arrangement incorporated in this agreement, the matter shall be referred to arbitration and the award passed in such arbitration shall be binding on the parties. The arbitral proceeding shall be governed by the provisions of Arbitration and Reconciliation Act 1996 and the place of arbitration shall be Chennai.



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Submitting to arbitration may be considered as an additional remedy and it does not preclude the parties to seek redressal/other legal recourse.

11. Jurisdiction

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

12. Governing laws

The provisions of this agreement shall be governed by the laws of India.

13. Indemnity Clause

If at the time of bidder/vendor supplying, installing the Hardware/Software and Support 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.

BANK _____

M/s _____



Ref: CO/ITD/1999/R1/2021-22

Annexure-VI
BID SECURITY DECLARATION

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

Dear Sir,

Sub: RFP for Procurement of Internal and External Firewalls at Head Office (HO) and Corporate Office (CO)

Ref: Your RFP No. CO/ITD/1999/R1/2021-22 dated 02.11.2021.

We declare that, we will not withdraw our bid during the period of bid validity specified in this RFP and we will not fail or refuse to execute the Agreement and furnish the performance security as specified in the RFP.

Signature of Authorized Official

Name and Designation with Office Seal

Place:

Date:



Ref: CO/ITD/1999/R1/2021-22

Annexure-VII
SERVICE LEVEL AGREEMENT

THIS AGREEMENT made theday of.....,2020 between Indian Bank, a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertakings) Act 1970 having its Corporate Office at 254-260, AvvaiShanmughamSalai, Chennai 600 014 (hereinafter "the purchaser/Bank") which expression shall, unless it be repugnant to the context or meaning thereof, be deemed to mean and include its successors in title and assigns, of the one part

and

M/s, ("Name of Supplier") (hereinafter called "The Supplier") which expression shall, unless it be repugnant to the context or meaning thereof, be deemed to mean and include its successors in title and permitted assigns, of the other part:

WHEREAS the Bank invited bids vide RFP.No..... for Procuring and Implementation of Internal & External firewalls at Head Office (HO) and Corporate Office (CO), Chennai (hereinafter referred to as "the said services") and has finalized and accepted the bid submitted by the Supplier for the provision of the said services

Now therefore, in consideration of the mutual covenants and promises contained herein, the parties hereto more fully agree that supplier shall provide the said services as per the terms provided hereunder.

NOW THIS SERVICE LEVEL AGREEMENT WITNESSETH AS FOLLOWS:

The SLA specifies the expected levels of service as mentioned below to be provided by the Supplier to the Bank.

The RMA service has to be well within 48 hours i.e. 2 working days. The deployment of new appliance(s) after replacement has to be provided free of cost. The Bank's support engineer (Existing Operation Team) will also provide necessary support to the vendor's engineer.

AMC payments to the Supplier 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 Supplier. The Supplier shall provide access to the Bank or its designated personnel to the tools used for SLA monitoring.



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The SLA parameters shall be monitored on a monthly basis as per the individual SLA parameter requirements. A Service Level violation will occur if the Supplier fails to meet Minimum Service Levels on a monthly basis for a particular Service Level.

The implemented solution should be certified by OEM with respect to the RFP & its addendums, if any, functionalities, Bank's Information Security Policy and prevalent best security guidelines. Further, bidder/OEM should also review the configurations, version upgradations, firmware upgradations, patch levels, security policies etc minimum once in a year and certify the same without any cost to the Bank.

The supplier is expected to do preventive maintenance of all the Firewalls on quarterly basis and submit the report. The report should have details of system uptime, RAM usage, Storage details, CPU utilization etc. The hardening has to be done as per best security practices. Any degradation in the performance of the solution and services is subject to levying penalties on payment. Preventive maintenance of all the firewalls are supposed to be performed within 2 weeks from end of each quarter. In case of failure of performing the preventive maintenance it will lead to penalty as mentioned below.

S. No.	Preventive Maintenance duration	Penalty Charges
1	Within 2 Weeks from end of quarter	NIL
2	3 to 4 Weeks from end of quarter	1% of Subscription for one year for the solution.
3	Beyond 4 Weeks	3% of Subscription for one year for the solution.

Overall Availability, Performance Measurements, Preventive Check and Health Check-up will be on a quarterly basis for the purpose of Service Level reporting. Month wise "Availability and Performance Report" will be provided by the Supplier 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.

Installation/Implementation of firewalls in HO and CO must be made in a manner that it shouldn't affect the Branch/HO/CO Network or connection in anyways.

"Incident" refers to any event / abnormalities in the functioning of the solution.

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Penalty on non-adherence to SLAs

B) Penalty for Solution uptime

During the term of the contract, the supplier will ensure that appliance is in perfect working order & condition and performance of the appliances and related software/applications for this purpose is as under:

S. No.	Level of uptime per month aftermaking it in production	Penalty Charges
1	99.90% and Above	NIL
2	98.00% and above but below 99.90	1% of Subscription for one year for the solution.
3	95.00% and above but below 98.00%	3% of Subscription for one year for the solution.
4	90.00% and above but below 95.00%	5% of Subscription for one year for the solution.
5	Below 90.00%	10% of Subscription for one year for the solution.

Penalty, if any, shall be debited from the subsequent payments to be paid to the vendor.

The following documents shall be deemed to be form and be read and construed as part and parcel of this agreement viz;

- RFP No.....dated.....for.....
- The Bid Form and the price schedule submitted by the Bidder
- The Purchaser Order
- Contract form dated
- NDA form dated

In the event of any conflict between the RFP and this Agreement, the provisions contained in the RFP shall prevail over this agreement.

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)



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In the presence of:.....

Signed, Sealed and Delivered by the said

(For The Supplier)

In the presence of:.....



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Annexure - VIII

MANUFACTURERS' AUTHORIZATION FORM

No.

Dated

To

Dear Sir:

RFPNo. _____ dated _____

We who are established and reputable manufacturers of _____ (*name & descriptions of goods offered*) having factories at _____ (*address of factory*) do hereby authorize M/s _____ (*Name and address of Agent*) to submit a Quote, and sign the contract with you for the goods manufactured by us against the above RFP (Request for Proposal).

We hereby extend our full warranty as per Conditions of Contract for the goods and services offered for supply by the above firm against this RFP (Request for Proposal). We duly authorize the said firm to act on our behalf in fulfilling all installation, technical support and Annual maintenance obligations required by the Contract.

Yours faithfully,

(Name)

(Name of Manufacturer)

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. It should be included by the Bidder in its bid.



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ANNEXURE – IX
DECLARATION FOR MSME BENEFITS

(To be submitted on the letter head of the bidder signed by Director/Company Secretary)

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

Sub: RFP for Procurement of Internal and External Firewalls at Head Office (HO) and Corporate Office (CO)

Ref: Your RFP No. CO/ITD/1999/R1/2021-22 dated 02.11.2021.

Dear Sir,

This has reference to our bid submitted in response to your Request for Proposal (RFP) Ref. No. CO/ITD/994/R1/2021-22 dated 02.11.2021 floated for **Procurement and Implementation of Internal and External Firewalls at Head Office (HO) and Corporate Office (CO)**. We have carefully gone through the contents of the above referred RFP and hereby undertake and confirm that, as per the Govt. Of India guidelines, we are eligible to avail the following MSME benefits in response to your RFP floated, as referred above.

a) Issue of Tender Documents to MSEs free of Cost

In case, at any later stage, it is found or established that, the above undertaking is not true then Bank may take any suitable actions against us viz. Legal action, Cancellation of Notification of Award/contract (if issued any), Blacklisting & debarment from future tender/s etc.

Yours Sincerely

For M/s _____
Signature
Name:
Designation: Director/Company Secretary
Place:
Date:
Seal & Stamp



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ANNEXURE-X

**DECLARATION ON PROCUREMENT FROM A BIDDER OF A COUNTRY WHICH
SHARES A LAND BORDER WITH INDIA**

**(THE BIDDER SHOULD GIVE THE FOLLOWING UNDERTAKING/CERTIFICATE
ON ITS LETTERHEAD)**

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

Date

Dear Sir,

Sub: RFP for Procurement and Implementation of Internal and External Firewalls at
Head Office (HO) and Corporate Office (CO)

Ref: Your RFP No. CO/ITD/1999/R1/2021-22 dated 02.11.2021.

We have read the clause regarding restriction on procurement from a bidder of a country which shares a land border with India as per the O.M.No.F.No.6/18/2019-PPD dated 23.07.2020; We certify that << **name of the bidder**>>&<< **name of the OEM**>> are not from such a country or, if from such a country, have been registered with the Competent Authority. We hereby certify that we and our OEM fulfil all requirements in this regard and are eligible to be considered. [Evidence of valid registration by the Competent Authority shall be attached, wherever applicable]

Signature of Authorized Official

Name and Designation with Office Seal

Place:

Date:



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ANNEXURE-XI

**INSTALLATION CERTIFICATE FOR ISSUE AFTER SUCCESSFUL GO LIVE
OF PRODUCT/SOFTWARE/SOLUTION**

Date:

Sub: Certificate of installation of Internal and External Firewalls at Head Office
(HO) and Corporate Office (CO).

1. This is to certify that the product/software/solution as detailed below has/have been implemented successfully (Subject to remarks in Para No.2) and made live:

- (a) Contract No. _____ dated _____
(b) Description of the product/software: _____
(c) Quantity _____
(d) Date of delivery _____
(e) Date of installation/go live _____

2. Details of features not yet implemented:

2. The proving test has been done to our entire satisfaction and operators have been trained as per contract terms.

Signature _____

Name _____

Designation with stamp _____



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Annexure-XII

INTEGRITY PACT

(To be submitted on Non - Judicial Stamp Paper)

INTEGRITY PACT

Between

Indian Bank hereinafter referred to as "The Bank"

and

..... Hereinafter referred to as "The Bidder/Contractor"

Preamble

The Bank intends to award, under laid down organizational procedures, contract/s for Procurement and Implementation of Internal and External Segment firewalls at Head Office (HO) and Corporate Office (CO), Chennai. The Bank values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness / transparency in its relations with its Bidders(s) and / or Contractor(s).

In order to achieve these goals, the Bank will appoint an independent External Monitor (IEM), who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1 – Commitments of the Bank

1. The Bank commits itself to take all measures necessary to prevent corruption and to observe the following principles:

- a) No employee of the Bank, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
- b) The Bank will, during the tender process treat all Bidder(s) with equity and reason. The Bank will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential/additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
- c) The Bank will exclude from the process all known prejudiced persons.



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2. If the Bank obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Bank will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

Section 2 – Commitment of the Bidder(s)/Contractor(s)

1. The Bidder(s)/ Contractor(s) commit themselves to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the contract execution.

- a. The Bidder(s)/ Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Bank's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
- b. The Bidder(s)/ Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
- c. The Bidder(s)/ Contractor(s) will not commit any offence under the relevant IPC/PC Act: further, the Bidder (s) / Contractor (s) will not use improperly, for purpose of competition or personal gain, or pass on to others, any information or documents provided by the Bank as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
- d. The Bidder (s)/ Contractor (s) of foreign origin shall disclose the name and address of the Agents/Representatives in India, if any. Similarly, the Bidder(s)/Contractor (s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further, as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers" shall be disclosed by the Bidder (s) / Contractor (s). Further as mentioned in the Guidelines, all the payments made to the Indian Agent/Representative have to be in Indian Rupees only. Copy of the "Guidelines on Indian Agents of Foreign Suppliers" is placed at Annexure.
- e. The Bidder (s) / Contractor (s) will, when presenting his bid, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.



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2. The Bidder (s) / Contractor (s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3– Disqualification from tender process and exclusion from future contracts

If the Bidder(s)/ Contractor (s), before award or during execution has committed a transgression through a violation of Section 2, above or any other form such as to put his reliability or creditability in question, the Bank is entitled to disqualify the Bidder (s) / Contractor (s) from the tender process.

Section 4– Compensation for Damages

1. If the Bank has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Bank is entitled to demand and recover the damages equivalent to Earnest Money Deposit /Bid Security.
2. If the Bank has terminated the contract according to Section 3, or if the Bank is entitled to terminate the contract according to Section 3, the Bank shall be entitled to demand and recover from the Contractor liquidated damages of the contract value or the amount equivalent to performance Bank Guarantee.

Section 5 – Previous Transgression

1. The Bidders declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any other Public Sector Enterprises in India that could justify his exclusion from the tender process.
2. The Bidder agrees that if he makes incorrect statement on this subject, bidder is liable to be disqualified from the tender process or the contract, if already awarded, is liable to be terminated for such reason.
3. The imposition and duration of the execution of the bidder will be determined by the bidder based on the severity of transgression.
4. The Bidder/Contractor acknowledges and undertakes to respect and uphold the Bank absolute right to resort to and impose such exclusion.
5. Apart from the above, the Bank may take action for banning of business dealings/holiday listing of the Bidder/ Contractor as deemed fir by the Bank.
6. If the Bidder/Contractor can prove that he has resorted/recouped the damage caused by him and has implemented a suitable corruption



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prevention system, the Bank may, at its own discretion, as per laid down organizational procedures, revoke the exclusion prematurely.

Section 6 – Equal treatment of all Bidders/Contractors/Sub-Contractors

1. The Bidder(s)/Contractor(s) undertake(s) to demand from all sub-contractors a commitment in conformity with this Integrity Pact, and to submit it to the Bank before contract signing. The Bidder(s)/Contractor(s) shall be responsible for any violation(s) of the principles laid down in this agreement/Pact by any of its Sub-contractors/Sub-vendors.
2. The Bank will enter into agreement with identical conditions as this one with all Bidders/Contractors.
3. The Bank will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

Section 7 – Criminal charges against violating Bidder(s) /Contractor(s) /Sub contractor(s)

If the Bank obtains knowledge of conduct of a Bidder, Contractor or Sub-contractor or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or of the Bank has substantive suspicion in this regard, the Bank will inform the same to the Chief Vigilance Officer.

Section 8 – Independent External Monitor/ Monitors

1. The Bank appoints competent and credible Independent External Monitor for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
2. The Monitor is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. It will be obligatory for him to treat the information and documents of the Bidders/Contractors as confidential. He reports to the Authority designated by the Bank.
3. The Bidder(s)/Contractor(s) accept that the Monitor has the right to access without restriction to all Project documentations of the Bank including that provided by the Contractor. The Contractor will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor is under contractual obligation to treat the information and documents of the Bidders)/Contractors(s)/Subcontractors(s) with confidentiality.
4. The Bank will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have



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an impact on the contractual relations between the Bank and the Contractor. The parties offer to the Monitor the option to participate in such meetings.

5. As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of the Bank and request the Management to discontinue or take corrective action, or to take other relevant action. The Monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
6. The Monitor will submit a written report to the Authority designated by the Bank, within 8 to 10 weeks from the date of reference or intimation to him by the Bank and, should the occasion arise submit proposals for correcting problematic situations.
7. If the Monitor has reported to Authority designated by the Bank, a substantiated suspicion of an offence under relevant IPC/PC Act, and the Authority designated by the Bank has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
8. The word '**Monitor**' would include both singular and plural.

Section 9 – Pact Duration

This pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded on whomsoever it may be.

If any claim is made/lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged/determined by the Bank.

Section 10 – Examination of Books of Accounts

In case of any allegation of, violation of any provisions of this Integrity Pact or payment of commission, the Bank or its agencies shall be entitled to examine the Books of Accounts of the Bidder and the Bidder shall provide necessary information of the relevant financial documents in English and shall extend all possible help for the purpose of such examination.

Section 11 – Other provisions

1. This agreement is subject to Indian Law, Place of performance and jurisdiction is the Corporate Office of the Bank, i.e. Chennai.
2. Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.



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3. If the Contractor is a partnership or a Consortium, this agreement must be signed by all partners or Consortium members. In case of a Company, the Pact must be signed by a representative duly authorized by Board resolution.
4. Should one or several provisions of this agreement turn out to be invalid, the reminder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
5. In the event of any contradiction between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.
6. Any dispute or difference arising between the parties with regard to the terms of this Agreement/Pact, any action taken by the Bank in accordance with this Agreement/Pact or interpretation thereof shall not be subject to arbitration.

The parties hereby sign this Integrity Pact aton

(For & On behalf of the Bank)
 Bidder/Contractor)

(For & On behalf of

(Office Seal)

(Office Seal)

Place -----

Place -----

Date -----

Date -----

Witness 1:

Witness 1:

(Name & Address) -----

(Name & Address) -----



Ref: CO/ITD/1999/R1/2021-22

Witness 2:

(Name & Address) -----

Witness 2:

(Name & Address) -----



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CHECKLIST

S.No.	Criteria	Documents to be submitted as proof by the Bidder
1	The Bidder should be a Public/Private Limited Company and should be in existence in India for the last <u>5 years</u> (as on 31.03.2021).	Copy of Certificate of Incorporation
2	The Bidder should be an OEM/ Authorized Partner of the Original Equipment Manufacturer (OEM) of the firewall quoted.	MAF has to be submitted as per Annexure-VIII
3	The Bidder should have Net profit/Positive Net worth during last three financial years (2018-19,2019-20,2020-21)	Copy of Audited Balance Sheet & Profit and Loss Statement/CA Certificate.
4	The Bidder's yearly turnover should be more than Rs.25 crores during last <u>three financial years</u> of the Bidder.	Copy of Audited Balance Sheet & Profit and Loss Statement/CA Certificate.
5	The bidder should have supplied, have experience in supplying, installations and maintenance of the firewalls and its related components solutions quoted, with any Government, private or public organizations in India during last 3 years (as on 31.03.2021).	Necessary purchase orders to be submitted.
6	The Bidder should not have been blacklisted by any Government Dept / PSU / Banks currently.	Self-Declaration as per the format given in Annexure-II should be attached.
7	Technical Compliance	Compliance to be given as per Part – I
8	Bid Security Declaration	Bid Security Declaration as per Annexure-VI
9	Bid Form	As per Annexure-I
10	Escalation Matrix of Bidder	Escalation Matrix of Bidder to be submitted on bidder's letter head
11	Integrity Pact	Integrity Pact as per Annexure-XII
12	Declaration regarding MSME Benefits (If Applicable)	Declaration to be submitted as per Annexure-IX
13	Indicative Commercial Bid	Indicative Commercial Bid as per Part-II
14	Copy of RFP & Clarifications and amendments issued by the Bank	To be sealed and signed by the Authorised Official of the Bidder