



Saptagiri Grameena Bank
(Public Sector RRB : Sponsored by Indian Bank)

సప్తగిరి గ్రామీణ బ్యాంక్
(ప్రభుత్వరంగ సంస్థ : ఇండియన్ బ్యాంక్ ద్వారా ప్రాయోగికం)

सप्तगिरि ग्रामीण बैंक
(सार्वजनिक क्षेत्र आर:आरबी : इंडियन बैंक द्वारा प्रायोजित)

REQUEST FOR PROPOSAL

FOR

**NETWORK MANAGEMENT SERVICE
AND MODEM AMC**

Of

SAPTAGIRI GRAMEENA BANK

RFP No: HO/ITD/1015/2021

Date : 13/07/2021



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SCHEDULE OF EVENTS AND BID DETAILS

The following is an indicative timeframe for the overall selection process. Bank reserves the right to vary this timeframe at its absolute and sole discretion, should the need arise. Changes to the timeframe will be published in the Bank's Website.

RFP Reference	HO/ITD/1015/2021
Porting of RFP in Bank Website	13.07.2021
Last Date for submitting the queries (Only through mail)	19.07.2021 ; 17.00 Hrs
Date of pre-response (pre-bid) meeting	Date /Time will be communicated separately.
Last date and Time for submitting bids	26.07.2021; 15.00 Hrs
Date and Time of opening of bid responses	26.07.2021; 15.30 Hrs
Place of Opening RFP responses	Saptagiri Grameena Bank, Head Office PB NO: 17, Hotel Durga Complex, Naidu Buildings, Chittoor, Andhra Pradesh - 517001
Cost of RFP document	Rs 5,000/- (Rupees Five Thousand only) The cost is Non-refundable.
Bid Security Guarantee	Rs. 1,00,000/- by way of Bank Guarantee (Rupees One lakh only)
Address for communication and submission of responses	The General Manager Head Office, Saptagiri Grameena Bank, PB NO: 17, Hotel Durga Complex, Naidu Buildings, Chittoor, Andhra Pradesh - 517001
Contact No	8886644186/004/006
Email	edp@sgbank.in

In case scheduled dates fall on a public holiday, the same will be extended to the next working day.

All dates mentioned above are tentative dates and the bidder acknowledges that it cannot hold the Bank responsible for breach of any the dates.

Non - attendance at the pre-bid meeting or bid opening will not be a cause for disqualification of a bidder.





Section I
INTRODUCTION

Saptagiri Grameena Bank, a Regional Rural Bank, having its head quarters at Chittoor, Andhra Pradesh and Operating in Chittoor and Krishna Districts of Andhra Pradesh with 225 branches and is having a business of Over Rs 15400 Crores.

PURPOSE

This RFP seeks to engage outsourcing of network management service for Branches / Regional Offices / Training Centres / CTS Clearing Offices / Project Office / Head Office and MODEM's AMC.

Providing uninterrupted and reliable network connectivity to branches is a basic need for better customer service.

- To study the Bank's existing WAN / LAN architecture and network infrastructure and to manage Bank's network entirely and ensuring uninterrupted connectivity to branches/offices by coordinating with network service providers, branches/offices and other stake holders.
- To manage the procurement and commissioning of new links of any type like MPLS VPN/ VPNoBB /RF/ GSM SIM/ Broadband from M/s BSNL or any other service provider for new or existing branches/offices.
- To manage the relocation of existing links of any type due to shifting of branches/offices.
- To coordinate with hardware vendors for managing the network assets like routers, modems, switch etc., (repair or replacement) under warranty/AMC.

INVITATION FOR BIDS (IFB)

Saptagiri Grameena Bank (SGB) invites sealed quotations from all eligible bidders for link maintenance and MODEM AMC for providing uninterrupted connectivity to the branches / Regional offices / Head office. Part-I of the bid document will consist of technical and other details and should be submitted manually and Part II will be a sealed bid for commercials

The address for communication is:

Saptagiri Grameena Bank,
PB No: 17,
Hotel Durga Complex,
Naidu Buildings,
Chittoor - 517001

Contact Number : 08572-227992
Email: edp@sgbank.in





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Further information can be had from the bank at the address given above from 10.00 to 17.00 hours on all days from Monday to Saturday except 2nd & 4th Saturday and holidays

Bids must be delivered to the address given above, on or before 15.00 Hours on 26.07.2021 and must be accompanied by a Bid Security of INR 1,00,000/- (Rupees One lakh only) and a bid fee of INR 5,000/- as Demand Draft in favour of Saptagiri Grameena Bank payable at Chittoor for (non-refundable). Bid submitted without the Bid Fee and Bid Security will not be considered.

Late Bids will be rejected. **Part I (Technical Bid) will be opened** for evaluation by the Bank at **15.30 Hours on 26.07.2021** in the presence of the bidders. All bidders may send their representatives to attend the bid opening process.

Part II (Commercial Bid) shall be provided in a separate sealed cover as per the format specified.

Please note that

- i. The costs of preparing the proposal including visit / visits to the Bank are not reimbursable.
- ii. The Bank is not bound to accept any of the proposals submitted and the bank has got the right to reject any proposal/annul the tendering process without assigning any reason thereof.
- iii. The Bank can extend the last date for submission of bid.
- iv. Part I should not contain any pricing and commercial information.





Section - II
Instructions to Bidders

1 - SUBMISSION OF BIDS

Bidders satisfying the technical and commercial conditions specified in this Request for Proposal (RFP) and ready to provide network management service in conformity with the scope of work of the RFP may submit their bids in the formats as per Annexure I, Annexure II, and Annexure III respectively. The bid should be submitted in a sealed cover super scribed as under:

"PROPOSAL FOR NETWORK MANAGEMENT SERVICE AND MODEM AMC"

The bids in sealed covers should be handed over to any one of the contact officials as per schedule of events and bid details of this RFP in Bank's Information Technology Department, Head Office, Chittoor against acknowledgement on or before the date and time mentioned in the Schedule for bidding process given in schedule of events and bid details of this RFP.

Any bid received by the Bank after the deadline for submission of bids will be rejected. In the event of the specified date and time for the submission of bids, being declared a holiday for the Bank, the bids will be received up to the appointed time on the next working day.

All enquiries from the bidders, related to this RFP must be directed in writing exclusively to the contact person mentioned in schedule of events and bid details of the RFP. The preferred mode of delivering written questions to the aforementioned contact person would be through email followed by letter in writing. In no event Bank will be responsible in ensuring receipt of inquiries.

Extension of submission date and time will be at the sole discretion of the Bank.

2. CONTRACT COVERAGE PERIOD:

The period of contract shall initially be for one year from 01.09.2021 (1st September 2021) renewable on yearly basis up to a period of 3 years. There shall be no increase in the price during the period of 3 years. Although, Bank have the option of terminating the contract during the contract period by giving a 3 months' notice period. Renewal of contract after 3 years shall be on mutually agreed terms and conditions.

3- BID FEE

The bidder shall submit the bid along with a Demand Draft in favor of Saptagiri Grameena Bank payable at Chittoor for Rs.5,000/- (Rupees Five Thousand only) (non-refundable) as bid fees. Bid submitted without the DD will not be considered.

4 - AMENDMENT OF BIDDING DOCUMENTS

4.1 At any time prior to the deadline for submission of bids, the Bank, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the Bidding Documents by amendment(s).

4.2 The Amendment(s) if any will be communicated through mail and it will be binding on all the bidders. Signed copy of the amended document should form part of the Technical Bid.





5- TWO BID SYSTEM

Sealed Envelopes Containing Technical Proposal (Technical Bid) should be clearly superscribed as "**PROPOSAL FOR NETWORK MANAGEMENT SERVICE AND MODEM AMC**". All the documents constituting the Technical Bid should be submitted in **hard copy and softcopy except commercial Bid. No commercial information should be available in the Technical Bid.** The Technical Bid should be submitted at the address given below.

**Saptagiri Grameena Bank,
PB No: 17,
Hotel Durga Complex,
Naidu Buildings,
Chittoor – 517001**

**Contact Number : 08572-227992
Email: edp@sgbank.in**

The envelope shall bear the project name and a statement: "**DO NOT OPEN BEFORE 26.07.2021**", to be completed with the time and the date specified below.

Formation of Technical Bid :

- I. Language of communication will be English.
- II. Bidder's Information as per format. (Annexure - II)
- III. Non-refundable fee of Rs. 5,000/- in the form of a demand draft issued by a scheduled commercial bank favoring Indian Bank.
- IV. Acceptance of the terms and conditions as contained in this document.
- V. Supporting documents in respect of proof of similar network operation Services rendered to PSU/RRB in Andhra Pradesh and document to be issued by the Head of the IT Department of the Bank
- VI. Total turnover with break-up towards link management and AMC services.
- VII. Bid security for Rs.1,00,000/- (Rupees One lakh only) in the form of Bank Guarantee valid for 120 days from the last date for submission of Tender
- VIII. Power of Attorney given in favour of the person signing the document on behalf of the firm
- IX. Articles of Association, Memorandum of Association of the company.
- X. Audited balance sheets for the last three years.

Formation of Commercial Bid

- I. After technical evaluation, commercial bids of only the eligible Bidders will be opened and the date and time of commercial bid opening will be communicated to the bidders.
- II. Bidders can send their representative for opening of commercial bids.
- III. The prices should be quoted in Indian Rupees only.





- IV. Applicable TDS will be deducted from the payment.
- V. Bank will not pay any other charges including travelling charges / visit charges / hotel stay for any travelling/ training undertaken by the Bidder's staff / personnel throughout the project.
- VI. The price should be firm and not dependent on any variable factors.
- VII. No price variation will be accepted for increases in customs/excise duty, other taxes, and foreign exchange rate variation or for any other reasons.
- VIII. The financial proposal should list all the costs associated with the Assignment.

6- BID SECURITY (EARNEST MONEY DEPOSIT)

6.1 The bidder shall furnish, as part of their bid, a bid security in the form of a bank guarantee issued by a scheduled commercial bank or foreign bank located in India, in the form provided in the bidding documents for a sum of Rs. 1,00,000/- (Rupees One lakh only) and valid for One Hundred and twenty days (120) days after the last date of submission of the bid i.e., Bid validity 90 days + 30 days = 120 days from the last date for submission of bid). Bank may seek extension of Bank Guarantee, if required.

6.2 Unsuccessful bidders' bid security will be discharged or returned after the expiration of the period of bid validity prescribed by the bank.

6.3 The successful bidder's bid security will be discharged upon the bidders signing the contract and furnishing the performance security.

6.4 The bidder will forfeit the bid security,

If a bidder withdraws its bid during the period of bid validity specified by the bidder on the bid form.

OR

in the case of a successful bidder, if the bidder fails to sign the contract or to furnish performance security.

7- PERIOD OF VALIDITY OF BIDS

Bids shall remain valid for the period of 90 days after the last date for submission of technical bid prescribed. A bid valid for a shorter period shall be rejected by the bank as non-responsive. Bids must clearly state the validity of the bid and its explicit expiration date. Bank may seek the extension of bid validity, if required.

8- AUTHORIZATION TO BID

Responses submitted by a Bidder to this RFP (including response to functional and technical requirements) represent a firm offer to contract on the terms and conditions described in the Tender document. The proposal must be signed by an official authorized to commit the bidder to the terms and conditions of the proposal. Bidder must clearly identify the full title and authorization of the designated official and provide a statement of bid commitment with the accompanying signature of the official and submit the copy of power of attorney / authority letter authorizing the signatory to sign the bid.





9- DEADLINE FOR SUBMISSION OF BIDS

9.1 Deadline for bid submission is 26.07.2021, 15.00 Hours. The bid document along with required enclosures should be submitted at the place mentioned in clause No. 5 either in person or it can be sent by post but it should reach the concerned officer on or before 15.00 Hrs. on 26.07.2021.

9.2 In the event of the specified date for the submission of bids, being declared a holiday for the bank, the bids will be received up to the appointed time on the next working day.

9.3 The bank may, at its discretion, extend this deadline for the submission of bids by amending the bid documents, in which case all rights and obligations of the bank and bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

9.4 Any bid received by the bank after the deadline for submission of bids prescribed by the bank will summarily be rejected and returned unopened to the bidder.

10- OPENING OF BIDS BY BANK

10.1 The bids (PART-I) will be opened in the presence of bidders' representatives if any.

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

10.3 The technically qualified bidders will be intimated on date of opening of commercial bids. Commercial bids will be opened and L1 bidder will be finalized.

11 - FORMAT AND SIGNING OF BID

All pages of the bid, except for non-amended printed literature, shall be initialed by the person or persons signing the bid. Any interlineations, erasure or overwriting shall be valid only if they are initialed by the person or persons signing the Bid.

12 - CLARIFICATION OF BIDS

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

13 - AMENDMENTS OF RFP DOCUMENT

Bank reserves the right to amend the RFP any time prior to deadline for submission of bid. The same shall be notified to all the bidders through e-mail and such amendments shall be binding on the bidders.

14 - EVALUATION CRITERIA

14.1 General Evaluation

- The Bank will examine the bid to determine whether they are complete, whether the documents have been properly signed and whether the bid is generally in order.
- The bank may waive any minor informality, non-conformity, or irregularity in a bid which does not constitute a material deviation.





- c) Prior to the detailed evaluation, the bank will determine the substantial responsiveness of bid documents. For the purposes of these clauses, a substantially responsive quote is one which conforms to all the terms and conditions of the bid documents without material deviations.
- d) The Bank at its discretion may modify any minor criteria in the bid, which does not affect the relative ranking of any Bidder.
- e) Evaluation may include enquiry with the customers/offices where the services of the bidder are rendered, and discussion with them.
- f) Bank reserves the right to negotiate with lowest bidder for further reduction in price under exceptional circumstances.
- g) No extra charges other than those quoted in the Bid will be entertained including Sales Tax / Conveyance / Courier etc.

14.2 Commercial Evaluation

- a) Technically qualified bidders alone will be intimated the date of opening of commercial bids.
- b) The comparison of prices among the vendors shall be between the total price quoted inclusive of all duties, levies, warranty, installation charges but exclusive of GST only of the goods & services offered etc.

15 - PROPOSAL PROCESS MANAGEMENT

The Bank reserves the right to accept or reject any or all proposals received in response to the RFP without assigning any reasons thereof. Also, the bank reserves the right to revise the RFP, to request one or more re-submissions or clarifications from one or more Bidders, or to cancel the process in part or whole without assigning any reasons.

Additionally, Bank reserves the right to alter the requirements, in part or whole, during the RFP process, and without re-issuing the RFP. Each party shall be entirely responsible for its own costs and expenses that are incurred while participating in the RFP, subsequent presentations and any other meetings during the process.

16 - LIABILITIES OF BANK

This RFP is not an offer by Bank, but an invitation for bidder responses. No contractual obligation on behalf of Bank whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officials of Bank and the bidder.

17 - BID AND PROPOSAL OWNERSHIP

The Bid submitted and all supporting documentation/templates are the sole property of **Saptagiri Grameena Bank** and should NOT be redistributed, either in full or in part thereof, without the prior written consent of Bank. Violation of this would be a breach of trust and may, interilic cause the Bidder to be irrevocably disqualified. The proposal and all supporting documentation submitted by the Bidder shall become the property of **Saptagiri Grameena Bank** and will not be returned.





18 - BID PRICING INFORMATION

By submitting a signed bid, the Bidder certifies that the

- Bidder has arrived at the prices in its bid without agreement with any other bidder of this RFP for the purpose of restricting competition.
- Prices in the bid have not been disclosed and will not be disclosed to any other bidder of this RFP.
- No attempt by the Bidder, to induce any other bidder to submit or not to submit a bid for restricting competition, has occurred.

19 - 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.

20 - NEGOTIATION

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

21 - SIGNING OF CONTRACT

Within fifteen (15) days of Purchase Order, the successful bidder shall sign the contract and return it to the Bank.

22 - AWARDING OF CONTRACT

Acceptance of purchase order should be submitted within 5 days of purchase order along with authorization letter. If for any reason L1 bidder backs out after issuance of purchase order or the purchase order issued to the L1 bidder does not get executed in part / full, the bidder shall forfeit the EMD / Bank shall invoke performance bank guarantee and blacklist the bidder for a period of one year.

23 - OTHER TERMS AND CONDITIONS

- The cost of preparing the proposal including visit / visits to the bank 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 there for.
- All pages of the bid document, clarifications/amendments if any should be signed by the authorized signatory and kept with Part-I. A certificate to the effect that the authorized signatory has the authority to bind the company, should also be attached along with the part-I.





SECTION III
CONDITIONS OF CONTRACT

1. DEFINITIONS

In this contract, the following terms shall be interpreted as indicated:

- a. "**Applicable Law**" means the laws and any other instruments having the force of law in India.
- b. "**Bank**" means Saptagiri Grameena Bank.
- c. "**Contract**" means the agreement entered into between the Bank and the successful bidder, as recorded in the Contract Form signed by the parties, including all the attachments and appendices thereto and all documents incorporated by reference therein;
- d. "**Contract Price**" means the price payable to the successful bidder under the Contract for the full and proper performance of its contractual obligations;
- e. "**Goods**" means all of the deliverables or other materials which the Company should deliver as per this contract;
- f. "**Party**" means the Bank or the Company, as the case may be and Parties means both of them.
- g. "**Personnel**" means persons the employees of the successful bidder and assigned to the performance of the Services or any part thereof.
- h. "**Services**" means those services ancillary to the deliverables of the Company covered under the Contract

2. USE OF CONTRACT DOCUMENTS AND INFORMATION;

2.1 The Vendor shall not, without the bank'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 banks in connection therewith, to any person other than a person employed by the Network Management company in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.

2.2 The Network Management company shall not, without the banks' prior written consent, make use of any document or information pertaining to this contract except for purposes of performing the contract.

3. PATENT RIGHTS

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

4. PERFORMANCE SECURITY

- 4.1** Within 15 (fifteen) days of the acceptance of purchase order issued for the project by the Bank, the successful Bidder shall furnish the performance security for 10 % of contract value per year valid for a period of twelve months (with further one month claim period), in the form of a Bank Guarantee in the format enclosed (Annexure IV).





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

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

4.4 In the event of contract period being extended the Successful bidder has to extend the performance security to cover the contract period.

4.5 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.

5. PAYMENT TERMS

Payment will be made by the Bank's Information Technology Department, Head Office, Chittoor in the following manner.

i) Commissioning of new links:

100% payment for procurement and commissioning of new links shall be payable on establishment of network link and the bidder demonstrates that the branch network is in working order and the Bank acknowledges the same.

Payment shall be made by Bank on monthly basis on or after 10th day of the month, for links, which are commissioned during the previous month. Payment claim should be duly supported by relevant Invoice, Network Commissioning Report, circuit numbers / date of installation.

The maintenance charges for newly commenced link will be payable from the succeeding month after the commissioning of the connectivity links from the date of successful commissioning.

ii) Management Charges for existing links and AMC:

100 % payment of maintenance charges and AMC shall be payable on monthly basis by the 15th of the succeeding month or 15 days from the submission of invoice, whichever is later (if it happens to be a holiday - next working day). Payment claim should be duly supported by relevant Invoice and incident/call reports.

Penalty, if any, shall be deducted, before releasing the payment.

6. PENALTY

The Network Vendor is expected to provide network uptime for the entire network as mentioned in site availability of RFP. In case the network down time exceeds the above permissible limit the site management charges shall be paid in accordance with the level of site Uptime which would be reckoned as follows.

The Network Integrator has to maintain the following network uptime and the same may be arrived through the primary and backup link also





S. No.	Network link	Uptime	MTTR (hours)
1	Head Office	99.9%	1.00
2	Branches with backup	99.5%	2.00
3	Branches without backup	99%	2.00

Notwithstanding anything above, if the network availability /uptime falls below 95% it will be treated as material breach of this agreement

If the monthly network uptime for each link goes down below the above mentioned levels, the penalty as given below will be deducted from the monthly charges.

For the Head Office links:

Uptime below 99.9%

1 to 2 links – 10% of total monthly billing

For Branches, Other offices, etc.

Uptime below 99.5% (Branches with backup link)

1 to 10 links – 5% of total monthly billing
11 to 30 links – 10% of total monthly billing
Above 30 links – 15% of total monthly billing

Uptime below 99% (Branches without backup)

1 to 10 links – 5% of total monthly billing
11 to 30 links – 10% of total monthly billing
Above 30 links – 15% of total monthly billing

Total monthly penalty amount = A + B

7. LIQUIDATED DAMAGES

The liquidated damages will be an estimate of the loss or damage that the bank may have suffered due to delay in performance of the obligations (under the terms and conditions of the contract) by the Network Management company and shall be liable to pay the Bank as liquidated damages at the rate of 0.5% for delay of every week or part thereof. Once the penalty crosses 10 % of the contract price, the Bank reserves the right to cancel the contract or take any other suitable penal action as deemed fit. Without any prejudice to the Bank's other rights under the law, the Bank shall recover the liquidate damages, if any, accruing to the Bank, as above, from any amount payable to the Network Management company either as per the Contract, executed between the Bank and the Network Management company pursuant hereto or under any other Agreement/Contract, the Bank may have executed/shall be executing with the Network Management company.

8. Contract Period:

The period of contract shall initially be for one year from 16.08.2021 (16th August 2021) renewable on yearly basis up to a period of 3 years. There shall be no increase in the





price during the period of 3 years. Although, Bank have the option of terminating the contract during the contract period by giving a 3 months' notice period. Renewal of contract after 3 years shall be on mutually agreed terms and conditions. In case of termination of the contract, the successful bidder should divulge and hand-over complete documentation to the bank towards bank's network set-up, configuration details, access list, VLAN details and all the latest reports specified by the Bank.

The successful bidder should make necessary arrangements to deliver the scope of work specified in this RFP in co-ordination with the existing network management service provider, if any, and the bank within a period of 30 days from the date of acceptance of the work order.

9. TERMINATION FOR DEFAULT

- 9.1 The Banks, without prejudice to any other remedy for breach of contract, by 15 days written notice of default sent to the Network Management Company, may terminate this Contract in whole or in part:
- a. if the Network Management Company fails to deliver any or all of the services within the period(s) specified in the Contract, or within any extension thereof granted by the Banks;

or

 - b. if the Network Management Company fails to perform any other obligation(s) under the Contract.

or

 - c. If the Network Management Company, in the judgment of the Banks has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

'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 Banks, 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 Banks of the benefits of free and open competition.

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

10. FORCE MAJEURE

- 10.1 The Bidder shall not be liable for penalty or termination for default if and to the extent that the delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, wars or revolutions, fires, floods and epidemics.





- 10.2 If a Force Majeure situation arises, the Bidder shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means of performance not prevented by the Force Majeure event.
- 10.3 Similarly, Bank shall also be not liable for any delay or failure in providing required infrastructure or support to the bidder to perform its obligations under the contract where such delay or failure is the result of an event of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond the control of the Bank and not involving the Bank's fault or negligence and not foreseeable. Such events may include, but are not restricted to, wars or revolutions, fires, floods and epidemics.

11. TERMINATION FOR CONVENIENCE

11.1 The Banks, by one Month written notice sent to the Network Management Company, 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 Banks's convenience, the extent to which performance of the Network Management Company under the Contract is terminated, and the date upon which such termination becomes effective.

12. SETTLEMENT OF DISPUTES

12.1 If any dispute or difference of any kind whatsoever shall arise between the banks and the 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.

12.2 If after 30 days the parties have failed to resolve their disputes or difference by such mutual consultation, then either the banks or the Network Management Company 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.

12.3 Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this clause shall be finally settled by arbitration. Arbitration may be commenced prior to or after delivery of the goods under the contract.

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

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

(a) In case of dispute or difference arising between the Banks and Network Management Company 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 Banks and the IS Auditor; the third Arbitrator shall be chosen by the two Arbitrators so appointed by the Parties and shall act as Presiding Arbitrator. In case of failure of the two arbitrators appointed by the parties to reach upon a consensus within a period of 30 days from the appointment of the Arbitrator appointed subsequently, the Presiding Arbitrator shall be appointed by the Indian Banks' Association, 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 Chittoor, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.

(d) The decision of the majority of arbitrators shall be final and binding upon both parties. The cost and expenses of Arbitration proceedings will be paid as determined by the Arbitral Tribunal. However, the expenses incurred by each party in connection with the preparation, presentation etc. of its proceedings as also the fees and expenses paid to the arbitrator appointed by such party or on its behalf shall be borne by each party itself.

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

(g) Notwithstanding any reference to arbitration herein,

- i. the parties shall continue to perform their respective obligation under the contract unless they otherwise agree; and
- ii. the banks shall pay the Network Management Company any payments due to the Network Management Company.

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

13. CONFIDENTIALITY

The Bidder will be exposed by virtue of the contracted activities to internal business information of Bank, affiliates, and/or business partners. Disclosure of the aforementioned information to parties not directly involved in providing the services requested could result in the disqualification of the Bidder, pre-mature termination of the contract, or legal action against the Bidder for breach of trust. Successful bidder has to enter into Non-disclosure agreement (as per format enclosed) with the Bank. Besides the successful bidder, the employees/representatives of the Bidder who are responsible for the implementation of the project are also required to enter into a Non-disclosure Agreement (as per the NDA format prescribed by the Bank for functionaries) in their personal capacity.

14. APPLICABLE LAW

The Contract shall be interpreted in accordance with the laws of India. Any dispute arising out of this contract will be under the jurisdiction of Courts of Law in Chittoor.

15. INDEMNITY

The successful bidder will indemnify the Bank against all actions, proceedings, claims, suits, damages and any other expenses for causes attributable to the successful bidder. The





successful bidder shall also indemnify the Banks against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods or any part thereof without any limitation.

16. ELIGIBILITY CRITERIA

1. The bidder should be a Government Organization (Central or State)/PSU/PSE/ partnership firm/LLP or a limited company. Should be in existence for at least five years as on 31.03.2021 and should have three years experience in Network Management services of Banks. (Copy of Certificate of Incorporation, Memorandum and Articles of Association and / or copy of Registered Partnership Deed to be submitted as proof)
2. The bidder should have a minimum turnover of Rs. 5 (Five) Crores per year in the last three years (from operations in India). The bidder should have made net profits in succession for the last 2 years. The relevant documents to be submitted as part of the proposal are the last three financial years audited Balance Sheets and Profit & Loss Account reports shall be submitted along with the technical BID.
3. The bidder Organisation must have been empanelled by PSB's for providing Network Management and AMC Service and the empanelment should currently be valid. Documentary evidence of the same to be enclosed with the technical Bid.
4. The firm should have never been blacklisted / barred / disqualified by any regulator/ statutory body or the bidder/firm is otherwise not involved in any such incident with any concern whatsoever, where the job undertaken / performed and conduct has been questioned by any authority, which may lead to legal action. **Self-declaration to that effect should be submitted along with the technical Bid.** On a later date if self declaration is found to be void it may entail disqualification.
5. Should have prior experience in Network Link Management and AMC of Modems of at least two Regional Rural Banks or Scheduled Commercial Banks in India in the past 3 years.
6. Should have resources that are having sufficient knowledge of Network Link Management and AMC of Modems.





Section IV
SCOPE OF THE PROJECT

This RFP seeks to engage outsourcing of network management service for Branches / Regional Offices / Training Centers / CTS Clearing Offices / Project Office and Head Office and MODEM's AMC.

Bank's Existing BSNL Links

List of BSNL Links	
Head Office	1
Regional Office	3
Leased Line Branches	163
GSM SIM Branches	6
Total	173

Modem AMC

S.No	Description	Quantity
1.	2 MBPS Modems	97
2.	64 KBPS Modems	60

1. SCOPE OF WORK

1.1 Link Management

- Liaison with all existing and new link service providers in case of link failures/issues/commissioning of links.
- Troubleshooting and identifying problems in link with the help of Link service providers.
- Ensure error-free communication and assured bandwidth on LAN/WAN link by coordinating with respective service providers/stake holders.
- Link availability analysis – The health of all the links has to be monitored round the clock. Link downtime, reason for downtime and the time taken to bring up link shall be documented and shared with the bank. The reason for downtime should be updated in the trouble tickets generated. Issues external to the network should also be noted and shared with the bank.
- Coordinate with Service Providers to ensure down time due to preventive Maintenance activities are not affecting the bank business. Also, during such activities, it has to be ensured that the redundant links should be available to ensure business continuity.
- Escalate the tickets automatically as per escalation matrix with service provider to ensure that any down links are restored at the earliest.
- For links provided by BSNL, the successful bidder should coordinate with the local BSNL team and ensure that links are up at the earliest. Escalate the calls





automatically as per escalation matrix to ensure that any down links are restored at the earliest.

- The successful bidder should also carry out collection and replacement of MLLN modems from the BSNL offices and from bank for non MLLN modems.
- Successful bidder should arrange engineers for joint visits with the engineers of the service providers if required to resolve any link issues at the Branches/Administrative offices etc.
- Whenever an office/branch is getting shifted from one location to another the successful bidder should arrange for shifting the links and all network equipment related to the link. All configurations related to shifting should be done by the successful bidder without any charges.
- For commissioning of BSNL links, local advice note, work order, modems etc has to be obtained and links has to be commissioned /upgraded, test the links and update bank regularly on status. All migrations of existing links like from non MLLN to MLLN / from point to point to MPLS are to be carried out by the successful bidder
- It is the responsibility of the bidder to maintain the BSNL links as per SLA defined in the RFP.
- The successful Bidder should be able to receive and attend to any support calls between 9.00 A.M to 6.00 P.M on all working days compulsorily at Head Office and beyond office hours or on holidays, if required.
- Further any calls for support received beyond the above hours should also be received and attended to at the earliest possible time. However, round the clock on-site technical support should also be provided by the Bidder during conversion / migration / implementation of any source of connectivity.
- The successful bidder should carry out Technical vulnerability Assessment as per ISO 27002 standards or any other standards for all critical network devices at periodic intervals in consultation with Information Technology Department (ITD) at Head Office.
- The successful bidder should prepare and maintain all the Network Physical & Logical Diagrams.
- The successful bidder should verify and ensure remote branches reachability and traffic flows.
- The successful bidder should effectively monitor the LAN and WAN connectivity continuously and effect necessary changes in consultation with Bank for improvement

1.2 Device Management





- Analyze the issue and inform the bank whether the device or part of device is down either due to hardware fault or software /configuration related issue.
- Issues that can be corrected from remote for bringing up the device back into operation should be carried out immediately.
- If the issue is related to failure of hardware, RMA should be raised by the Successful bidder. If the device is not under support with the successful bidder, call should be logged with concerned support service provider immediately and followed up till the equipment is replaced / repaired. Bank will share the SLA of devices which are not covered under AMC by the successful bidder. The bank should be informed after completion of the call and the ticket to be updated.
- Network Operating system issue resolution in all of the existing and additional network device which may be procured irrespective of OEM's
- Inform the bank on any action points that may help in preventing any avoidable outages pro actively.
- Analyze the data collected with Reason for Outage (RFO) and throw up the problems within or external to the network. This should help in proactive maintenance of devices. The data should be used to diagnose and take corrective action
- Necessary approval should be obtained from the bank before conducting any maintenance activity on any of the network devices/components.
- Frequent failures of devices across all the locations like fault in modem, router etc must be identified and reported to bank with recommendations to correct the issues monthly.
- Health check for all critical network devices in the bank's network should be done on a daily basis and should be reported to bank.
- The successful bidder should keep the bank informed about the end of support dates on related solutions/hardware as soon as they are declared by the OEM.
- Provide monthly report to the bank assessing all network device performances
- The successful bidder has to review and tune the existing network devices in the network and any other network devices which may be procured by the bank for optimal performance during the period of the contract.
- The successful bidder will be responsible to co-operate and coordinate with the Bank/its bandwidth service providers to ensure that the integrated systems are fully functional. The successful bidder should also coordinate with the aforesaid in case of any configuration change in the network.
- The service provider shall check the earthing and the power supply before installation of the equipment at branch / ATM site.



1.3 Configuration Management:



The successful bidder should take care of below activities:

- Configuration and Change Management of Network and all network devices at Branches.
- Management of network and devices must be carried out as per the best practices and as per the benchmark standards of respective OEM.
- Configuring and managing the access control for various network devices as per the prevailing guidelines and I.T Security policy of the bank.
- Necessary up gradation of OS/software in various network devices, as and when the device OEM releases the updates/patches.

1.4 Report Generation:

The successful bidder should be able to provide the following reports periodically.

- MIS report
- Consolidated reports of Date wise downtime occurred on links/network equipments and steps taken for resolution at various network locations should be submitted every month.
- Incidence report
- Bandwidth utilization at branches usage breaching threshold limit.
- Monitoring critical network equipments and all regional node and data centres links and internet links and submission of daily report.
- Bandwidth monitoring and capturing min/average/max utilization on daily/weekly/monthly basis.
- Reporting of WAN related problems to Head Office/ITD.
- A standard template for each type of router configurations (for e.g. Branch router template, etc.) should be maintained and any deviations from the same should be documented and approved.

1.5 Site Availability

The monitoring mechanism must include a service desk from which the up down alerts and reports are to be generated. The service desk should include the ticketing, configuration management and change management.

Whenever the link downtime happens at any of the locations after the closing of the branch/any of the locations where round the clock connectivity is not required, the Network Integrator in consultation with the Head office may plan and work for the resolution of the link failure either on the same day or before the next working day's business hours depending on the location and the reason for link failure. Such overnight downtime will not be counted for penalty.

Note: 1. Uptime (%) shall be calculated after providing cushion for permissible MTR as described below.





Such monthly site availability shall be calculated for the time the entire network is available to the customer on a 24*7 during the month calculated on a monthly basis by applying the following formulae:

FORMULA :

Site Uptime for each link (%) =

$$\frac{\text{Total service hours during the month} - \text{downtime hours during the month}}{\text{Total service hours during the month}} \times 100$$

1.6 ONSITE SUPPORT

Minimum of One Onsite Support Person should be available in Head Office on all the working days of the bank from 9.00 AM to 6.00 PM to resolve the network issues raised by branches/offices. However, the bidder should extend Onsite Support beyond this time and also on holidays as required by Bank in case of any issues in network.

The essential infrastructure for the support persons like work space, desktops, stationary, etc., will be provided by Bank.

Onsite resource should be able to implement practical solutions for quick resolution of the issues. If the issue requires support from higher levels, the same should be escalated and resolved immediately.

The person should have minimum knowledge in the relevant field and the same to be accepted by Bank. The Onsite support engineer should have sufficient knowledge in networks like configurations of modems, issue resolving capacity, knowledge in network infrastructural issues but the list not an exhaustive. Onsite Support Engineer has to meet the bank's requirements related to network issues.

Bidder should nominate the eligible and most suitable candidate for handling network management service of the Bank. Bank will accept/reject the person based on the performance in interview by the Bank Officials. In case Bank is not satisfied with the nominated candidate, bidder should nominate alternative eligible candidate for the onsite support during the contract period.

In case of absence/leave of the appointed resource, Bidder has to arrange for alternate resource having equivalent or more experience and qualification to ensure that the regular functioning of the solution is not disturbed. In case, replacements are not arranged by the Bidder, Bank shall levy a penalty of 2% per day of the total monthly cost of the branches/offices under the respective Regional Office.

The onsite support person should maintain incident register having detailed information about the incidents.

The incident register must include:

- i) Date and Time of reporting of incident/issue.
- ii) Incident Reported by whom.
- iii) Nature of the incident.
- iv) Reason/root cause for the incident.
- v) Solution Implemented.





- vi) Incident closing date and time.
- vii) Incident attended by (onsite person details)
- viii) Signature of Bank Official/s

The format of the incident register to be maintained will be provided by the Bank and subject to modifications from time to time based on the Bank's requirement.

Onsite resource should maintain all the logs and backup of configurations/settings and submit to the Bank every month periodically.

In case of unsatisfactory performance of the appointed resource, Bidder should replace the resource with suitable person during any time of the contract period.

1.7 OTHER REQUIREMENTS

1.7.1 Centralized Helpdesk

The successful bidder should set up a Centralized Helpdesk with single point of contact for the users from Branch / Regional Office / Head Office/ Any other office through a dedicated/toll free telephone number.

The Centralized Helpdesk should perform the following activities:

- i) Providing First level telephonic Support to users.
- ii) Ticket logging, allocation, tracking and closure. (Unique reference number to be generated for all the tickets lodged through call)
- iii) Tickets should be closed only after getting confirmation from ITD, Head Office.

Reports like Call log summary and SLA statistics should be shared with Bank every 15 days periodically.

It is desirable to have an online portal for raising tickets directly by users of HO/RO.

1.7.2 Disruption Management

To restore normal service operation as quickly as possible and minimize the adverse impact on business operations, the successful bidder has to ensure the best possible levels of service quality, initially logging all incidents and then using diagnostic and escalation techniques to identify a resolution that will restore service to the affected user(s) as soon as possible.

The major responsibilities of the successful bidder are listed below:

- i) Coordinating with hardware vendors and Link service providers in case of link failures.
- ii) Logging calls with the vendors and follow up till closure, and update the Bank with details.
- iii) Updating the Bank frequently with reasons for network failure and time taken to get them resolved.
- iv) Advising the bank on action items that help prevent any avoidable network outages.
- v) Line availability analysis – The health of all the links to be carefully monitored. Links downtime, the reason for the downtime, the time taken to bring up a link shall be documented.
- vi) Coordinating with Service Providers to carry out routine Preventive Maintenance activities without affecting business hours.
- vii) To plan out down time for maintenance and inform Bank accordingly.





- viii) Top and repeated failures to be identified bi-monthly and reports to be provided to ITD, Head Office.
- ix) Earthlings should be checked periodically at branches/Regional Offices/Head Office to avoid network equipment failure.

1.7.3 Change Management

The successful bidder should manage all changes relating to Network that could impact users of branch/offices through a single, centralized process of approval, scheduling and ensuring that the Network Infrastructure stays aligned to the business requirement of the bank with a minimum of risk.

The Scope of work will include:

- i) Initiating a Change Request for all configuration changes
- ii) Assigning ticket number to Change request
- iii) Getting approval from Bank (ITD, Head Office) with proper documentation (RFC-Request for Change, Process documentation, Technical Manuals, etc.)
- iv) Weekly review of change request
- v) Closing of Change Request
- vi) Preventing unauthorized changes

1.7.4 Asset Management

The successful bidder should carry out the following network asset management activities.

- i) Maintaining up to date inventory of all network hardware and software assets with information like make/model, location, serial number, asset code, warranty and AMC details. Inventory report should be shared every month with Bank.
- ii) Tracking installation of network equipment including routers, switches, modems and any other equipments.
- iii) Maintaining the details of licensed software and applications, movement within site/ between locations, changes in configurations etc.
- iv) Documenting the details of all software deployed with current version/patch details and should be shared with Bank Periodically.
- v) Monitoring Warranty/AMC details to notify contract renewals (Intimate 90 days in advance) to Bank.
- vi) Coordinating with vendors for Repairs/ Replacement and Upgradation of hardware and assisting in hardware scrap management
- vii) Coordinating Preventive Maintenance of equipment's (vendor management) Preventive Maintenance period will be once in three or six months.
- viii) Informing the Bank on any deviation in the service delivery of vendors for which action will be initiated by the Bank.
- ix) Unused Hardware (after link is surrendered) should be taken into possession and should be reported to Bank.
- x) Ensuring the Asset code tagging on each Asset as per Bank's policy.
- xi) Maintaining a comprehensive Vendor Database that includes Vendor details like name, address, telephone number, SLA details etc.
- xii) Maintaining due confidentiality with the external vendors for services/prices etc.





1.8 BANK GUARANTEE

Within 15 (Fifteen) days (inclusive of holidays) of the date of acceptance of the Purchase Order, the successful bidder should furnish a Bank Guarantee (for performance) for a period of 12 months for an amount equal to 10 % of the order value (value of one year) covering the period of contract (as per format enclosed in Annexure IV) with a claim period of 3 months from the date of expiry of guarantee. The successful bidder has to submit similar Bank Guarantee every year on renewal of the contract.

The above-mentioned bank guarantees shall be issued by any scheduled Commercial bank other than SAPTAGIRI Grameena Bank.

Successful Bidder should inform the Guarantee Issuing Bank to forward the original guarantees directly to the Bank.

Bank reserves its right to invoke the Bank Guarantee on the grounds of unsatisfactory performance as per the scope and the terms and conditions of this RFP.

1.9 PERIOD OF CONTRACT

The period of contract shall initially be for one year from 01.09.2021 (01st September 2021) renewable on yearly basis up to a period of 3 years. There shall be no increase in the price during the period of 3 years. Although, Bank have the option of terminating the contract during the contract period by giving a 3 months' notice period. Renewal of contract after 3 years shall be on mutually agreed terms and conditions. In case of termination of the contract, the successful bidder should divulge and hand-over complete documentation to the bank towards bank's network set-up, configuration details, access list, VLAN details and all the latest reports specified by the Bank.

The successful bidder should make necessary arrangements to deliver the scope of work specified in this RFP in co-ordination with the existing network management service provider, if any, and the bank within a period of 30 days from the date of acceptance of the work order.

1.10 PRICES AND TAXES

The prices quoted in commercial bid (Annexure III) should be all inclusive i.e. inclusive of all taxes excluding GST.

Quoted prices shall be inclusive of technical service charges, if any and cost towards boarding, traveling, lodging etc. of onsite engineer.

Prices should be furnished item-wise as per Commercial bid in Annexure III. Prices should be quoted taking into consideration the full scope of work and terms and conditions specified in this RFP.

The prices should be quoted in Indian Rupees. Any reference made to variation in pricing due to appreciation / depreciation of Indian rupees against any other currency is not acceptable.

Bids should be valid for a period of 120 days from the last date for submission of bids. Bids submitted with a short validity period will be treated as non-responsive and will be rejected.

Prices quoted by the Bidder shall remain fixed during the Bidder's performance of the contract and will not be subject to variation on any account. A bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.

Any bid received, which is not in line with these conditions will be summarily rejected. Any bid,





which is conditional and/or qualified or subjected to suggestions or attaching any addendum / annexure, will also, be summarily rejected.

1.11 EVALUATION OF BIDS AND AWARDING THE CONTRACT

The bank follows single bid process for this tendering process.

i) Evaluation of Bids

The Bank's purchase committee will take into account the following factors and based on such evaluation the qualified bidders will be short-listed:

- a) Compliance of terms and conditions stipulated in RFP duly supported by certified documentary evidence wherever required.
- b) Review of written reply, if any, submitted in response to the clarification sought by the Bank, if any.

ii) Determination of L1 bidder

Only qualified bidders as per clause as stated below will be considered for determination of L1 bidder.

The L1 bidder will be determined based on the PRICE quoted as Total in Table I and Table II of the Commercial Bid (Annexure III). i.e., The bidder who has quoted the lowest price.

L1 bidder will have to match with the lowest price under each item quoted by any of the other bidders for services listed under Table I and Table II.

There will normally be no negotiation on the price. As such, bidders in their own interest should quote the most competitive prices. The Bank reserves the right to reject L1 bid if the same is found unreasonable.

If, for any reason, the Work order given to the L1 Bidder does not get executed or the L1 bidder backs out, the Bank at its discretion may award the Contract to L2 /other bidders.


General Manager. (1/1)





Saptagiri Grameena Bank
(Public Sector RRB : Sponsored by Indian Bank)

సప్తగిరి గ్రామీణ బ్యాంక్
(ప్రభుత్వ రంగ సంస్థ : ఇండియన్ బ్యాంక్ వలయాజీకం)

सप्तगिरि ग्रामीण बैंक
(सार्वजनिक क्षेत्र आरआरबी : इंडियन बैंक द्वारा प्रायोजित)

**Section V.
Bid Formats**

ANNEXURE I

OFFER COVERING LETTER

**The General Manager,
Saptagiri Gramin Bank,
Head Office,
PB No. 17,
Naidu Buildings,
Chittoor – 517001.**

Dear Sir,

Sub: Your RFP No. HO/ITD/1015/2021 dated 13/07/2021 for Network Management Service

With reference to the above RFP, having examined and understood the instructions, terms and conditions forming part of the RFP, we hereby enclose our offer for providing said Service as detailed in your above referred RFP.

We confirm that the offer is in conformity with the terms and conditions as mentioned in the above-cited RFP and agree to all the terms and conditions of the RFP and subsequent amendments made, if any.

We also understand that the Bank is not bound to accept the bid / offer either in part or in full and that the Bank has right to reject the bid / offer in full or in part or cancel the entire tendering process without assigning any reasons whatsoever.

Authorized Signatory

Signature:
Name:
Designation:
Place:
Date:
Seal:



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ANNEXURE – II

1. TECHNICAL BID

Sub: INFORMATION SYSTEMS AUDIT OF RRBs

Ref No: HO/ITD/1015/2021

To

Date :

Saptagiri Grameena Bank,
PB No: 17,
Hotel Durga Complex,
Naidu Buildings,
Chittoor – 517001
Ph: 08572-227992

Having examined the Bidding Documents including Addenda Nos.(insert numbers), the receipt of which is hereby duly acknowledged, we, the undersigned, offer to do network management service for Branches / Regional Offices / Training Centres / CTS Clearing Offices / Project Office / Head Office including MODEM's AMC and submit our technical Bid as follows:

1. Name
2. Constitution and year of establishment
3. Registered Office/Corporate office/Mailing Address
4. Names & Addresses of the Partners if applicable
5. Contact Person(s)
6. Telephone, Fax, e-mail
7. Name and designation of the person authorized to submit and sign the bids on behalf of the Bidder.





8. Number of years of experience in Network Management and Modem AMC.

9. Number of locations where network management service and AMC services are provided for past three years.

10. Describe Project Management methodology for the proposed Network Management and Modem AMC.

11. List of Deliverables as per the "Scope of Work"

12. Role and responsibility of RRBs and the vendor; explain other requirements from Banks, if any.

13. Details of at least 2 orders for similar project in any State / Central Government / PSU / Banking / Insurance company in the last 3 financial years

14. Number of service centres across the State of Andhra Pradesh

15. Number of engineers attached to the service centres.

16. Please give brief financial particulars of your firm for the last 3 years along with the volume of business handled.

(The information will be kept confidential)

 1. Net Profit/Loss
 2. Total Turnover

17. Revenue earned from Network Management and Modem AMC.

18. The team must have experience in Managing Networks furnish if any.





ANNEXURE – III
COMMERCIAL BID

Name of Bidder :

Address of Corporate Office :

TABLE I. NETWORK MANAGEMENT SERVICE CHARGES

Sl.No.	Description	Annual Cost Per Site (Rs)
1	Network management charges per MPLS-VPN of any bandwidth for primary link.	

TABLE II. AMC OF MODEMS

Sl No.	Description	Annual Cost per Unit(Rs)
1	64 Kbps Modems	
2	2 Mbps Modems	

TABLE III. PROCUREMENT CHARGES

Sl No.	Description	Cost(Rs)
1	One time charges for Procurement and commissioning of a new primary link(MPLS-VPN/any type of link of any bandwidth)	

Note:

- i. L1 will be determined based on the lowest price quoted by any of the qualified bidder under Serial No. 1 of Table I.
- ii. L1 bidder will have to match with the lowest rates under each item quoted by any of the other bidders for services listed under Table II.

We certify that the services quoted above meet all the specifications as per Scope of Work and terms and conditions of the RFP No.HO/ITD/1015/2021 dated 13/07/2021 and prices quoted are all-inclusive as mentioned in clause 1.10 of the RFP. We also confirm that we agree to all the terms and conditions mentioned in this RFP No. HO/ITD/1015/2021 dated 13/07/2021.

Authorized Signatory

Signature:
Name:
Designation:
Place:
Date:
Seal:





PROFORMA OF BANK GUARANTEE (PERFORMANCE)

THIS GUARANTEE AGREEMENT executed at _____ this _____ day of _____ Two Thousand Twenty One BY: _____ Bank, (*)a **body corporate constituted under** _____ having its Registered Office/Head Office at _____, and a Branch Office at _____ (hereinafter referred to as "the Guarantor", which expression shall, unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and assigns)

IN FAVOUR OF:

SAPRAGIRI GRAMIN BANK, a **body corporate constituted under Regional Rural Bank Act,1976** having its Head Office at PB No.17, Naidu Buildings, Chittoor - 517001 (hereinafter referred to as "**Bank**", which expression shall unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and assigns),

WHEREAS the Bank, on _____ has concluded a Contract with _____ a company within the meaning of the Companies Act, 1956 (1 of 1956) and having its registered office at _____ for offering said Network Management Service and Modem AMC, hereinafter collectively called "NETWORK SERVICES"

AND WHEREAS pursuant to the Bid Documents, Work order, and the other related documents (hereinafter collectively referred to as "the said documents/ contract"), the Bank has agreed to get the NETWORK SERVICES from M/s. _____ who has agreed to provide to the Bank the said "NETWORK SERVICES", more particularly described in the said documents and also subject to the terms, conditions, covenants, provisions and stipulations contained in the said documents.

AND WHEREAS pursuant to the above arrangement, the Bank, has concluded the said Contract, with M/s..... (Hereinafter referred to as "the Vendor" which expression shall unless it be repugnant to the subject or context thereof, be deemed to mean and include its successors and assigns).

AND WHEREAS in terms of the Contract / said documents, the vendor has agreed to extend "NETWORK SERVICES" and to provide an unconditional and irrevocable performance bank guarantee for such services, in favor of the Bank, from a Scheduled Commercial Bank other than SAPTAGIRI GRAMIN BANK acceptable to the Bank for securing the Bank towards faithful observance and performance by the vendor of the service and other terms, conditions, covenants, stipulations, provisions of the Contract / the said documents.

AND WHEREAS at the request of the Vendor, the Guarantor has agreed to guarantee the Bank, payment of Rs. _____ (Rupees _____ only) being 5% of the contract value towards faithful observance and performance by the Vendor of the terms of the Contract.

NOW THEREFORE THIS AGREEMENT WITNESSETH AS FOLLOWS:

In consideration of the premises, the Guarantor hereby unconditionally, absolutely and irrevocably guarantees the Bank as follows:

1. The Guarantor hereby guarantees and undertakes to pay, on demand, to the Bank at its office at Chittoor forthwith, an amount of Rs(the amount equal to 5% of the order value or any part thereof, as the case may be), as aforesaid due to the Bank from the Vendor, towards any loss, costs, damages, etc. suffered or likely to be suffered by the Bank on account





of default of the Vendor in providing the "NETWORK SERVICES" as per the terms of the contract / said documents and the performance of the terms, conditions, covenants, stipulations, provisions of the Contract without any demur, reservation, contest, recourse or protest or without any reference to the Vendor and any such demand or claim made by the Bank, on the Guarantor shall be final, conclusive and binding notwithstanding any difference or any dispute between the Bank and the Vendor or any dispute between the Bank and the Vendor pending before any Court, Tribunal, Arbitrator, or any other authority.

2.The Guarantor agrees and undertakes not to revoke this Guarantee during the currency of these presents, without the previous written consent of the Bank and further agrees that the Guarantee herein contained shall continue to be enforceable until and unless it is discharged earlier by the Bank, in writing.

3.The Bank shall be the sole judge to decide whether the vendor has failed to perform the terms of the Contract in providing "NETWORK SERVICES", and if there is a failure, the amount that has become payable by the vendor to the Bank under this Guarantee. The decision of the Bank in this behalf shall be final, conclusive and binding on the Guarantor and the Guarantor shall not be entitled to demand the Bank to establish its claim under this Guarantee but shall pay the sums demanded without any objection, whatsoever.

4. To give effect to this Guarantee, the Bank, may act as though the Guarantor was the principal debtor to the Bank.

5. The liability of the Guarantor, under this Guarantee shall not be affected by any change in the constitution or winding up of the Vendor or any absorption, merger or amalgamation of the **Vendor** with any other company, corporation or concern; or any change in the management of the **Vendor** or takeover of the management of the **Vendor** by the Government or by any other authority; or acquisition or nationalization of the **Vendor** and/or of any of its undertaking(s) pursuant to any law; or any change in the constitution of the Bank / **Vendor**; or any change in the setup of the Guarantor which may be by way of change in the constitution, winding up, voluntary or otherwise, absorption, merger or amalgamation or otherwise; or the absence or deficiency of powers on the part of the Guarantor to give Guarantees and/or Indemnities or any irregularity in the exercise of such powers.

6. Notwithstanding anything contained herein:

7. For all purposes connected with this Guarantee and in respect of all disputes and differences under or in respect of these presents or arising there from the courts of Chittoor city where the Bank has its Head Office shall alone have jurisdiction to the exclusion of all other courts.

IN WITNESS WHEREOF the Guarantor has caused these presents to be executed on the day, month and year first herein above written as hereinafter appearing.

SIGNED AND DELIVERED BY

The _____ within named Guarantor, _____, by the hand of Shri. _____, its authorized official.

(*) To be suitably altered depending on the nature of constitution of the bank that issues the guarantee.

(**) There shall be a claim period of three months from the date of expiry of the guarantee. Hence the date should be three month from the date of expiry of guarantee.





ANNEXURE - V

ESCALATION MATRIX

Support Issues:

SI No	Name	Level/Designation	Response time	Office address	Contact details (email & phone)
1		First Level Contact	4 hours		
2		Second Level Contact	24 hours		
3		Support Head	48 hours		
4		Company Head/MD/CEO	Beyond 48 hours		

Business Issues:

SI NO	Name	Level/Designation	Response time	Office address	Contact details (email & phone)
1		First Level Contact	4 hours		
2		Second Level Contact	24 hours		
3		Business Head	48 hours		
4		Company Head/MD/CEO	Beyond 48 hours		

Bank can contact the next level in the escalation matrix if the response is not received or no solution is provided for the issue within the time frame mentioned.

We will inform the Bank immediately as and when any changes are effected in the escalation matrix.

Authorized Signatory

Signature:
Name:
Designation:
Place:
Date:
Seal:





ANNEXURE - VI

LETTER OF AUTHORISATION/UNDERTAKING

The General Manager,
Saptagiri Gramin Bank,
Head Office,
PB No. 17,
Naidu Buildings,
Chittoor - 517001.

Dear Sir,

1. We hereby confirm that we agree to all the RFP terms and conditions of the RFP No HO/ITD/1015/2021 dated 13/07/2021., its Annexure's, amendments made to the RFP without any pre-conditions. Any presumptions, assumptions, deviations given or attached as part of technical document (technical bid) be treated as null and void.
2. We confirm that the undersigned is authorized to sign on behalf of the company and the necessary support document delegating this authority is enclosed to this letter.
3. We also agree that you are not bound to accept the lowest or any bid received and you may reject all or any bid without assigning any reason or giving any explanation whatsoever.

For _____
Signature: _____
Name: _____
Designation: _____

Authorized Signatory

Signature:
Name:
Designation:

Place:
Date:
Seal:





ANNEXURE - VII

CERTIFICATE FROM CLIENT

We hereby certify that M/s. _____ was awarded contract for network management service vide our Purchase Order Reference No. _____ dated _____ (copy of PO enclosed) with reference to our RFP Reference No. _____ dated _____.

We also certify that M/s. _____ has executed the contract so awarded to them complete in all respects as per terms and conditions of the above referred Purchase Order /RFP. The details of project execution under the above purchase order / RFP is as under.

Contract Period (fro and to date)	Total Order Value	Number of locations served	Name and details of contact person of the organization for reference

Authorised Signatory

Name:

Designation:

Place:

Date:

Seal:





ANNEXURE - VIII

CONFIRMATION TO MINIMUM WAGES

The General Manager,
Saptagiri Gramin Bank,
Head Office,
PB No. 17,
Naidu Buildings,
Chittoor – 517001.

Sir,

Sub: Confirmation for Government Rules relating to Minimum Wages
Ref: Your Purchase Order No _____ dated _____

We refer to your purchase order no. Dated / Service Level Agreement awarding contract for _____.

In this regard we confirm that the employees engaged by our Company to carry out the services in your bank for the above said contract are paid minimum wages / salaries as stipulated in the Government (Central / State) Minimum Wages / Salaries act in force. We also indemnify the Bank against any action / losses / damages that arise due to action initiated by Commissioner of Labour for non-compliance to the above criteria.

We further authorize the Bank to deduct from the amount payable to the Company under the contract or any other contract of the Company with the Bank if a penalty is imposed by Labour Commissioner towards non-compliance to the "Minimum Wages / Salary stipulated by government in the Act by your company.

Authorised Signatory

Name:

Designation:

Place:

Date:

Seal:





ANNEXURE-IX
NON-DISCLOSURE AGREEMENT

SUB: RFP for Network Management Service
Ref: Your HO/ITD/1015/2021 dated 13/07/2020

WHEREAS, we _____ having Registered Office at _____, hereinafter referred to as the Bidder, are agreeable to provide IT Infrastructure services to Saptagiri Gramin Bank, having its head office at PB No. 17, Naidu Building, Chittoor – 517001 hereinafter referred to as the BANK and, WHEREAS, the Bidder understands that the information regarding the Bank's IT Infrastructure shared by the BANK in their Request for Proposal is confidential and/or proprietary to the BANK, and

WHEREAS, the Bidder understands that in the course of submission of the offer for "Network Management Service and Modem AMC" and/or in the aftermath thereof, it may be necessary that the Bidder may perform certain jobs/duties on the Banks properties and/or have access to certain plans, documents, approvals or information of the BANK; NOW THEREFORE, in consideration of the foregoing, the Bidder agrees to all of the following conditions, in order to induce the BANK to grant the Bidder specific access to the BANK's property/information. The Bidder will not publish or disclose to others, nor, use in any services that the Bidder performs for others, any confidential or proprietary information belonging to the BANK, unless the Bidder has first obtained the BANK's written authorization to do so.

The Bidder agrees that notes, specifications, designs, memoranda and other data shared by the BANK or, prepared or produced by the Bidder for the purpose of submitting the offer to the BANK for the said solution, will not be disclosed during or subsequent to submission of the offer to the BANK, to anyone outside the BANK.

The Bidder shall not, without the BANK's written consent, disclose the contents of this Request for Proposal (Bid) or any provision thereof, or any specification, plan, pattern, sample or information (to be) furnished by or on behalf of the BANK in connection therewith, to any person(s) other than those employed/engaged by the Bidder for the purpose of submitting the offer to the BANK and/or for the performance of the Contract in the aftermath. Disclosure to any employed/engaged person(s) shall be made in confidence and shall extend only so far as necessary for the purposes of such performance.

Authorised Signatory

Name:

Designation:

Place:

Date:

Seal:





Saptagiri Gramina Bank
(Public Sector RRB : Sponsored by Indian Bank)

సప్తగిరి గ్రామీణ బ్యాంక్
(ప్రభుత్వరంగ సంస్థ : ఇండియన్ బ్యాంక్ ద్వారా ప్రయోజితం)

सप्तगिरि ग्रामीण बैंक
(सार्वजनिक क्षेत्र आरआरबी : इंडियन बैंक द्वारा प्रायोजित)

ANNEXURE - X

SELF DECLARATION - BLACKLISTING

The General Manager,
Saptagiri Gramin Bank,
Head Office,
PB No. 17,
Naidu Buildings,
Chittoor - 517001.

Dear Sir,

We hereby certify that, we have not been blacklisted in any Central Government / PSU / Banking / Insurance company in India as on date of the RFP.

Authorized Signatory

Name:

Designation:

Place:

Date:

Seal:





CHECK LIST

Bidders have to ensure the submission of the bids enclosing the below mentioned documents with details filled in completely, wherever required. All these documents (except demand draft) should be duly signed by the bidder or the person authorized to sign on behalf of the bidder.

The bids received without any of these documents or with incomplete details will summarily be rejected.

Sl No.	Document
1	Complete RFP document (including amendments) duly signed by Authorized signatory on every page, for having read and understood all the terms and conditions of the RFP.
2	Annexure – I : Offer Covering Letter
3	Annexure – II : Technical Bid
4	Annexure – III : Commercial Bid
5	Annexure – IV : Proforma of Bank Guarantee
6	Annexure – V : Escalation Matrix
7	Annexure – VI : Letter of Authorisation / Undertaking
8	Annexure – VII : Certificate from Client
9	Annexure – VIII : Confirmation to Minimum Wages
10	Annexure – IX : Non-Disclosure agreement
11	Annexure – X : Self Declaration – Black Listing

