

# Indian Financial Technology and Allied Service (IFTAS)

## Request for Proposal (RFP)

For

## Procurement, Deployment and management of WIFI devices

RFP Reference No. IFT/WIFI/RBIRO/200116-1

RFP Date: 16th Jan 2020

Indian Financial Technology and Allied Services (IFTAS),  
**Unit No. 201, B2 Building, Kanakia Boomerang,**  
**Chandivali Farm Road, Chandivali, Andheri (East),**  
**Mumbai- 400072, India.**

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The specification for components of the proposed solution are defined in generic terms on best effort basis. Reference of any term proprietary to an OEM in the RFP is incidental and has no other meaning other than specifying the nature and classification of the particular component of the proposed solution. The proposal in response to the RFP should be signed and submitted by a person duly authorized to bind the bidding company to the details submitted in the proposal in response to the RFP. The signatory should give a declaration and through authenticated documentary evidence establish that he/she is empowered by the competent authority to sign the necessary documents and bind the bidding. All pages of the RFP documents are to be signed by the authorized signatory. Any clarification sought can be mailed to [rfp@iftas.in](mailto:rfp@iftas.in)

All clarifications sought shall be replied in pre-bid meeting or immediately thereafter through an addendum if necessary.

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## 1 RFP Procedure

### 1.1 Errors and Omissions

Each bidder should notify IFTAS of any error, fault, omission, or discrepancy found in this RFP document but not later than five business days prior to the due date for lodgement of Response to RFP.

### 1.2 Acceptance of Terms

The following table is an indicative time frame for the overall process. The IFTAS reserves the right to vary this time frame and/or venue at its absolute and sole discretion and without providing any notice/intimation or reasons thereof. Changes to the time frame and/or venue will be communicated to the Respondents concerned.

**Indicative time frame for the overall process is as shown below:**

No	Particulars	Date
1	Name of the Project	Request for Proposal for procurement of Wi-Fi.
2	Tender Reference Number	IFT/WIFI/RBIRO/200116-1
3	Issuance of RFP document	16 <sup>th</sup> Jan'2020
4	Pre-bid meeting	21 <sup>st</sup> Jan'2020
5	IFTAS response to clarifications sought	23 <sup>rd</sup> Jan'2020
6	Last date of submission of Technical bids & opening of technical bids	04 <sup>th</sup> Feb'2020
7	Last date of submission of Commercial bids	04 <sup>th</sup> Feb'2020
8	Presentation by bidders	07 <sup>th</sup> Feb'2020
9	Opening of Commercial bids	Will be communicated
10	Name and address for Communication	Indian Financial Technology and Allied Services (IFTAS), <b>Unit No. 201, B2 Building, Kanakia Boomerang,</b> <b>Chandivali Farm Road, Chandivali, Andheri (East),</b> <b>Mumbai- 400072, India.</b>
11	Bid related queries to be mailed to	<a href="mailto:rfp@iftas.in">rfp@iftas.in</a>

## 2 Introduction

### 2.1. Background

IFTAS, a 100% subsidiary of Reserve Bank of India (RBI), invites competitive technical and commercial proposals from qualified organizations with proven experience and record of accomplishment, for procurement, deployment and managing of Wi-Fi as per description provided in subsequent sections of this RFP. IFTAS is a Section-8, not for profit organization, entrusted with the responsibility of pioneering the use of technology in banking and offering cutting-edge services to financial sector in India. Major technology initiatives from IFTAS include setting up of the Next generation INFINET (INFINET 2.0) network, managing the nationwide communication backbone for the Central Payment System, managing SFMS Central Payment System (Structured Financial Messaging System) and a host of Cloud solutions from IBCC (Indian Banking Community Cloud).

IFTAS invites competitive technical and commercial proposals from reputed organizations for **“Procurement, deployment and maintenance of Wi-Fi Devices at specified RBI locations”** for a period of 3 years management and maintenance extendable by 1+1 years. The requirement is aimed to improve availability, security and agility to RBI users, and major and reliable organizations in the country are requested to propose their resilient and stable services, which are feasible at all, the required locations of RBI. The respondents shall appropriately estimate and design the network, meeting the requirements mentioned in this document, which shall guide the bidder in proposing an optimal system.

### 2.2 Purpose of Document:

- 2.1.1. IFTAS intends to sign a three-year contract with the successful bidder, which includes warranty for all the components/parts covered in the solution for a period of three years, for Supply, Installation, Integration and Maintenance of Wi-Fi solution at RBI locations. The scope also includes consolidation and integration of existing Mojo Wi-Fi devices as required. The successful bidder shall also be required to provide AMC and complete support for 1+1 years for support after the above said three-year period, and the same may be exercised at the discretion of IFTAS.
- 2.1.2. The IFTAS invites technically viable and commercially competitive proposals from authorized classified dealers of OEMs having prior experience in supply, implementation and maintenance of similar solutions for Banks /FIs in the last three years.
- 2.1.3. The total Solution proposed by the bidder should also be integrated seamlessly with the existing respective Wi-Fi infrastructure components at RBI including Security Information and Event Management (SIEM) & PIM, wherever operationalized in RBI/IFTAS.
- 2.1.4. All the offices of RBI located in the country will be covered under the scope of the total solution deployment. The details of office locations are given in Annexure-I.
- 2.1.5. The proposal submitted by the bidders should be integrated with the existing Wi-Fi solution as per IFTAS requirements without any additional charges.
- 2.1.6. A Bidder submitting the proposal in response to RFP for implementation of the Wi-Fi Project shall hereinafter be referred to as “Bidder/Partner” interchangeably.
- 2.1.7. This RFP is not an offer by the IFTAS, but an invitation to receive responses from the Bidders. No contractual obligation shall arise from the RFP process unless and until a formal contract is signed and executed by the duly authorized official(s) of the IFTAS with the selected Bidder.
- 2.1.8. IFTAS may modify any / all of the terms of this RFP by giving due notification to all the bidders through email or website.
- 2.1.9. The IFTAS shall enter into a mutually agreeable contract with the successful Bidder. The RFP will be a part of the contract.

### 3 Structure of RFP

This document consists of:

- An overview of services to be provided by the selected Bidder.
- Bidding process.
- Evaluation methodology, which shall be followed to select the successful Bidder.
- Terms and Conditions.
- Annexes seeking response for evaluation as per list given below.

### 4 Annexes seeking Response for Evaluation

A detailed set of annexes is provided to the Bidder for formulation of responses covering sections such as technical bid form, commercial bid form, etc. The list of such

S.no	Annexure	Content
1	Annexure-I	RBI locations
2	Annexure-II	Existing Mojo Architecture
3	Annexure-III	Technical Specifications.
4	Annexure-IV	Technical Bid order and Format
5	Annexure-V	Commercials Bid format
6	Annexure-VI	Deviations from Technical Specifications and Terms and Conditions of the RFP.
7	Annexure-VII	Undertaking from Bidder on Support
8	Annexure-VIII	Undertaking on support
9	Annexure-IX	Letter of Authority
10	Annexure-X	Performance Bank Guarantee
11	Annexure-XI	Manufacturer's Authorization Form
12	Annexure-XII	Conformation to Terms and Conditions
13	Annexure-XIII	Non-Disclosure Agreement
14	Annexure-XIV	Bidder's Application Form
15	Annexure-XV	Declaration Letter regarding Blacklisting

## 5 Terminology

Following terms are used in the document interchangeably. Meaning of the same is elaborated below:

No	Term	Expansion / Description
1	Bidder	Respondent to the RFP document.
2	BG	Bank Guarantee
2	LAN	Local Area Network
3	OEM	Original Equipment Manufacturer.
4	RFP	Request for Proposal
5	PBG	Performance Bank Guarantee
6	SLA	Service Level Agreement
7	IFTAS	India Financial Technology & Allied Services
8	RBI	Reserve Bank of India
9	Applicants/Participants	Bidder who shall place their technical and commercial bid as per the conditions of this RFP
10	Tender	RFP response document prepared by the bidder and submitted to IFTAS
11	COB	RBI Central Office Building, Mumbai
12	DC's	RBI Data Centers
13	RO	RBI Regional Offices
14	Proposal/Bid	Bidder's written reply or submission in response to this RFP
15	"System" or "solution"	Includes hardware, software, etc., required for operationalizing the proposed solution and to provide the Services as mentioned in the RFP
16	Agreement	The contract signed between the IFTAS and the Selected Bidder and all the attached documents. The "Agreement" includes the RFP, subsequent modifications to the RFP, response of the selected vendor to the RFP and the contract document itself.
17	Warranty	The Bidder will be required to provide on-site support during the 3 years of Warranty Period, applicable for hardware and software. Warranty shall commence from the date of User acceptance and shall continue for a period of 36 months or such extended period mutually agreed between the IFTAS and the vendor
18	Authorized Signatory	The person authorized by the company's Board/ Managing Director/ Director for signing the bid documents on behalf of the company. The authorized signatory should give a declaration and



		through authenticated documentary evidence to establish that he/she is empowered to sign the bid documents and bind the bidder.
19	Installation	The installation of equipment/software/appliance at the customer's premises or at such other location as may be specified by the customer which will be considered complete only after successful sanity testing and integration with existing setup, centralized Network management solution, SOC, Enterprise Monitoring system and any other existing solution/components.
20	Implementation	The implementation of equipment/software/appliance at the customer's premises or at such other location as may be specified by the customer which will be considered complete only after successful sanity testing and integration with existing setup, centralized Network management solution SOC, Enterprise Monitoring system and any other existing solution/components.
21	Commissioning	The System shall be considered to have been commissioned, when the entire job, including supply, installation, integration, configuration, testing and deployment of all hardware & software is executed to the satisfaction of the Purchaser
22	Incident	Any event / abnormalities in the functioning of the any of the components of the "Total Solution" that may lead to disruption in normal operations
23	Availability	The time for which the services offered are available for conducting operations from the equipment / total solution hosted in IFTAS/RBI.
24	Downtime	Accumulated time during which any of the components/total solution is inoperable within the Scheduled Operation Time but outside the scheduled maintenance time.
25	WI-FI	a facility allowing computers, smartphones, or other devices to connect to the Internet or communicate with one another wirelessly within a particular area
26	Mojo	Existing Wi-Fi OEM Name
27	Cloud DNS	Third party DNS service provider
28	WLC	Wireless controller

In case of a difference of opinion on the part of the Bidder in comprehending or interpreting any clause / provision of the Bid Document after submission of the Bid, the interpretation by Purchaser and decision of Purchaser in this behalf shall be final, conclusive and binding on the Bidder.

## 6 Background and Objective of the Project

IFTAS periodically makes assessment of its IT Infrastructure deployed in RBI and takes steps to upgrade/refresh them with the latest technology available to meet the requirements. As part of this exercise, IFTAS proposes to undertake an upgradation and refurbishment of Wi-Fi connectivity at RBI locations, with the current up-to-date technology available. The existing Wi-Fi architecture details and location wise existing Mojo device details are shared under Annexure -II. IFTAS/RBI has decided to provide separate end-to-end Wi-Fi solution for RBI to align with the latest technology as per the requirements of the IFTAS. The latest infrastructure should be integrated with the existing infrastructure of the RBI/IFTAS. Post integration and operationalization, the selected Bidder is required to provide warranty support for 3 years which includes facility management and support. This shall be followed by maintenance support for 1+1 years (including facilities management and support) opted at the discretion of IFTAS. This document is a Request for Proposal (RFP) for Bidders to quote for Supply, Delivery, Installation, Configuration, Integration, Test, Install, Commission, Operationalization, Warranty, Maintenance, Support/Services and Facilities Management Services of the total Wi-Fi solution across all RBI locations indicated in Annexure-I. .

## 7 Scope of work

### 7.1 Proposed Wi-Fi features

Details of work to be performed for the engagement but not limited to, are as follows:

1. An undertaking needs to be provided by the OEM stating that in the event the bidder fails to resolve/handle any issue stipulated time limits, OEM would take the responsibility of handling the issue directly or through its channel partner.
2. The bidder shall attend unlimited breakdown/support and related requests on receipt of complaints during the tenure of the contract. No spares or any other items will be supplied by IFTAS/RBI.
3. All spares to be used shall be genuine or compatible spare parts (in that order) and the same shall be procured from the authorized dealers or manufactures.
4. The vendor shall provide support for the Wi-Fi equipment, L2 switches and complete end to end solution in case they are shifted to other locations. The solution shall be extended to all RBI Office locations. The solution shall have the capability to provide all user Wi-Fi connectivity without any disturbance.
5. The successful bidder shall be responsible to shift any of the components of the Wi-Fi solution including the existing Mojo solution and new solution provided by the bidder at no extra cost.
6. The successful bidder should provide the secure, end to end Wi-Fi connectivity which includes all the parts of the proposed solution including end user and ensure safe internet access.
7. The solution should be user friendly and technologically updated at all times.
8. The successful bidder shall maintain service logs and record the nature of services rendered during each troubleshooting activity performed by the service representative. Detailed records of the same shall be submitted to IFTAS monthly performance report.
9. The successful bidder is required to provide secure cloud DNS solution for the existing devices placed at RBI COB, MRO and RBI RO's.
10. The successful bidder is required provide /28 public IP subnet for each ISP at RBI COB, MRO and RBI RO's for Wi-Fi solution.

11. The successful bidder will monitor the functioning of the deployed system until final signoff has provided. During the warranty/contract period, the vendor shall apply patches and upgrades from time to time without any additional cost to IFTAS.
12. In case of any problem observed or reported, the successful bidder shall coordinate with respective OEM and resolve the issue immediately for the existing Mojo and new proposed devices.
13. The successful bidder will provide necessary training at least thrice a year to the operation engaged by IFTAS for three days. The training will cover installation, implementation, administration, usage, troubleshooting and interpretation of reports, logs etc.
14. The vendor should provide the detailed architecture including HLD, LLD for implementing the Wi-Fi solution.
15. The successful bidder will provide the complete documentation of the project in hardcopy, and softcopy (As-Implemented configurations, As-implemented architecture and topology diagrams standard operating Procedures (SOP) for administration of the installed devices along with blueprint of the individual locations from router to access points.
16. Security of the solution: Being a financial institution, IFTAS mandates that the solutions proposed shall facilitate necessary security checks and validation processes for ensuring foolproof access to the systems. these security measures should be an integral part of the product.
17. The successful bidder shall ensure a secure wireless connectivity and internet access through username and password and for guest users mobile OTP (SMS gateway server is available with IFTAS) based with centralized authentication mechanism.
18. The successful bidder shall maintain service logs and record the nature of service rendered during each troubleshoot of existing Mojo devices by the service representative and the same shall be submitted to IFTAS monthly performance report.
19. Unauthorized devices i.e. unregistered physical address of devices shall not be given access.
20. The successful bidder shall ensure the integration of Access Point/ WLC with SMS and mail gateways to generate required passwords for authentication.
21. The successful bidder shall ensure the uniqueness of usernames. Simultaneous multiple logons shall not be allowed.
22. Guest user shall receive an OTP once the application form is approved by person in charge to access Wi-Fi on device.
23. Communication to wireless access points shall be encrypted with cryptographic keys to ensure that only authorized and authenticated users can use the wireless services.
24. Proposed wireless network shall be secure and in compliance with Indian Laws, and all relevant directives and guidelines issues by relevant regulators such as TRAI/DIT/DoT etc from time to time.
25. The successful bidder shall maintain logs of the wireless users for prescribed period as per Indian Laws and regulatory guidelines.
26. The successful bidder shall suggest and help in deploying required policies at various levels to prevent any instruction attack in the wireless network, to ensure confidentiality and integrity, key management, user authentications, access control, client security, user awareness, administration of access points, logging and audit trails.
27. The bidder is required to engage OEM to conduct a design and resiliency review for infrastructure. This review should necessarily include but not restricted to, activities covering a) understanding any existing issues at RBI network b) conducting a gap analysis to identify any design improvement areas, c) proposing high level design roadmap: d) proposing OEM best

- practices to improve stability, resiliency and security of RBI design: e) providing OEM best practices for device monitoring: f) proposing OEM best practices for network architecture.
28. The bidder is required to engage OEM for conducting a detailed configuration audit as per OEM template for all network and Wi-Fi devices deployed across RBI locations and provide a device configuration level report highlighting any configuration deviations from OEM best practices and the corresponding corrective action required.
  29. An RF validation, and Wireless security assessment shall be performed and audit report submitted by the successful bidder to IFTAS.
  30. Successful bidder shall ensure the wireless security assessment comprises of overall wireless deployment, administration, network connectivity and segmentation, AP configurations, authentication and encryption, identify and validate vulnerabilities.
  31. It is the Bidder's responsibility to address all gaps identified by the OEM and/or IFTAS during the assessment, within a period of 15 days. The Bidder needs to adhere to the project timelines specified in this RFP. The Bidder shall incur the cost of such review by the OEM.
  32. Physical security of the equipment and relevant accessories, till the UAT is successfully completed should be the sole responsibility of the successful bidder only.
  33. Any infrastructure, furnishings and hardware including internal/external cabling, casing, power connectivity at each of the locations shall be done by the successful bidder, as part of the proposed services.
  34. Installation and configuration, mounting etc., shall be sole responsibility of successful bidder.
  35. Level of authority: It is mandatory that the proposed solution provide multiple levels of access for users, managers, administrations etc., depending on their roles.
  36. The software & hardware quoted by bidder should not be declared as End of Life or End of sale by the OEM at the time of bidding RFP. In-case of EOL/EOS is declared during contract period vendor should replace with the latest devices without any additional cost to IFTAS.
  37. The successful bidder shall publish a report of EOL/EOS devices, which are maintained in the contract.
  38. Any additional licenses, devices and support shall be procured at the same discounting percentage applied on list prices as applied during the RFP bidding processes.
  39. The system will be strong/robust enough to prevent any unauthorized access. The bidder has to ensure that the Wi-Fi signals are not propagated outside the RBI campus. If required, the bidder should install signal jammer across the perimeter wall.
  40. Single point of contact: The successful bidder shall appoint single point of contact, for IFTAS to deal with any activity pertaining to the requirements in this RFP.
  41. Successful bidder shall appoint a Project manager who acts as SPOC during the time of implementation and any activities related to scope of work.
  42. Successful bidder shall ensure that the personnel deployed for facility management services required under the scope of this RFP is dedicated for this activity alone and shall not be used by the bidder for other activities. Provisioning & laying out of passive cable within the building connecting to wireless access points & Network access switches shall be performed by Successful bidder.
  43. IFTAS intends to consolidate the existing access points deployed across all the RBI locations to a few locations as required. Successful bidder shall ensure movement of existing Access Points (Mojo C-60 & C-130) including unmounting, packing, shifting and re-mounting, connecting and re-configuring at RBI locations as per IFTAS requirements.
  44. Coordinating with respective OEMs to resolve the issues of existing devices (Mojo C60, C130 and SA-360) shall be the responsibility of the successful bidder.

45. In case of any damage caused to devices during shifting of existing devices (Mojo C-60, C-130 and SA-360), successful bidder should replace / repair the same at their cost.
46. The successful bidder shall perform signal strength assessment/feasibility along with the implementation process and ensure 100% coverage with superior signal strength at all RBI locations. Access points should be wall mounted and positioned at the premises/required places for optimal signal strength availability for the end users. Additional equipment as such required for mounting and installing shall be borne by successful bidder. No additional cost shall be requested from IFTAS beyond the unit rates quoted by the bidder as a response to this RFP.
47. The number of the access points may vary with respect to the requirements and billing shall be at actuals.
48. Internet connectivity to Wireline & Wireless users shall be provided via two independent ISPs/connections that are already existing at each location with fall back to alternate ISP at the time of need.
49. The proposed solution should be a logically separate design in relation to the existing wired network at RBI.
50. The bidder shall propose a cloud based secure DNS solution as per Annexure-III C
51. To achieve point no.34 above, the successful bidder shall inform all the necessary routing and configuration changes required to be performed well in advance to IFTAS.
52. The successful bidder shall provide web based captive portal for users to login/authenticate for the Wi-Fi access. The landing web page shall be designed/modified as per RBI/IFTAS specifications.
53. Provisioning of access control and audit trail mechanism shall be as per established industry standards and security norms shall be as defined by relevant government/regulatory bodies.
54. The successful bidder shall provide web-based management console to monitor and manage the Wi-Fi access. Provision should be made available to IFTAS to monitor/view/manage the network management data and ensure adherence to required QoS parameters.
55. Successful bidder shall ensure the Wi-Fi connectivity configurations viz., authentication of users, seamless roaming, security parameters and other related content is met as per IFTAS/RBI requirement as agreed upon.
56. The Wi-Fi internet accessing policies and features should be same for guest users as well as RBI users.
57. Successful bidder shall ensure 24x7x365 availability/support to all the devices proposed in this RFP during the contract period.
58. Successful bidder shall ensure facility to define rule-based access depending on usage, time duration, restricted access based on URL, application, category, signatures etc.
59. Bidder shall include the provision for customized reports for Wi-Fi access logs to IFTAS/RBI as required.
60. Bidder shall support role-based access control to all management and reporting functions.
61. Bidder shall provide provision to provide priority access to few users/departments from time to time as required by IFTAS/RBI.
62. Facility to enable/disable specific user/system/mobile from Wi-Fi access based on system MAC address, mobile number used for authentication etc. should be a part of the solution proposed by the bidder.
63. The successful bidder shall carryout installation of active and passive components and accessories supplied as per standards for successful integration and implementation of the systems at each site connected under this RFP.
64. The bidder shall Configure and fine-tune all subsystems and existing Wi-Fi devices to achieve overall optimal network performance and highest security

65. The proposed wireless internet solution should conform to applicable WPC (Wireless planning coordination) regulations for use of license-free spectrums in terms of EIRP. A declaration to this effect must be submitted which must be supplemented by periodic reports during the project period.
66. Successful bidder shall ensure integration of newly deployed devices and the existing Mojo networks devices with the centralized management system provided by IFTAS/RBI.
67. The bidder shall depute adequate dedicated skilled and certified resources to ensure that the implementation and commissioning activities are carried out on schedule.
68. In case of any urgent meetings or troubleshooting, the services from the resource may be required onsite on Sundays/ Holidays on need basis.
69. The bidder shall submit a detailed test plan and test cases for each device & location, which will be used to carryout UAT (User Acceptance Test) and FAT (Final Acceptance Test).
70. The proposed devices should be able to integrate all the existing services/utilities currently being used by IFTAS/RBI.
71. Successful bidder shall ensure the configuration of logically separate network for wired and wireless traffic in shared existing infrastructure.
72. The proposed devices should be able to monitor live deployed event applications for performance usage and planning statistics in the graphical interface, including CPU, memory, connection and queues etc.
73. Trainings: Successful Bidder is responsible for providing training to the IFTAS/RBI. Bidder will have to bear all the cost associated with the conducting such training programs. Training sessions should be conducted on a requisite mix of theory & practical operations. In addition, bidder should provide and publish a detailed troubleshooting guide.
74. Wi-Fi usage logs: The Bidder shall be responsible for keeping log of Wi-Fi usages/services to be utilized by the end users such as IP address details, URLs visited, time stamp/time details, end-point/user Authentication, Mobile number MAC & IP Addresses, access time, duration, data consumed, etc. to meet the compliance with all Regulatory and Legal guidelines issued by Department of Telecommunications (DOT)/TRAI from time to time. IFTAS may at any time ask the bidder to provide logs from the storage and maximum log retrieval time allowed will be not more than 4 hours.
75. The proposed solution should be capable of generating various MIS reports on a dashboard in graphical/pictorial representation such as:
  - i. No of users with details: IP details, MAC ID, Access Point, and channel wise etc.
  - ii. Internet usage: user wise/Access points/Location wise etc.
  - iii. Total Bandwidth Available on each AP and its usage.
  - iv. All Reports related to SLA & Project monitoring.
  - v. Change management reports: Configuration, firmware, patches, upgrades etc.
  - vi. Data Usage.
  - vii. Any other reports that may be required from time to time.

## 7.2 Existing solution

7.2.1 RBI has wired network based on Cisco catalyst 9000 series switches and Cisco centralized network management and monitoring solution which can monitor both wired and wireless network. Existing monitoring setup is supporting approx. 9500 users and 280 wired switches and capable of supporting up to 25000 users.



7.2.3 Bidder in-order to leverage existing management and monitoring solution need to provide necessary license for additional wireless solution or need to provide management and monitoring solution as per following specifications.

## 7.3 Wireless Monitoring, Management and Assurance

### 7.3.1 Management & Analytics

- a) Bidder need to include necessary hardware and software for management server
- b) Solution should support North bound REST APIs for device discovery, inventory, software upgrade, device health monitoring to integrate with third party software
- c) It should have built in capability to integrate with ITSM tools
- d) It should be able to send events and notification to any third-party tool
- e) Solution should support role-based access
- f) Solution should be able to manage and monitor switches, Wireless controllers, APs
- g) Solution should be scalable to support minimum 2000 APs

### 7.3.2. Automation

- a) It should allow to create hierarchical sites with floor, building, location and map various devices to sites.
- b) It should able to discover network devices based on IP address, CDP or LLDP, IP device tracking and ARP entries, SNMP etc. and map them into topology
- c) It should periodically scan the network and keep the network inventory up to date and provide details on device serial number, model, software image etc. It should allow grouping of devices based on device type, Software image, location etc.
- d) It should provide hierarchical network management where devices are mapped to floor, building, area etc. and it should allow profile-based setting to map services like DHCP, AAA, SNMP, IP address pool etc. For wireless, it should allow to create SSID and RF profiles to automate settings at multiple locations.
- e) It should support zero touch provisioning for new device installation
- f) It should support centralized software image management for network devices like switches and wireless. It should allow to define preferred software image and highlight in case device software image is not matching preferred image
- g) It should provide wireless automation like:
  - Creating wireless profile with multiple wireless parameters which can be deployed at single or multiple locations
  - Simplified guest and SSID creation
  - Advance RF settings support
  - Workflow based deployment
  - ACL and QoS deployment
- h) It should allow to create CLI template which can be pushed to devices.
- i) In case of device failure, it should help to automate replacement like software restoration, license restoration, updating inventory etc.

### 7.3.3 Assurance and Analytics

- a) It should provide high level summary view on devices and client on the network, top 10 global issues and should allow admin to expand view on sites, devices, client, topology etc.

- b) It should provide network health dashboard and trend to highlight status of device health like CPU, Memory utilization, interface availability etc. with remediation suggestions. It should highlight top AP by client count, Top AP with highest interference etc.
- c) It should provide client health dashboard and trend to show operational status of client, any poorly connected clients or communication issues with remediation suggestions
- d) It should provide device and client 360-degree view highlighting detailed view on history of performance like Client onboarding time, Connectivity RSSI/SNR detail, Client roaming time, Client count for SSID, Client data rate, Client count per band etc. It should help proactive identification of any issues with connectivity graph with health score, application experience etc.
- e) For user level troubleshooting, it should highlight specific client IP address, mac address, onboarding time, various events for connecting on wireless network, which AP it is connected, on which band it is connected etc.
- f) It should visualize path of any application or services from client through all devices to server. It should also identify ACL that may be blocking or affecting traffic flow
- g) It should allow admin to view historical performance of device or client to understand network state when issue occurred. It should store historical performance up to 1 week.
- h) It should be able to collect real time telemetry data from syslog, SNMP, flow etc. and by correlating information should provide end to end visibility, network time travel, proactive and predictive information for troubleshooting.
- i) It should provide various information on wireless like
  1. Client on-boarding: Association and authentication failures, IP address failures, excessive onboarding and authentication time, AAA/DHCP reachability
  2. Client experience: Throughput analysis, roaming pattern analysis, slow and excessive roaming, excessive interference, Apple iOS client disconnect
- j)
  3. Network coverage and capacity: coverage hole, radio utilization, client capacity etc.
  4. Network monitoring: device availability, AP join failure, high availability, flapping AP, power failure etc.
- k) 5. It should provide guided remediation for faster resolution of problem

#### 7.3.4 Sensor based testing

- a) It should support wireless sensors-based testing to perform anomaly-based packet captures, on-demand RF scanning, real-time client location, and Wi-Fi application analytics.
- b) It should allow wireless sensors to provide various details on wireless like association failures, authentication failures, IP address failures, AAA & DHCP reachability, excessive time for on boarding, authentication and IP address allocation. The built-in assurance and analytics engine should analyze and correlate this information to troubleshoot issues much faster.
- c) It should allow wireless sensors to provide information on radio interference, client experience related information to analytics engine like response from common applications like outlook, web, mail, FTP, SSH servers and should highlight in troubleshooting dashboard.

### 7.4 Facilities Management – For OEM managed services:

- 7.4.1. L2 engineer is required to be provided by OEM. Bidder is required to ensure that dedicated L2 engineer of OEM is available at IFTAS/RBI on a 10x6 basis under this agreement as per the commercial bid submitted by the bidder.



- 7.4.2. In case of exigencies, L3 should be available at all times including after business hours and on Sundays and holidays as well.
- 7.4.3. IFTAS reserves the right to increase or decrease the number manpower resources and locations depending on its requirement at any stage. The Bidder is expected to quote per unit resource cost for resources as per annexure XVI, which shall be referred as price points for future if need of addition/reduction of resources arises.
- 7.4.4. L2 engineer should identify, troubleshoot and resolve any hardware , software or configuration related incidents observed on any equipment across service impacting incident is not resolved within two (2) hours, then it will be ensured that concerned OEM engineer is available on-site at RBI DC/Central office within next 2 hours at no extra cost to IFTAS.
- 7.4.5. FM is responsible for submitting quarterly report ensuring the software security vulnerabilities as notified by OEM on any equipment installed in RBI infrastructure.
- 7.4.6. End-to -End responsibility for incident handling shall be the responsibility of FM.
- 7.4.7. FM should get approval for configuration and change management activities.
- 7.4.8. FM shall assess the risk and evaluate on available software at one location and plan software upgrades at least once a year shall inform any critical defects and security vulnerabilities as well.

## 7.5 Wi-Fi Solution IPv6 Schema

- a) The entire Wi-Fi Solution shall be operational using IPv4 from the day of implementation of Wi-Fi connectivity and migrate to IPv6 when decided by IFTAS.
- b) The proposed devices should support IPv6 and shall be migrated to IPv6 as required with minimal configuration changes without additional cost.
- c) The bidder shall clearly specify timelines and plan for migration from IPv4 to IPv6 without additional cost.

## 7.6 Bidder Eligibility Criteria

S.No	Eligibility Criteria	Documentation Required/Compliance/Non-Compliance
1	Bidder must have registration under companies Act, 1956, also registered with the Goods & Service Tax authorities, and must have completed 5 years of existence as on Bid calling date.	Attested copy of the Certificate of Incorporation/Registration of the Bidder/RoC.
2	The Bidder should have a minimum annual turnover of at least Rs. 100 Crores in each of the last three financial years (i.e. 2016-17, 2017-18 & 2018-19).  The Bidder should have made positive net worth in each of the last three financial years (i.e. 2016-17, 2017-18 & 2018-19)	Audited financial statements indicating the net profit and the net worth as required set forth in the eligibility criteria. and Auditor / Chartered Accountant Certificate in support of the criterion
3	The bidder should have offices in at-least 20 of the locations specified under Annexure-1	Office addresses and details shall be enclosed by the bidder along with RFP

4	The Bidder should be in the Top Two Rating Classified Authorized Partner with the OEM (Original Equipment Manufacturer) as per their assessment criteria, whose product they are proposing, as on the date of issue of RFP.	Necessary documentation to this effect shall be enclosed by the bidder along with the RFP submission.  Manufacturers Authorization letter (Annexure XI) from OEM in favor of Bidder must be enclosed.
4	The bidder should have experience in executing similar composite solution with below criteria in last three years for at least 4 Projects.  i. Consisting of minimum 5 locations. ii. More than 100 similar or equal Wi-Fi Devices	The Purchase Order/ Reference Letter in support of the same should be enclosed in Technical Bid. The experience with regards to each component and level of engagement must be indicated explicitly in the Technical Bid. The onus of proving the credential via documentary evidence will fall on the Prime Bidder.
5	Bidder proposed OEM should have 24x7x365 days technical assistance center to provide telephonic support in India with toll free number or 24x7x365 web-based support.	OEM to provide support center details
6	Bidder proposed OEM should have minimum 10 services depots in the country.	OEM to provide services depot detail
7	Bidder should have no record of being blacklisted by any Central/state Government, Ministry or Agency for breach of Contractual Conditions	Bidder should submit Self declaration that the service provider is not blacklisted and is not in any legal disputes
8	The bidder may be either an OEM or an Authorized Partner of the OEM (Original Equipment Manufacturer) whose product they are proposing. In case the OEM does not deal directly, an OEM may bid through their Authorized Service Partners or System Integrator	Undertaking from the OEM mentioning a clause that OEM will provide support services during warranty period if the bidder authorized by them fails to perform. In case of an authorized representative, a letter of authorization (MAF) from original manufacturer must be furnished in original duly signed & stamped (As per Annexure - XI).
9	OEM should be part of the leader's quadrant as per latest Gartner Wired and Wireless Magic quadrant for the specific product category.	Provide Compliance/Non-Compliance and share the required documents.

## 7.7 Evaluation process

- a) For the purpose of the evaluation and selection of bidder for this project, a two-stage bidding process will be followed. The stages are (1) Technical Bid and (2) Commercial Bid.

- b) The Technical bid will contain the exhaustive and comprehensive technical details, whereas the Commercial Bid will contain the pricing information. The Technical Bid shall NOT contain any pricing or commercial information at all and if the Technical Bid contains any price related information, then that Technical Bid would be disqualified and will NOT be processed further. The bidder shall submit the technical and commercial bids separately as per the timelines specified in this RFP.
- c) Technical bid includes **eligibility criteria** and **technical evaluation**. Only bids from bidders meeting the eligibility criteria and which are complete and responsive will proceed to the stage of being fully evaluated and compared. Bids qualifying the Eligibility criteria mentioned under Section 7.6 shall proceed to the next stage of evaluation process i.e technical evaluation.
- d) The objective of technical evaluation stage is to evaluate the bids to select an effective and best fit solution. Evaluation by IFTAS will be undertaken under the guidance of the Technical Advisory Group (TAG) formed by the IFTAS which would have IFTAS officials and external experts. The decision of the TAG shall be final.
- e) Bidders satisfying the Technical evaluation as per the technical evaluation matrix under section 7.8 shall be qualified for commercial evaluation.
- f) In the commercial evaluation stage, the lowest commercial bidder (L1) will be declared as the winner.

## 7.8 Technical Evaluation Matrix

- a) Technical Bids will be opened and evaluated based on the technical bid submissions and presentations.
- b) Bidders would be invited to IFTAS to make an exclusive presentation detailing the proposed architecture, implementation approach, rollout strategy, facility management services for the solution.
- c) An overall cut-off score of 75 marks will be essential for the bidders to be qualified for the next stage of the selection process i.e. commercial evaluation.
- d) The bidder is required to present details of the proposed hardware and its related environment, configuration etc. keeping in view of the requirements of the solution.

S.No	Parameter	Details	Maximum Score
1.	Implementation experience	Number of wireless devices deployed and number of locations per project	35
2.	Location presence of bidders / OEM	Presence in RBI locations	20
3.	Overall solution compatibility	Suitability and compatibility of solution with overall RBI infrastructure.	5
4.	Presentation	Technical coverage, solution compatibility and quality of presentation	25
5.	Number of certified support engineers available with bidder	Total certified support engineers	15
Total			100

## 7.9 Disqualification Parameters in Technical Bid Evaluation

- a) IFTAS at its discretion may reject the proposal of the Bidder without giving any reason whatsoever, if in the IFTAS opinion, the solution was not made appropriately to meet the performance criteria or security requirements as stipulated by IFTAS.

- b) IFTAS at its discretion may reject the proposal of the Bidder without giving any reason whatsoever, if in the opinion of IFTAS, the Bidder could not present or demonstrate the proposed solution as described in the proposal.
- c) IFTAS at its discretion may reject the proposal of the Bidder, in case the responses received from the reference sites are negative.
- d) IFTAS reserves the right to disqualify any bidder, who is involved in any form of lobbying/ influencing/ canvassing etc., in the evaluation / selection process and any other disqualification criteria mentioned in this RFP.

## 8 Commercial Bid Evaluation

- a) Commercial bids of only those eligible bidders who qualify in the technical evaluation shall be opened. Commercial bids of the other bidders shall not be opened and the lowest commercial bidder L1 will be selected as the winner
- b) Bidders shall submit the Commercial bid in the format Annexure-V. The commercial format provided in Annexure –V shall be strictly adhered to by the bidder. Any deviations in the format or incomplete format submissions shall be disqualified without providing any further reasons whatsoever.
- c) Prices quoted by bidder in commercial bid shall be reasonable and as per industry standards. If any extreme abnormalities/discrepancies observed in prices, IFTAS at its discretion will disqualify the commercial Bid.
- d) IFTAS may call for any clarifications/additional required particulars, if any, on the technical/commercial bids submitted. The bidder has to submit the clarifications/ additional particulars in writing within the specified date and time. The bidder's offer may be disqualified, if the particular clarifications/ additional sought are not submitted within the specified date and time.
- e) The Technically Qualified bidder with the lowest Commercial Bid (TCO) after scrutiny would be declared as L1 price.

Commercials shall not be mentioned inside the technical bid submission. Such submissions shall be disqualified.

## 9 Warranty

- a) The successful bidder(s) shall provide comprehensive on-site warranty for 3 years for solution with back-to-back arrangements with the respective OEM from the date of acceptance of hardware / software. The deliverable(s) should not have been declared End of Sale as on the date of submission of the bid and on the date of delivery. The successful bidder(s) should ensure that the OEM should, not declare the equipment proposed in this RFP, as End of Life (EOL) or End of Support (EOS) within the 3 years contract period. If the deliverable(s) is declared End of Life (EOL) or End of Support anytime during the contract period, the successful bidder shall forthwith replace the equipment at no additional cost to IFTAS. Bidder shall also update necessary OS, Patches and should support the hardware and the software for the period of Three years from the date of acceptance of the entire system. The upgrades, new releases (Minor/major) versions, bug fixes etc. for the hardware and system software will be supplied to IFTAS at no extra cost, with the necessary documentation during contract period.
- b) During the warranty period, the vendor should maintain the systems and shall be responsible for all costs relating to maintenance.
- c) The selected bidder shall provide preventive maintenance on monthly basis.

- d) The hot swappable parts should be replaced immediately for which the selected bidder should store all the critical and hot swappable spares at the site. The bidder shall guarantee the availability of spares/software for a period of at least three years in respect of all the equipment supplied by them, from date of Acceptance Test of the total solution.
- e) Besides the above, the bidder will have to conform to the terms and conditions mentioned in the tender.
- f) 24x365 telephonic and online support should be made available by the OEMs for all the equipment for online troubleshooting to address any technical issues including configuration and breakdowns.
- g) IFTAS should be able to log calls directly by web/email or over phone to the bidder/OEMs 24x365 during the warranty period. Accordingly, escalation matrix of each OEM and confirmation letter from OEM should be submitted.

## 10 Post Warranty Annual Maintenance

- a) After completion of warranty period, IFTAS shall have sole discretion to enter into Annual Maintenance Contract (AMC) at the prices mentioned under the relevant AMC section under Annexure-V. Thereafter from 5<sup>th</sup> year onwards, IFTAS, at its discretion, may renew the AMC in full or in part yearly, and will be subject to indexation as mentioned under Annexure-XVII.
- b) As a part of the maintenance contract, the selected Bidder will have to provide software updates, releases, version upgrades, new versions etc. of all the application software and custom software included in the products. The supplier will also undertake to carry out implementation / operationalization / customization of software updates, releases, version upgrades, new versions etc. The maintenance contract shall also require that the selected bidder maintain all supplied documentation in such a state as to correctly reflect the state of the products at any point in time.
- c) The selected bidder shall provide preventive maintenance on monthly basis.
- d) The hot swappable parts should be replaced immediately for which the selected bidder should store all the critical and hot swappable spares at its warehouse close to RBI locations. The bidder shall guarantee the availability of spares/software for all the equipments supplied during the contract/AMC period.
- e) Besides the above, the bidder will have to conform to the terms and conditions mentioned in the RFP
- f) 24x365 telephonic and online support should be made available by the bidder for all the equipment for online troubleshooting to address any technical issues including configuration and breakdowns.
- g) IFTAS should be able to log calls directly by web/email or over phone to the bidder/OEM 24x365 during the annual maintenance period. Accordingly, escalation matrix of the bidder/OEM and confirmation letter from bidder and OEM should be submitted.

## 11 Payment Terms and Conditions

- a) The TCO shall consist of the sum of two parts – 1) The commercial value of the solution spread over 12 quarters equally. This shall be paid in arrears, after deducting the penalty amount, and on successful discharge of service by the bidder. 2) AMC for the 4<sup>th</sup> year
- b) All payments will be released based on submission of invoices along with necessary SLA evidence/reports of rendering of service as required.
- c) The bidder is required to quote GST No. on the invoice submitted for the payment.

## 11.1 SLA Conditions

The time taken to resolve any problem at any location (MRO, COB and RBI ROs) is immediate and device replacement, if required, shall be done promptly.

The device uptime is calculated as mentioned below.

### a) RBI COB, MRO and RO SLA terms and conditions: Daily calculation

S.No	SLA	Target	Penalty															
1	Delay in delivery of hardware	Date of PO+35	1% of contract value of undelivered/delayed hardware beyond 35 days from the date of PO shall be levied per week or part thereof for delay in delivery. ,. This shall be subject to a maximum of 10% of the Total contract value.															
2	Delay in Implementation (including UAT/FAT)	Date of PO+ 50	1% of total contract value per week or part thereof for delay in implementation. This shall be subject to a maximum of 10% of the Total contract value.															
3	Device out of Warranty/AMC during contract period.		10% of contract value.															
4	Not maintaining required Manpower	As per PO	L2 technical resource - 2000/- per day/shift per person for unsanctioned/nonreporting															
5	Network availability between WLC and proposed Wi-Fi locations	Day to Day operation	<b>Daily SLA calculation:</b>  Availability = $\frac{(\text{Total Minutes in a day} - \text{Total Outage Minutes in a day}) \times 100\%}{(\text{Total No of Minutes in a day})}$															
6	Delay in resolution of support/incidents for the devices installed by the bidder		<b>S.no 4,5 and 6 penalty clauses</b>															
7	Security Breach		<table><tr><th>S. No</th><th>Availability slots</th><th>Penalty on agreed amount per PA</th></tr><tr><td>1</td><td>&gt;99.9975% to 100%</td><td>0 % Penalty</td></tr><tr><td>2</td><td>&gt;99.99% to &lt;=99.9975 %</td><td>10 % Penalty</td></tr><tr><td>3</td><td>&gt; 99% to &lt;=99.99%</td><td>20% Penalty</td></tr><tr><td>4</td><td>&lt;=99%</td><td>No Payment of rental charges</td></tr></table>	S. No	Availability slots	Penalty on agreed amount per PA	1	>99.9975% to 100%	0 % Penalty	2	>99.99% to <=99.9975 %	10 % Penalty	3	> 99% to <=99.99%	20% Penalty	4	<=99%	No Payment of rental charges
S. No	Availability slots		Penalty on agreed amount per PA															
1	>99.9975% to 100%		0 % Penalty															
2	>99.99% to <=99.9975 %	10 % Penalty																
3	> 99% to <=99.99%	20% Penalty																
4	<=99%	No Payment of rental charges																

Note:

- Among other issues the downtime includes the device going faulty, logical, no data/transmission/partial data transfer/throughput issues etc.
- The bidder quoting for the overall solution should be responsible for maintaining an uptime of 99.9975% on the device availability for a period of three years, and there-after extendable yearly under AMC.
- The bidder is expected to achieve the high uptime using the below mentioned O&M criteria:
  - Within 4 Hours, support from the OEM on the faulty device replacement.
  - 24\*7 TAC facility from the OEM as well as from the bidder using a toll-free number.
  - The most critical parts of the equipment quoted should be maintained as spares at the NOC of the most for immediate equipment replacement.
  - Dedicated OEM manpower supplied as required under Annexure-V



- e) UAT shall be done location wise and FAT shall be approved after the completion of successful UAT at each RBI location.

#### **Implementation SLAs:**

Reports with respect to SLA parameters needs to be provided by successful bidder and the same needs to be validated and approved by designated official from IFTAS. The reports submitted by successful bidder should be system generated reports with proofs/justifications. It is responsibility of successful to get the reports validated/approved before submitting the invoices/bills.

### **11.2 SLA Calculation process**

- a) The successful bidder shall collect incidents in respect of the devices at each location using state of art NOC tools on a real-time basis and provide consolidated monthly reports as required by IFTAS.
- b) IFTAS will collect incidents from all the sources including IFTAS NOC and other sources on monthly basis.
- c) IFTAS shall share the consolidated SLA compliance report with successful bidder who shall compare all the incidents captured and convey their remarks based on logs, emails, evidence and etc., This process shall be carried out for all links every month till the list of “agreed SLA incidents” are concluded effectively calculating the downtime/ outages.
- d) Final Downtime will be calculated by IFTAS based on final SLA compliance sheet and payment will be made based on the final downtime confirmation.
- e) SLA conditions specified in this RFP should be adhered to by the bidder. Penalty will be levied for not meeting the device uptime/security compliance/misbehaving aspects etc, and it is not just limited to device outages / issues.
- f) The bidder shall submit SLA compliance for the services rendered period along with invoice based on SLA conditions.
- g) SLA compliance report shall be finalized by IFTAS.
- h) On any of the incidents covered under SLA, a FIR (First-hand Information report) shall be sent by the bidder in the approved format within 2 hours of the occurrence of the problem. Detailed Root cause/RCA/RFO for the incidents shall be submitted in T+1day time frame.

## **12 General Guidelines**

### **12.1 General conditions**

- a) OEMs may also directly participate in the RFP. In such case, all records including implementation experience, compliance etc should be of the bidding OEM alone.
- b) In-case the bidding Company is the result of a merger/acquisition, at least one of the merging companies should have been in operation for at least four years as on date of submission of the bid. The bidder shall provide evidence that it is a current legal entity permitted by law to provide all the technical, functional and operational scope of work detailed in this RFP.

- c) In-case the bidding company is the result of a merger/acquisition, due consideration shall be given to the past financial results of the merging entity for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding company be in operation for a period of less than three years. For this purpose, the decision of IFTAS will be treated as final and no further correspondence will be entertained on this.
- d) The bidder must assure that key project personnel to be employed in this project have been sufficiently involved in similar past installations.
- e) The bidder shall maintain all the necessary spare equipment required to provide the services mentioned in this RFP, at its service centres close to RBI locations. The bidder shall share the list of depots where spares required under this RFP shall be maintained.
- f) The bidder should be able to arrange spares as per location criticality to ensure high uptime as per SLA and they should provide complete details of service set-ups.
- g) The bidder must demonstrate that it has been engaged in the provision of similar services for other large National / International Financial / Banking Institutions in India. Necessary documents to prove this requirement shall be provided along with the bid submission.
- h) The bidder should have experience in designing and implementing Wi-Fi architecture, policy, standards, procedures etc. for various large organizations in India. Necessary documents to prove this requirement shall be provided along with the bid submission.
- i) The bidder must organize the bid in accordance with the format specified in the tender document. Any commercial bids deviating from the format provided will be summarily rejected.
- j) The cost of bidding and submission of tender documents is entirely the responsibility of the bidder, regardless of the conduct or outcome of the tendering process.
- k) A large proven project execution capability and experience (documents demonstrating capability of the bidder to execute large similar projects of corporate Wi-Fi implementation for locations spread across India).
- l) Bidder should submit the detail Bill of Material without prices with part number, along with the Technical bid.
- m) Extend the time for submission of all proposals and such an extension would be duly and publicly notified on IFTAS website.
- n) Select the next eligible Bidder (L2) if the first successful Bidder (L1) evaluated for selection fails to result in an agreement within a specified time frame.
- o) IFTAS reserves the right to conduct an audit/ongoing audit of the services provided by the successful Bidder.
- p) No legal binding relationship: It may be noted that no binding legal relationship will exist between any of the Respondents of this RFP and the IFTAS, until execution of a contractual agreement.
- q) IFTAS reserves the right to ascertain information from any of the Institutions which the Bidders have rendered their services for execution of similar projects.
- r) OEM should have local sales offices in India



## 12.2 Termination of Purchase Order/Contract:

- a) IFTAS by written notice sent a successful Bidder may terminate the contract in whole or in part at any time for this convenience giving one-month prior notice. The notice of termination shall specify that the termination is for convenience the extent to which successful Bidder's performance under the contract is terminated and the date upon which such termination become effective.

## 12.3 Right to Verification

- a) IFTAS reserves the right to verify any or all statements made by the Bidder in the tender document and to inspect the Bidder's facilities, if necessary, to establish to its satisfaction about the Bidder's capacity to perform the job. The technical evaluation will be based on such information.
- b) IFTAS, if deemed fit, will inspect any or all the equipment at OEM's manufacturing site before shipment to the IFTAS, to verify that the equipment supplied to RBI are as per the technical specification specified in the tender document or purchase agreement.

## 12.4 Obligations of successful bidder

- a) The bidder shall supply all necessary components and licenses to make solution complete and shall not be limited by the material requirements in this RFP.
- b) The bidder is liable to supply and provide one-time installation at any new location(s) which may come up in future anywhere in the country under this RFP, within the contract period. The bidder shall clearly specify warranty period and AMC for the remaining period of the contract period. The warranty/any benefit from the OEM shall be passed on to IFTAS directly.
- c) The successful bidder shall deploy their own computing resources for implementing system.
- d) The successful bidder will always deploy trained and experienced engineers to provide service at the required location(s) for implementation and FM support activities. The names contact address and phone nos. will be advised in writing to IFTAS.
- e) Change and configuration management will be carried out by IFTAS, however one-time (First time) installation shall be under the scope of the successful bidder.
- f) Successful bidder shall be responsible for any act of its employees that may result in security breach in respect IFTAS network.
- g) The successful bidder shall ensure that during implementation of Wi-Fi connectivity, the critical services hosted at RBI shall not face any downtime due to security breach, security incident, improper configuration of security units/ appliances/ components.

## 12.5 Wi-Fi acceptance test requirements

- a) Demonstrate Wi-Fi parameters.
- b) Demonstrate speed, ports and access to required sites easily.

- c) Ensure integration in RBI network successfully.
- d) In case of event Wi-Fi devices and all necessary components are delivered and RBI/IFTAS site is not ready, then point a and b above will be considered for acceptance. Once site is ready, bidder must ensure the integration else SLA/Penalties as per Section 11.1 will be applicable.

## 12.6 Instructions to bidders

### 12.6.1 Bid Submission

- a) The response to the present tender will be submitted in two parts, the technical bid and the commercial bid. The technical bid shall cover the technical requirements, specified in the tender document. The commercial bid shall be as per the format for the commercial bid, specified in the tender document. Both the bids shall be sealed and submitted separately. The technical and commercial bids shall be submitted in separate sealed envelopes clearly super-scribing on the envelope “ ‘Bidder name’ Technical bid for setting up Wi-Fi connectivity at RBI locations against RFP No. IFT/WIFI/RBIRO/200116-1” and “ ‘Bidder name’ commercial bid for setting up Wi-Fi connectivity at RBI locations against RFP No: IFT/WIFI/RBIRO/200116-1” respectively. All bids shall be sealed and sent by registered post or hand delivered to the following address:

The Procurement team,

Indian Financial Technology and Allied Services (IFTAS),

Unit No. 201, B2 Building, Kanakia Boomerang, Chandivali Farm Road,

Chandivali, Andheri (East), Mumbai- 400072, India.

- b) The bidder is requested to submit a version of their technical and commercial responses on separate USB pen drives. The USB pen drives should be sealed within the respective technical and commercial bid envelopes.
- c) Authorized representative of the bidder may be present at the time of the opening of the technical and commercial bids. Only one person per bidder will be allowed to be present at the time of opening the bids.

### 12.6.2 Eligible Goods

The bidder is required to demonstrate its technical capabilities and regulatory approvals to provide Wi-Fi solution along with the response to this tender. Wherever contractual arrangements are necessary, it will be the sole responsibility of the bidder to make all necessary contractual arrangements across all components of the solution.

All equipment to be supplied in response to this tender and under the resultant contract must be eligible for import to India as per existing Indian government regulations. It shall also be eligible for export to India for use as per the contract, under the existing regulations of the country(s) of origin. The bidder is responsible for obtaining all necessary legal and regulatory clearances and permits for use of the equipment and any other components supplied by the bidder as per contract, during the tenure of the contract.

### 12.6.3 Bidding

Bidders shall be permitted to lodge only a maximum of one bid. In the event of multiple bids by a bidder, IFTAS reserves the right to disqualify the bidder.

Each bid should be numbered serially, initialled and date highlighted on the first page. Each page of every bid should also be numbered serially and initialled.

The cost of bidding and submission of the bids is entirely the responsibility of the bidder, regardless of the conduct or outcome of the tendering process.

#### **12.6.4 Site Visits**

Site visits may be sought at the discretion of the IFTAS. The bidders shall provide, in addition to customer sites, an invitation to the Organization to visit the bidder's own development site.

#### **12.6.5 Clarification on the Tender Documents**

- a) Written requests for clarification should be submitted to the IFTAS through email / letter and the same should reach IFTAS on or before the dates as given in the time-table section of this RFP.
- b) Separate forms should be used for multiple clarification requests.
- c) The pre-bid meeting will be held at IFTAS as per given in the time-table section of this RFP.
- d) Both questions and responses will be circulated to all prospective bidders i.e., those that have obtained the tender document after the pre-bid meeting as per the timetable mentioned in this RFP.
- e) Any pre-bid queries can be sent to the designated email id ([rfp@iftas.in](mailto:rfp@iftas.in)) as per the timelines mentioned in the timetable in this RFP. The questions/points of clarification and the responses will be published on website under the Tender Notice for the benefit of all prospective bidders the source (identity) of the bidder seeking points of clarification will not be revealed. Alternatively, IFTAS may at its discretion, answer all such queries in the Pre-bid meeting. It may be noted that all queries, clarifications, questions, relating to this RFP, technical or otherwise, should be only to the designated email id as stated earlier. For this purpose, communication to any other email id or through any other mode will not be entertained.
- f) The IFTAS reserves the right to pre-pone or post-pone the pre-bid meeting date and/or change its venue. The Bidders will be informed of any changes to the date / venue of pre-bid meeting on the IFTAS website in advance to submit their queries to the IFTAS seeking clarification.
- g) All points discussed during the pre-bid meeting, if need be, may be posted on the website along with their responses.
- h) For the pre-bid meeting, bidders are required to inform IFTAS at least a day in advance via email at email [rfp@iftas.in](mailto:rfp@iftas.in), with participant details such as name, details of electronic devices if any, company name and mobile number
- i) No queries will be entertained after the pre-bid meeting.
- j) Bidders must acquaint themselves fully with the conditions of the tender. No plea of insufficient information will be entertained at any time.

#### **12.6.6 Language of Bids**

All bids and supporting documentation shall be submitted in English.

#### **12.6.7 Documents comprising the bid**

All bidders shall submit the RFP response duly completed with all the required details. Wherever formats have been specified, the bidder shall submit the response in such format only. Any deviation from the format shall entail disqualification of the bid and IFTAS reserves the final right in this matter.

IFTAS Confidential

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#### **12.6.8 Bid currency**

All costs and charges, related to the bid, shall be expressed in Indian Rupees only (INR).

#### **12.6.9 Period of bid validity**

The bids shall be valid for a period of 3 months from the closing date of the submission of the bid.

#### **12.6.10 Subcontracting**

The Bidder shall not subcontract or permit anyone other than its personnel and the parties enlisted in the response to perform any of the work, service or other performance required of the Bidder under the contract without the prior written consent of the IFTAS.

#### **12.6.11 Format and signing of bid**

- a) The original and all copies of the bids shall be typed or printed in a clear typeface. Copies may be good quality photocopies of the original. An accompanying letter is required, to be signed by an authorized signatory of the bidder, committing the bidder to the contents of the original response.
- b) Each tender shall be made in the legal name of the bidder and shall be signed by the authorized legal representative or a person duly authorized to sign on behalf of the bidder.
- c) The bidder's signature on the tender shall be deemed to imply unqualified acceptance of all the terms and conditions specified in this Request for Proposal.
- d) IFTAS reserves the right to terminate the process of the tender at any stage, without assigning any reasons and no liability shall rest with IFTAS or IFTAS officials for doing so.

#### **12.6.12 Opening of Bids**

- a) Bids shall be accepted as per the timetable mentioned in this RFP.
- b) No bids will be accepted after the given deadline.
- c) All bidders shall be invited to attend the opening of the technical bids and the date will be intimated to the bidders.
- d) No bid shall be rejected at bid opening, except for late bids.

#### **12.6.13 Correction of errors**

Arithmetic errors in bids will be corrected as follows:

- a) Where there is a discrepancy between the amounts in figures and in words, the amount in words shall be reckoned; and where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate will govern unless, in the opinion of the IFTAS, there is obviously a gross error such as a misplacement of a decimal point, in which case the line item total will govern.
- b) Where there is a discrepancy between the amounts mentioned in the bid and the line item total present in the Bill of Material (BoM), the amount obtained on totalling the line items in the BoM will govern.
- c) The amount stated in the tender form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall tender price to rise, in which case the bid price shall govern.

Bids with alterations or changes to commercial bid format will be rejected.

#### **12.6.14 Domestic Presence of Bidders**

The bidder shall have nation-wide, multi-location presence for implementation and for providing support services in terms of the contract. Location presence of the bidder against the RBI required locations shall be provided by the bidder.

#### **12.6.15 Acceptance or rejection of bid**

IFTAS reserves the right not to accept any bid, or to accept or reject a particular bid at its sole discretion without assigning any reason whatsoever.

#### **12.6.16 Notification of award**

The acceptance of a tender, subject to contract, will be communicated in writing at the address or email id supplied by the bidder in the tender response. Any change of address of the bidder, shall therefore be promptly notified to:

Indian Financial Technology and Allied Services (IFTAS),  
Unit No. 201, B2 Building, Kanakia Boomerang,  
Chandivali Farm Road, Chandivali, Andheri (East), Mumbai- 400072, India.

An email to this effect shall also be sent to [rfpresponse@iftas.in](mailto:rfpresponse@iftas.in).

#### **12.6.17 Signing of Contract**

The successful bidder shall be required to enter into a contract with IFTAS, within thirty (30) days of the award of the tender or within such extended period, as may be specified by IFTAS. The successful bidder shall initiate and complete the implementation of the Wi-Fi solution based on the tender document, upon receipt of letter of intent or such other document/s indicating the acceptance of the bid.

#### **12.6.18 Performance Bank Guarantee**

The bidder shall at its own expense deposit with IFTAS within thirty (30) working days of the date of notice of award of the tender, a Performance Bank Guarantee from a scheduled commercial bank, payable on demand in terms of Annexure-X, for an amount equivalent to ten percent (10%) of the contract price for the due performance and fulfilment of the contract.

Performance Bank Guarantee may be discharged by IFTAS upon being satisfied that there has been due performance of the obligations of the bidder under the contract. Performance Bank Guarantee shall be valid till the end of the contracted period.

Failure of the bidder to comply with the above requirement, or failure of the bidder to enter into a contract within 30 days or within such extended period, as may be specified by the IFTAS shall constitute sufficient grounds, among others, if any, for the annulment of the award of the tender.

#### **12.6.19 Governing Law and Disputes**

The bids and any contract resulting there from shall be governed by and construed according to the Indian Laws.

All disputes or differences whatsoever arising between the parties (i.e., IFTAS and the bidder) out of or in relation to the construction, meaning and operation or effect of this Tender Document or breach thereof, shall be settled amicably. If, however, the parties, as above, are not able to resolve them

amicably, the same shall be settled by arbitration in accordance with the applicable Indian Laws, and the award made in pursuance thereof shall be binding on the parties, as above. The Arbitrator/Arbitrators shall give a reasoned award.

The bidder shall continue work under the contract during the arbitration proceedings unless otherwise directed in writing by IFTAS or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator or of the umpire, as the case may be, is obtained. The venue of the arbitration shall be Mumbai, India.

### **12.6.20 Content and Form of Responses**

This chapter contains the table of contents for the tender response.

In order to facilitate evaluation and comparison of tender responses, the bidder shall strictly submit their response in the specified format. A failure to do so may result in the tender being eliminated at the examination stage as unresponsive.

Should the bidder have additional information to submit that cannot be encompassed by the current table of contents, additional sections may be added separately. If any use of this option is made in method that is unwarranted in the opinion of the IFTAS, it will be regarded unfavourably

## **13 RFP Response**

### **13.1 Technical Bid**

The technical bid should follow the order and format provided in Annexure-III.

Technical deviations statement should be as provided in Annexure-VI.

### **13.2 Commercial Bid**

The commercial bid shall be submitted strictly as per Annexure-V and should be submitted in separate sealed envelope for both DC's and RO's separately. It shall be submitted in clear printed form. Handwritten bids, any modification in format etc will be disqualified.

Evaluation of lowest cost bidder (L1) in the commercial section shall be arrived at after comparing the TCO mentioned as required in Annexure-V.

The bidder is required to submit a copy of the technical bid highlighting the features to be supplied along with the commercial bid.

### **13.3 Costs**

- a. Commercials for any additional requirement of Wi-Fi devices/s in between the contract period shall be calculated based on the cost provided in the commercial bid, per device, spread equally over the remainder of the said contract period. Warranty and AMC shall be applicable as mentioned in the Warranty and AMC sections 9 and sections 10 respectively to the extent of the remainder of the contract period.
- b. Facility Management cost from the second year onwards will be applicable for revision as per indexation formulae.
- c. AMC charges from the 5<sup>th</sup> year onwards will be applicable for revision as per indexation formulae. However, the discretion to avail AMC rests solely with IFTAS.

d. Schedule of tendered prices:

A copy of the schedule of tendered prices in the RFP document duly completed and signed by the bidder's authorized representative shall be included.

All the prices have to be quoted item-wise. The prices should include all costs except Goods and Services tax ("GST") which should be levied separately as indicated in Annexure-V as per the rates in force. Octroi (if applicable at any given point in time) will be paid on actuals upon submission of relevant documents. Once the prices have been tendered to IFTAS, no change / modification will be entertained for any cause whatsoever. The prices once provided by the bidder will be valid for the entire period of validity of the bid as defined in the present document and only downward revisions for the same scope shall be permitted.

Any revision in the rates of taxes, duties, charges and levies at a later date and during the tenure of the bid will be borne as under:

- i) If benefits realized by the bidder due to lower rates of taxes, surcharges or levies, then the bidder shall pass on such benefits to the IFTAS.
- ii) Any increase in rates of GST will be borne by IFTAS.

e. Notes on the Schedule of Tendered Prices:

Any notes or comments that the bidder wishes to make related to the schedule of tendered prices, shall be made in a separate document without altering the formats of the commercials. The bidder should note that a fixed price is required to be quoted and that anything that seeks to limit or qualify such a fixed price is likely to be regarded unfavourably.

## 14 Broad terms and conditions of the contract

The following are the general terms and conditions to be included in the contract. However, the terms and conditions are not conclusive, and IFTAS reserves the right to add, delete, modify or alter all or any of these terms and conditions in any manner, as deemed necessary.

IFTAS reserves the right to modify, configuration and quantities based on the requirements. The bidder may note that the actual order placed may be in variance to the quantities mentioned in the commercial bill and that quantities mentioned in the commercial bill are standardization for the purpose of deciding the successful bidder.

The bidder will have to enter into a purchase agreement directly with IFTAS for supply, implement Wi-Fi connectivity at the given locations. The purchase agreement will contain various terms and conditions relating to payment, delivery, installation, operationalization, training, commissioning, acceptance, support during period of maintenance, penalty due to delay in performance etc. All the specifications and other related literature & information, provided by the bidder agreed by the IFTAS, will also form a part of the purchase agreement.

Bill of material containing item-wise details in respect of for supply, implement Wi-Fi connectivity for IFTAS offered by the bidder, must be furnished along with the prices thereof, as per the terms and conditions contained in this document. The bidder will undertake to ensure that the prices are reasonable and in the range of prices for similar / same services available in the market. If any irregularity is detected anytime in respect of the above, the IFTAS will have the right to take appropriate action against the bidder, as deemed fit by IFTAS.



### 14.1 Standards

The equipment supplied under the contract shall conform to the standards mentioned in the technical specifications, and additionally approved by IFTAS, if any. Where no applicable standard is mentioned, the equipment's shall be supplied under the authoritative and appropriate international standards of the equipment's and such standards shall be the latest issued by the concerned institution/s.

### 14.2 Arbitration

All disputes and differences of any kind, whatsoever, arising out of the supply of the total solution, in respect of delivery, installation, support/services, commissioning, acceptance, maintenance etc. shall be referred by either party (IFTAS or the bidder), after issuance of 30 days' notice in writing to the other, clearly mentioning the nature of the dispute / differences, to a single arbitrator, acceptable to both the parties, for initiation of arbitration proceedings and settlement of the dispute and difference strictly under the terms and conditions of the purchase contract, executed between IFTAS and the bidder. In case, the decision of the sole arbitrator is not acceptable to either party, the disputes / differences shall be referred to joint arbitrators, one arbitrator to be nominated by each party and the arbitrators shall also appoint a presiding arbitrator before the commencement of the arbitration proceedings. The arbitration shall be governed by the provisions of the applicable Indian laws. The award shall be final and binding on both the parties and shall apply to the purchase contract.

The venue for arbitration shall be at Mumbai, India.

### 14.3 Applicable Law

The contract shall be governed and interpreted in accordance with the Indian laws.

### 14.4 Notices

Any notice given by one party to the other pursuant to the contract shall be sent to the other party (as per the address mentioned in the contract) in writing either by hand delivery or by registered post or by courier and shall be deemed to be complete only on obtaining acknowledgement thereof; or by other electronic media and in which case, the notice will be complete only on confirmation of receipt by the receiver.

A notice shall be effective when delivered or on the notice's effective date, whichever is later.

### 14.5 Use of Contract Documents and Information

The bidder shall not, without prior written consent from IFTAS, disclose the contract or any provision thereof, or any specification or information furnished by or on behalf of IFTAS in connection therewith, to any person other than a person employed by the bidder in the performance of the contract. Disclosure to any such employed person shall be made in confidence against non-disclosure agreements completed prior to disclosure and disclosure shall extend only so far, as may be necessary for the purposes of such performance.

Any document, other than the contract itself, shall remain the property of IFTAS and all copies thereof shall be returned to IFTAS on termination of the contract.

The bidder shall not, without IFTAS's prior written consent, make use of any document or information except for the purposes of performing the contract.

The provisions of Section 13.6 shall survive termination / expiry of the contract for a period of one year thereafter, and shall not apply to information which:

- a) Now or hereafter enters the public domain through no fault of that party.



- b) Can be proven to have been in possession of that party at the time of disclosure and which was not previously obtained, directly or indirectly, from the other party hereto; or
- c) Otherwise lawfully becomes available to that party from a third party under no obligation of confidentiality.

## 14.6 Indemnification

The bidder shall, at its own cost and expenses, defend and indemnify IFTAS against all third-party claims including those of the infringement of Intellectual Property Rights, including patent, trademark, copyright, trade secret or industrial design rights, arising from use of the products or any part thereof in India.

The bidder shall expeditiously meet any such claims and shall have full rights to defend itself there from. If FTAS is required to pay compensation to a third party resulting from such infringement, the bidder shall be fully responsible therefore, including all expenses and court and legal fees.

IFTAS will give notice to the bidder on any such claim and shall provide reasonable assistance to the bidder in disposing of the claim.

The bidder shall also be liable to indemnify IFTAS, at its own cost and expenses, against all losses/damages, which IFTAS may suffer on account of violation by the bidder of any or all national/international trade laws, norms, standards, procedures, etc.

## 14.7 Delays in Bidder's Performance

The bidder must strictly adhere to the implementation schedule, for performance of the obligations, arising out of the purchase contract and any delay in completion of the obligations by the bidder will enable the IFTAS to resort to any or all of the following:

- a) Claim liquidated damages
- b) Termination of the purchase agreement fully or partly and claim liquidated damages.
- c) Recover the sum of the money equal to TCO amount of RFP from the bidder.

The liquidated damages is an estimate of the loss or damage that IFTAS may have suffered due to delay in performance or non-performance of any or all the obligations (under the terms and conditions of the purchase contract relating to supply, delivery, installation, operationalization, implementation, support/services, acceptance, maintenance, etc., by the bidder, and the bidder shall be liable to pay IFTAS a fixed amount for each day of delay / non-performance of the obligations by way of liquidated damages, details of which will be specified in the purchase contract. Without any prejudice to the IFTAS other rights under the law, the IFTAS shall recover the liquidated damages, if any, accruing to IFTAS, as above, from any amount payable to the bidder either as per the purchase contract, executed between the parties or under any other purchase agreement / contract, IFTAS may have executed / shall be executing with the Service Provider.

## 14.8 Force Majeure

The bidder or IFTAS shall not be responsible for delays or non-performance of any or all contractual obligations, caused by war, revolution, insurrection, civil commotion, riots, mobilizations, strikes, blockade, acts of God, plague or other epidemics, fire, flood, acts of government or public enemy or any

other event beyond the control of either party, which directly, materially and adversely affect the performance of any or all such contractual obligations.

If a Force Majeure situation arises, the bidder shall promptly notify IFTAS in writing of such conditions and any change thereof. Unless otherwise directed by IFTAS in writing, the bidder shall continue to perform its obligations under the contract as far as possible and shall seek all means for performance of all other obligations, not prevented by the Force Majeure event.

#### **14.9 Documents**

- (i) The bidder shall arrange for and provide the following additional documents:
  - a) Bidder's invoice(s) indicating the goods description quantity, unit rent and total rent.
  - b) Manufacturer's/bidder's guarantee certificate
  - c) Bidder's factory inspection report
  - d) Insurance certificate
  - e) Certificate of origin
  - f) Bidder's invoice indicating costs of services
  - g) IFTAS's acceptance certificate.
- (ii) For goods supplied and services rendered, five (5) clearly legible copies of the documents indicated shall be provided by the bidder to IFTAS.

#### **14.10 Local Conditions**

It will be imperative on each Bidder to fully acquaint himself with the local conditions and factors, which would have any effect on the performance of the contract and / or the cost. It will be imperative for each Bidder to fully inform themselves of all legal conditions and factors which may have any effect on the execution of the contract as described in the Bid Documents. IFTAS shall not entertain any request for clarification from the Bidder regarding such local conditions. It is the responsibility of the Bidder that such factors have properly been investigated and considered while submitting the bid proposals and that no claim whatsoever including those for financial adjustment to the contract awarded under the Bid Documents will be entertained by IFTAS and that neither any change in the time schedule of the contract nor any financial adjustments arising thereof shall be permitted by IFTAS on account of failure of the bidder to appraise themselves of local laws / conditions.

#### **14.11 Information Security**

- a) The Bidder and its personnel shall not carry any written material, layout, diagrams, CD/DVD, floppy diskettes, hard disk, storage tapes or any other media out of Purchaser's premise without written permission from the Purchaser.
- b) The Bidder personnel shall follow The IFTAS information security policy and instructions in this behalf.
- c) Bidder shall, upon termination of this Contract for any reason, or upon demand by The IFTAS, whichever is earliest, return any and all information provided to Bidder by The IFTAS, including any copies or reproductions, both hardcopy and electronic.

- d) Bidder shall provide certificate/assurance from application providers/OEMs that the application is free from embedded malicious / fraudulent code.
- e) The Bidder shall ensure that the equipment / application / software and future upgrades being supplied shall be free from malicious code (Viruses, Trojan, Spyware etc.) and shall be liable for any loss (information, data, equipment, theft of Intellectual Property Rights, network breach, sabotage etc.) incurred to the IFTAS arising due to activation of any such embedded malware / malicious code.
- f) The bidder shall ensure that subsequent patch, hot fixes and upgrades are also free from malicious code.

#### **14.12 Ancillary Services**

The bidder shall provide the necessary services for the supply, delivery at final destination, installation and putting into satisfactory operation of the goods.

#### **14.13 Insurance**

The bidder shall fully insure each and all the equipment against all risks including terrorism, riots and civil commotion, up to the point of acceptance with an insurance company/corporation, acceptable to IFTAS and the insurance shall be on amount equal to One Hundred and Ten percent (110%) of the total contract price. The insurable rights shall be unambiguously recorded in the insurance document/s.

#### **14.14 Inspections and Acceptance Tests**

- a) The successful bidder shall provide a draft final project plan to IFTAS within 7 days of receipt of purchase order. The draft final project plan shall show the tasks required to be undertaken to complete the supply of the equipment to IFTAS in a timely manner including the acceptance testing. The draft final project plan shall become the final project plan only when it has been accepted by IFTAS.
- b) The bidder shall draw up a proposed acceptance test plan for review by IFTAS, within 7 days from the date of purchase order.
- c) The acceptance test plan required as explained in earlier sections, shall identify the tests that the bidder proposes to conduct to demonstrate to IFTAS that the services are performed as required by the contract specifications as well as specifying the criteria by which such tests should be judged to be successful. IFTAS shall review the acceptance test plan and shall identify to the bidder in writing within 7 days the areas in which IFTAS considers the acceptance test plan to be deficient. The bidder shall rectify deficiencies in the acceptance test plan and shall resubmit it to IFTAS within 2 days.
- d) At least 7 days prior to the planned date of acceptance testing as shown in the project plan the bidder shall supply to IFTAS a further copy of the acceptance test plan, updated to show in detail the test scripts proposed by the bidder for the tests identified in the acceptance test plan. IFTAS shall review the updated acceptance test plan and shall identify to the bidder in writing within 3 days the areas in which IFTAS considers the updated acceptance test plan to be deficient. The bidder shall rectify deficiencies in the updated acceptance test plan and shall resubmit it to IFTAS within 2 days.

- e) IFTAS shall conduct the acceptance tests with the full co-operation of the bidder and shall advise the bidder promptly in writing of any failure of the equipment to comply with the contract specifications. On receipt of such advice, the bidder shall advise IFTAS in writing of its proposals for the rectification of such failure within 2 working days. Rectification of failures shall be at the service provider's cost only and shall be carried out within the next 3 working days.
- f) Acceptance by IFTAS of the total solution shall occur when all acceptance tests have been conducted sequentially and no failure of the security service to comply with the contract specifications has been found. At this time, a certificate shall be issued by IFTAS, that the correct work has been completed to the entire satisfaction of the IFTAS.
- g) Nothing in present in the sections/clauses of this RFP shall in any way release the bidder from any other obligations under this contract or limit the IFTAS's ability to seek other remedies as specified in the contract.

#### **14.15 Bidder's Obligations**

The following form illustrative obligations of the Service Provider. These are not exhaustive.

- a) The bidder will abide by the job safety, insurance, customs and immigration measures prevalent and laws in force in India and will indemnify IFTAS against all demands or responsibilities arising from accidents or loss of life. The bidder will pay all indemnities arising from such incidents and will not hold IFTAS responsible or obligated.
- b) The bidder is responsible for and obligated to conduct all contracted activities with due care and diligence, in accordance with the contract and using state-of-the-art methods and economic principles and exercising all reasonable means to achieve the performance specified in the Contract.
- c) The bidder is obliged to work closely with IFTAS's staff, act within its own authority, and abide by directives issued by IFTAS that are consistent with the terms of the contract. The bidder is responsible for managing the activities of its personnel and any sub-contracted personnel and will hold itself responsible for any misdemeanours.
- d) The bidder shall appoint an experienced representative to manage its performance of the contract within 30 days from contract signature. The representative shall be authorized to accept orders and notices on behalf of the Service Provider, and to generate notices and commit the bidder to specific courses of action within the scope of the contract. The representative may be replaced only with the prior written consent of IFTAS. The bidder shall be solely responsible for the performance of the contract to the satisfaction of the IFTAS.

#### **14.16 Contract Amendments**

Any change made in any section/clause of the contract which shall modify the purview of the contract within the validity and currency of the contract shall be deemed as an Amendment. Such an amendment can and will be made and be deemed legal only when the parties to the contract provide their written consent about the amendment, subsequent to which the amendment is duly signed by the parties and shall be construed as a part of the contract. The details of the procedure for amendment shall be as specified in the contract.

#### **14.17 Delivery, Installation and Commissioning at Destination**

- a) The bidder shall be responsible for delivery of all equipment to destination as specified by IFTAS. Transport of the equipment until delivery to the destination including loading, unloading, handling and storage, shall be arranged and paid for by the bidder and the cost thereof shall be specified and included in the contract price.
- b) Delivery of the equipment to the destination shall be made by the bidder as per terms of contract and the bidder shall be responsible for the equipment until their acceptance by IFTAS.
- c) The delivered goods shall be installed and commissioned by the bidder, to achieve the requirements specified in the tender document.
- d) Acceptance by IFTAS of all the delivered goods and services under the contract shall be deemed to have taken place when the bidder, in accordance with the contract, has completed their supply, installation and successful end to end commissioning, and IFTAS has thereafter certified to the bidder in writing, the IFTAS acceptance of the successful completion of the project. Acceptance certificate from IFTAS for the supplied goods shall in no way release the bidder from any of its obligations under the contract.
- e) The bidder shall supply and install the required devices at the locations detailed under Annexure-I of this RFP.
- f) The successful bidder should prepare a detailed project Plan, action plan and submit to IFTAS within 7days from the date of PO and initiate the Project Kick-off meeting.
- g) All passive components other than rack, space, power and cooling, such as cables etc., should be supplied by the bidder and shall integrate the Wi-Fi connectivity with RBI COB and MRO as well as RBI RO's LAN and WAN environment. IFTAS/RBI will provide Space, Power and Cooling only and rest all other the components including active and passive components including cables etc has to be provided by Bidder
- h) The bidder should ensure that the adopted methodology of conducting, cabling and installation work will cause no/Minimum damage to existing finish and no loss to the aesthetic beauty of the floors, walls, ceilings, gardens, open spaces etc. Any damage to the existing flooring/walls etc. shall be made good by the bidder at his own cost.
- i) The bidder should deliver all equipment and any other components involved in the delivery of the proposed solution within 3 to 4 weeks from the date of purchase order.
- j) The proposed bill of material shall be insured from all risks and shall be under AMC by the bidder during the contract period.
- k) The successful bidder should provide Industry qualified and trained engineers at the IFTAS office during the process of installation and configuration and ensure that the activity is carried out strictly as required by IFTAS.
- l) All delivery, integration and other activities activity should be carried out during non-session/non-peak/night hours and adequate engineer support should be provided as required by IFTAS.
- m) All devices shall be procured with latest OS, security and stability versions for this project. Suitable evidence has to be furnished to demonstrate purchase of new devices. The bidder shall be responsible to provide the latest, relevant and tested upgrades on all devices used for providing services under this RFP.

- n) Proactive replacement device should be arranged in case of any suspected hardware issues with the supplied equipment.

## Annexure-I: RBI Locations

RBI COB, MRO and RBI RO addresses:

No	Location	Address
1	Agartala	Reserve Bank of India, Old Municipal Road, 2nd Floor Jackson Gate Building, Tirupura West, Agartala
2	Ahmedabad RO	Reserve Bank of India, P. B. No.1, Ashram Road, AHMEDABAD - 380 014.
3	Aizawl	Reserve Bank of India, IT Cell, F. Kapsanga Building (3rd Floor), Opp. Assam Rifle Gate, Dawrpui, Aizawl (Mizoram) Pin-796001
4	Bangalore RO	Reserve Bank of India 10/3/8 Nrupathunga Road, P.B.No. 5467, BANGALORE – 560001. Tel.No : 080 – 2227 5020
5	Belapur Office	Belapur Navi Mumbai Office Reserve Bank of India 2nd Floor. Plot No. 3, Sector 10, H.H. Nirmaladevi Marg, CBD Belapur, Navi Mumbai- 400 614.
6	Bhopal RO	Reserve Bank of India, Hoshangabad Road, P. B. No. 32, BHOPAL - 462 011
7	Bhubaneswa r RO	Reserve Bank of India, Pt. Jawaharlal Nehru Marg, P. B. No. 16, BHUBANESWAR - 751 001.
8	Byculla	Reserve Bank of India, PB No. 4528, 3rd floor Opp. Mumbai Cental Railway Station, Mumbai Central Post Office, Byculla, Mumbai - 400



No	Location	Address
9	Chandigarh RO	Reserve Bank of India, Central Vista, Opp. Telephone Bhawan, Sector 17, CHANDIGARH - 160 017.
10	Chennai RBSC	Reserve Bank Staff College 359, Annasalai, Teynampet, CHENNAI – 600018
11	Chennai RO	Reserve Bank of India Fort Glacis, No. 16 Rajaji- Salai, P.B.No.40, CHENNAI – 600001.
12	Dehradun	Reserve Bank of India, 97, Rajpur Road, DEHRADUN - 248 001.
13	Delhi RO	Reserve Bank of India 6, Sansad Marg, NEW DELHI – 110 001. Tel.No. 011 - 2371 0538-42 Fax : 011 -2371 1250
14	Gangtok	The Officer-in-Charge, Reserve Bank of India, NH-31 A, Gupta Building, 1st Floor, 31 A, National Highway, Opposite Sikkim Police HQ, Gangtok- 737101,Sikkim
15	Guwahati RO	Reserve Bank of India Station Road, Pan Bazar, P.B.No.120, GUWAHATI – 781001.
16	Hyderabad RO	Reserve Bank of India 6-1-56, Secretariat Road, Saifabad, P. B. No. 1, HYDERABAD - 500 004.
17	Imphal	Opp. Manipur Legislative Assembly, Lilashing Khongnakhong Imphal, Manipur - 795 001 Architecture

No	Location	Address
18	Jaipur	Reserve Bank of India, Rambagh Circle, Tonk Road, P. B. No 12, JAIPUR- 302 004.
19	Jammu RO	Reserve Bank of India, Rail Head Complex, JAMMU - 180 012.
20	Kanpur	Reserve Bank of India, Mahatma Gandhi Road, P. B. No. 82/142, KANPUR- 208 001.
21	Kochi RO	Reserve Bank of India, Foreign Exchange Department Emakulam North, P. B. No. 3065, KOCHI - 682 018.
22	Kolkata RO	Reserve Bank of India 15, N.S. Road, KOLKATA – 700 001 Tel.No : 033 – 22308331/ 2230 4321 Fax : 033 – 2230 9589/ 22313645
23	Lucknow RO	Reserve Bank of India Building, 8-9, Vipin Khand, Gomti Nagar, LUCKNOW- 226 010.
24	Mumbai BKC	Bandra Kurla Complex (BKC) Officer-in-Charge, Reserve Bank of India, DESACS, C-8, 3rd Floor Bandra (E), MUMBAI - 400 051
25	MRO (Mumbai regional office)	Reserve Bank of India Main Building, P. B. No. 901, Shahid Bhagat Singh Road, Fort Mumbai-400 001. Ph.No. 022 - 2266 0500 Fax No. 022 – 22660817
26	Nagpur AOB Office	Nagpur Additional Office Building Reserve Bank of India, Additional Office Building, 1st Floor, East High Court Road, P.B. No 118, Nagpur – 440 001

No	Location	Address
27	Nagpur RO	Reserve Bank of India Main Office Building, Dr. Raghavendra Rao Road, P.B.No.15, Civil Lines, NAGPUR – 440 001.
28	Panaji RO	Reserve Bank of India, Foreign Exchange Department, 3A-3B, Sesa Ghor, 3rd Floor, P. B. No. 20, EDC Complex, PANAJI- 403 001.
29	Patna RO	Reserve Bank of India South Gandhi Maidan, P.O.No. 162, PATNA – 800 001. Tel.No. 0612 – 268 5851
30	Pune	Reserve Bank of India, College of Agriculture Banking, University Road, Ganeshkhind Road,PUNE - 411 016
31	Raipur RO	Reserve Bank of India, Shubhashish Parisar 54/949, Satya Prem Vihar Mahadev Ghat Road, Sunder Nagar, RAIPUR - 492 013
32	Ranchi CCU	Reserve Bank of India, R.R.D.A Building, Pragathi Sadan (4th Floor), Kutchery Road, RANCHI – 834001
33	Shillong	The Officer-in-Charge, Reserve Bank of India, Aphira Building, Fruit Garden, Shillong Jowai Road, P.O. Laitumkhrah Shillong- 793003
34	Shimla RO	Reserve Bank of India, B-478, Sector IV New Shimla - 171 009 (Himachal Pradesh)
35	Trivandrum	Reserve Bank of India, Trivandrum Regional Office, Bakery Junction, Post Box No. 6507, Thiruvananthapuram -695 033.

No	Location	Address
36	WTC Mumbai	Reserve Bank of India, Department of Banking Operations and Development, Center 1, World Trade Center, Post Box No. 1107, 5th floor Cuffe Parade, Colaba, Mumbai - 400 051
37	ZTC kolkata	"Reserve Bank of India Zonal Training Centre 8, Council House Street Kolkata-700001 e-mail : ztckolkata@rbi.org.in Ph: 033-22135508
38	COB (Central Office Building), Mumbai	MUMBAI – Central Office Reserve Bank of India Department of Information Technology, Central Office Bldg, 14th Floor, Shahid Bhagat Singh Road, MUMBAI – 400 001.
39	Ahmedabad NCC/LGC	New Address: ( To be Migrated to Hudco Building)

**Annexure-II: Existing Mojo Solution at RBI for Wi-Fi****Existing Mojo device details are as below:**

S.no	Description	Model	No. of devices
1	Mojo Access points	C-60	287
2	Mojo Access Points	C-130	800
3	Mojo WLC	SA-360	2

Wi-Fi devices are used by RBI Users (i.e. approx. 2130 users) for internet accessing, to Laptop, Mobile and Tablet PC's devices.

- Currently Mojo Access points are connected to access switches with same wired LAN Segment
- Currently both controllers are placed at COB location and both WLCs are configured in HA mode.
- WLC is communicated with Mojo access points via MPLS network.
- There is no segregation of wired and wireless services in current setup.

**Location wise device details are as below:**

S.No	Location Name	Existing setup		
		Existing Mojo C-130	Existing Mojo C-60	Total Mojo APs
1	Byculla	37	0	37
2	Mumbai BKC	52	0	52
3	Mumbai COB	7	51	58
4	Mumbai RO	1	74	75
5	Mumbai WTC	27	0	27
6	Belapur Office	17	0	17
7	Pune RO	1	82	83
8	Nagpur AOB Office	10	0	10
9	Nagpur RO	28	0	28
10	Chennai RBSC	0	80	80
11	Chennai RO	43	0	43
12	Kochi	8	0	8
13	Trivandrum	36	0	36
14	Hyderabad RO	34	0	34
15	Bhubaneswar RO	26	0	26
16	Bangalore RO	37	0	37
17	Panaji	4	0	4
18	Kolkata ZTC	4	0	4
19	Kolkata RO	62	0	62
20	Agartala	3	0	3
21	Aizwal	3	0	3
22	Gangtok	3	0	3

S.No	Location Name	Existing setup		
		Existing Mojo C-130	Existing Mojo C-60	Total Mojo APs
23	Guwahati RO	25	0	25
24	Imphal	3	0	3
25	Shillong	4	0	4
26	Ahmedabad LGC	20	0	20
27	Ahmedabad RO	38	0	38
28	Bhopal	35	0	35
29	Kanpur	28	0	28
30	Lucknow	25	0	25
31	Patna RO	18	0	18
32	Raipur	6	0	6
33	Ranchi	4	0	4
34	Chandigarh RO	33	0	33
35	Dehradun	3	0	3
36	Delhi RO	67	0	67
37	Jaipur	28	0	28
38	Jammu	17	0	17
39	Shimla	3	0	3
Total		800	287	1087

## Annexure-III: Technical Specifications of Wi-Fi devices

### Annexure-III (a): Technical Specifications for Access points

Sr. No	Specifications	Compliance (Complete/ Partial/No)	Deviation if any	Remarks
1	Proposed access Point radio should be minimum 4x4 MIMO with 4 spatial streams on 5Ghz radio and 4x4 MIMO with 4 spatial streams on 2.4Ghz radio and MU-MIMO technology or any equivalent technology.			
2	Proposed access point must include a standard OEM provided Mounting brackets for mounting on Ceiling or Roof top.			
3	Proposed access Point shall be able to support Multigigabit Ethernet, support up to 2.5 Gbps PHY speed using single Cat5e or above(Cat6, Cat6a, Cat7) cable			
4	Proposed access point should support 802.3at (Class 4) POE standard or any equivalent.			
5	Proposed access point should have Internal Bluetooth Low energy beacon to support advance location-based services for Mobile engagement solutions and Applications.			
6	Proposed access Point shall support Dual 5GHz radios			
7	Proposed access Point shall support dedicated spectrum monitoring capabilities or any equivalent technology without compromising client serving radios			
8	Proposed access Point shall support hardware driven beamforming or any equivalent technology.			
9	Proposed access Point shall be IoT ready (Zigbee)			
10	Proposed access Point should have 1x 100, 1000, 2500 Multigigabit Ethernet (RJ-45) – IEEE 802.3bz or any equivalent			
11	Proposed access Point should have USB port for future requirement.			
12	Proposed access point should have atleast 3 dBi Antenna gain on each radios			
13	Proposed access Point should Support Minimum data rate of 2.5 Gbps.			
14	Proposed access Point Must support minimum of 23dbm of transmit power in both 2.4Ghz and 5Ghz			



Sr. No	Specifications	Compliance (Complete/Partial/No)	Deviation if any	Remarks
	radios. And should follow the local regulatory Norms or any equivalent regulatory norms.			
15	Proposed access point Must support AP enforced load-balance between 2.4Ghz and 5Ghz band.			
16	Proposed access point must incorporate radio resource management for power, channel and performance optimization or any equivalent			
17	Proposed access Point must have -97 dB or better Receiver Sensitivity.			
18	Proposed access Point must support Proactive Key Caching and/or other methods for Fast Secure Roaming or any equivalent.			
19	Proposed access Point must support Management Frame Protection or any equivalent.			
20	Proposed access points should support locally significant certificates on the APs using a Public Key Infrastructure (PKI) and use 256 encryption or any equivalent.			
21	Proposed access points must support Hardware-based encrypted user data and management traffic between controller and Access point or any equivalent for better security.			
22	Proposed access points must support the ability to serve clients and monitor the RF environment concurrently.			
23	Proposed access points Same model AP that serves clients must be able to be dedicated to monitoring the RF environment.			
24	Proposed access points must support Reliable Multicast to Unicast conversion to maintain video quality at AP level			
25	Proposed access points must be plenum-rated (UL2043).			
26	Proposed access points must support Minimum 10 WLANs per AP or any equivalent technology for SSID deployment flexibility.			
27	Proposed access Point Must continue serving clients when link to controller is down. It should also have option to authenticate user through Radius server or any equivalent directly from Access Point during link unavailability to controller.			
28	Proposed access points must support telnet and/or SSH login or any equivalent to APs directly for troubleshooting flexibility.			

Sr. No	Specifications	Compliance (Complete/Partial/No)	Deviation if any	Remarks
29	Proposed access points should Support 802.11e and WMM (Wi-Fi Multi Media) or any equivalent			
30	Proposed access points must support QoS and Video Call Admission Control capabilities.			
31	Proposed access points should be 802.11 a/b/g/n/ac and ax functionality certified by the Wi-Fi alliance.			
32	Proposed access points should support minimum 200 concurrent users for accessing Wi-Fi without any disturbance.			
33	Proposed access points should be capable of performing security scanning and serving clients on the same radio. It should be also capable of performing spectrum analysis and security scanning using same radio or any equivalent.			
34	Proposed access points Should support BPSK, QPSK, 16-QAM, 64-QAM, 256 QAM for 802.11ac and 1024 QAM for 802.11ax modulation types or any equivalent			
35	Proposed access points should have option of external power adaptor as well			
36	Proposed access point should have console port			
37	Proposed access points should support WPA3 encryption from day one			

### Annexure-III (b): Technical Specifications for WLC

Sr. No	Specifications	Compliance (Complete/ Partial/No)	Deviation if any	Remarks
1	Proposed wireless controller shall support virtual deployment flexibility with VM without compromising any features.			
2	Proposed wireless controller should support 2000 AP and 15000 clients from day 1 and if needed it should increase 3000 AP and 30000 Clients without any additional cost.			
3	Proposed wireless Controller shall support link aggregation and load sharing between Access Point to WLC links			
4	Proposed Wireless Controller shall provide standalone Virtual Wireless Controller option without requiring physical/ additional Controller appliance or any equivalent			
5	Proposed wireless controller shall be proposed with complete feature set including licensed feature			
6	Proposed solution should support High Availability mode, inline data plane mode as well as local switching mode or any equivalent.			
7	Proposed wireless controller failover shall not trigger client de-authentication and re-association.			
8	Proposed wireless controller shall support hot WLC software patching for fixing bugs that does not require WLC reboot.			
9	Proposed wireless controller shall support hot AP software patching for fixing bugs that does not require AP reboot.			
10	Proposed wireless controller shall support new AP hardware without need for upgrading entire controller software.			
11	Proposed wireless controller shall support rolling AP upgrade			
12	Proposed wireless controller shall support rolling AP upgrade without need for clustering			
13	Proposed wireless solution should support redundant sync Access Point and Client Status, including DHCP IP lease status			
14	Proposed access Point shall be able to proactively distributes Client connection before and after association			

Sr. No	Specifications	Compliance (Complete/Partial/No)	Deviation if any	Remarks
	and tracking client condition in real time using data packet RSSI			
15	Proposed wireless controller shall support Inter-Controller Wireless Roaming			
16	Proposed wireless controller shall maintain per-user Application usage and shall be able to export it for network analytic.			
17	Proposed wireless controller shall be able to support multiple RF Management profile per group of APs, including Transmit Power Control and Dynamic Channel Assignment on both 2.4GHz and 5Ghz			
18	Proposed wireless controller shall be able to identify and avoid interferers with network performance impact analysis report			
19	Proposed wireless controller shall support optimized, automatic channel width (20~160Mhz) selection over 5GHz, 802.11ac			
20	Proposed wireless controller shall support per-user and per-WLAN based application recognition and control that throttle usage by rate-limiting			
21	Proposed wireless controller application recognition technology shall support exporting to 3rd party compatible format, such as NetFlow v9 or any equivalent technology.			
22	Proposed wireless controller shall provide policy-based mDNS gateway including chromecast gateway or any equivalent technology.			
23	Proposed wireless controller shall support new application signatures without upgrading controller software			
24	Proposed access Point shall be able to support 802.11r-based fast roaming and generic WPA2 devices under same SSID			
25	Proposed access Point shall defer off channel scanning upon activity of high priority traffic			
26	Proposed access Point should support Load-based Call Admission Control			
27	Proposed wireless controller shall provide options to choose trusty worthy QoS tag from multiple sources (DSCP,UP) and maintains priority tag over end-to-end network			
28	Proposed wireless controller shall provide Device Profiling using multiple profiling methods to reduce false-detection			

Sr. No	Specifications	Compliance (Complete/ Partial/No)	Deviation if any	Remarks
29	Proposed wireless controller shall be able to embedded custom web portal page (HTML) to fully customize user experience without additional cost or extra box			
30	Proposed wireless controller should detect if someone connect a Rogue Access Point in network and able to take appropriate action to contain rogue Access point.			
31	Proposed wireless controller should detect and protect an Ad-hoc connection when a connected user forming a network with other system without an AP or try enabling bridging between two interfaces			
32	Proposed wireless controller should detect and take appropriate containment action if a smartphone user using tethering to connect other device.			
33	Proposed wireless controller should detect and protect if a user try to spoof mac address of valid client or AP for unauthorized access/authentication.			
34	Proposed wireless controller should detect a hotspot running on client.			
35	Proposed wireless controller shall be able to provide unique pre-shared keys to the devices that do not support the 802.1x security protocol.			
36	Proposed wireless controller shall support mapping of specific VLANs to single SSID, depending on Access Point location and user.			
37	Proposed wireless controller shall support automatic VLAN assignment per SSID to load-balance user connection. assigned VLAN pool shall be same as number of available VLAN in the system			
38	Proposed wireless controller shall support embedded best practice configuration profile and setup.			
39	The controller shall support packet fragmentation between Access Point and controller communication			
40	Proposed wireless controller should be capable to work after enabled on boarder switches in redundant mode			
41	Proposed wireless controller Should adhere to the strictest level of security standards, including 802.11i			

Sr. No	Specifications	Compliance (Complete/Partial/No)	Deviation if any	Remarks
	Wi-Fi Protected Access 2 (WPA2), WPA, 802.1X with multiple Extensible Authentication Protocol (EAP) types, including Protected EAP (PEAP), EAP with Transport Layer Security (EAP-TLS), EAP with Tunnelled TLS (EAP-TTLS).			
42	Proposed wireless controller should support Access Control Lists (ACLs).			
43	Proposed wireless controller should support built-in web authentication			
44	Proposed wireless controller should be able to set a maximum per-user bandwidth limit on a per-SSID basis.			
45	Proposed wireless controller should provide real-time charts/log showing interferers per access point, on a per- radio, per-channel basis.			
46	Proposed wireless controller must support AP over-the-air packet capture for export to a tool such as Wireshark/equivalent			
47	To deliver optimal bandwidth usage, reliable multicast must use single session between AP and Wireless Controller.			
48	Proposed wireless controller should support IPv4 & IPv6.			
49	Proposed wireless controller should support Internet Group Management Protocol (IGMP) snooping and access point should transmit multicast packets only if a client associated to the access point is subscribed to the multicast group.			
50	Proposed wireless controller should support smooth, seamless and easy manageability, operation, interoperability and maintenance, the bidder should offer/quote WLC & WAPs of the same make (OEM).			
51	Proposed wireless controller should support deep packet inspection for all user traffic across Layer 4-7 network to analyses information about applications usage, peak network usage times or any equivalent for all access points from day one			
52	Proposed wireless controller should support Rogue AP detection, classification and standard WIPS signatures			

Sr. No	Specifications	Compliance (Complete/Partial/No)	Deviation if any	Remarks
53	Proposed wireless controller should support built in web authentication			
54	The proposed solution should detect and prevent Adhoc connection (i.e. clients forming network among themselves)			



### Annexure-III (C): Technical Specifications for Cloud DNS:

Sr. No	Specifications	Compliance (Complete/Partial/No)	Deviation if any	Remarks
1	Architectural Requirements			
2	IFTAS is planning to procure DNS security services for outbound traffic via recursive DNS. The proposed Cloud DNS solution must be based mandatorily on recursive DNS analysis requiring no physical hardware installation.			
3	The threat intelligence must be consumed from the vendor facilities that serve the recursive DNS requests or any equivalent			
4	The proposed Cloud DNS solution must be both IPv4 and IPv6 compatible.			
5	The proposed Cloud DNS solution should be such that it can be provided as license with the existing network devices in the existing environment.			
6	The proposed Cloud based DNS security service must be hosted within India with full compliance to Indian regulations or any equivalent.			
7	The proposed Cloud DNS solution must be applicable simultaneously to corporate users connecting from wired and wireless networks, with the possibility to define different policies based on different public IPs, and or internal networks			
	<b>Security Requirements</b>			
8	The proposed Cloud DNS solution must be able to detect and block advanced malware related domains regardless of the specific ports or protocols used by the malware			
9	The Proposed Cloud DNS solution must be able to detect and block malicious domains using protocols different from HTTP/HTTPS or any equivalent.			
10	The Proposed Cloud DNS solution must be able to prevent infections, blocking the DNS requests towards malware distribution domains or drive-by domains, and contain the pre-existing infections, blocking the DNS requests towards command and control infrastructures			
11	The Proposed Cloud DNS solution must leverage predictive intelligence and not just use static signatures or blacklists			
12	The threat intelligence must be automatically updated in a time bound manner after the discovery			

Sr. No	Specifications	Compliance (Complete/Partial/No)	Deviation if any	Remarks
	of a new threat without any manual update operations.			
13	The web filtering and security policies must allow the creation of global exceptions for several domains, via custom whitelists or blacklists			
14	If any RBI/IFTAS's confidential data (e.g. IP, hostname) is captured in proposed solution then it should be masked to avoid misuse.			
15	Shall transfer DNS requests to Recursive DNS over secure encryption without middle-man attacks			
16	Proposed Cloud DNS Solution should stop threats over all ports and protocols with even direct-to-IP connections			
17	Proposed Cloud DNS should support DNS and IP Layer enforcement			
18	<b>Management Requirements</b>			
19	The management interface must be web-based. Vendor shall provide the credentials of management interface to the Bank.			
20	The policy editor must allow to create security policies, to define a blocking page for the blocked DNS connections to forward the blocked connection to an internal URL.			
21	Proposed Cloud DNS solution must be possible to customize the blocking page for each policy entry. The customization must include the ability to define a custom message, insert a custom logo, or an administrator email address			
22	The events related to all the DNS queries analysed must appear in real time, with the ability to configure filters based on destination, source IP, response type and date etc.			
23	The Proposed Cloud DNS Solution must support the prevention from Data Exfiltration over DNS with Behavioral Analysis / DNS Tunneling VPN.			
24	The Proposed Cloud DNS Solution must support the Security policy to prevent from Domain Generation Algorithm based Attacks, to prevent from DNS Based Fast Flux attacks.			
25	Proposed Cloud DNS solution should provide dashboard which allow the manual submission of domains, IPs, email addresses, ASNs and hashes for investigation by IR team.			

Sr. No	Specifications	Compliance (Complete/Partial/No)	Deviation if any	Remarks
26	The management platform must have advanced reporting capabilities in order to determine which services are used inside the organization by traditional or embedded devices and eventually detect anomalies in their usage.			
27	All the activities made by administrators must be logged inside an Admin Audit Log Report			
28	The management platform must allow to generate the predefined standard reports.			
29	The Proposed Cloud DNS Solution should be licensed on existing WAN Router			

### Annexure-III (D): Technical Specifications for L2 Access Switch:

Sr. No	Specifications	Compliance (Complete/Partial/No)	Deviation if any	Remarks
1	The Proposed Switch should have min 8 Nos. 10/100/1000BaseT ports and additional 2 no's of free combo ports so that Fiber based SFP or Gigabit Ethernet transceiver can be used for uplink purpose or any equivalent.			
2	The Proposed Switch should have minimum switching capacity of 10 Gbps. All ports on the switch should work on line rate or any equivalent.			
3	The Proposed Switch should have 128 MB Flash memory & 512MB of DRAM			
4	The Proposed Switch should support minimum of 700 VLANs			
5	The Proposed Switch should support Jumbo Frame of 9198 bytes			
6	The Proposed Switch must be part of existing network as Extended Fabric			
7	The Proposed Switch should have IPV4 & IPV6 support from day one			
8	The Proposed Switch shall support IEEE 802.1s Multiple Spanning Tree Protocol and provide legacy support for IEEE 802.1d STP and IEEE 802.1w RSTP or equivalent technology and static routes or any equivalent.			
9	The Proposed Switch should support queuing as per IEEE 802.1P standard on all ports with mechanism for traffic shaping and rate limiting.			
10	The Proposed Switch Should support dynamic routing protocols like OSPF, RIP, BGP from day one.			
11	The Proposed Switch should support automated image installation, configuration & automatic configuration of per port QoS to reduce switch provisioning time & effort.			
12	The proposed switch should support IPv6 Guard, IPv6 RA-Guard, IPv6 DHCP-Guard, Source-Guard features			
13	The proposed Switch should be NDPP or EAL3 and above certified at the time of Bidding			
14	All necessary SFP's, interfaces, connectors, patch cords (if any) & licenses must be delivered along with the proposed switch from day one.			

Sr. No	Specifications	Compliance (Complete/Partial/No)	Deviation if any	Remarks
15	The proposed Switch should be 19" Rack mountable & should be supplied with Indian standard AC (5Amp) power cord or any equivalent.			
16	<p>The proposed Switch should support below standards</p> <ul style="list-style-type: none"> <li>● IEEE 802.1D Spanning Tree Protocol</li> <li>● IEEE 802.1p CoS Prioritization</li> <li>● IEEE 802.1Q VLAN</li> <li>● IEEE 802.1x</li> <li>● IEEE 802.1AB (LLDP)</li> <li>● IEEE 802.3ad</li> <li>● IEEE 802.3af</li> <li>● IEEE 802.3ah (100BASE-X single/multimode fiber only)</li> <li>● IEEE 802.3x full duplex on 10BASE-T, 100BASE-TX, and 1000BASE-T ports</li> <li>● IEEE 802.3 10BASE-T specification</li> <li>● IEEE 802.3u 100BASE-TX specification</li> <li>● IEEE 802.3ab 1000BASE-T specification</li> <li>● IEEE 802.3z 1000BASE-X specification</li> </ul> <p>or any equivalent</p>			
17	<p>The proposed Switch Should Support below safety standard..</p> <ul style="list-style-type: none"> <li>● UL 60950-1</li> <li>● CAN/CSA 22.2 No. 60950-1</li> <li>● EN 60950-1</li> <li>● IEC 60950-1</li> <li>● CE Marking</li> <li>● GB 4943</li> <li>● IEC 60825</li> </ul> <p>or any equivalent</p>			
18	The proposed Switch must support 1000BASE-SX SFP transceiver module, MMF, 850nm and should supply 10 SFP from day 1 by successful bidder.			

**Annexure-IV: Technical Bid Order and Format**

## Technical Bid Order and Format

## Table of contents

- Introduction
  - Purpose.
  - Objectives.
  - Detailed Scope.
  - Technical statements.
  - Technical deviation statement.
  - Bidder should submit the detail Bill of Material without prices with part number, along with the Technical bid.
  - Details of any legal action on the bidder and declaration that the services to IFTAS shall not be impacted on account of such actions.
  - List of sales, service & support offices, warehouses related to the RFP requirement, with address and contact details.
  - Letter stating the number of certified engineers available at the NOC for managing the support activities detailed in the RFP.
  - Self-certified letter to be submitted for meeting the delivery schedule and accepting the LD clause along with the copy of the respective OEM's confirming to adhere the delivery schedules.
  - Details of experience in four similar project implementations (minimum 100 Wi-Fi access points) across a minimum 5 locations, with proof.
  - OEM categorization in the Gartner quadrant for the product segment.
  - Proof of office locations of the bidder in at-least 20 locations specified in Annexure-1
  - Service depot details of the OEM
- Management summary
  - Overview of the bidder, financial, management and operational hierarchy and relevant details
  - Overview of proposed timetable and project management provisions
  - Overview of proposed maintenance and support arrangements

Bidder Details		
The registered name of the bidding company		
Business address for correspondence	Location	
	Street	
	Locality	
	City	
	Pin Code	
	Country	
	Telephone	
	Facsimile	
	Email	
Other		

Contact name of the bidder's representative		
Contact's position with bidder		
Contact person's addresses if different from above	Location	
	Street	
	Locality	
	City	
	Pin Code	
	Country	
	Telephone	
	Facsimile	
	Email	
Other		
Business structure (top to bottom)		
Project management structure (top to bottom)		
Support and NOC structure (top to bottom)		
Bidder's registered address		

Details of company registration		
Names of Directors	Chairman	
	President/Managing	
	Director	
	Directors	
	CEO	



Include a structure chart reflecting the organization			
Chart			
Financial standing of the bidder	1. Turnover for the past 3 financial years 2. Net profit for the past 3 financial years		
(Information is designed to give provide confidence in the financial competence of the bidder)			
Audited financial accounts for past three years should be included under Annexure-1.			
Total current employees			
	2016-2017	2017-2018	2018-2019
Sales Turnover			
Net profit before tax			
Company Profile(s)			
Reference Sites (Use separate schedule formats for this response)		[Details of at least two similar implementations in the recent past (including contact details)]	
Designated Staff	Name	Position	Project Designation
(Detailed profiles of key staff shall be included in appendix)			

Experience in Similar Projects	
(Give details about the following with respect to the methodology followed by your organization in projects of similar nature and complexity – a minimum of two projects to be elaborated.)	
Project Name:	
Project Location:	
Client Name:	

Client address:		
Client contact/reference person(s):	Name	
	Address – if different from above	
	Telephone	
	Facsimile	
	Mobile Phone	
	Email address	
Project started (month/year):		
Project elapsed time – months:		
Name of senior project staff:		
	Project Director	
	Project Manager	
	Other	
Role of the company, whether complete end-to-end involvement or for a particular module:		
Role of the company, whether complete end-to-end involvement or for a particular part/module:		
Project detail		

## Annexure-V: Commercial Bid format

Commercial Bid format for RBI RO's as well as RBI COB and MRO

(On the letterhead of Bidder)

Commercial Bid format for participating as Bidder:

Table:1 New WiFi Solution								
S.no	Description	Device details	No. of devices No.	Unit price per Device per year (without taxes) INR	Applicable GST per year in INR	Unit price per device per year inclusive of taxes INR	Total amount per year (Inclusive of taxes) in INR.	Total amount for 3 years. INR
			A	B	C	D	E=A*D	F=E*3
1	Commercials for solution as required in RFP NO: XXXXXXXX with	Access points	1000					
		Access switches	275					
		WLC	2					
		Cloud DNS licenses	78					
Total Amount per year in INR								G

Table:2 Existing Wifi Solution							
S.No	Description	No. of devices (H)	One time cost per device without taxes -INR (I)	Applicable GST in INR (J)	Amount per device (Inclusive of taxes) in INR. (K)	Total amount (Inclusive of taxes) in INR (L=H*K)	
1	Charges for one-time shifting, installation, configuration etc as required for existing Mojo devices	1087	I	J	K	L=H*K	

Table:3: Facility Management							
S.No	Resources	Man-month rate INR without taxes (M)	Applicable GST per year in INR (N)	Man month rate inclusive of taxes (O)	No. of resources per		Total amount per year (inclusive of Taxes) (P)
					Mumbai	Nagpur	
1	Network engineer	M	N		1	1	P=O*12*2

Table:4 : 4th year AMC						
S.No	Description	Quantity (Q)	4th year AMC per unit - INR (R)	Applicable GST per year in INR (S)	4th year AMC inclusive of GST (T)	Total amount per year (Inclusive of taxes) in INR. U = Q*T
1	Access Points	1000				
2	Access Switches	275				
3	WLC	2				
4	Cloud DNS along with	78				
	Total					V

Total TCO	G+L+P+V
-----------	---------

S.No	Note:
1	Bidder is required to consolidate and shift the existing Mojo devices and solution as required.
2	Bidder shall provide a one time cost for shifting, installing, configuring, including cabling and other passive works for Mojo devices.
3	IFTAS will monitor and manage the Mojo devices after the activities mentioned in point 3 above. Bidder shall provide field support if required for these devices.
4	1 year Field support charges for Mojo devices shall be included in the one time charges
5	IFTAS reserves the right to purchase the quantity as required, as per the unit rates for each of the items mentioned under any of the
6	Any additional licenses, devices and support shall be provided by the bidder at the same discounting percentage applied on list prices as applied during the RFP bidding processes.

[Name of Authorized Signatory]  
[Name of Organization]  
[Designation] [Place]  
[Date and Time] [Seal & Sign]  
[Business Address]

## Annexure-VI: Deviations from Technical Specifications and Terms and Conditions of the RFP

(On the letterhead of Bidder)

S.no	RFP section/clause And Page No. of RFP	Technical Specification or terms and conditions in the Tender document	Deviation Offered	Reasons and whether deviation add to the operational efficiency in case of the systems
1				
2				
3				
4				
5				
6				

Place: Date:

Signature of Authorized signatory with seal

### Note:

- Above information in detail should be furnished in case of each component offered separately.
- Also in case of deviations from any of the terms and conditions of the tender document should be specified.
- If any deviations from the technical specifications are warranted, reasons for such variations should be specified and
- Whether such variations add to improvement of the overall performance of the systems, if any, should be specifically mentioned and supported by relevant technical documentation as required above

## Annexure-VII: Undertaking from Bidder on Support

(To be furnished by the Bidders)

(On the letterhead of Bidder)

Place:

Date:

To,  
Indian Financial Technology and Allied Services (IFTAS),  
Unit No. 201, B2 Building,  
Kanakia Boomerang, Chandivali Farm Road,  
Chandivali, Andheri (East),  
Mumbai- 400072, India.  
Dear Sir,

Sub: Request for Proposal (RFP) for Procurement, deployment and management of Wi-Fi connectivity at IFTAS

In compliance with the requirement of the tender document, we hereby undertake to give 3 years extendible to 1+1 year product support for all components from the OEM and maintain the 'Total Solution' for 3 years extendible to 1+1 year from the date of Acceptance. If, we are unable to provide support for the said period then we shall upgrade the component/ sub-component with an alternative that is acceptable to IFTAS at no additional cost to and without causing any performance degradation and/or project delays.

Yours faithfully,  
(Signature with designation)

## Annexure-VIII: Undertaking on Support from OEM

(To be furnished by the OEM on its Letter head)

Place:

Date:

To,  
Indian Financial Technology and Allied Services (IFTAS),  
Unit No. 201, B2 Building,  
Kanakia Boomerang, Chandivali Farm Road,  
Chandivali, Andheri (East),  
Mumbai- 400072, India.

Dear Sir,

Sub: Request for Proposal (RFP) for Procurement, deployment and management of Wi-Fi connectivity at IFTAS

In compliance with the requirement of the tender document, we hereby undertake to give 5 years product support for active components and maintain the 'Total Solution' for 3 years extendible to 1+1 year from the date of Acceptance. If, we are unable to provide support for the said period then we shall upgrade the component/ sub-component with an alternative that is acceptable to the Bank at no additional cost to and without causing any performance degradation and/or project delays.

Yours faithfully,  
(Signature with designation)



## Annexure-IX: Letter of Authority

(This 'Letter of Authority' should be issued on the letterhead of the OEM)

Place:

Date:

To,  
Indian Financial Technology and Allied Services (IFTAS),  
Unit No. 201, B2 Building,  
Kanakia Boomerang, Chandivali Farm Road,  
Chandivali, Andheri (East),  
Mumbai- 400072, India.

Dear Sir,

Sub: Request for Proposal (RFP) for Procurement, deployment and management of Wi-Fi connectivity at IFTAS

Dear Sir,

Subject: Letter of Authority

We have been approached by M/s \_\_\_\_\_ in connection with your RFP name \_\_\_\_\_ with No. \_\_\_\_\_ dated \_\_\_\_\_.

We confirm having offered to them the hardware and required software in line with your requirement. Our offer to them is for the following software/hardware for which we are the OEM and have back to back support agreement with the bidder. We confirm that we will make available all necessary components/sub-components required for providing seamless service during the tenure of the service as required in the RFP. In case if the required components/sub-components are not available, alternate and compatible components will be made available for smooth functioning of the equipment's, as required by IFTAS.

- |          |          |
|----------|----------|
| 1. _____ | 2. _____ |
| 3. _____ | 4. _____ |
| 5. _____ | ...      |

The authorized agency would independently support and service the above-mentioned software / hardware during the contract period.

(Authorized Signatory) For \_\_\_\_\_

## Annexure-X: Performance Bank Guarantee

### Performance Bank Guarantee

To COO,  
Indian Financial Technology and Allied Services,  
Unit No. 201, B2 Building, Kanakia Boomerang,  
Chandivali Farm Road, Chandivali,  
Andheri (East), Mumbai- 400072, India.

Dear Sirs,

PERFORMANCE BANK GUARANTEE – for .....

WHEREAS

M/s. (name of Service Provider), a company registered under the Companies Act, 1956, having its registered and corporate office at (address of the Service Provider), (hereinafter referred to as “our constituent”, which expression, unless excluded or repugnant to the context or meaning thereof, includes its successors and assigns), entered into a Purchase Agreement dated.. (Hereinafter, referred to as “the said Agreement”) with you (IFTAS) for Procurement, deployment and management of Wi-Fi connectivity for IFTAS as detailed in the said Agreement.

We are aware of the fact that in terms of sub-para (...), section (...), chapter (...) of the said Agreement, our constituent is required to furnish a Bank Guarantee for an amount Rs..... (in words and figures), being 10% of the Contract Price of Rs. ... (in words and figures), as per the said Agreement, as security against breach/default of the said Agreement by our Constituent.

In consideration of the fact that our constituent is our valued customer and the fact that it has entered into the said Agreement with you, we, (name and address of the bank), have agreed to issue this Performance Bank Guarantee.

Therefore, we (name and address of the bank) hereby unconditionally and irrevocably guarantee you as under:

- a) In the event of our constituent committing any breach/default of the said Agreement, which breach/default has not been rectified within a period of thirty (30) days after receipt of written notice from you, we hereby agree to pay you forthwith on demand such sum/s not exceeding the sum of Rs..... (in words and figures) without any demur.
- b) Notwithstanding anything to the contrary, as contained in the said Agreement, we agree that your decision as to whether our constituent has made any such default/s / breach/es, as afore-said and the amount or amounts to which you are entitled by reasons thereof, subject to the terms and conditions of the said Agreement, will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Performance Bank Guarantee, but will pay the same forthwith on your demand without any protest or demur.

- c) This Performance Bank Guarantee shall continue and hold good till the completion of the contracted period for the 'Total Solution' i.e. (date), subject to the terms and conditions in the said Agreement.
- d) We bind ourselves to pay the above said amount at any point of time commencing from the date of the said Purchase Agreement until the completion of the contracted period for the Total Solution as per said Agreement.
- e) We further agree that the termination of the said Agreement, for reasons solely attributable to our constituent, virtually empowers you to demand for the payment of the above said amount under this guarantee and we have an obligation to honour the same without demur.
- f) In-order to give full effect to the guarantee contained herein, we (name and address of the bank), agree that you shall be entitled to act as if we were your principal debtors in respect of your claims against our constituent. We hereby expressly waive all our rights of surety ship and other rights, if any, which are in any way inconsistent with any of the provisions of this Performance Bank Guarantee.
- g) We confirm that this Performance Bank Guarantee will cover your claim/s against our constituent made in accordance with this Guarantee from time to time, arising out of or in relation to the said Agreement and in respect of which your claim is lodged with us on or before the date of expiry of this Performance Guarantee, irrespective of your entitlement to other claims, charges, rights and relief's, as provided in the said Agreement.
- h) Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been given to us after the expiry of 48 hours when the same has been posted.
- i) If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent under intimation to you (IFTAS)
- j) This Performance Bank Guarantee shall not be affected by any change in the constitution of our constituent nor shall it be affected by any change in our constitution or by any amalgamation or absorption thereof or therewith or reconstruction or winding up, but will ensure to the benefit of you and be available to and be enforceable by you.
- k) Notwithstanding anything contained hereinabove, our liability under this Performance Guarantee is restricted to Rs..... (in words and figures) and shall continue to exist, subject to the terms and conditions contained herein, unless a written claim is lodged on us on or before the afore-said date of expiry of this guarantee.
- l) We hereby confirm that we have the power/s to issue this Guarantee in your favour under the Memorandum and Articles of Association/ Constitution of our bank and the undersigned is/are the recipient of authority by express delegation of power/s and has/have full power/s to execute this guarantee under the Power of Attorney issued by the bank in his/their favour.

We further agree that the exercise of any of your rights against our constituent to enforce or forbear to enforce or any other indulgence or facility, extended to our constituent to carry out the contractual obligations as per the said Agreement, would not release our liability under this guarantee and that your right against us shall remain in full force and effect, notwithstanding any arrangement that may be entered into between you and our constituent, during the entire currency of this guarantee.

Notwithstanding anything contained herein:

- a) Our liability under this Performance Bank Guarantee shall not exceed Rs. .... (in words and figures); and
- b) this Performance Bank Guarantee shall be valid only up to ..... (date, i.e., completion of contracted period for the Total Solution); and
- c) we are liable to pay the guaranteed amount or part thereof under this Performance Bank Guarantee only and only if we receive a written claim or demand on or before .... (date i.e., completion of the contracted period for the Total Solution).

This Performance Bank Guarantee must be returned to the bank upon its expiry. If the Performance Bank Guarantee is not received by the bank within the above-mentioned period, subject to the terms and conditions contained herein, it shall be deemed to be automatically cancelled.

Dated ..... this ..... day ..... 2015.

Yours faithfully,

For and on behalf of the ..... Bank,

(Signature)  
Designation  
(Address of the Bank)

Note:

- a) This guarantee will attract stamp duty as a security bond under Article 54(b) of the Mumbai Stamp Act, 1958.
- b) A duly certified copy of the requisite authority conferred on the official/s to execute the guarantee on behalf of the bank should be annexed to this guarantee for verification and retention thereof as documentary evidence in the matter.

**Annexure-XI: Manufacturer's Authorization Form**

(On OEM's letter head)

No. \_\_\_\_\_ Date: \_\_\_\_\_

To COO,  
Indian Financial Technology and Allied Services (IFTAS),  
Unit No. 201, B2 Building, Kanakia Boomerang,  
Chandivali Farm Road, Chandivali, Andheri (East),  
Mumbai- 400072, India.

{Ref: Request for Proposal (RFP) for Procurement, deployment and management of Wi-Fi connectivity}

Sub: Manufacturer Authorization for your procurement needs

Dear Sir/ Madam:

We wish to take the opportunity to inform you that as a policy, <Name of OEM> business associates/Partners/System Integrator in each country carry out all the commercial transactions for <OEM products> with the customers directly and enter into contracts independent of OEM. OEM is the sole manufacturer of products like -----, etc. which can be procured through <Name of OEM> business associates/Partners/System Integrator.

We confirm that the business associates/Partners/System Integrator (Name ..... ) having its registered office at (Address ..... ) is one such "business associates/Authorised Partners/System Integrator" for <OEM> products in India business associates/Partners/System Integrator Name ..... , among others, possesses the requisite expertise and resources to supply, renew, upgrade, install and maintain <OEM> products to you.

The "Business associates/Authorised Partners/System Integrator" has been a partner with us (please mention the level of partnership) ..... Continually for the last ..... years in India

Trust that the above points suffice your requirements. Should you need any further information or clarification in this regard, please feel free to contact us.

Thanking You,

For &lt;OEM&gt; Authorised signatory Name : Designation:

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. The Bidder in its Bid should include it.

## Annexure-XII: Conformation to Terms and Conditions

(On letterhead of the Bidder)

To  
Indian Financial Technology and Allied Services (IFTAS),  
Unit No. 201, B2 Building,  
Kanakia Boomerang, Chandivali Farm Road,  
Chandivali, Andheri (East),  
Mumbai- 400072, India.

Dear Sir,

Sub: Request for Proposal (RFP) for Procurement, deployment and management of Wi-Fi connectivity at IFTAS

Further to our proposal dated \_\_\_\_\_, in response to the Request for Proposal (RFP) for Switch Procurement (hereinafter referred to as "RFP") issued by IFTAS we hereby covenant, warrant and confirm as follows:

We hereby agree to comply with all the terms and conditions / stipulations as contained in the RFP and the related addenda, other documents and if required including the changes made to the original bid documents issued by IFTAS, provided that only the list of deviations furnished by us in the relevant Annex, which are expressly accepted by IFTAS and communicated to us in writing, shall form a valid and binding part of the aforesaid RFP document. IFTAS is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and IFTAS's decision not to accept any such extraneous conditions and deviations will be final and binding on us.

Yours faithfully,

## Annexure-XIII: Non-Disclosure Agreement

(On INR 100 stamp paper)

To

Indian Financial Technology and Allied Services (IFTAS),  
Unit No. 201, B2 Building,  
Kanakia Boomerang, Chandivali Farm Road,  
Chandivali, Andheri (East),  
Mumbai- 400072, India.

[Date]

[Salutation]

Confidentiality Undertaking

We acknowledge that during the course of bidding for Procurement, deployment and management of Wi-Fi connectivity at IFTAS, we may have access to and be entrusted with Confidential Information. In this letter, the phrase "Confidential Information" shall mean information (whether of a commercial, technical, scientific, operational, administrative, financial, marketing, business, or intellectual property nature or otherwise), whether oral or written, relating to RBI and its business that is provided to us pursuant this Agreement. In consideration of you making Confidential Information available to us, we agree to the terms set out below:

1. We shall treat all Confidential Information as strictly private and confidential and take all steps necessary (including but not limited to those required by this Agreement) to preserve such confidentiality.
2. We shall use the Confidential Information solely for the preparation of our response to the RFP and not for any other purpose.
3. We shall not disclose any Confidential Information to any other person or firm, other than as permitted by item 5 below.
4. We shall not disclose or divulge any of the Confidential Information to any other client of [name of product vendor / implementation partner]
5. This Agreement shall not prohibit disclosure of Confidential Information:
  - To our partners/directors and employees who need to know such Confidential Information to assist with the bidding for RFP floated for Supply, Delivery, Installation, Support/ Services, Training, Testing, Commissioning, Warranty & Maintenance of Wi-Fi Project;
  - With your prior written consent, such consent not to be unreasonably withheld;
  - To the extent that such disclosure is required by law;
  - To the extent that such disclosure is required by any rule or requirement of any regulatory authority with which we are bound to comply; and
  - To our professional advisers for the purposes of our seeking advice. Such professional advisers will be informed of the need to keep the information confidential.
6. Upon your request we shall arrange delivery to you of all Confidential Information, and copies thereof, that is in documentary or other tangible form, except:
  - For the purpose of a disclosure permitted by item 5 above; and
  - To the extent that we reasonably require to retain sufficient documentation that is necessary to support any advice, reports, or opinions that we may provide.
7. This Agreement shall not apply to Confidential Information that:
  - Is in the public domain at the time it is acquired by us;
  - Enters the public domain after that, otherwise than as a result of unauthorized disclosure by us;
  - Is already in our possession prior to its disclosure to us; and
  - Is independently developed by us.

IFTAS Confidential

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8. This Agreement shall continue perpetually unless and to the extent that you may release it in writing.
9. We acknowledge that the Confidential Information will not form the basis of any contract between you and us
10. We warrant that we are acting as principal in this matter and not as agent or broker for any person, company, or firm.
11. We acknowledge that no failure or delay by you in exercising any right, power or privilege under this Agreement shall operate as a waiver thereof nor shall any single or partial exercise thereof or the exercise of any other right, power, or privilege.
12. This Agreement shall be governed by and construed in accordance with Indian law and any dispute arising from it shall be subject to the exclusive jurisdiction of the Mumbai courts.

We have read this Agreement fully and confirm our agreement with its terms

Yours sincerely

Signature and Stamp of Company  
[Authorized Signatory (same as signing the proposal) – Implementation Partner]  
Name:  
Position:  
Date:

Authorized Signatory Designation Bidder's corporate name

## Annexure-XIV: Bidder's Application Form

(On the letterhead of Bidder)

Place:

Date:

To

Indian Financial Technology and Allied Services (IFTAS),  
Unit No. 201, B2 Building,  
Kanakia Boomerang, Chandivali Farm Road,  
Chandivali, Andheri (East),  
Mumbai- 400072, India.

Dear Sir,

Sub: Request for Proposal (RFP) for Procurement, deployment and management of Wi-Fi connectivity at IFTAS

Being duly authorized to represent and act on behalf of ..... (hereinafter referred to as "the Applicant"), and having reviewed and fully understood all of the qualification requirements and information provided, the undersigned hereby apply Request for Proposal (RFP) for RFP for procurement of Wi-Fi at IFTAS . The details as per the requirements of the RFP enquiry are enclosed for your consideration.

Yours faithfully,

\_\_\_\_\_  
(Signature of Authorized Signatory) <NAME, TITLE AND ADDRESS>

FOR AND ON BEHALF OF  
<NAME OF THE APPLICANT ORGANISATION>

## Annexure-XV: Declaration Letter regarding Blacklisting

To  
Indian Financial Technology and Allied Services (IFTAS),  
Unit No. 201, B2 Building,  
Kanakia Boomerang, Chandivali Farm Road,  
Chandivali, Andheri (East),  
Mumbai- 400072, India.

Sir/ Madam,

I have carefully gone through the Terms & Conditions contained in the RFP Document [No\_\_ \_\_] regarding "Selection of Implementing Agency for Supply, Installation, Commissioning and operation & maintenance of Wi-Fi connectivity across RBI locations for a period of three years extendible to 1+1 year. I hereby declare that my company has not been blacklisted by any Ministry of Government of India or by Government of any State in India or by Government of INDIA or any of the Government PSUs.

I further certify that I am the Director/Company Secretary and am therefore, competent in my Company to make this declaration.

Name & Designation Seal  
DIN/Membership  
No.

Yours faithfully,  
(Signature of the Bidder)

## Annexure-XVI: L2 Job Description.

Sr. No	Specifications	Compliance (Complete/ Partial/No)	Deviation if any	Remarks
1	The bidder is required to ensure that FMS are available for all the locations as mentioned in Annex- on a 10 x 6 basis between 09:00 AM to 06:00 PM.			
2	However, in case of any urgent meetings or troubleshooting, the services from the resource may be required onsite on Sundays/ Holidays on need basis.			
3	Escalation support for L1 team, plus regular management and administration tasks. Responsibility for diagnosis and problem management.			
4	Provide inputs to Level 3 team for consulting,			
5	Wi-Fi infrastructure planning and change management.			
6	Configure, Manage and Modify the Wi-Fi devices.			
7	Addressing Wi-Fi issues on Routing, Switching and Configurations.			
8	IP Address Management –Configure, Manage and Modify.			
9	Managing configuration changes based on user request.			
10	Incident Management and suggesting changes as and when required.			
11	Should handle Capacity, License and Performance Management, Incident and Problem Management, Configuration and Change Management and Software Release Management			
12	Should be conversant with Wi-Fi management planning and Security Review, complex change and configuration management, policy and standards definitions, team management, training etc.			
13	Typical Skill Set: Experience in handling of implementation & management of large size WAN, LAN, SSL VPN, SWG, Server management			

Sr. No	Specifications	Compliance (Complete/Partial/No)	Deviation if any	Remarks
	and Virtualization Management, Access points, WLC, L2 and L3 switches, routers.			
14	Good knowledge on various topologies using routing protocols OSPF/ISIS and BGP.			
15	Knowledge of Service provider MPLS/MPBGP networks.			
16	Analyse and approve RCA for any critical incidents.			
17	The bidder is required to manage the overall infrastructure comprising of W-LAN components including DNAC, Security components, Switching, Routing and Wi-Fi solution at all the locations such that an infrastructure uptime of 99.9% can be maintained on a quarterly basis			
18	The FMS is responsible to ensure that any software security vulnerabilities as notified by OEM on any equipment installed at RBI Infrastructure are appropriately addressed, and is required to provide a quarterly report from OEM confirming the same.			
19	The FMS shall be responsible for Hardware and software (including appliance based) maintenance, Configuration management, Change and release management, incident management (problem identification, diagnosis, root cause analysis and resolution/escalation), audit and reporting.			
20	The bidder is required to depute On Site teams who shall be responsible for providing on site services support to the proposed solution			
21	The FMS team include on-site L2, and L3 Resident engineer, Ops Manager at Central site, Central Office Building (Provided by OEM) and L1 Resident engineers at (Provided by Bidder) as part of Facility Management Services			
22	The bidder is required to ensure that FMS are available for all the locations as mentioned in			

Sr. No	Specifications	Compliance (Complete/ Partial/No)	Deviation if any	Remarks
	Annex- on a 10 x 6 basis between 09:00 AM to 07:00 PM			
23	However, in case of any urgent meetings or troubleshooting, the services from the resource may be required onsite on Sundays/ Holidays on need basis.			
24	The routine tasks to be performed by the support engineer is as given below:			
25	Proactive Device and Performance Monitoring,			
26	Service Request Management,			
27	Configuration and Change Management ( formal logging of the complaints)			
28	Incident Management coordination with escalations via ticketing process			
29	Regular assessment and checks for the Wireless Access points ( whether faulty or working)			
30	In -depth analysis of the wireless Access points , usage analysis and Gathering the performance feedback from all the offices on speed and other aspects			
31	The number of personnel to be provided by the bidder for onsite services during the contract period is given in below table. Bidder is required to quote the resources cost as per the requirements tabulated below			

## Annexure-XVII: Indexation Formula.

$$A = B \{15 + 45 \times (WPI_c / WPI_p) + 40 (CPI_c / CPI_p)\} \times 1/100$$

Where,

A = The contract amount for the current year

B = The contract amount for the previous year

WPI<sub>c</sub>=WholeSale price Index for Electrical Products 6 months prior to the Commencement date of contract for the current year

WPI<sub>p</sub>=WholeSale Price Index for Electrical Products 6 months prior to the Commencement date of contract for the previous year

CPI<sub>c</sub>= Consumer Price Index for industrial workers for Mumbai City 6 months prior to the commencement date of contract for the current year

CPI<sub>p</sub>= Consumer Price Index for industrial workers for Mumbai City 6 Months prior to the commencement date of contract for the previous year