

**Request for Proposal (RFP)
For
RBI Internet Consolidation
Project v2.0**

**Indian Financial Technology &
Allied Services**

Registered Office:

NCC House, 4th Floor, Western Wing,
Sy. No. 64, Madhapur, Hyderabad -
500081

Corporate Office:

10th Floor, C – Wing, Times Square ,
Andheri-Kurla Rd, Andheri East,
Mumbai - 400059

www.iftas.in | contact@iftas.in

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The specifications of the components of the proposed solution are defined in generic terms on best effort basis. Reference to 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 relevant documents and bind the bidder. All the pages of the RFP documents are to be signed by the authorized signatory along with the office seal. Any clarification sought may be mailed to rfp@iftas.in All clarifications sought shall be given in pre-bid meeting or immediately thereafter through an addendum, if necessary.

Table of Contents

1	Introduction	5
1.1	Background	5
1.2	Objective	5
2	RFP Procedure.....	6
2.1	Errors and Omissions	6
2.2	Important Dates.....	6
2.3	Bidding Process	7
3	General Guidelines.....	7
3.1	Obligations of successful Bidder	7
3.2	Definition of Terms	8
3.3	Instruction to Bidders	11
4	Correction of Errors	12
5	Scope of Work:.....	13
5.1	Detailed Scope of work:.....	14
5.1.1	DDoS Requirements.....	19
5.2	Internet IP Schema.....	20
5.3	User Acceptance Tests and Criteria for completion	20
5.4	Documents to be provided by the bidder during the project implementation.....	21
6	Existing Setup	22
7	Project Milestones	22
8	Eligibility Criteria	22
9	Evaluation of BIDs	25
9.1	Evaluation Process	25
9.2	Technical Evaluation Matrix.....	26
9.3	Techno-Commercial Evaluation	27
10	RFP Response	28
10.1	Technical Bid	28
10.2	Commercial Bid.....	28
11	Warranties, AMC and Support.....	28
12	SLAs and Penalty	30
12.1.1	Internet Network Uptime	30
12.1.2	Internet SLA.....	30
12.1.3	SLA Conditions & Penalty.....	31
12.1.4	Late Delivery	32
12.2	Performance tracking and Reporting.....	32
13	Payment Terms and Conditions.....	33
14	Fall Clause:	34
15	Limitation of Liability.....	35
16	Sub-Contracting Clause	35
17	Performance Bank Guarantee	36
18	Termination of Purchase Order/Contract:.....	36
19	Right to Verification	37
20	Right to Audit / Inspection.....	37
21	Anti-Bribery Clause	37
22	Late Submission of Bid	38
23	Bid Currency.....	38
24	Demerger	38

25	Integrity Pact.....	38
26	Cyber Security Compliance Certificate.....	38
27	Force Majeure.....	39
28	Indemnification.....	39
29	Governing Laws and Disputes.....	39
30	Disqualification Parameters in Bid Evaluation.....	40
31	Confidentiality of Information.....	40
32	Use of Contract Documents and Information.....	41
33	Full Insurance Cover for all Bidder’s Personnel and Components of the Solution.....	41
	Annexure - I: Technical Bid Format.....	42
	Annexure - II: Technical Specifications.....	46
	Annexure - III: Commercial Bid Format (On letterhead of the Bidder).....	55
	Annexure - IV: Unpriced Bill of Material (To be submitted with Technical Bid).....	59
	Annexure - V: Deviations from Technical Specifications and Terms and Conditions of the RFP.....	62
	Annexure - VI: Bidder’s Guarantee Certificate.....	63
	Annexure - VII: Conformation to Terms and Conditions.....	64
	Annexure - VIII: Non-Disclosure Agreement.....	65
	Annexure - IX: Integrity Pact.....	67
	Annexure - X: Performance Bank Guarantee.....	74
	Annexure - XI: Response from OEM through Bidder.....	77
	Annexure - XII: Letter of Authority.....	78
	Annexure - XIII: OEM Undertaking.....	79
	Annexure – XIV: Procurement from a Bidder from a Country Sharing Land Border with India.....	80
	Annexure - XV: RBI Locations (RBI DC, COB, MRO, RBI RO and IFTAS addresses).....	81

1 Introduction

1.1 Background

IFTAS, a wholly owned subsidiary of Reserve Bank of India (RBI), was formed in 2015 as a Section-8, not-for-profit organization. It was entrusted with the responsibility of pioneering the use of technology in the Indian banking and financial ecosystem, offering them cutting-edge services. Major technology initiatives from IFTAS include the setting up of the Next generation INFINET (INFINET v2.0) network, the management of the nationwide communication backbone for the Central Payment Systems, the management of the SFMS Central System (Structured Financial Messaging System) and a host of Cloud solutions from IBCC (Indian Banking Community Cloud).

1.2 Objective

IFTAS invites competitive technical and commercial proposals from reputed organizations for “RBI Internet Consolidation Project v2.0” for a period of 3 years. The network is aimed to improve the availability, agility, security, and reliable Internet Service to the RBI offices across the country. Major Internet Service Providers in the country are requested to propose their solution that is feasible at all the required locations. The respondents shall appropriately estimate and design the network for meeting the requirements mentioned in this document and subsequent clarifications or modifications if any, which shall guide the Internet Service Providers (ISPs) / Network Integrators in proposing an optimal system.

The broad scope of this RFP is as below:

S. No	Location	No of Locations	No of different links per location	Details	DDoS service covering all the links at all RBI locations
1	RBI DCs	3	3	Ring protected dual last miles per link (i.e., 2 last miles per ISP link from separate paths terminating at different POPs/PEs) of the respective ISPs.	Cloud 30Gbps Pooled DDoS (10 Gbps pooled DDoS per ISP link to cover all RBI locations where the respective ISP links are deployed.)
2	COB-1	1	2	Ring protected dual last miles per link (i.e., 2 last miles per ISP link from separate paths terminating at different POPs/PEs) of the respective ISPs.	
3	COB-2 (Executive floors – 16 th 17 th & 18 th floors)	1	2	Ring protected dual last miles per link (i.e., 2 last miles per ISP link from separate paths terminating at different POPs/PEs) of the respective ISPs.	
4	MRO	1	3	Ring protected dual last miles per link (i.e., 2 last miles per ISP link from separate paths terminating at different POPs/PEs) of the respective ISPs.	

5	RBI ROs	38	2	Single ring protected last mile required per link	
6	Chandigarh-2 (Centralized call center location)	1	2	Ring protected dual last miles per link (i.e., 2 last miles per ISP link from separate paths terminating at different POPs/PEs) of the respective ISPs.	
7	IFTAS DCs	2	2	Ring protected dual last miles per link (i.e., 2 last miles per ISP link from separate paths terminating at different POPs/PEs) of the respective ISPs.	

2 RFP Procedure

2.1 Errors and Omissions

Each Bidder shall notify IFTAS for any error, fault, omission, or discrepancy found in this document on or before the Last date for submission of queries / clarifications on the RFP.

2.2 Important Dates

Indicative time frame for the overall process is as shown below.

S. No	Particulars	Description
1	Issuance of RFP document	4 th August 2022
2	Last date for submission of queries / clarifications on the RFP	11 th August 2022
3	PreBid Meeting	17 th August 2022 via WebEx
4	Response to queries / clarifications	22 nd August 2022
5	Last date for submission of Technical and Commercial Bid (Softcopy)	12 th September 2022
6	Opening of Technical bids	12 th September 2022
7	Opening of Commercial bids	To be communicated later
8	Name and address for Communication	Indian Financial Technology and Allied Services (IFTAS), 10 th Floor, C Wing, 'Times Square', Andheri - Kurla Road, Marol, Andheri (East), Mumbai - 400 059.
9	Bid to be mailed to	RFP@iftas.in

2.3 Bidding Process

The response to the present RFP shall be submitted in two parts i.e., the technical bid and the commercial bid. The Bidder shall submit the 'technical bid' and the 'commercial bid' at the same time. The 'technical bid' shall, inter alia, contain the eligibility criteria and exhaustive, comprehensive solution details, whereas the 'commercial Bid' shall, inter alia, contain the pricing information (Commercial bid format included as at **Annexure III**). The technical bid shall not contain any pricing or commercial information and in case such commercial / pricing information is included by the Bidder in the technical bid, the bid shall be summarily rejected without assigning any reason whatsoever.

In the first stage, the 'technical bids' only shall be opened and evaluated. The Bidders satisfying the eligibility criteria and the technical requirements of the solution, as determined by IFTAS, shall only be short-listed.

In the second stage, the commercial bids of only those Bidders, who are short-listed based on evaluation of their technical bids, will be opened.

3 General Guidelines

3.1 Obligations of successful Bidder

- a. The Bidder shall supply all necessary components and licenses to make the solution complete and shall not be limited by the material requirements in this RFP.
- b. The successful Bidder should deploy qualified & certified resources for implementation of proposed solution. Successful Bidder shall be responsible for any act of the resources deployed for the project that may result in security breach in respect of IFTAS/RBI network.
- c. The successful Bidder shall always deploy duly qualified, trained, & experienced personnel to provide services at the required location(s) for implementation, maintenance, and support activities. The names, contact details including phone nos. of these personnel will be advised in writing to IFTAS.
- d. Understanding of the solution for IFTAS requirements, bidder should submit detailed proposed solution technical presentations, implementation planning, allocation manpower etc.
- e. Providing, installation and commissioning of proposed solution on High availability on each location in full high availability (HA) configuration at head end devices, and subsequently should be integrated with IFTAS/RBI NOC is mandatory and SOC if required.
- f. During the contract period, IFTAS/RBI may add/delete/replace any number of applications, and accordingly the successful bidder shall carry out necessary configuration changes (as required) in their network as advised by IFTAS from time to time at no extra cost to the IFTAS.
- g. As and when new office is proposed to be annexed by IFTAS, order would be placed with the successful bidder as per the contracted rate for providing the end-to-end services or as required. The successful bidder is required to deliver, install, terminate the transport media, and configure the device without any additional / one time cost to IFTAS. All charges for the new locations shall be as per prices discovered under this RFP.

A new Data Center location is proposed near Bhubaneswar Info valley park currently, for which delivery of links may come up by the year 2023/24. Bidder may take note of the same and consider necessary network provisions for on time delivery.

- h. All necessary changes to the set up should be carried out by the successful Bidder as per IFTAS requirements.
- i. If the proposed / existing location is third party building, the Bidder is responsible to arrange the permissions from all relevant authorities including building authorities for laying the cable, cross connections and any necessary works related to building premises. IFTAS/RBI shall be responsible for providing permission for server room and related works only.
- j. The bidder is liable to supply, install and maintain any new location(s) which may come up in future anywhere in the country under this RFP, within the contract period.
- k. The successful bidder will always deploy trained and experienced engineers to provide service at the required location(s) for implementation, maintenance, and support activities. The names, contact address and phone nos. of these personnel will be advised in writing to IFTAS, before they are deployed to the site for performing any specific and approved activity.
- l. Whenever any new threats / vulnerabilities become public, successful bidder shall bring this to the notice of IFTAS immediately and help/guide IFTAS in plugging the same. Once the call has been attended, successful bidder shall put their maximum efforts and deploy their best resources to resolve all issues at the earliest possible time frame at all locations and ensure appropriate uptime.
- m. Successful bidder shall be responsible for any act of its employees, staff, contractors, or consultants that may result in security breach in respect the network.
- n. The successful bidder shall ensure that during implementation of internet connectivity, the critical services hosted at IFTAS shall not face any downtime due to security breach, security incident, improper configuration of security units/ appliances/ components.
- o. The bidder shall supply all necessary components, services, and licenses to make solution complete, and shall not be limited by the material requirements in this RFP
- p. The contract may be extended beyond the initial period of 3 years, as mutually decided between both the parties.

3.2 Definition of Terms

Throughout this RFP/Bid Document / Contract, the following terms shall have the meanings, as given below and shall be interpreted accordingly only.

- i. "RFP" means the request for proposal (this document) in its entirety, inclusive of any addenda that may be issued by the IFTAS.
- ii. "Proposal/ Bid" means the Bidder's written reply or submission in response to this RFP.
- iii. "Services" means all services, scope of work and deliverables, to be provided by a Bidder as described in the RFP and all ancillary services, necessary for the supply, design, delivery at the specified destinations, installation, testing, Implementation, Integration, putting into

satisfactory operation, support & comprehensive maintenance, project management and facilities management services (FMS).

- iv. “System” or “solution” means and includes all the hardware, software, etc., required for operationalizing the proposed solution / Project and to provide the Services as mentioned in the RFP.
- v. “NI/Service Provider/System Integrator/Vendor” means an eligible entity/firm submitting a Proposal/Bid in response to this RFP. The legal entity who signs and submits the bid.
- vi. “Successful Bidder” or “Vendor” means any firm / company, etc., to whom work has been awarded and whose Bid has been accepted by IFTAS and shall include its authorized representatives, successors and permitted assignees.
- vii. “Acceptance of Bid” means the letter/email or any memorandum communicating to the Bidder the acceptance of its Bid.
- viii. “Agreement” means 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/s of the selected bidder to the RFP and the contract document itself.
- ix. “Audit, Validation & Certification by OEM”: The bidder is required to ensure that the competent team of OEM conducts an audit of the implemented solution (production environment or test environment as decided by IFTAS), in order to confirm that implementation and configuration has been done as per OEM best practices and the design is suitable to deliver the required uptime, and the required performance before Final Acceptance Testing i.e., Stabilization certificate is issued by the OEM.
- x. “Contract Period” means the period of 3 years from the date of completion of audit, validation & certification by all the OEMs for their respective products, constituting the solutions. Start date for the contract period will be the date on which certifications from all OEMs are submitted by the bidder. Support & Comprehensive Annual Maintenance Contract (AMC) is post acceptance support of the solution/project for the Contracted Period. Under AMC, the Bidder shall provide comprehensive support and services for all the hardware components of the proposed solution at all the project locations of IFTAS.
- xi. Annual Technical Support (ATS) is post general warranty for comprehensive software maintenance. Under ATS, the Bidder shall provide comprehensive support for all the software of the proposed solution at all the project locations of IFTAS. The ATS shall be for the Contracted Period.
- xii. “Authorized Signatory” means the person authorized by the Competent Authority of the respective bidder (say Board, in terms of applicable statutory provisions), for signing all the documents for purpose of this bid and to enter into contract thereafter, if successful in the bidding process. The documentary evidence to establish the identity and the authority of authorized signatory must be submitted along with the bid document.

- xiii. “Installation” or “Implementation” or “Commissioning” means the installation of the hardware equipment/software/appliance at IFTAS premises or at such other location/s, as may be specified by the IFTAS implementation team and which will be considered complete only after successful sanity testing and integration of the installed solution with other existing IT/Non-IT infrastructure including security layers/components.
- xiv. “Operationalization” means when all the components of the proposed solution are successfully commissioned, tested, and implemented. Thereafter, certification/s by the respective OEMs in full working conditions to meet day-to-day operational requirements.
- xv. “Site” means the place where the product / service / solution is to be delivered and commissioned or places approved by the IFTAS for the purposes of the Contract together with any other places designated in the Contract as forming a part of the Site.
- xvi. “One Time Cost” means first year cost which includes the cost of Supply, Design, Installation, Integration, Testing, Training and Implementation of Hardware, software, and any other required component of the proposed solution.
- xvii. “Recurring Cost” means AMC/ATS for hardware, software, licenses, etc. including Resource/FMS cost and any other recurring cost defined specifically.
- xviii. “Uptime” of the solution/project means the duration of time all the services are available and operational. Guaranteed required uptime as specified in SLA and calculated on quarterly basis.
- xix. “Incident” refers to any event /malfunctioning/ abnormalities in the functioning of any of the components of the proposed solution that may lead to disruption in normal operations.
- xx. “Availability” means the time for which the services offered are available for conducting operations from the equipment / proposed solution hosted in IFTAS.
- xxi. “Support” means the 24x7 support which shall handle Change Management and resolution of Fault/incident Reporting, Trouble Ticketing, and related enquiries during the contracted period.
- xxii. “Planned downtime / Scheduled downtime” means any time when any of the subsystems/proposed solution is/are unavailable because of Urgent Maintenance activities and any other scheduled maintenance or upgradation activities that may or may not be periodic. The planned downtime must be performed post approval from IFTAS at least 48 hours in advance or as required.
- xxiii. “Urgent Maintenance” activities are maintenance activities that cannot be postponed until the next available or scheduled maintenance window, and may include, but not limited to, restarting the applications, rebooting the servers, applying patches or fixes, reconfiguration, reloading of data etc. and must be performed post approval by IFTAS.
- xxiv. “Response time” is defined as the time between the receipt of the incident report by the support team and its logging / generation of the ticket on the system.

- xxv. “Restoration/Resolution Time” means the time taken (after the incident has been reported to the support system) till resolution subject to acceptance by IFTAS.
- xxvi. “Delivery Completion / Delivery” is considered completed on the Confirmation of delivery of all items as per the Purchase Order and successful Power-On-Self-Test (POST) at the respective sites / locations of IFTAS.
- xxvii. C – The final price quoted by the bidder.
- xxviii. C Low – The lowest Commercial Bid.
- xxix. TC1 – The successful Bidder after completion of the ‘techno-commercial’ Bidding process.
- xxx. “ISP” Internet Service Provider; the bidder who has the relevant Governmental license and necessary experience to provide services required as per this RFP.
- xxxi. “NI” Network Integrator; the bidder who participates in the RFP as a complete solutions provider, across multiple networks as per the scope outlined in this RFP.
- xxxii. “Applicants/Participants” ISPs or NIs who shall place their technical and commercial bid as per the conditions of this RFP.
- xxxiii. “Tender” RFP response document prepared by the bidder and submitted to IFTAS
- xxxiv. “RBI DC” Reserve bank of India Data Centers at Belapur, Kharghar and Nagpur
- xxxv. “IFTAS DC” Indian Financial Technology and Aligned services Data Centers at Mumbai and Hyderabad.
- xxxvi. “COB” RBI Central Office Building, Mumbai
- xxxvii. “MRO” RBI Mumbai Regional Office, Mumbai
- xxxviii. “RO” RBI Regional Offices other than the ones mentioned under point 5 and point 6 above.

3.3 Instruction to Bidders

Bidders shall send technical and commercial bids in separate mails with Subject “Technical bid for RFP “IFT/INT/RBIRO-040822-1” and “Commercial bid for RFP “IFT/INT/RBIRO-040822-1”.

All Bid documents i.e., both Technical Bid and Commercial Bid shall be in PDF format and Commercial Bid shall be password protected. All the mails shall be sent by the authorised personnel of the Bidder to RFP@iftas.in.

The Bidder shall arrange for and provide the following documents during the bidding:

- i. Annexure – I: Technical Bid – Order and Format in PDF
- ii. Annexure – II: Technical Specifications in PDF

- iii. Annexure - III: Commercial Bid in PDF **** This shall be protected by password and Bidders shall not share the password for commercial bid unless it is requested by IFTAS using RFP@iftas.in**
- iv. Annexure - IV: Commercial Bid - with Masked Prices in Technical Submission
- v. Annexure - V: Deviations from Technical Specifications and Terms and Conditions of the RFP
- vi. Annexure - VI: Bidder's Guarantee Certificate
- vii. Annexure - VII: Conformation to Terms and Conditions
- viii. Annexure - VIII: Non-Disclosure Agreement
- ix. Annexure - IX: Integrity Pact
- x. Annexure - X: Performance Bank Guarantee
- xi. Annexure - XI: Response from OEM through Bidder
- xii. Annexure - XII: Letter of Authority
- xiii. Annexure - XIII: OEM Undertaking
- xiv. Annexure - XIV: Procurement from a Bidder from a Country Sharing Land Border with India
- xv. Annexure - XV: RBI Locations (RBI DC, COB, MRO, RBI RO and IFTAS addresses)
- xvi. Other Attachments (if Any)

All the PDF documents shall be digitally signed by the Authorized person/s of the Bidder.

****Bidders shall not share the password for the commercial bid unless it is requested by IFTAS using RFP@iftas.in.**

4 Correction of Errors

Correction of errors in bids will be treated as follows:

- a) Where there is a discrepancy between the amounts in figures and in words, the amount in words shall prevail; and
- b) Where there is a discrepancy between the part-wise quoted amounts and the total quoted amount, the part-wise rate will prevail.
- c) If there is a discrepancy between percentage and amount, the amount calculated as per the stipulated percentage basis will prevail.
- d) If there is a discrepancy between the unit price and total price, the unit price will prevail for calculation of the total price.
- e) If there is a discrepancy in the total, the correct total will be arrived at by IFTAS.

The amount stated in the bid, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall bid price to rise, in which case IFTAS will be free to accept the amounts, as mentioned in the commercial bid.

5 Scope of Work:

The Bidder shall provide secured internet connectivity for all RBI locations mentioned below and IFTAS DC locations as per the latest accepted industrial standards for secure browsing over wired and wireless (Wi-Fi) services and other applications as specified by RBI/IFTAS.

S. No	Location	No of Locations	No of different links per location	Details	DDoS service covering all the links at all RBI locations
1	RBI DCs	3	3	Ring protected dual last miles per link (i.e., 2 last miles per ISP link on separate paths terminating at different POPs/PEs) of the respective ISPs.	Cloud 30Gbps Pooled DDOS (10 Gbps pooled DDOS per ISP link to cover all RBI locations where the corresponding ISP links are deployed.)
2	COB-1	1	2	Ring protected dual last miles per link (i.e., 2 last miles per ISP link on separate paths terminating at different POPs/PEs) of the respective ISPs.	
3	COB-2 (Executive floors – 16 th 17 th & 18 th floors)	1	2	Ring protected dual last miles per link (i.e., 2 last miles per ISP link on separate paths terminating at different POPs/PEs) of the respective ISPs.	
4	MRO	1	3	Ring protected dual last miles per link (i.e., 2 last miles per ISP link on separate paths terminating at different POPs/PEs) of the respective ISPs.	
5	RBI ROs	38	2	Single ring protected last mile required per link.	
6	Chandigarh-2 (Centralized call center location)	1	2	Ring protected dual last miles per link (i.e., 2 last miles per ISP link on separate paths terminating at different POPs/PEs) of the respective ISPs.	
7	IFTAS DCs	2	2	Ring protected dual last miles per link (i.e., 2 last miles per ISP link on separate paths terminating at different POPs/PEs) of the respective ISPs.	

5.1 Detailed Scope of work:

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

- a) Bidder shall supply, install, monitor, maintain and manage the entire solution for the said duration.
- b) By placing a Network Integrator (NI) bid it is implied that the bidder has the necessary regulatory license to provide NI services for the Scope of work including Internet Bandwidth and is liable for the overall Nationwide Internet Bandwidth requirement specified under this RFP which includes two service providers at 38 RBI RO locations, three service providers at 4 locations of RBI (three DCs and MRO), two service providers at COB-1, two service providers at COB-2, and two service providers at Chandigarh-2. The bidder is also liable for addition/deletion/modification/upgrade/downgrade of locations or bandwidth as required by IFTAS.
- c) The bidder shall propose the complete solution on a services model only, during the tenure of the contract.
- d) The bidder is responsible to ensure that during the complete tenure of the contract, all hardware/software/equipments/components are covered under OEM AMC. The bidder is expected to achieve the high uptime using the below mentioned O&M criteria:
 - OEM support for faulty hardware replacements at RBI DCs, COB-1, COB-2, MRO, Chandigarh-2, and IFTAS DCs. Replacements are to be completed within a maximum time limit of 2 hours by the bidder.
 - OEM support for faulty hardware replacements at RBI ROs. Replacements are to be completed within a maximum time limit of 4 hours by the bidder.
 - 24x7 TAC facility from the OEM as well as from the bidder using a toll-free number.
 - Necessary spares should be maintained at the bidder's warehouse in order to ensure immediate equipment replacement.
- e) Bidder shall provide and install all software updates/enhancements, releases, bug fixes, upgrades, version upgrades, subscription etc., for all the hardware and software covered under the proposed solution during Warranty and AMC/ATS period with OEM without any additional cost to IFTAS. The AMC shall include support, upgrades, new release (Minor/Major) versions; security and bug fixes, etc. for the hardware / software with the necessary documentation.
- f) The bidder shall provide all Maintenance Services that will be required for the maintenance of the Software supplied and commissioned by them. Support and maintenance for all purposes means support for all the applications and third-party software provided, quoted, and developed by the Bidder and/or any third party/OEMs and all other costs necessary and incidental for the maintenance and support of such licensed/bundled Software. Bidder shall provide such support services at all the deployment locations of IFTAS.
- g) The bidder shall ensure full compatibility across all features and functionalities, of all software and hardware releases made by the OEM/bidder on the implemented solution.
- h) The bidder shall ensure proper hardening of the hardware and software components of the solution as per the best industry practices and the security policy of IFTAS.
- i) The bidder shall ensure that all the vulnerabilities, being detected, are duly addressed periodically as per the agreed timelines and business requirements.

- j) The successful Bidder is required to provide secure cloud DNS solution for the Internet services provided by the Bidder across all the locations. Effective DNS resolution with detailed reporting for all public DNS queries (Forward and Reverse Lookup) shall be ensured by the Bidder. The management interface for the DNS solution must be web based and Bidder shall provide credentials to IFTAS for access.
- k) The bidder shall provide proactive monitoring, management, support and resolution services across 24 hours a day for 7 days a week across 365 days a year, herein referred to as 24x7 in the RFP.
- l) 24x7 telephonic technical support shall be provided by the Bidder for online troubleshooting and addressing of technical issues, if any, including configuration, breakdowns, etc under the supervision of IFTAS. Onsite support for hardware replacements, or for any troubleshooting and support which are not possible remotely from Bidder NOC shall be arranged promptly.
- m) IFTAS should be able to log calls directly by web/email or over phone, with the Bidder and OEM on a 24x7 basis, during the contract period. The bidder shall confirm and submit its escalation matrix for smooth conduct of the project and prompt resolution of issues, as required by IFTAS.
- n) The NI shall design, implement, and manage cloud DDoS services across all the proposed ISP solutions.
- o) The NI shall ensure to configure AFO at Customer Edge devices between ISPs for each location as required by IFTAS.
- p) Delivery, configuration management, performance management, uptime and SLA management of the overall solution and reporting shall be the responsibility of the NI.
- q) SLA management of the overall solution comprising of links from all service providers/multiple ISPs, hardware, software etc, i.e. the end-to-end service management shall be the responsibility of the bidder.
- r) The bidders NOC shall collaborate with other ISP NOCs to deliver the overall NOC and reporting requirements elaborated in this RFP.
- s) Each Internet link shall be delivered on separate CPE equipment as per the specifications required in this RFP.
- t) All the sections of this RFP detailing the requirements from the bidder including technical, commercial, legal, general and others will be applicable to the bidder for the overall solution, as well as each component of the solution proposed by the bidder, and this shall be binding. By placing a Network Integrator bid, it is implied that the bidder shall adhere to all the SLAs and penalties detailed in this RFP for each of the individual ISPs and solution components proposed by the bidder, and the bidder shall provide a single integrated view for all components of the solution.
- u) In view of important activities/emergency business requirements of IFTAS/RBI which demand additional bandwidth, the bidder shall upgrade the bandwidth by an additional 50% of the capacity provisioned at a location. Such additional upgrades shall be capped at a maximum of 5 times per month per location, and shall not incur any additional charges to IFTAS/RBI. The bidder shall ensure sufficient network capacity is planned accordingly.
- v) Beyond the above-mentioned provision of bandwidth increment at every location, in case of additional bandwidth upgrade requirements beyond 5 times in a month for a location, the same shall be provided by the NI at additional commercials i.e., "Unit Price per link" which are

mentioned in Annexure-III or unit per-Mbps rate derived from the respective location's running bandwidth which ever lower, shall be applicable. Such additional commercials shall be applicable for a minimum of 30 days and charges shall be prorated accordingly.

- w) Bandwidth upgrades/downgrades indicated in the afore said points, shall be enabled by the bidder within a short notice of a maximum 2 hours. Availability of on-demand upgrade portal for IFTAS to self-manage the upgrade/downgrade of bandwidth and get instant provisioning of the said request, will be preferred.
- x) Each ISP shall have direct peering arrangements with major local and global ISPs. The list of major local and global peering arrangements shall be submitted as a part of this RFP. Each ISP shall also have sufficient direct bandwidth arrangements with NIXI (National Internet Exchange of India) and other regional and global exchanges.
- y) The ISP shall have a direct connectivity to transit services or peering in Europe, APAC and United states and Middle east.
- z) For any new location or bandwidth increase, the bidder shall provide the feasibility report within 1 week from the date of receipt of request, and no location shall be claimed as 'not feasible'.
- aa) The bidder shall provide advanced digital platform to IFTAS to track the delivery, monitor the project, change management, device management and incident management.
- bb) The bidder shall deliver the equipments along with necessary licenses and end-to-end connectivity within 7 weeks from the date of Purchase Order (PO) for any new locations/ future requirement. However, under extreme circumstances where the bidder is unable to deliver the links within the stipulated period due to remote or challenging circumstances, the bidder shall inform IFTAS regarding the challenges in writing, and IFTAS may, at its discretion, consider waiving off the penalty charges.
- cc) The bidder shall upgrade the bandwidth within one week from the data of PO during the contract period.
- dd) The bidder shall deploy at least EAL 3 certified Customer Premise Equipment's (CPE) network equipment's with SD-WAN capability for designing and configuring the RBI Internet Consolidation Project v2.0 network. The OEM security certification to be provided and required to be at-least EAL 3 of the common criteria (CC) specifications. The Bidder shall comply with the specifications as advised by Government bodies.
- ee) The bidder shall have a multi-tiered architecture – both for Intra-city as well as Inter-city and offer redundancy at all levels from PE-to-PE.
- ff) The bidder shall assign two dedicated certified Project Manager resources during the implementation stage of the project. These resources shall be made available at IFTAS premises (Hyderabad) during the implementation stage of the project and shall be available onsite till project go-live and production sign-off stage.
- gg) The bidder shall provision separate internet links with the bandwidth as specified in Annexure-XV, at RBI DCs, COB-1, COB-2, MRO, Chandigarh-2, and IFTAS DC locations along with Cloud DDoS services, with dual last miles per ISP link. The dual last miles per ISP links shall be from different telecom companies, and shall be on ring protected terrestrial fiber, with auto-restoration and proactive management features. Necessary last mile design documents shall be submitted with field representation diagrams of POPs, fiber routes and terminating locations, by the bidder.
- hh) The bidder shall provision separate Internet links with the bandwidth as specified in Annexure-XV, at al RBI ROs (Regional Office) locations along with Cloud DDoS services, with ring protected

and highly resilient fiber last miles. Any temporary deviation on the fiber last mile requirement shall be made only after written approval from IFTAS only. Such deviation, if required, shall be requested to IFTAS in writing, with complete technical details and compensating controls of the alternate solution proposed, and the duration for which such deviation may be considered. IFTAS reserves the right to accept / partially accept / accept with additional technical or commercial conditions / or summarily reject such requests.

- ii) The locations to be covered in the response to this RFP along with their addresses, bandwidth requirements are detailed in Annexure-XV. Addition/changes to these locations and bandwidths may happen as required by IFTAS, and the bidder shall honour all upgrade/downgrade/additional requirements during the tenure of the contract.
- jj) The proposed solution shall be built on the ISP/s fully meshed, “carrier-agnostic”, IPv6-ready, state-of-the-art tier-1 network backbone, which comprises of multiple high-capacity circuits. The proposed network shall connect RBI and IFTAS locations on highly redundant, secure, scalable links via multiple last-mile circuits comprising of fibre & metro ethernet circuits.
- kk) The Internet link at each location shall be used for browsing, Wi-Fi services and/or other application access requirements as required by IFTAS. The ISPs may be required to suitably design their solution to meet end point user requirements.
- ll) Internet links shall be premium, uncontended (Contention ratio 1:1) and the bandwidth availability shall be always as per the Annexure-XV. All handoffs from the service provider to CE router shall be over Ethernet.
- mm) The bidder shall check with OEM TAC at least bi-annually for any available version upgrades and update IFTAS.
- nn) The proposed solution shall be integrated seamlessly with systems like SIEM for log capture, monitor platforms, ITSM ticketing platforms for incident management, PIM for privileged access, etc.
- oo) Immediately after placing order, the successful bidder should provide training on the proposed solution (all components). The training should be for a period of at least 3 days, and should cover all technical and security aspects of the overall solution, as required. The bidder shall provide and/or organize product / solution specific training (including courseware and hands-on), from a certified trainer (OEM trainer), on the proposed solution.
- pp) In addition to the above, the bidder shall provide training twice a year or as required by IFTAS, on the solution deployed by the bidder including technology, processes, monitoring, and service management.
- qq) In case of Network/ security disruptions, IFTAS reserves the right to make any service provider interface/ link/ CPE/security down based on the business requirements. In such a scenario the link that is force configured to be down, will be treated as down for SLA computation.
- rr) During the period of contract, IFTAS may add additional Internet links at various existing and upcoming locations. The charges discovered through this RFP shall be applicable for all such requirements and no additional charges shall be paid for any purposes such as configuration, integration, commissioning etc.
- ss) The preventive maintenance at the locations should be carried out at least once in a year by bidder. Standard Operating Procedures (SOP) for preventive maintenance of all devices deployed under the bidder’s solution shall be shared for necessary approval from IFTAS in advance.

- tt) IFTAS/RBI reserve the rights to perform any audit by itself or by external agencies, on the bidder provided hardware, software components or on entire solution. The bidder is responsible to ensure remedial fixes for the audit observations within the timelines specified by IFTAS.
- uu) IFTAS will carry out VAPT testing periodically and submit the reports to bidder if any vulnerabilities are identified. Bidder shall fix the vulnerabilities immediately for critical incidents and medium/low incidents within a week.
- vv) The bidder shall label all devices and cables clearly during the implementation stage, and all component implementations including cabling shall be neatly done.
- ww) The bidder shall perform the failover testing on link and device level on quarterly basis at all RBI and IFTAS locations and submit the report to IFTAS during the quarterly review meeting.
- xx) The bidder shall arrange for at least one Operations Committee meeting every month and the same shall be attended by Senior Project Management/Service Management personnel from the bidder's end. The bidder shall also arrange for a minimum of one Governance/Steering Committee meeting every quarter, and the same be attended by the Senior Management team of the bidder. Detailed presentation on service, support, performance, and improvement plans will be presented by the bidder, with action taken reports (ATR) on issues and other relevant matters.
- yy) The bidder shall design the overall solution using a single OEM based solution for the SD-WAN components.
- zz) Timelines for upgradation/reduction/ decommissioning of Internet connectivity:
In the case of site/link decommissioning and bandwidth upgrade/reduction, the following guidelines shall be followed.
 - a) Site(or) Link decommission:
Date reckoned shall be one week from the date of written notice for decommissioning for any link in the network.
 - b) Bandwidth up-gradation:
Date reckoned shall be from the date of the bandwidth upgradation and successful bandwidth testing (with documentary proof of commissioning certificate/installation report). In case of unsuccessful bandwidth testing, the date reckoned would be from the date of the next successful bandwidth testing.
 - c) Bandwidth downgrades:
Date reckoned shall be one week from the date of written notice of downgrade for any link in the network.
 - D) Shifting links/hardware/services from one place to another place:
Bidder shall be responsible for shifting the links, hardware, and services within building/city/outside city as per IFTAS/RBI requirements without any additional cost to IFTAS/RBI.
- aaa) The Bidder shall sign a Master Services Agreement (MSA) incorporating all the terms and conditions of this RFP and any amendments there in, within 2 months from the date of the purchase order.

5.1.1 DDoS Requirements

- a) ISPs should have their own cloud DDoS solution with own scrubbing centres in India.
- b) The DDoS solution must protect against all types of DDOS attacks including Volumetric attacks (flood attacks, reflection/amplification DDoS attacks, ransom DDoS, etc).
- c) The bidder should use past traffic pattern to differentiate between legitimate and malicious traffic. Legitimate users should not get affected during attack mitigation. False positives and false negative situations must be reviewed continuously and refined for optimum performance.
- d) The DDoS solution proposed by the bidder should learn and adapt to changes in RBI/IFTAS's traffic profile and the solution should identify attacks based on intelligent traffic profile instead of static data profile.
- e) The bidder shall ensure that the DDoS solution is fully redundant, diverse and in HA mode, with no single point of failure. In case of any failure, the infrastructure shall failover to alternate path or redundant paths and resume automatically without any disruption to the solution.
- f) The DDoS SOC services shall be provided by the bidder, round the clock with 24x7 access with technical support availability.
- g) The end user response time and performance shall not be significantly impacted during the attack events, where the bidder is mitigating the attacks.
- h) In-depth reporting and online user portal including usage, attacks, and protection must be made available for the DDoS service. Prompt and immediate reporting shall be made to IFTAS on all DDoS related events.
- i) The bidder shall undertake regular testing and baselining of DDoS services as per the inputs provided by IFTAS. The validation of DDoS services shall be performed at-least one every quarter.
- j) The bidder shall be responsible for scrubbing the traffic to be diverted from all RBI and IFTAS locations to the ISP's scrubbing centres in the event of an attack.
- k) In the event of a volumetric attack, traffic should be shifted to the scrubbing centre within 10 minutes and genuine clean traffic shall be ensured to all RBI and IFTAS locations.
- l) The bidder shall provide telephonic & onsite support during DDoS attack events or as required within the commercials discovered under this RFP. Support includes assistance for attack mitigation, providing assistance for zero-day DDoS attacks, appliance finetuning, trace-backs, report generation etc.
- m) In case of any incident, the bidder shall identify attack vectors, root cause of the attack & suggest preventive measures to avoid facing similar type of attacks in future. Update threat signatures on daily basis to all devices involved.
- n) The bidder shall ensure that no cap or cut-off on the DDoS bandwidth/scrubbing services provided on any of the ISPs provided, are applicable in the event of an attack. All volumetric traffic irrespective of size should be processed at the respective ISP's scrubbing centre and clean traffic should be made available to the locations.
- o) In the event of DDoS attack traffic exceeding the current pooled DDoS bandwidth configured at bidders or other ISPs more than three times in a month, then bidder should propose to IFTAS for increase the bandwidth. IFTAS will decide accordingly to increase the bandwidth to the next DDoS pooled bandwidth slab.

- p) The bidder shall ensure that each ISP provides comprehensive DDoS attack detection and protection facility to IFTAS and RBI locations and filters the traffic as per IFTAS requirements.
- q) The bidder shall support the integration/whitelisting of all the bidder provided public IP segments on existing on-prem DDoS devices at RBI/IFTAS DCs.
- r) On-demand DDoS drill in consultation with IFTAS shall be conducted at least once a year, and subsequently as required by IFTAS. The timings and other details of the drill will be decided jointly by IFTAS and bidder. First drill shall be conducted immediately after commissioning of the links and the solution.

5.2 Internet IP Schema

- a) The bidder shall comprehensively design internet IP schema using IPv4 and IPv6 address format for all RBI/IFTAS locations.
- b) The IP Schema shall be simple and scalable, with the capability to address future requirements as well.
- c) The entire internet setup shall be operational using IPv4 from the day of implementation of internet connectivity and should migrate to IPv6 as decided by IFTAS.
- d) Bidders shall design the overall solution with dual stack option (IPv4 & IPv6), and ensure conversion whenever required, with minimal configuration changes, at no additional cost to IFTAS. The plan of action and timelines for such migration shall be provided by the bidder as required.
- e) The successful bidder shall be allocating the IP segment as per below requirement for accessing wired and wireless services:
 - At RBI DCs, each ISP link shall be configured with the ISP's own /30 IPv4 pool as WAN IP and own /24 or /25 IPv4 pool as LAN IP. There shall be no separate costs indicated for this requirement and shall be considered as a part of the technical deliverables under this RFP.
 - At COB-1, COB-2, MRO, Chandigarh-2, each ISP link shall be configured with the ISP's own /30 IPv4 pool as WAN IP and own /27 IPv4 pool as LAN IP.
 - At RBI RO locations, each ISP link shall be configured with the ISP's own /30 IPv4 pool as WAN IP and own /28 IPv4 pool as LAN IP
- f) Bidder shall provide IPv6 IP addresses whenever required at no additional cost to IFTAS.

5.3 User Acceptance Tests and Criteria for completion

Acceptance of the solution deployment will be provided after completion of the two phases of solution deployment.

In Phase-1, the successful bidder shall deploy the network and demonstrate actual functioning of all the design features and capabilities of SD-WAN and the overall solution, as required under this RFP across at all locations.

In Phase-2, the successful bidder shall ensure smooth migration of production traffic onto the bidder deployed SD-WAN network.

- a) The successful bidder shall demonstrate the capabilities and perform complete testing of internet bandwidth applications at each site/location mentioned in the RFP.
- b) The UAT format shall be communicated by IFTAS.
- c) UAT acceptance signoffs from IFTAS will be considered as completion of UAT.
- d) Bidder shall demonstrate the below parameters during the UAT.
 - Demonstrate all the functions and features as required under this RFP.
 - Deliver wire-speed performance during peak load.
 - All features and functionalities of the SD-WAN solution should be demonstrated at design capacity of the solution.
 - All bandwidth performance parameters such as latency, packet loss, jitter etc are to be demonstrated and assured at 100% capacity of the provisioned bandwidth at every location/link.
 - Hardware & license verification
 - Support contract date confirmation
 - Solution configuration
 - Demonstrate the Bandwidth
 - AFO testing
 - Application awareness routing and testing
 - HA configuration and testing between head-end devices (Controllers)
 - Required feature enabling and show case
 - Volumetric attack blocking on Cloud DDoS services
 - OEM should audit and certify the deployed solution for technical, design, functional, operational and security considerations, after implementation across all locations.
 - Demonstrate full and clear bandwidth throughput.
 - Demonstrate speed and access to required sites consistently.
 - Integrate the solution provided by the bidder on-to the bidder's remote management NOC and demonstrate all required reports including dashboard for IFTAS/RBI. IFTAS will physically inspect the remote NOC and personnel managing the same, before approval.
 - Demonstrate volumetric attacks at RBI DCs, COB-1, COB-2, MRO, Chandigarh-2, and IFTAS DCs during the UAT.

The above test cases listed are indicative and IFTAS may add more test cases during the UAT stage based on requirements.

For any new location which may come up during the tenure of the contract, after the initial phase of project delivery, similar UAT and ATP tests will be applicable.

5.4 Documents to be provided by the bidder during the project implementation

The bidder shall provide the below mentioned documents during project implementation

- A. Project implementation plan
- B. High level design
- C. Low level design
- D. SOP (Standard Operating Procedure) for all locations
- E. Location wise Blueprint Document
- F. Solution design document

G. Migration plan

6 Existing Setup

Details of the current internet set-up is as follows:

- a. Three ISP links with dual last miles for each ISP link at three RBI DCs, COB, and MRO.
- b. Two ISP links at all RBI ROs
- c. Two ISP links at IFTAS DCs
- d. Cloud DDoS service
- e. AFO across IP links at all locations
- f. Bandwidth QoS for specific applications

7 Project Milestones

The detailed break-up of project delivery milestones is as tabulated below:

Activity	Key Activities	Timelines
1	Project kick-off	Within 1 week from the date of the Purchase Order.
2	HLD and LLD, implementation plan, blueprint documents, detailed architecture documents etc.	Within 3 weeks from the date of Purchase Order.
3	Hardware and Software delivery	Within 20 weeks from the date of Purchase Order
4	Installation, Configuration, Integration, Testing and Implementation of Phase -1 of the solution	Within 25 weeks from the date of Purchase Order
5	Phase - I Acceptance Testing	Within 27 weeks from the date of the Purchase Order.
6	Phase -II Migration	Within 30 weeks from the date of the Purchase Order.
7	Completion of Phase – II Acceptance Testing, Training, Documentation and Signoff	Within 32 weeks from the date of the Purchase Order.

- Any exigency due to unforeseen conditions may be discussed with IFTAS for consideration. The decision on extending the timelines will be under the sole discretion of IFTAS.

8 Eligibility Criteria

Those Bidders, who satisfy all the eligibility criteria as mentioned herein below, may only respond. Documents in support of all eligibility criteria are required to be submitted along with the Technical Bid. Offers received from the Bidders who do not fulfill any of the following eligibility criteria are liable to be rejected.

S. No	Eligibility Criteria	Documentation Required/Compliance/Non-Compliance
1	Bidder must have registered under the Companies Act, 1956/2013, registered with the Goods & Services Tax Authorities and must also have completed 3 years of experience/operations as on the Bid calling date.	Attested copy of the Certificates of Incorporation and Registration of the Bidder with ROC and GST Authorities.
2	<p>The Bidder shall have a minimum annual turnover of at least Rs. 100 Crore in each of the last three financial years (for e.g., 2019-20 & 2020-21,2021-22).</p> <p>The Bidder shall have positive net worth in each of the last three financial years.</p>	<p>Copies of Certified Audited Balance Sheets for the last 3 years are required. If the Statutory Audit for the current financial year is not yet complete, an un-audited statement shall be furnished. However, Chartered Accountant certificate shall be required for certifying the Revenue for the current financial year.</p> <p>Proof of Annual Filings i.e., Company's Current Master Data as reflected on the Ministry of Corporate Affairs and/or the Payment Challans of the Annual Filings done for the immediately 02 financial years.</p>
3	The bidder shall have highest level of Partnership with the OEM for all the primary components of the solution as determined by IFTAS	Partner certificate copy shall be enclosed. A copy of MOU / Agreement between OEM and the bidder or necessary endorsement from bidder for the same shall be enclosed.
4	<p>Bidder must have a minimum of 5 successful live installations with service delivery, of SD-WAN based Internet Bandwidth services.</p> <p>A minimum of 2 such implementations should be across 100+ sites of the same SD-WAN OEM in India.</p>	Details of the projects and the PO to be submitted along with the technical bid.
5	The proposed bidder should possess Category - A ISP License from respective regulator and own at least one CLS (Cable landing Stations) in India.	Necessary copy of such license to be provided
6	Bidder & OEM should have direct support offices in India with technically qualified engineers who have expertise and track record in installations and support of the proposed solution.	Details to be provided as per Annexure I and Annexure XI
7	The bidder and proposed solution should not be from countries which share a land border with India unless registered with the Competent Authority constituted by the Department for Promotion of Industry and Internal Trade (DPIIT) in accordance with General Financial Rules 2017 of Government of India.	Details to be provided as per Annexure - XIV

- a) The Bidder shall demonstrate superior experience and strength in Internet/MPLS deployments across the country using SD-WAN.
- b) The Bidder should have extensive hands-on experience in Internet/MPLS technologies with well-trained manpower and ability to provide technical support across the country.
- c) The OEM proposed by the bidder for SD-WAN solution shall be mature, stable, and well proven, with good experience in similar critical projects in BFSI.
- d) The Bidder should have experience in designing, deploying and managing the proposed SD-WAN solution of the quoted OEM against this RFP, for a period of at least three (3) years, in large organizations having branches across India. The Bidder shall provide references (including Referee names and contact details) to substantiate the deployments.
- e) 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.
- f) The bidder must warrant that key project personnel to be employed in this project have been sufficiently involved in similar past installations.
- g) The bidder shall demonstrate its proven expertise and shall give site reference and, organize visits to facilitate the same.
- h) 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/IFTAS locations. The bidder shall share the list of depots where spares are maintained.
- i) The bidder should be able to arrange spares as per location criticality and other related equipment's to ensure high uptime as per SLA and they should provide complete details of their service set-ups.
- j) The bidder shall provide previous three financial year's audited Balance Sheet and Profit and Loss reports.
- k) The bidder must demonstrate that it has been engaged in the provision of SD-WAN technology for other large National / International Financial / Banking Institutions.
- l) The bidder should have experience in designing and implementing Internet architecture, policy, standards, procedures etc. for various large organizations in India.
- m) The bidder must warrant that there is no legal action being taken / pending against it for any cause in any legal jurisdiction. If such an action exists and the bidder shall provide all the necessary details to ensure that it does not affect its ability to deliver and service, the RFP requirements.
- n) The bidder must organize the bid in accordance with the format specified in the RFP document.
- o) The cost of bidding and submission of RFP documents is entirely the responsibility of the bidder, regardless of the conduct or outcome of the RFP process.
- p) The bidder shall work in close association with other service providers working for Internet solution, and provide detailed documentary proof of collaboration, if required.
- q) The bidder shall have professional service support MAF certification from the original equipment manufacturer (format attached in the subsequent part of this RFP).
- r) The bidder should have a large support network, with PAN India presence and shall have all Internet POP's manned by either its own employees / authorized representatives. List of all such Internet POP's (both existing as well as upcoming with the expected dates) location details should be provided.

- s) The bidder shall provide a list of its Internet landing stations in India, with complete address, contact numbers etc.
- t) The bidder shall have large proven project execution capability and experience (documents demonstrating capability of the bidder to execute large similar projects of corporate internet for locations spread across India to be submitted).
- u) The bidder shall submit periodic confirmatory reports that they are operating in line with DoT and other Government regulations and possess certifications laid down by the regulator.
- v) The bidder shall deploy network equipment's/software's cleared by security agencies and other relevant agencies of the Government of India.
- w) Only one bid shall be permitted from a bidder, as a response to this RFP. Multiple bids from the same bidding company or its group companies will not be entertained.
- x) Failure to adhere to any of the conditions specified in the Eligibility Criteria will lead to disqualification of the bid and the decision of IFTAS on this matter will be final.

9 Evaluation of BIDs

9.1 Evaluation Process

- a. For the purpose of the evaluation and selection of Bidder, a three-phase bidding process will be followed as mentioned below:
 - ✓ Phase 1 – Eligibility Criteria Evaluation
 - ✓ Phase 2 – Technical Bid Evaluation
 - ✓ Phase 3 – Commercial Bid Evaluation
 - ✓ Phase 1 and Phase 2 will be part of Technical Bid stage
- b. The Final Bidder will be selected, on basis of Techno-Commercial evaluation.
- c. In the first phase, Bidders will be evaluated based on the Eligibility Criteria provided in Section 8.
- d. In the second phase, only the 'Technical Bids' of those who are found eligible in Phase 1, will be evaluated as per Technical Evaluation Matrix below and a technical score would be arrived at. Bidders scoring a minimum score of 75 marks or more will be declared technically qualified. The Commercial Bid(s) of only those Bidders, who are short-listed after technical evaluation, would be opened. In the event of adequate number of bidders not qualifying for opening of the Commercial Bid, IFTAS may, at its sole discretion, reduce the minimum threshold technical score / mark criteria to select adequate number of bidders for Commercial bid evaluation.
- e. During evaluation and comparison of Bids, IFTAS may, at its discretion, ask the Bidders for clarification on the Bids received. The request for clarification shall be in writing and no change in prices or substance of the Bid shall be sought, offered, or permitted. No clarification at the initiative of the Bidder shall be entertained after bid submission date. 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 would NOT be processed further.
- f. In the third phase, the Commercial Bids of only those bidders shall be evaluated who have qualified in the technical evaluation. The remaining Commercial Bids, if any, shall not be opened.

- g. While the technical score carries a weight of 70 %, the commercial score carries a weight of 30 %.
- h. All the Technical Bids received up to the specified time and date will be opened for initial evaluation on the time and date mentioned in the schedule of events. The Technical Bids will be opened in the presence of representatives of the Bidders who choose to attend the same.

9.2 Technical Evaluation Matrix

- a. Technical Bids will be opened and evaluated based on the technical bid submissions and presentations.
- b. An eligible Bidder will be invited to IFTAS to make an exclusive presentation detailing the proposed solution, implementation approach, rollout strategy etc. for the solution.
- c. The Bidder is required to present details of the solution including proposed hardware/software and its related environment, configuration etc., keeping in view the requirements of the RFP.
- d. IFTAS may interact with the Customer references submitted by the Bidder, if required.
- e. An overall cut-off score of 75 marks or above (as decided by IFTAS) will be essential for a Bidder to qualify for the next stage of the selection process i.e., commercial evaluation.

The following parameters (illustratively) will constitute the evaluation criteria:

S. No	Parameter	Details	Maximum Score
1	Experience of a Bidder in implementing similar projects.	Number of similar projects completed, implemented, and operationalized in the past 5 years.	20
2	Functional & Technical Requirements	Adherence to Technical and Functional specifications as per Annexure II and scope of work. Detailing the Technical Architecture and Design of the solution offered, meeting IFTAS requirements. Administrative ease (GUI vs CLI) and Support: Efforts for setting up & configuration of the solution. Visibility, tracking and log formation. Support. SD-WAN features and functionalities Reporting – Type, nature, and quality of reporting/reports/dashboards etc.	20
3	Implementation and Management	Expertise & capability to complete project on time Post implementation support TAC/NOC quality (First time right) Speed and quality of Field support Patching frequency and Bug/issue resolution quality	20
4	Product Demo and Proof of Concept	Demonstration of technical capabilities as per technical specifications required in the RFP	20

5	Technical Presentation	Presentation based on the understanding of IFTAS requirement. The extent to which the plan for the implementation of the solution conforms to the objectives mentioned in the RFP. Implementation Plan along with support for IFTAS SLA requirements.	20
Total			100

In the event of only one responsive Bidder or only one Bidder emerging successful after the completion of the technical evaluation process, IFTAS reserves the rights to continue or discontinue with this RFP process. The decision by IFTAS shall be final.

9.3 Techno-Commercial Evaluation

Bids will be evaluated as per Combined Quality Cum Cost Based System (QCBS). The Technical bids will be allotted weightage of 70 % while Commercial bids will be allotted weightage of 30 %.

A combined score will be arrived at after considering the nominal commercial quote and the marks obtained in technical evaluation with relative weights of 70 % for Technical Bid and 30 % for Commercial Bid according to the following formula:

$$\text{Total Score} = [(T\text{Bidder}/T\text{Highest}) * WT] + [TCO\text{Lowest}/TCO\text{Bidder}] * WC$$

TBidder = Technical score of the respective qualified bidder

THighest = Highest Technical score out of all qualified bidders

WT = Weight for Technical Evaluation (as mentioned in the RFP/Tender Document)

TCOBidder = TCO of the respective qualified bidder

TCOLowest = Lowest TCO out of all qualified bidders

WC = Weight for Commercial Evaluation (as mentioned in the RFP/Tender Document)

The Bidder obtaining the highest total score in evaluation of technical and commercial bids will be ranked H-1 followed by bidder securing lesser marks as H-2, H- 3, etc. The Bidder securing highest combined marks and ranked H- 1 shall be declared as the Successful bidder and be eligible for award of contract.

Sl. No.	Bidder	Technical Marks	Absolute Commercial (in INR)	Weighted technical score (TBidder/THighest)* WT	Weighted commercial score TCOlowest/TCOBidder)*WC	Total Score	Rank
1	A	90 (THighest)	60	90/90 *70 = 70	50/60*30 = 25	95.00	H-1
2	B	80	70	80/90*70 = 62.22	50/70*30 = 21.43	83.65	H-3
3	C	75	50 (TCO Lowest)	75/90*70 = 58.33	50/50*30 = 30	88.33	H-2

In the above example, 'A' with the Highest Total score becomes the successful bidder.

10 RFP Response

10.1 Technical Bid

The technical bid should follow the order and format provided in **Annexure I**.

Should there be any technical deviations / clarifications / queries, a deviation from technical specifications document as per **Annexure V** shall be provided.

10.2 Commercial Bid

The commercial bid shall be submitted strictly as per **Annexure III** and shall be submitted in separate mail as a **password protected** file. It shall be submitted in clear printed form. Any handwritten bid and any bid in a modified format shall be rejected.

The lowest cost (L1) bidder will be identified after completion of the due commercial evaluation process including comparison of all the components, as per **Annexure III**.

11 Warranties, AMC and Support

- a. All products/software licenses/firmware etc shall be of Enterprise class and category, from the OEM. The Bidder is responsible and shall ensure that all hardware/software/firmware etc which are part of the solution provided by The Bidder shall be within Enterprise class warranty/AMC throughout the contract period.
- b. The cost of warranty, AMC, ATS, licensing cost etc., shall be included within in the Total Cost of ownership mentioned in the Commercial bid sections, and no additional amounts shall be payable by IFTAS towards Warranties, AMC or support during the period of this contract.
- c. The successful Bidder shall provide 24x7x365 support during the contract period.
- d. The Bidder shall have detailed call logging procedures with the OEMs including the escalation procedures for maintenance throughout the contract.
- e. Bidder agrees that during the tenure of the contract, should there be any new release of features or upgrades, the same shall be implemented in the solution without any additional cost.
- f. Without prejudice to the Warranties or AMC given for individual products or services under the solution, The Bidder shall warrant to IFTAS that:
 - i. The Total environment, emerging from integration of the proposed solution with existing environment, represents a complete, integrated solution meeting IFTAS requirements as detailed in the signed contract, (including this RFP), and shall provide for meeting the stipulated service levels and the performance set forth therein. The Bidder shall accept responsibility for the overall integration in accordance with the requirements.
 - ii. The Bidder also warrants that all the systems / products supplied under the contract shall have no defect arising from design or from any act of omission by the OEM. The Bidder shall make necessary efforts (including replacement of the systems/ products) to correct the defects in the systems / products that constitute deviations from the technical specifications.

- iii. Any defective equipment/software supplied by The Bidder shall be replaced by The Bidder at no additional cost to IFTAS, including all incidental costs of the upgrades, new release (Minor/Major) versions, bug fixes, etc. for the software. In such a situation, all the necessary documentation shall also be supplied to IFTAS at no extra cost.
- iv. 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, post seeking approval from IFTAS in writing.
- v. If The Bidder fails to remedy a defect within reasonable period or does not provide support as per the terms of RFP, IFTAS may invoke the applicable penalties and/or proceed to take reasonable remedial actions as may be necessary after giving due notice within the overall framework of the contract and the SLA within. Notice can be through letter, email, etc. or any other acceptable mode of electronic communication.
- vi. The Bidder shall ensure that the AMC contract with the OEM is of highest category throughout the contract period.
- vii. Under AMC / ATS, The Bidder shall offer comprehensive support for hardware, System software etc. supplied at all the sites. The AMC/ ATS should commence upon successful completion of the warranty period as per the specifications, terms and conditions specified in the RFP.
- viii. The Bidder shall provide and install all software updates/enhancements, releases, bug fixes, upgrades, version upgrades, subscription etc. for all the hardware and softwares covered under the proposed solution during the contract period without any additional cost to IFTAS. The Warranty/AMC shall include support, upgrades, new release (Minor/Major) versions; security and bug fixes, etc. for the hardware / software with the necessary documentation.
- ix. The Bidder shall provide all Maintenance Services that will be required for the maintenance of the Software supplied and commissioned by them. Support and maintenance for all purposes means support for all the applications and third-party software provided, quoted, and developed by The Bidder and/or any third party and all other costs necessary and incidental for the maintenance and support of such licensed software. Bidder shall provide such support services at all the deployment locations under INFINET.
- x. Bidder shall ensure compatibility of the software and hardware releases to the implemented solution.
- xi. Bidder shall ensure hardening of the hardware and software as per the best industry practices and the security policy of IFTAS.
- xii. Bidder shall ensure that all the vulnerabilities, being detected, are duly addressed periodically as per the agreed timelines and business requirements.
- xiii. The Bidder proposal shall support on 24x7x365 basis.
- xiv. 24x7x365 telephonic and online support shall be provided by The Bidder for online troubleshooting to address technical issues, if any, including configurational and breakdowns, under the supervision of IFTAS.

- xv. IFTAS will be able to log calls directly by web/email or over phone with The Bidder and OEM 24x7x365 during the contract period. The Bidder conforms and shall submit its escalation matrix for the unresolved issues, if any.

12 SLAs and Penalty

12.1.1 Internet Network Uptime

- a) The bidder shall ensure that network architecture and configuration will support uptime of 99.9975% per physical/logical link across all locations, including RBI DCs, COB-1, COB-2, MRO, Chandigarh-2, RBI ROs and IFTAS locations.
- b) Auto failover configuration shall be ensured between two ISP networks. Auto failover shall also be ensured between two last miles of the same ISP network.
- c) Disruptions or service issues such as Load balancing issues, AFO issues, QoS failures, failure of other configured and tested features of SD-WAN etc, the same shall be factored under downtime considerations and treated under SLA/penalty. Further, under such conditions, IFTAS reserves the right to make any service provider interface/link/CPE admin down based on the business requirements.

12.1.2 Internet SLA

- a) The penalty will be levied for not meeting the Internet solution uptime parameters as under and not limited to (considered as internet link down till restoration):
 - Link/Protocol flapping
 - Internet slowness issues
 - Last mile/Router outages
 - CPE related outages/issues
 - Configuration issues and Maintenance issues
 - Business outages on account of cloud connectivity issues
 - DDoS failure issues /inability to satisfactorily mitigate volume based/protocol based/other type of attacks.
- b) The bidder shall submit SLA compliance for the services rendered period after sign-off from IFTAS, along with invoice based on SLA conditions. The bidder shall be responsible for the overall SLA as per the RFP scope which covers the entire solution including all the ISP links, hardware & software components, and managed services.
- c) Upon request from the bidder, IFTAS may consider the request for payments to second/third ISPs to be made directly, however it may be noted that the bidder continues to be responsible for the overall service assurance, SLA and penalty; and such arrangements shall be strictly limited for accounting purposes only.
- d) SLA compliance report shall be finalized by IFTAS for all locations.
- e) 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 1-2 hours of the occurrence of the problem. Detailed RCA/RFO for the incidents shall be submitted in T+1day time frame.

12.1.3 SLA Conditions & Penalty

The time taken to resolve any problem at any location (RBI DCs, COB-1, COB-2, MRO, Chandigarh-2, RBI ROs and IFTAS DC locations) is immediate and hardware/software replacement/upgrade, if required, shall be done promptly.

a) Hardware replacement:

The maximum time within which a faulty hardware /Software /any equipments is expected to be replaced is mentioned in table below.

S.No	Description	Duration to complete the hardware / Software/ any equipment's replacement
1	RBI DCs, COB-1, COB-2, MRO, Chandigarh-2, and IFTAS DCs	<2 hours
2	RBI RO's	<4 hours

It may be noted that irrespective of the maximum timelines mentioned above, penalty for all downtimes will be calculated on the end-to-end circuit as per penalty stipulations under point b.

b) SLA for all RBI DCs, COB-1, COB-2, MRO, Chandigarh-2, RBI ROs & IFTAS locations: Day-wise calculation

$$\text{Availability (\%)} = \frac{(\text{Total Minutes in a day} - \text{Total Outage Minutes in a day}) \times 100\%}{(\text{Total No of Minutes in a day})}$$

No	Level of Network Uptime (per link*)	Penalty on agreed amount (per link*)
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

c) SLA for all RBI DCs, COB-1, COB-2, MRO, Chandigarh-2, RBI ROs & IFTAS locations:

Dynamic bandwidth allocation is to be done within 2 hours post intimation by IFTAS/RBI. A penalty of 0.5% of the corresponding daily link charge will be levied for every 15 minutes delay in allocation. Penalty will be computed on the daily link pay-out amount (i.e., the quarterly amount divided by the number of days in the quarter), subject to a maximum of 5% of the daily pay-out amount per link.

Note:

- 1) Amongst other issues, the downtime includes device going faulty, logical, configuration issues and no data/transmission or partial data transfer/ throughput issues/reachability issues and any internet slowness issues even if the link is still up.
- 2) Cloud DDoS services shall be treated under the RBI DCs, COB-1, COB-2, MRO, Chandigarh-2, RBI ROs and IFTAS DCs location SLAs mentioned under point b above.
- 3) A "link*" in table above is defined as an end to end circuit which comprises of one hardware (SD WAN device) with its necessary software and all its support components, one ISP Internet bandwidth link and managed services component.

12.1.4 Late Delivery

Late delivery of the requirements under this RFP shall be treated for Penalty as described below:

Sr. No.	Service Area	Target	Penalty
1	Hardware and Software delivery	20 weeks from the date of PO	A penalty of 0.5% per week for the first two weeks and 1% per week for every subsequent week, subject to a maximum of 10% of total project value.
2	End to end delivery of service including Internet cables, SD WAN Hardware, Software, Commissioning, Testing, UAT, Training, Documentation and Sign-off, across all locations.	32 weeks from the date of PO	A penalty of 0.5% per week for first two weeks and 1% per week for every subsequent week subject to a maximum of 10% of total project value. Penalty will be computed on the Purchase Order Value.

The above two milestones for the purpose of Penalty calculation shall be independent of each other.

Obligations of successful bidder

- a) In case the bidder is not able to deliver the complete solution within timelines and/or operate the solution as committed by the bidder in this bid, the bidder shall be liable to pay a sum of money equal to the TCO amount to IFTAS. The bidder shall submit an undertaking to this effect as part of the technical bid submission.

12.2 Performance tracking and Reporting

The Bidder shall be bound by the Service Levels specified in this document for – Delivery, Project Implementation, On-site Support Services, etc. at all sites of IFTAS.

- i. Centralized Dashboard with state art Integrated Performance Management (IPM) is required to be provided by the bidder, and the same shall be enabled with various levels of access based on customizable roles and responsibilities.
- ii. The bidder shall provide reports on all issues which are logged, open and closed with details of Downtime as per SLA matrix. The frequency of the report will be Weekly, Monthly, Quarterly, or as agreed to between IFTAS and the Bidder.
- iii. Bidder will generate reports of incident response including resolution or workaround.
- iv. Monthly DDoS lifecycle review shall be organized, and all detailed executive summary reports shall be provided by the bidder as required.
- v. The bidder shall share reports in specified reporting format. Frequency of reports shall be communicated by IFTAS as required.
- vi. A bidders Network Operation Centre (NOC) shall be available on a 24x7 basis in order to meet the network management requirements with the uptime of 99.9975%. This NOC shall provide shall operate as a Technical Assistance Center (TAC) and provide technical services

- on a 24x7 basis. This NOC is required to be placed at the Bidder's premises, owned and operated by the bidder, and connected to IFTAS network through links provided by the Bidder.
- vii. All cost towards providing the NOC support services as mentioned above shall be borne by the Bidder including equipment charge, bandwidth, obtaining network approval, license fees etc.
 - viii. 24x7 technical assistance and support shall be provided for Cloud DDoS Services from the Security Operations Center (SOC) of the Bidder.
 - ix. The Bidder shall provide dedicated monitoring tool to monitor all network level parameters including uptime, performance as per technical requirements, bandwidth utilization, IP/application wise monitoring, and for monitoring all the SD-WAN features such as AFO, Load balancing etc.
 - x. The Bidder shall provide the below mentioned system generated reports for all locations:
 - Daily report of tickets with status including RFO/RCA shall be shared twice a day (morning and evening) or as per IFTAS preferred timings.
 - Monthly uptime report of all locations shall be shared by the 2nd calendar day of every consecutive month.
 - Bidder shall submit the Asset/Inventory details which includes hardware make, model, serial number, installed firmware version, new firmware available with the OEM, warranty details, AMC details, health of the device, any alarms or alerts triggered during the month etc.
 - Utilization and latency daily report of all locations shall be shared on consecutive day.
 - The Bidder shall enable report customization (i.e., date, timings, circuit, tickets, etc.) in their monitoring tool to export/download the reports as per requirement.
 - Centralized Dashboard: Bidder shall provide customized portal for viewing real-time performance of all links with necessary statistics as required by IFTAS. Dashboards should be comprehensive and provides for management, performance/uptime, MIS report (canned and dynamic) as per required parameters shall be a part of such portal view.
 - All reports for DDoS services shall be provided as required under section 5.1.1
 - All technical reports which are mentioned under Annexure-II shall also be referred for compliance.

13 Payment Terms and Conditions

The following are the payment terms and conditions which shall be applicable for this RFP, and shall be in force after the MSA between IFTAS and the selected Bidder is signed and all deliverables as per the RFP is met.

1. IFTAS shall pay the contracted amount on a quarterly basis in arrears, after deducting the penalty amount and on successful discharge of service by the Bidder.
2. All payments will be released based on submission of invoices along with necessary SLA evidence/Reports of rendering of service as per stipulated in the requirements.

3. The Bidder is required to quote GST No. on the invoice submitted for the payment.
4. If for two consecutive quarters the uptime is found to be below 95% for RBI ROs and 98% for RBI DCs, COB-1, COB-2, MRO, Chandigarh-2, and IFTAS DCs locations for a particular service provider, IFTAS reserves the right to discontinue the services of that service provider by giving 3 months' notice and Bidder shall replace with alternative service provider as per IFTAS instructions.
5. IFTAS at its discretion will add/modify/remove any of the requirement mentioned in the above list.

14 Fall Clause:

The Bidder certifies that they had not supplied/is not supplying similar products/systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry / Department of the Government of India or PSU or any other entity and if it is found at any stage that similar products/systems or sub systems were supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU or any other entity at a lower price, that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to IFTAS, if the contract has already been concluded.

Bidder shall submit the PO issued for the same / similar solution/ device to any PSU/ Govt. Authority / other entity without names to substantiate the Fall Clause.

- a. Written requests for clarification will be submitted to IFTAS through email / letter and the same should reach IFTAS on or before the dates as given in the Important dates and Project timeline sections of this RFP.
- b. Any pre-bid queries may be sent to the designated email id (RFP@iftas.in) as per the timelines mentioned in the Important Dates- Section in this RFP. The queries and responses thereto will be shared among all the bidders. IFTAS may clarify all such queries in the Pre-bid meeting. It may be noted that all the queries/questions relating to this RFP, technical or otherwise, will have to be sent 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.
- c. Pre-Bid Queries and responses thereto will be circulated among all the bidders / published on IFTAS website for the benefit of all the bidders.
- d. IFTAS reserves the right to reschedule the date/s, as mentioned in the above section 2.2. The Bidders will be informed of any such change by way of mail and publication on IFTAS website.
- e. No queries will be entertained after the last date for receiving queries.
- f. Bidders shall acquaint themselves fully with the terms and conditions of the tender as per this RFP. No plea of insufficient information will be entertained at any time subsequently.
- g. In case of a difference of opinion on the part of the Bidder in comprehending or interpreting any clause / provision in the RFP after submission of the Bid, the interpretation by IFTAS and decision of IFTAS shall be final, conclusive, and binding on the Bidder.
- h. The specifications of the components of the proposed Solution are defined in generic terms on best effort basis. Reference to any term, which is proprietary to an OEM, in the RFP is incidental and has no other meaning other than specifying the nature and classification of the particular components of the proposed Solution.

15 Limitation of Liability

- a. Circumstances may arise where, because of any default directly attributable to the Bidder, IFTAS may be entitled to recover damages from the Bidder. Notwithstanding anything to the contrary mentioned herein, the aggregate of all such liabilities of the Bidder hereunder, whether in contract, torts or any other theories of law, irrespective of the cause, on account of which IFTAS is entitled to claim damages from the Bidder, shall only be limited to and shall in no event exceed the Total Project Cost.
- b. Bidder shall however be liable for:
 - i. bodily injury (including death) and damage to real property and tangible personal property and for which the Bidder is legally liable due to reasons directly attributable to the Bidder; and
 - ii. subject to the above limits of liability.
- c. The Bidder shall not be liable for:
 - i. IFTAS's failure to perform IFTAS's responsibilities.
 - ii. Third party claims against IFTAS for losses or damages (other than those in "i" and "ii" above).
 - iii. Any indirect, special, punitive or consequential losses, damages or loss of profits/business/revenue or loss of Goodwill or Reputation, whether in contract, tort or other theories of law, and even if such other party has been advised of the possibility of such damages.
 - iv. Damages arising out of Force Majeure.
- d. The above sets forth the Bidder's entire liabilities to the exclusion of any provisions mentioned elsewhere herein.

16 Sub-Contracting Clause

As per the scope of this RFP, sub-contracting is permitted after taking prior permission from IFTAS in writing.

- a. Bidder shall obtain written consent from IFTAS before contracting any work to sub-contractor/s. IFTAS at its own discretion may permit or deny the same.
- b. In case sub-contracting is permitted, the Bidder shall remain responsible for all the services provided to IFTAS from all points of view. Bidder shall also remain responsible for ensuring that the sub-contractor/s comply with all security/confidentiality requirements and other terms and conditions as applicable to the Bidder under this RFP. IFTAS reserves the rights to conduct independent audit of the Bidder including any sub-contractor in this regard.
- c. Before engaging any sub-contractor, the Bidder shall carry out due diligence on the sub-contractor to the satisfaction of IFTAS and IFTAS shall have access to all such records on demand.
- d. In the event of sub-contracting, the Bidder shall ensure that suitable documents including confidentiality agreement are obtained from the sub-contractor and the Bidder shall ensure that the secrecy and the confidentiality of IFTAS's data/processes is maintained.

- e. Bidder shall provide sub-contracting details to IFTAS. Notwithstanding approval of IFTAS for sub-contracting, the Bidder shall solely remain liable to IFTAS for all acts and omissions of the sub-contractor/s under this RFP.

IFTAS reserves the rights to ask the Bidder and the Bidder shall change / amend the contractual provisions / clause(s) entered into between the Bidder and the sub-contractor to the satisfaction of IFTAS.

17 Performance Bank Guarantee

The Bidder shall at its own expense deposit with IFTAS within forty-five (45) working days from the date of notice of award of the tender, a Performance Bank Guarantee from a scheduled commercial bank as per **Annexure – X**, payable on demand, for an amount equivalent to ten percent (10%) of the contract price for the due performance 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 for the contract period.

Failure of the Bidder to comply with the above requirement or failure of the Bidder to enter into a contract within 45 days or within such extended period, as may be specified by IFTAS, shall constitute sufficient grounds, among others, if any, for the annulment of the award of the tender.

18 Termination of Purchase Order/Contract:

IFTAS, by written notice, may terminate the contract in whole or in part, as per the under-noted reasons, at any time by giving 30 days prior notice in writing to the Bidder. The notice for termination shall specify the extent to which the contract is terminated, and the date from which such termination becomes effective.

- The selected Bidder goes into liquidation voluntarily or otherwise.
- The selected Bidder commits a breach of any of the terms and conditions of the contract.
- The progress regarding execution of the contract, made by the selected Bidder is found to be unsatisfactory.
- If deductions on account of penalties exceed more than 10% of the total contract price.
- After the award of the contract, if the selected Bidder does not perform satisfactorily or delays execution of the contract, IFTAS reserves the rights to get the remaining part of the contract executed by another party of its choice by giving one months' notice for the same. Under such circumstances, the selected Bidder (existing Bidder) will be meeting all the expenses incurred by IFTAS for the purpose.
- IFTAS reserves the rights to recover any dues payable to the selected Bidder (existing Bidder) from any amount outstanding to the credit of the selected Bidder, including the pending bills and/or invoking Bank Guarantee, if any, under this contract or any other contract/order. Work, Study Reports, documents, etc. prepared under this contract will become the property of IFTAS.

- OEM obligation against Bidder failure to supply or install or implement or operate or support. Necessary guarantee or certification is to be obtained from the OEM as per Annexure XIII.
- In the event of a situation which leads to termination (of either an ISP proposed by the NI bidder in the network, or the NI bidder itself), which may be due to any cause like bankruptcy, financial issues, performance issues, legal, M&A, take over etc, or any other issues during the contract period, the Bidder shall provide necessary written notification to IFTAS in advance, and provide a detailed transition plan for migration to alternat ISP network. Such transition plan shall be executed within a maximum period of three months, without any additional /one time /overlap cost to IFTAS/RBI. The proposed Transition plan to be submitted along with the Technical bid.

The Bidder shall deliver all the requirements and complete all necessary documentation/s as per the requirements mentioned in this RFP. In the event of an unforeseeable delay, the Bidder shall approach IFTAS for an approval to extend the timelines with complete justification and reasoning. The discretion to extend the timelines shall rest solely on IFTAS, and in the event that extension is provided, it will be at no extra cost to IFTAS.

19 Right to Verification

IFTAS reserves the rights 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 and complete the contractual obligations under the contract. The technical evaluation will also include such information.

20 Right to Audit / Inspection

Upon reasonable notice, the Bidder shall allow IFTAS to inspect/ audit the services being provided by the Bidder under this contract at its office / sites and such inspection shall be carried out in a pre-agreed manner and during normal business hours (minimum once a year). For avoidance of doubt, such inspection by IFTAS will not be considered as breach of organizational confidentiality requirements of the Bidder in any manner. Suitable office space shall be provided to IFTAS wherein such inspection will be carried out by IFTAS and/ or its authorized representatives. IFTAS will comply with any other Non-Disclosure terms and conditions with the Bidder, which are mutually acceptable.

21 Anti-Bribery Clause

The Bidder shall comply with all applicable laws, statutes, regulations, and codes relating to anti-bribery and anti-corruption including but not limited to the applicable legislations in India. Further, the Bidder shall maintain adequate policies and procedures at their end to ensure compliance with the said legislations. It is agreed that the Bidder will not engage in any activity or practice which constitutes an offence under the said legislations, including but not limited to offer, pay, consider or benefit, either directly or indirectly an inducement or reward of any kind for any services, or possible services in relation to this order. Breach of this clause shall be deemed as a material breach under this contract.

22 Late Submission of Bid

Bid will be received by IFTAS on or before the date and time and at the address, as specified in the RFP for the purpose. Any bid received by IFTAS after the last date for receipt of bids, as specified by IFTAS, will be rejected and/or returned unopened to the Bidder. IFTAS shall not be responsible for non-receipt of any bid at the address within the given date and time specified in the RFP due to any reason whatsoever.

23 Bid Currency

Prices shall be quoted in Indian Rupee (INR).

24 Demerger

In case the Bidding Company is the result of a demerger / hiving off, due consideration shall be given to the past financial results of the demerged company 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 3 years. For this purpose, the decision of IFTAS will be treated as final and no further correspondence will be entertained on this.

25 Integrity Pact

- i. As a part of the implementation of Integrity Pact program in IFTAS, all bids will be covered under the Integrity Pact and the vendors are required to sign the Integrity Pact document and submit the same to IFTAS along with the bids.
 - a. Bids without the signed Integrity Pact are liable to be rejected.
 - b. Only those vendors who have signed the Integrity Pact and submitted the bid can send their queries, if any, to rfp@iftas.in.
 - c. Bidders are required to sign the Integrity Pact as per the **Annexure IX**.
- ii. The Integrity Pact envisages, if required, the appointment of an Independent External Monitor (IEM) who would independently review the extent to which the two parties to the contract (the Bidder and IFTAS) have complied with their obligations under the Integrity Pact.

26 Cyber Security Compliance Certificate

The Bidder unconditionally certifies that it has created a robust cyber security posture for its office/work environment, complying with various cyber security guidelines/instructions, issued by the Banking and other Regulators and relevant Government Authorities from time to time, detecting, preventing and remedying cyber security threats and ensuring authorized physical and logical access to its systems, applications, data bases and networks, irrespective of whether installed and operational on-premise, co-location Data Centres or on the cloud. Further, it also unconditionally certifies that its cyber security posture for its office/work environment is continuously monitored, reviewed, and strengthened, both manually and through use of digital cyber security tools and measures, continually ensuring confidentiality, integrity and availability of its information/data. The Bidder certifies that the IFTAS work environment shall not get adversely affected on account of interactions with its own work environment.

27 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.

28 Indemnification

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

The Bidder shall expeditiously meet any such claims and shall have full rights to defend itself thereagainst. If IFTAS is required to pay compensation to a third party resulting from such infringement, if any, the Bidder shall be solely and fully responsible therefor, including providing for 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. However, the Bidder shall be solely and fully responsible for meeting all such claims.

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.

29 Governing Laws and Disputes

The bid and the contract signed by both the parties (IFTAS and Bidder) will be governed by and construed and interpreted in accordance with applicable laws of India in the courts of Mumbai or Hyderabad.

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 to 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 arbitrators, as the case may be, is obtained. The place and seat of arbitration shall be Mumbai or Hyderabad, India.

30 Disqualification Parameters in Bid Evaluation

- a) IFTAS at its discretion may reject the bid of any Bidder without giving any reason whatsoever, if in IFTAS's opinion, the bid was not made appropriately to meet the performance criteria or technical requirements, as stipulated by IFTAS.
- b) IFTAS at its discretion may reject the bid of any Bidder, in case the responses received from the relevant reference sites are negative.
- c) The Bidders who do not qualify in the Eligibility criteria.
- d) IFTAS reserves the rights 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, as mentioned in this RFP.
- e) IFTAS may call for clarifications/ additional information required, if any, on the technical bid submitted. The Bidder has to submit the clarifications/ additional information in writing within the specified date and time. The Bidder offer may be disqualified, if the clarifications/ additional information sought are not submitted within the specified date and time.
- f) The Technical Bid shall NOT contain any pricing or commercial information at all. If any Technical Bid contains any price related information, the Bidder concerned will be disqualified.
- g) The commercial bid shall be submitted strictly as per the commercial bid format specified in the RFP. Any alterations in the commercial bid format shall lead to bid disqualification. It shall be submitted in a separate sealed envelope. It shall be submitted in clear printed form. Handwritten bids, modification of the commercial bid format, if any, will lead to disqualification of the bid / Bidder.

31 Confidentiality of Information

- a) Bidder acknowledges that during the performance of this contract, IFTAS may disclose certain confidential information to the Bidder to further the performance of the contract. For the purpose of the contract, the term "Confidential Information" means any and all oral or written information that is not generally known (non-public information) and which the receiving Party has obtained pursuant to the contract. The term "Confidential Information" shall include, but not be limited to, papers, documents, writings, emails, classified information, inventions, discoveries, knowhow, ideas, computer programs, source codes, object codes, designs, algorithms, processes and structures, product information, research and development information and other information relating thereto, financial data and information and processes of a business, commercial, technical, scientific, operational, administrative, financial, marketing or of intellectual property nature or otherwise and any other information that IFTAS may disclose to the Bidder, or the Bidder may come to know by virtue of the contract.

- b) The successful Bidder shall not, without IFTAS's prior written consent, 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 Successful 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 contractual performance.
- c) Any document, other than the Contract itself, shall remain the property of IFTAS and all copies thereof shall be returned to IFTAS on termination / expiry of the Contract.
- d) The successful Bidder shall not, without IFTAS's prior written consent, make use of any document or information as above except for the purpose of performing the Contract.

32 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 strict 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 / expiry of the contract.

The Bidder shall not, without IFTAS's prior written consent, make use of any document or information except for the purpose 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.

33 Full Insurance Cover for all Bidder's Personnel and Components of the Solution

The bidder shall provide full insurance cover of all types to all its personnel working in IFTAS/RBI. Such personnel or their legal heirs shall not claim any insurance benefit and compensation from IFTAS in case such personnel of the bidder suffers any loss or damage to their life or person or property while working in IFTAS/RBI.

The bidder also unconditionally undertakes to provide for comprehensive Insurance cover for all the components of the solution (hardware, software, etc.) under procurement. This insurance cover will be from the point of transportation (i.e., beginning of transportation) till delivery at specified location/s of IFTAS/RBI and thereafter, till all such components become a part of the inventory list of IFTAS (i.e., after completion of acceptance testing).

Annexure - I: Technical Bid Format

Technical Bid Format

Table of contents

- Introduction
 - Purpose.
 - Objectives.
 - Detailed Scope.
 - Technical statements.
 - Technical deviation statement.
 - 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 service & support offices, warehouses related to the RFP requirement, with address and contact details.
 - Self-certified letter to be submitted for meeting the delivery schedule and accepting the penalty clause to adhere to the delivery schedules.
 - Details of experience in similar project implementations, with proof.

- 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 representative		
Contact's position with Bidder		
	Location	

Contact person's addresses if different from above	Street	
	Locality	
	City	
	Pin Code	
	Country	
	Telephone	
	Facsimile	
	Email	
Other		
Business structure (top to bottom)		
Project management structure (top to bottom)		
Support Team structure (top to bottom)		
Bidder registered address		
Address of Product Service Centre / Centre of Excellence / Research & Development Centre (as applicable)		

Details of company registration		
Names of Directors	Chairman	
	President/Managing Director	
	Directors	
	Directors	
	CEO	
Include a structure chart reflecting the organization		
Chart		
Financial standing of the Bidder	<ol style="list-style-type: none"> 1. Turnover for the past 3 financial years 2. Net profit for the past 3 financial years 	
(Information is designed to 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			
(For Example, Only)	FY 19-20	FY 20-21	FY 21-22
Sales Turnover			
Net worth			
Net profit before tax			
Company Profile(s)			
Reference Sites (Use separate schedule formats for this response)		[Details of at least three similar implementations in the recent past (including contact details) which will demonstrate the Bidder's ability to perform and complete all the activities under this project.]	
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 3 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:		
Project detail		

Annexure - II: Technical Specifications

Sr. No.	Specifications	Bidder response (Yes/No)	Deviations, If any
1	Solution shall support deployment of any kind of topologies such as full- mesh, hub-spoke and partial mesh or any arbitrary topology. It shall be possible to change network topology only by pushing policy from the central SD WAN controller and shall not require device by device configurations.		
2	The solution should support Link failover due to packet loss, Latency, Jitter, link flap & Etc. - without TCP / UDP session failover		
3	The solution should be able to send traffic on a same/different path (persistent) based on user need.		
4	The solution should support VRF that allow for building multiple virtual networks that separate traffic, can carry overlapping IP address ranges, allow the application of distinct security and QoS policies for a subset of data such as guest Wi-Fi provide overall application security.		
5	The solution should be capable of selecting path per traffic type.		
6	Proposed hardware should be able to interoperate with the existing network and security devices of different vendors. (eg: - Cisco, Juniper, Checkpoint, D -link, Fortinet, etc.)		
7	If a link carrying application traffic begins to exhibit loss or latency such that the quality of the application begins to degrade, then the solution must include the ability to shift application traffic off of the degraded link on to a better performing link without any perceptible interruption in application continuity or lost packets.		
8	The solution must be able to allocate a maximum bandwidth usage cap to each class of traffic. The solution must allow usage to burst above the maximum bandwidth usage cap if no other traffic classes attempt to utilize the available bandwidth.		
9	The solution should support PBR & NAT/PAT/Static & Dynamic NAT with port forwarding.	-	
10	The solution shall support configuration of firewall policies using L3/L4 information.		
11	The solution must provide the ability to backup and restore the solution configuration and traffic data centrally.		
12	The solution must support DHCP Server /DHCP Relay /DHCP Client		
13	The bidder shall provide their DNS Server IPs and ensure that all the DNS queries (Forward and Reverse Lookup) are resolved efficiently by the DNS server provided by the bidder.		
14	The SD-WAN device proposed by the Bidder at all the locations should securely forward DNS queries to DNS server of the Bidder for seamless resolution.		
15	The proposed DNS solution must be both IPv4 and IPv6 compatible.		
16	The proposed DNS solution must be hosted within India with full compliance to Indian regulations or any equivalent.		

17	The proposed 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.		
18	The proposed DNS solution must be able to detect and block advanced malware related domains regardless of the specific ports or protocols used by the malware		
19	The Proposed DNS solution must be able to detect and block malicious domains using protocols different from HTTP/HTTPS or any equivalent.		
20	The Proposed 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		
21	The Proposed DNS solution must leverage predictive intelligence and not just use static signatures or blacklists		
22	The threat intelligence must be automatically updated in a time bound manner after the discovery of a new threat without any manual update operations.		
23	The web filtering and security policies must allow the creation of global exceptions for several domains, via custom whitelists or blacklists		
24	If any RBI/IFTAS's confidential data (e.g. IP, hostname) is captured in proposed solution then it should be masked to avoid misuse.		
25	The required solution should possess a recursive DNS security functionality, capable of resolving all the global DNS domains and simultaneously provide security at the DNS layer		
26	Proposed DNS Solution should stop threats over all ports and protocols with even direct-to-IP connections		
27	Proposed DNS solution should support DNS and IP Layer enforcement		
28	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.		
29	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.		
30	Proposed 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		
31	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.		
32	The Proposed DNS Solution must support the prevention from Data Exfiltration over DNS with Behavioural Analysis / DNS Tunnelling VPN.		

33	The Proposed DNS Solution must support the Security policy to prevent from Domain Generation Algorithm based Attacks, to prevent from DNS Based Fast Flux attacks.		
34	Proposed DNS solution should provide dashboard which allow the manual submission of domains, IPs, email addresses, ASNs and hashes for investigation by IR team.		
35	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.		
36	All the activities made by administrators must be logged inside an Admin Audit Log Report		
37	The management platform must allow to generate the predefined standard reports.		
38	Solution should be implemented as true software-defined network architecture with a complete separation of Control, Data and Management plane. It shall integrate different types of connectivity (MPLS/ILL/FTTH/Broadband/SIM) into a single, end-to-end framework that uses policies to manage traffic.		
39	Bidder proposed CPE devices must be able to achieve fine grain load balancing of traffic across multiple WAN paths based on load balancing algorithms, and efficiently using all available WAN bandwidth.		
40	The solution must support partial software upgrade feature which allows the network administrator to selectively upgrade the software on sites in the network without needing to upgrade all sites simultaneously		
41	Bidder proposed devices must be able to identify and classify applications, including application encrypted traffic. Identification and classification of at least the following classes of application types must be supported by the solution: a) ERP b) O365 full suite c) VoIP d) H.323 & SIP e) Web based applications f) Web traffic g) Databases h) Client server based i) DMS j) AV and O/w and client patching solutions k) Security solutions etc		
42	The bidder proposed solution must be able to dynamically control data packet forwarding decisions by looking at application type, performance, policies, and path status.		
43	The solution must be able to monitor the network performance – jitter, packet loss, bandwidth and delay and make decisions to forward specified or critical applications over the best performing path based on the defined application policy.		

44	The solution must respond to measured performance changes (degradation) in addition to link and node state changes (up/down/latency/jitter etc) and adjust application forwarding accordingly.		
45	The solution must be able to prioritize real time traffic over other traffic.		
46	The solution must have application awareness of traffic in order to identify and monitor applications performance to determine what traffic is running across the network in order to tune the network for business-critical services, resolve network problems and to help ensure that critical applications are properly prioritized across the network. Network routing of specific applications should be performed as per the network parameters set for each application. Application aware routing shall be fine grained in its performance.		
47	The encryption must be done as per IPsec standards using AES with 256bit keys or higher coupled with Internet Key Exchange Version 2 (IKEv2) or equivalent or higher key exchange mechanism.		
48	The solution should support one way (individually uplink and downlink) Jitter monitoring & traffic loss monitoring (Eg: RBI RO to DC & RBI DC to RBI RO).		
49	The use of encryption should not limit the performance or availability of remote site applications and should be transparent to end users.		
50	The solution must be capable of exporting traffic statistics to Flow / SIEM collector.		
51	The logs of devices should be able to be integrated with SOC (setup by IFTAS/RBI) for correlation and analysis.		
52	Solution should support OSPF, BGP and other industry standard routing protocols for WAN as well as on LAN side.		
53	Solution should support integration with AD using RADIUS/TACACS protocols also should have integration with NTP, SYSLOG.		
54	The solution should be functional at the time of connectivity failure to the controller and there should not be any data plane disruption when the controllers/management engines are not reachable or offline for maintenance		
55	The required solution should possess a recursive DNS security functionality, capable of resolving all the global DNS domains and simultaneously provide security at the DNS layer.		
	Centralized Management, Monitoring and Configuration of WAN		
56	The Centralized management solution extended by the Service Provider must provide a single, unified platform for network service provisioning, monitoring, and assurance, change and compliance management etc.		
57	The centralized management solution must have web-based GUI to manage the devices without limiting any functionality.		
58	The solution should support TLS 1.2 or higher for management web GUI SSL access for better security.		

59	The solution must support zero-touch provisioning/plug-n-play for new locations, which entails on-site locations personnel having to make physical (i.e., cabling) changes only and administrators not having to make configuration changes to bring new location online.		
60	The solution must support end-to-end real-time flow visualization for the application paths for identifying issues and taking corrective actions.		
61	All network-wide configurations shall be done from the centralized management appliance.		
62	All application forwarding policies shall be configured from the centralized management appliance.		
63	The centralized management solution shall have NMS or equivalent capabilities and must support network wide device and network visibility for all the devices in the scope of the solution. The NMS should be configured to monitor all the links terminated on the devices irrespective of the type of link (MPLS, broadband, Internet etc).		
64	The solution must be able to collect and aggregate traffic statistics for all WAN paths. Traffic statistics include path utilization, application specific utilization and path performance.		
65	The solution must support device health monitoring for all the devices within the solution scope.		
66	The solution must store historical traffic and performance information for at least one year to assist with trouble analysis, traffic forecasting and SLA compliance.		
67	The solution must support email-based alarm to notify the administrators when any device/link fault or network performance degradation happens.		
68	The solution must support alerting notifications through SNMP traps, SMTP email, and remote syslog.		
69	Solution should have support of API level integration with customers' existing ticketing engine or NMS.		
	Reports & Analytics		
70	Real & historical time series log event reporting. Should support Real-time performance statistics, graphical reports, and export. Report by application, link, or QoS class. SNMP support.		
71	Traffic usage/protocol anomaly detection.		
72	Ad-hoc and scheduled reports.		
73	Predefined and custom report templates		
74	Report export formats: csv, pdf, xls and email notification. Should also have provision to integrate with SMS gateway.		
75	Traffic reports per site: availability, bandwidth usage per access circuit, bandwidth usage per application, Configuration changes on all location's appliances. Status of the Encrypted Tunnel, High Memory and CPU Usage, Routing failures, latency, packet loss, QoS per access circuit etc.		

76	Application reports: Top Applications usages, Top URLs, Top Bandwidth Consuming Applications, Top Sources, Top Destinations, Site based Application usage analysis report, Top sites, Top Sites over time, Site availability over time, Total Availability etc.		
77	The solution should provide detailed dashboard & reports on network performance parameters like utilization, link, or QoS class, packet loss, jitter, latency, availability etc., and security of all the transport media terminated (including media proposed to be terminated during the period of contract) on the CPE. The dashboard should support at least 10 concurrent users of the IFTAS/RBI.		
78	Visualization using charts, real-time views, maps, grids		
79	Any other hardware / software required to complete the solution / achieve functionality to be provided by the bidder, without any additional cost to IFTAS/RBI.		
	CPE devices Specs		
80	The bidder shall supply, install, configure and maintain internet network devices, and provision internet connectivity at the locations detailed under Annexure-XV of this RFP, to access secure, clean, reliable and smooth internet.		
81	The bidder shall propose all devices on service model only.		
82	All the hardware supplied should be appliance based, with dual power supply, RACK mountable and must be supplied with all related accessories, power cables, mounting kit, RACK etc. Software and hardware supplied with same OEM.		
83	The bidder supplied hardware should not have any single point of failure like power supplies and fans etc. should have 1:1/N+1 level of redundancy		
84	All the software and licenses required to meet the tender specifications must be provided from day-one.		
85	In case of failover of any transport media or CPE, the connectivity should be automatically established with the alternate transport media or CPE without any delay/latency. Resolution of transport media and CPE should be as per SLA.		
86	IFTAS should be able to aggregate / use bandwidth from all the transport media terminating on single CPE or multiple CPEs at the location.		
87	Wherever Internet is terminated locally on the CPE, the bidder to configure for local breakout to access Microsoft Office 365 or any other cloud services which IFTAS/RBI would subscribe during the period of contract.		
88	All the hardware specifications and quantity to be supplied are minimum tender requirement only. If the bidder's proposed solution requires additional/ higher specifications and/or higher quantity and/or any additional software/ license/ hardware to complete the solution, the bidder may include them in the proposed solution and specify under "ANY OTHER ITEMS".		

89	The successful bidder should ensure that all the supplied hardware and software for the solution must not be End of Support / End of service and spares/upgrades should be available throughout the term of the contract. In case if any equipment is classified as End of Life by the OEM, the bidder must replace it with equivalent or higher model device which has the necessary OEM support pack and is OEM warranty/AMC, at no extra cost to IFTAS .		
90	It shall be the responsibility of the selected bidder to provide immediate replacement for damaged equipment/s (or any of its components) to minimize the time required to make such sites operational within the SLA, the selected bidder should keep adequate number of spare equipments and components at suitable service centers of the Bidder so that same may be provided as per the timelines mentioned in the RFP. IFTAS will not provide any space at any of its locations for storing the same.		
91	The CPE provided at the locations should be new and bidder shall provide and install software Updates/Patches/Versions during all the Stages for all software components including operating systems (that of Network Equipment's), firmware, management software, security software, or any other software, which would be part of the supplies.		
92	The ownership, maintenance, and upkeep of CPEs and links (supplied by bidder) is the bidder responsibility. IFTAS will not be responsible for any damage to the bidder equipment due to voltage fluctuations, surge, earthing issues etc. The bidder must arrange for necessary insurance for all the equipment installed at IFTAS's premises.		
93	The last mile to be provided at all locations (RBI DCs, COB-1, COB-2, MRO, Chandigarh-2, RBI ROs and IFTAS DCs) should be on ring protected Fiber path, with redundancy. The primary and backup links at RBI DCs, COB-1, COB-2, MRO, Chandigarh-2, and IFTAS DCs should be extended from two different POPs and the backup link should be from different Service Provider (ISP).		
94	Last mile should be on fiber, and no aerial pulling of cable will be permitted from bidders POP to the RBI locations. Only terrestrial fiber is to be laid end-to-end.		
95	The last mile at all locations should be scalable to support higher bandwidth during the period of contract.		
96	The hand-off at all locations should be on Fiber which should be compatible to be terminated directly on CPE equipment		
97	All the POPs from where the Internet bandwidth is provided to RBI should have redundancy of equipment's, links, power, backhaul connectivity etc.		
98	Bidder's network should support access control list (ACL) Support, SNMP & v3 support Network Time Protocol Version 4 (NTPv4), Syslog, Ping, Trivial File Transfer Protocol (TFTP), Secure Shell version 3 (SSHv3) and Internet Protocol version 6 (IPv6) support.		

99	Bidder should do all internal cabling till CPE for successful commissioning of the required links without any additional cost to the IFTAS. Bidder should provide all required cables for connecting to the CPE at no extra cost to the IFTAS.		
100	The SD-WAN solution deployed as a part of this RFP shall support Packet Filtering, TCP spoofing, IPv4 & IPv6 both, QoS on both inbound and outbound traffic and other industry standard protocol.		
101	Any other equipment which are not mentioned in this RFP but are required for making the link operational on the network shall be provided and maintained (all throughout the service period) by the selected bidder at no extra cost to the IFTAS and shall remain their property		
102	In case of termination of contract for single location or all the locations, the bidder should dismantle and remove all the hardware deployed at the location, including outdoor unit, CPE etc., at no additional cost to the IFTAS/RBI.		
103	The detailed inventory should be submitted to IFTAS and it should be updated/ reviewed, as and when any changes happen to the network or periodically at least once in month.		
104	The bidder shall provision internet links at RBI DCs, COB-1, COB-2, MRO, Chandigarh-2, and IFTAS DCs locations with dual last miles from different telecom companies/ISPs landing onto different POPs of the bidder. The last miles should be on different ring paths with complete protection and auto-restoration features. At all other RBI ROs, each ISP shall provide highly stable ring protected fiber network		
105	The last mile connectivity shall be through redundant fiber ring network with adequate protection and backup to ensure highest uptimes.		
106	At DCs, COB and MRO locations, the bidder shall deploy separate Customer Premise Equipment (CPE) per link, to support Ethernet by default at port level and overall throughput shall be suitably proposed.		
107	Separate CPEs shall be deployed at all RBI locations for the purpose of internet services. All CPEs deployed at RBI locations for providing internet services shall be managed and maintained by the bidder.		
108	The minor components like cables etc., should be supplied by the bidder and shall integrate internet connectivity with RBI DCs/COB-1/COB-2/MRO/ Chandigarh-2/RBI ROs/IFTAS LAN (L2/L3 switch).		
109	The Bidder shall be responsible for establishing the cross connections at all RBI/IFTAS/own premises, or co-located DC locations if any.		
110	Protocol integration, configuration, router integration and LAN integration must be done by and subsequently managed by the bidder.		

111	The proposed bill of material shall be insured from all risks and shall be under AMC by the bidder during the contract period.		
112	All devices shall be procured with latest OS, security, and stability versions for this project. Suitable evidence must 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.		
113	Additional IP pools beyond the initial requirement shall be provided by the bidder as required by IFTAS during the tenure of the contract, charges for which are as per commercial table.		
114	<p>For all bandwidth requirements till 100 Mbps, the SD-WAN hardware, necessary software license and bandwidth shall support up to 500 Mbps throughout the contract period.</p> <p>For all bandwidth requirements from 101 Mbps to 500 Mbps the SD-WAN hardware, necessary software license and bandwidth, shall support up to 1 Gbps throughout the contract period.</p> <p>For all bandwidth requirements from 501 Mbps to 1 Gig the SD-WAN hardware, necessary software license and bandwidth, shall support up to 5 Gbps throughout the contract period.</p>		
115	Solution should support single device with multiple links or multiple links spread across two devices. All WAN links should work in active-active fashion.		
	SITE PREPARATION AND INSTALLATION		
116	The bidder shall perform site inspection to verify the appropriateness of the sites before installation / commissioning of the network. Site preparation includes checking the availability of rack space, UPS power, earthing etc., A detailed report shall be submitted by the Bidder within one week from the date of PO.		
117	All cabling should be neat and structured with PVC conduit / casing / flexi-pipe with proper clamping. It is the responsibility of the service provider to lay the cable till the location of the CPE in the premises and maintain the same.		
118	The bidder shall arrange required Right of Way permission from Local Corporation / Municipalities / authorized agency for road cutting, digging and laying of fiber. IFTAS would not pay any additional cost towards the same.		
119	“Site Survey, “Installation Certificate” and “Acceptance report for successful commissioning” must be maintained by the selected bidder for future references. The formats would be finalized in consultation with the IFTAS/RBI. This shall be one time activity.		

Annexure - III: Commercial Bid Format

(On letterhead of the Bidder)

Commercial bid format for participating as Network Integrator:

The TCO for 3 years for RBI ROs, RBI DCs, COB-1, COB-2, MRO, Chandigarh-2, and IFTAS DCs locations is as under.

Table-1: Charges for Bidder Supplied Links, CPEs, Managed Services for 3 Years

S. No	Bandwidth	No. of locations	Recurring Charges for One CPE (including license, all hardware components including cards, support etc.) per annum in INR	Recurring Charges for bandwidth per link per annum in INR	Managed Service charges per link per annum in INR	Total price per link per annum (Unit price per link) in INR	No. of links per location	Total price for all links at all locations excl. taxes per annum in INR	Total price for all links at all locations excl. taxes, for 3-years in INR
	A	B	C	D	E	F= (C+D+E)	G	H=B*F*G	I = H*3
1	50 Mbps	3					2		
2	75 Mbps	3					3		
3	100 Mbps	17					2		
4	155 Mbps	3					2		
5	200 Mbps	3					2		
6	250 Mbps	3					2		
7	300 Mbps	24					2		
8	400 Mbps	3					2		
9	500 Mbps	3					2		
10	600 Mbps	3					2		
11	700 Mbps	3					2		
12	1 Gbps	1					3		
13	1.5 Gbps	1					2		
14	2 Gbps	1					2		

15	2.5 Gbps	1					2		
16	3 Gbps	1					2		
17	5 Gbps	1					2		
Total Amount (J)									J = Sum (I)
Taxes (K)									K
Total Amount inclusive of all taxes and levies (L)									L = J+K

Table-2: Charges for Bidder Supplied Pooled DDoS Solution for 3 Years				
S.No	Particulars	Qty	Total price excl. taxes per annum in INR	Total price excl. taxes, for 3-years in INR
	M	N	O	P= O*3
1	Consolidated 2GB pooled DDoS	1		
2	Consolidated 5GB pooled DDoS	1		
3	Consolidated 10 GB pooled DDoS	1		
4	Consolidated 15 GB pooled DDoS	1		
5	Consolidated 20 GB pooled DDoS	1		
6	Consolidated 30 GB pooled DDoS	1		
7	Consolidated 40 GB pooled DDoS	1		
8	Consolidated 50 GB pooled DDoS	1		
9	Consolidated 60 GB pooled DDoS	1		
10	Consolidated 70 GB pooled DDoS	1		
Total Amount (Q)				Q=Sum(P)
Taxes (R)				R
Total Amount inclusive of all taxes and levies (S)				S=Q + R

Table-3: Charges for Bidder Supplied IPv4 IP Subnets for 3 Years				
S. No	Particulars	Qty	Total Price per Subnet excl. taxes per Annum in INR	Total Price per Subnet excl. taxes for 3 years in INR
	T	U	V	W = V*3
1	/24 IP Subnet	1		
2	/25 IP Subnet	1		
3	/26 IP Subnet	1		
4	/27 IP Subnet	1		
5	/28 IP Subnet	1		
6	/29 IP Subnet	1		
7	/30 IP Subnet	1		
	Total Amount (X)		X=Sum(W)	
	Taxes (Y)		Y	
	Total Amount inclusive of all taxes and levies (Z)		Z = X + Y	

Table-3: TCO		
S.No	Particulars	Amount (in INR)
1	Table-1: Charges for Bidder Supplied Links, CPEs, Managed Services for 3 Years	L
2	Table-2: Charges for Bidder Supplied DDoS Solution for 3 Years	S
3	Table-3: Charges for Bidder Supplied IPv4 IP Subnets for 3 Years	Z
3	TCO Amount for 3 years	L + S + Z

The number of links and locations mentioned above are indicative in nature for the purpose of arriving at TCO of the project.
IFTAS reserves the right to increase or decrease the number of links and bandwidths as per its requirements during the tenure of the contract.

[Name of Authorized Signatory]

[Name of Organization]

[Designation] [Place]

[Date and Time] [Seal & Sign]

[Business Address]

Annexure - IV: Unpriced Bill of Material (To be submitted with Technical Bid)

Table-1: Charges for Bidder Supplied Links, CPEs, Managed Services for 3 Years									
S. No	Bandwidth	No. of locations	Recurring Charges for One CPE (including license, all hardware components including cards, support etc.) per annum in INR	Recurring Charges for bandwidth per link per annum in INR	Managed Service charges per link per annum in INR	Total price per link per annum (Unit price per link) in INR	No. of links per location	Total price for all links at all locations excl. taxes per annum in INR	Total price for all links at all locations excl. taxes, for 3-years in INR
	A	B	C	D	E	F= (C+D+E)	G	H=B*F*G	I = H*3
1	50 Mbps	3	MASKED (DO NOT MENTION ANY PRICES)				2	MASKED (DO NOT MENTION ANY PRICES)	
2	75 Mbps	3					3		
3	100 Mbps	17					2		
4	155 Mbps	3					2		
5	200 Mbps	3					2		
6	250 Mbps	3					2		
7	300 Mbps	24					2		
8	400 Mbps	3					2		
9	500 Mbps	3					2		
10	600 Mbps	3					2		
11	700 Mbps	3					2		
12	1 Gbps	3					3		
13	1.5 Gbps	1					2		
14	2 Gbps	1					2		
15	2.5 Gbps	1					2		
16	3 Gbps	1					2		

17	5 Gbps	1		2	
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Table-2: Charges for Bidder Supplied Pooled DDoS Solution for 3 Years

S.No	Particulars	Qty	Total price excl. taxes per annum in INR	Total price excl. taxes, for 3-years in INR
	M	N	O	P= O*3
1	Consolidated 2GB pooled DDoS	1	MASKED (DO NOT MENTION ANY PRICES)	
2	Consolidated 5GB pooled DDoS	1		
3	Consolidated 10 GB pooled DDoS	1		
4	Consolidated 15 GB pooled DDoS	1		
5	Consolidated 20 GB pooled DDoS	1		
6	Consolidated 30 GB pooled DDoS	1		
7	Consolidated 40 GB pooled DDoS	1		
8	Consolidated 50 GB pooled DDoS	1		
9	Consolidated 60 GB pooled DDoS	1		
10	Consolidated 70 GB pooled DDoS	1		

Table-3: Charges for Bidder Supplied IPv4 IP Subnets for 3 Years

S. No	Particulars	Qty	Total Price per Subnet excl. taxes per Annum in INR	Total Price per Subnet excl. taxes for 3 years in INR
	T	U	V	W = V*3
1	/24 IP Subnet	1	MASKED (DO NOT MENTION ANY PRICES)	
2	/25 IP Subnet	1		
3	/26 IP Subnet	1		
4	/27 IP Subnet	1		

5	/28 IP Subnet	1
6	/29 IP Subnet	1
7	/30 IP Subnet	1

S.no	Description	Part Code	Model	Product Description and Config
1	CPE Device1			
2	CPE Device2			
3	CPE Device3			
4	CPE Device4			
5	CPE Device5			
6	CPE Device6			
7	CPE Device7			
8	Controller-1			
9	Any other devices 1			
10	Any other devices 2			
11	Any other devices 3			
12	Any other devices 4			
13	Any other devices 5			
14	Any other devices 6			
15	Any other devices 7			

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

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 deviations adds to the operational efficiency of the systems
1				
2				
3				
4				
5				
6				

Place: Date:

Signature of Authorized signatory with seal

Note:

- i. Above information in detail to be furnished in case of each component offered separately.
- ii. Deviations from any of the terms and conditions of the tender documents/ RFP to be specified.
- iii. If deviations from the technical specifications are warranted, reasons for such deviations to be specified.
- iv. Whether such deviations add to improvement of the overall performance of the systems/ solutions, if any, to be specifically mentioned and supported by relevant technical documentation as required above.

Annexure - VI: Bidder's Guarantee Certificate
(On the letterhead of Bidder)

Place:

Date:

To

Indian Financial Technology and Allied Services (IFTAS),
10th Floor, C Wing, 'Times Square',
Andheri - Kurla Road, Marol,
Andheri (East),
Mumbai - 400 059

Dear Sir,

Sub: Request for Proposal (RFP) for "RBI Internet consolidation Project v2.0 "

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 for a copy of the Request for Proposal (RFP) for "RBI Internet consolidation Project v2.0 ". 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 - VII: Conformation to Terms and Conditions
(On letterhead of the Bidder)

To
Indian Financial Technology and Allied Services (IFTAS),
10th Floor, C Wing, 'Times Square',
Andheri - Kurla Road, Marol,
Andheri (East),
Mumbai - 400 059

Dear Sir,

Sub: Request for Proposal (RFP) for "RBI Internet consolidation Project v2.0 "

Further to our quotation dated _____, in response to the Request for Proposal (RFP) for "RBI Internet consolidation Project v2.0 " 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, 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 quotation or any subsequent deviations / clarifications 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,

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

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

Annexure - VIII: Non-Disclosure Agreement
(On letterhead of the Bidder)

To
Indian Financial Technology and Allied Services (IFTAS),
10th Floor, C Wing, 'Times Square',
Andheri - Kurla Road, Marol,
Andheri (East),
Mumbai - 400 059

[Date]
[Salutation]
Confidentiality Undertaking

We acknowledge that during the course of the contract period of "RBI Internet consolidation Project v2.0 ", 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 IFTAS and its business, that is provided to us pursuant to 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 for the preparation of our response to the RFP and also performance and completion of all the contractual obligations arising out of the contract.
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 "RBI Internet consolidation Project v2.0 " at IFTAS location;
 - 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, other 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.
 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 as any single or partial exercise thereof or as 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 quotation) – Implementation Partner]

Name:

Position:

Date:

Authorized Signatory Designation Bidder's corporate name

**Annexure - IX: Integrity Pact
(On INR 100 stamp paper)**

1. General

This Agreement (hereinafter called the Integrity Pact) is made on this Day ofMonth, 20...., between, Indian Financial Technology and Allied Services, (IFTAS), a company incorporated under section 8 of the Companies Act, 2013, with Corporate Identity Number CIN: U74900TG2015NPL097485 and having its registered office at, NCC House, 4th Floor, Western Wing, Sy. No 64, Madhapur, Hyderabad- 500 081, and having its Corporate office at Unit No. 4, 3rd floor, D Wing, 'Times Square'- Tower D, Andheri - Kurla Road, Marol, Andheri (East), Mumbai - 400 059 (hereinafter called the "BUYER", which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Part and M/s.....represented by Mr. / Mrs., Chief Executive Officer / Authorized Representative (hereinafter called the "BIDDER / Seller" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the BUYER proposes to purchase services and goods for providing services under "RBI Internet consolidation Project v2.0 " at IFTAS and the BIDDER is willing to offer / has offered the said services. The BUYER needs to adhere to all the relevant laws of land, rules, regulations, economic use of resources and of fairness in its relations with the Bidder. In order to achieve these goals, the Buyer may appoint an Independent External Monitor (IEM), who will monitor the bidding process and the execution of the contract for compliance with the principles mentioned above.

WHEREAS the BIDDER is a Private Company / Partnership / LLP / LLC, constituted in accordance with the relevant laws in the matter and the BUYER is IFTAS.

NOW,
THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence / prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to:-

Enabling the BUYER to obtain the desired said services at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

Enabling BIDDER to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

2. Commitments of the BUYER

- a. The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favor or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.
- b. The BUYER will treat all BIDDERS alike and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.
- c. All the officials of the BUYER will report to the office of Competent Authority any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.
- d. In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER, the proceedings under the contract will not be stalled.

3. Commitments of the Independent External Monitor (IEM)

- a. The Buyer may appoint a competent and credible Independent External Monitor for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
- b. The Bidder's accept that the Monitor has the right to access without restriction all project documentation of the Buyer including that provided by the Bidder. The Bidder will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Sub-bidder's (if any). The Monitor is under contractual obligation to treat the information and documents of the Bidder's / Sub-bidders with confidentiality.

- c. The Buyer will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have impact on the contractual relations between the Buyer and the Bidder. The parties offer to the Monitor the option to participate in such meetings.
- d. As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of the Buyer and request the Management to discontinue or to take corrective action, or to take other relevant action. The Monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
- e. The Monitor will submit a written report to the CEO or COO of IFTAS within 8 to 10 weeks from the date of reference or intimation to him by the Buyer and, should the occasion arise, submit proposals for correcting problematic situations.
- f. If the Monitor has reported to the CEO or COO of IFTAS, a substantiated suspicion of an offence under relevant IPC/PC Act, and the CEO or COO of IFTAS has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
- g. The word 'Monitor' would include both singular and plural.

4. Commitments of BIDDER

- a. The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following: -
- b. The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favor, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
- c. The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favor, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favor or disfavor to any person in relation to the contract or

any other contract with the Government.

- d. BIDDER shall disclose the name and address of Agents and Representatives and Indian BIDDER shall disclose their foreign Principals or Associates.
- e. BIDDER shall disclose the payments to be made by them to Agents / Brokers or any other intermediary, in connection with this bid / contract.
- f. The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacturer / service provider / system integrator and has not engaged any individual or firm or company whether Indian or Foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.
- g. The BIDDER, either while presenting the bid or during negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members, Agents, Brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.
- h. The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.
- i. The BIDDER will not accept any advantage in exchange of any corrupt practice, unfair means and illegal activities.
- j. The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
- k. The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- l. The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- m. If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the BUYER, or alternatively, if any relative of an officer of the BUYER has financial interest/stake in the BIDDER's firm, the

same shall be disclosed by the BIDDER at the time of filing of bid. The term 'relative' for this purpose would be as defined in Section 6 of the Companies Act 1956.

- n. The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER.

5. Previous Transgression

- a. The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public-Sector Enterprise in India or any Government Department in India that could justify BIDDER's exclusion from the bid process.
- b. The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the bid process or the contract, if already awarded, can be terminated for such reason.

6. Sanctions for Violations

- a. Any breach of the aforesaid provisions by the BIDDER or anyone employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required: -
 - To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.
 - The Security Deposit / Performance Bank Guarantee (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefor.
 - To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
 - To recover all sums already paid by the BUYER with interest thereon at 1% higher than the prevailing Base Rate of a Scheduled Commercial Bank, while in case of a BIDDER from a country other than India with interest thereon at 1% higher than the most relevant rate in this regard. If any outstanding payment is due to the BIDDER from the BUYER in connection with any other contract for any other services, such outstanding payment could also be utilized to recover the aforesaid sum and interest.
 - To encash the Performance Bank Guarantee / Warranty Bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.
 - To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation

/ rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.

- To debar the BIDDER from participating in future bidding processes of IFTAS for a minimum period of five years, which may be further extended at the discretion of the BUYER.
 - To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or Agent or Broker with a view to securing the contract.
 - In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with the BIDDER, the same shall not be opened.
 - Forfeiture of Performance Bank Guarantee in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
- b. The BUYER will be entitled to take all or any of the actions mentioned above also on the Commission by the BIDDER or anyone employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.
- c. The decision of the BUYER to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes of this Pact.

7. Fall Clause

- a. The Bidder certifies that they had not supplied/is not supplying similar product/systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry / Department of the Government of India or PSU / or third party and if it is found at any stage that similar product/systems or sub system was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU /or any third party at a lower price, that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to IFTAS, if the contract has already been concluded.

Bidder must submit PO released with the same solution/ device to any PSU/ Govt. Authority / or third party without names to substantiate the Fall Clause. (The solution if any other entity, if found the benefits should be passed on to IFTAS-/similar rates of period of 6 months)

8. Facilitation of Investigation

- a. In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

9. Law and Place of Jurisdiction

- a. This Pact is subject to Indian Laws. The place of performance and jurisdiction is the seat of the BUYER, either Mumbai or Hyderabad.

10. Other Legal Actions

- a. The actions stipulated in this **INTEGRITY PACT** are without prejudice to any other legal actions that may follow in accordance with the provisions of the extant laws in force relating to any civil or criminal proceedings.

11. Validity

- a. The validity of this **INTEGRITY PACT** shall be from the date of its signing and shall extend up to 7 years or 10 calendar months post last payment to the successful bidder as part of the overall contract whichever is later. In case BIDDER is unsuccessful, this **INTEGRITY PACT** shall expire after the appointment of the successful bidder.
- b. Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

The parties hereby sign this Integrity Pact at _____ on _____

IFTAS

BIDDER (legal entity)

Name of the Officer:

Authorized Representative Designation:

Department:

Witness

Witness

Annexure - X: Performance Bank Guarantee

To CEO
Indian Financial Technology and Allied Services (IFTAS),
10th Floor, C Wing, 'Times Square',
Andheri - Kurla Road, Marol,
Andheri (East),
Mumbai - 400 059

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 "RBI Internet consolidation Project v2.0 " 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 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 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 honor 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 delivered 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 20....

Yours faithfully,

For and on behalf of the Bank,

(Signature)

Designation

(Address of the Bank)

Note:

- b) This guarantee will attract stamp duty as a security bond under Article 54(b) of the Mumbai Stamp Act, 1958.
- c) 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: Response from OEM through Bidder

[On the Letter head of the OEM]

All eligibility criteria as described in the respective Annex are satisfied by the OEM M/s
 of the product The details provided in this document are correct and submitted in the below
 format:

Discloser and declaration

S.no	Description	Response from OEM
1	Name of the OEM	
2	Name of the product	
3	Product Category	
4	Product Name	
5	Product Version	
6	Date of the release version	
7	Appliance-Based/Software-Based solution	
8	Road Map of product including EOS and EOL	
9	Number of certified engineers giving technical support for the product in India	
10	Architectural diagram of the product	
11	Head Quarters address	
12	Address in India & Date of Incorporation in India	
13	Address of Product Development Centre	
14	Address of Product Service Centre	
15	Communication Details of Contact Official(s) – Name, Designation, Phone & Fax Number (with STD/ISD code), Mobile No. & E-mail Address	

(Authorized Signatory) For _____

Annexure - XII: 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),
10th Floor, C Wing, 'Times Square',
Andheri - Kurla Road, Marol,
Andheri (East),
Mumbai - 400 059

Dear Sir,

Sub: Request for Proposal (RFP) for "RBI Internet consolidation Project v2.0 "

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 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 - XIII: OEM Undertaking

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

Place:

Date:

To

Indian Financial Technology and Allied Services (IFTAS),
10th Floor, C Wing, 'Times Square',
Andheri - Kurla Road, Marol,
Andheri (East),
Mumbai - 400 059

Dear Sir,

Sub: Request for Proposal (RFP) for "RBI Internet consolidation Project v2.0 "

Dear Sir,

We _____, official manufacturers/OEM vendors of _____ hereby declare that in the event the Bidder fails to resolve/handle any issue within stipulated time limits, OEM shall take the responsibility of handling the issue directly.

Further, we undertake that in the event the Bidder fails to supply / install / implement / operate / support in any circumstances, OEM(s) shall take the responsibility of handling the issue directly and OEM(s) shall comply with the all the terms and condition applicable under this RFP.

Signed by the Manufacturer/OEM Vendor:

(Authorized Signatory) For _____

Annexure – XIV: Procurement from a Bidder from a Country Sharing Land Border with India
(On letterhead of the Bidder)

To
Indian Financial Technology and Allied Services (IFTAS),
10th Floor, C Wing, 'Times Square',
Andheri - Kurla Road, Marol,
Andheri (East),
Mumbai - 400 059

Dear Sir,

Sub: Request for Proposal (RFP) for "RBI Internet consolidation Project v2.0 "

We, are a private/public limited company incorporated under the provisions of the Companies Act, 1956/ 2013, having its registered office at hereinafter referred to as "Bidder/Seller" which expression shall mean and include, unless the context otherwise requires, its / his successors and permitted assigns.

This is to certify that we have read the clauses stated in the Office Memorandum issued by Ministry of Finance on the Insertion of Rule 144 (xi) in the General Financial Rules (GFRs), 2017 dated 23 July 2020 and amendments & clarifications hereto regarding restrictions on procurement from a bidder of a country which shares a land border with India and on subcontracting to contractors from such countries.

We certify that the Bidder is not from such a country or, if from such a country, has been registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. We hereby certify that we fulfil all requirements in this regard and is eligible to be considered.

We also accept that if such certificate given by the Bidder if our bid is accepted and is found to be false, this would be a ground for immediate termination and further legal action in accordance with law/ provision of bidding document including suspension/ banning and encashment of PBG.

Yours faithfully,

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

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

Note: Where applicable, evidence of valid registration by the Competent Authority shall be attached.

Annexure - XV: RBI Locations (RBI DC, COB, MRO, RBI RO and IFTAS addresses)

No	Location	Address	Existing Bandwidth Mbps	Proposed Bandwidth in Mbps	No. of different ISP links to be quoted for participating as NI
1	Agartala	Reserve Bank of India, Old Municipal Road, 2nd Floor Jackson Gate Building, Tripura West, Agartala	80	100	2
2	Ahmedabad River Front Office	RBI Office, 4th Floor, Riverfront House, Behind H.K. Arts College, Between Gandhi and Nehru Bridge, Pujya Pramukh Swami Maharaj Marg, (Riverfront-West),,,00,Ahmedabad, Gujarat, 380009, IN	80	100	2
3	Ahmedabad RO	Reserve Bank of India, P. B. No.1, Ashram Road, AHMEDABAD - 380 014.	80	100	2
4	Aizawl	Reserve Bank of India, IT Cell, F. Kapsanga Building (3rd Floor), Opp. Assam Rifle Gate, Dawrpui, Aizawl (Mizoram) Pin-796001	80	100	2
5	Bangalore RO	Reserve Bank of India 10/3/8 Nrupathunga Road, P.B.No. 5467, BANGALORE – 560001. Tel.No : 080 – 2227 5020	200	200	2
6	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.	80	300	2
7	Bhopal RO	Reserve Bank of India, Hoshangabad Road, P. B. No. 32, BHOPAL - 462 011	80	300	2

No	Location	Address	Existing Bandwidth Mbps	Proposed Bandwidth in Mbps	No. of different ISP links to be quoted for participating as NI
8	Bhubaneswar RO	Reserve Bank of India, Pt. Jawaharlal Nehru Marg, P. B. No. 16, BHUBANESWAR - 751 001.	80	300	2
9	Byculla	Reserve Bank of India, PB No. 4528, 3rd floor Opp. Mumbai Cental Railway Station, Mumbai Central Post Office, Byculla, Mumbai - 400	155	300	2
10	Chandigarh-1 (RO)	Reserve Bank of India, Central Vista, Opp. Telephone Bhawan, Sector 17, CHANDIGARH - 160 017.	300	300	2
11	Chandigarh-2 (Centralized call center location)	Reserve Bank of India, Central Vista, Opp. Telephone Bhawan, Sector 17, CHANDIGARH - 160 017.	NA	300	2
12	Chennai RBSC	Reserve Bank Staff College 359, Annasalai, Teynampet, CHENNAI – 600018	155	300	2
13	Chennai RO	Reserve Bank of India Fort Glacis, No. 16 Rajaji-Salai, P.B.No.40, CHENNAI – 600001.	200	300	2
14	Dehradun	Reserve Bank of India, 97, Rajpur Road, DEHRADUN - 248 001.	80	100	2
15	Delhi RO	Reserve Bank of India 6, Sansad Marg, NEW DELHI – 110 001. Tel.No. 011 - 2371 0538-42 Fax : 011 -2371 1250	200	500	2

No	Location	Address	Existing Bandwidth Mbps	Proposed Bandwidth in Mbps	No. of different ISP links to be quoted for participating as NI
16	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	80	100	2
17	Guwahati RO	Reserve Bank of India Station Road, Pan Bazar, P.B.No.120, GUWAHATI – 781001.	80	100	2
18	Hyderabad RO	Reserve Bank of India 6-1-56, Secretariat Road, Saifabad, P. B. No. 1, HYDERABAD - 500 004.	155	300	2
19	Imphal	Opp. Manipur Legislative Assembly, Lilashing Khongnakhong Imphal, Manipur - 795 001 Architecture	80	100	2
20	Jaipur	Reserve Bank of India, Rambagh Circle, Tonk Road, P. B. No 12, JAIPUR- 302 004.	80	300	2
21	Jammu RO	Reserve Bank of India, Rail Head Complex, JAMMU - 180 012.	80	100	2
22	Kanpur	Reserve Bank of India, Mahatma Gandhi Road, P. B. No. 82/142, KANPUR- 208 001.	155	300	2
23	Kochi RO	Reserve Bank of India, Foreign Exchange Department Emakulam North, P. B. No. 3065, KOCHI - 682 018.	80	100	2

No	Location	Address	Existing Bandwidth Mbps	Proposed Bandwidth in Mbps	No. of different ISP links to be quoted for participating as NI
24	Kolkata RO	Reserve Bank of India 15, N.S. Road, KOLKATA – 700 001 Tel.No : 033 – 22308331/ 2230 4321 Fax : 033 – 2230 9589/ 22313645	200	300	2
25	Lucknow RO	Reserve Bank of India Building, 8-9, Vipin Khand, Gomti Nagar, LUCKNOW- 226 010.	155	300	2
26	Maker tower Cuffe Parade	Maker Tower E, 13th Floor and 20th Floor, Captain Prakash Pethe Marg, Cuffe Parade, Mumbai, Maharashtra, 400005, IN	155	300	2
27	Mumbai BKC	Bandra Kurla Complex (BKC) Officer-in-Charge, Reserve Bank of India, DESACS, C-8, 3rd Floor Bandra (E), MUMBAI - 400 051	200	300	2
28	MRO (Mumbai regional office)	Reserve Bank of India Main Building, P. B. No. 901, Shahid Bhagat Singh Road, Fort Mumbai-400 001.	200	300	3
29	Nagpur Office AOB	Nagpur Additional Office Building Reserve Bank of India, Additional Office Building, 1st Floor, East High Court Road, P.B. No 118, Nagpur – 440 001	80	100	2
30	Nagpur RO	Reserve Bank of India Main Office Building, Dr. Raghavendra Rao Road, P.B.No.15, Civil Lines, NAGPUR – 440 001.	155	300	2

No	Location	Address	Existing Bandwidth Mbps	Proposed Bandwidth in Mbps	No. of different ISP links to be quoted for participating as NI
31	Panaji RO	Reserve Bank of India, Foreign Exchange Department, 3A-3B, Sesa Ghor, 3rd Floor, P. B. No. 20, EDC Complex, PANAJI- 403 001.	80	100	2
32	Patna RO	Reserve Bank of India South Gandhi Maidan, P.O.No. 162, PATNA – 800 001. Tel.No. 0612 – 268 5851	155	300	2
33	Pune	Reserve Bank of India, College of Agriculture Banking, University Road, Ganeshkhind Road, PUNE - 411 016	155	300	2
34	Raipur RO	Reserve Bank of India, Shubhashish Parisar 54/949, Satya Prem Vihar Mahadev Ghat Road, Sunder Nagar, RAIPUR - 492 013	80	100	2
35	Ranchi CCU	Reserve Bank of India, R.R.D.A Building, Pragathi Sadan (4th Floor), Kutchery Road, RANCHI – 834001	80	100	2
36	Shillong	The Officer-in-Charge, Reserve Bank of India, Aphira Building, Fruit Garden, Shillong Jowai Road, P.O. Laitumkhrah Shillong-793003	80	100	2
37	Shimla RO	Reserve Bank of India, B-478, Sector IV New Shimla - 171 009 (Himachal Pradesh)	80	100	2

No	Location	Address	Existing Bandwidth Mbps	Proposed Bandwidth in Mbps	No. of different ISP links to be quoted for participating as NI
38	Trivandrum	Reserve Bank of India, Trivandrum Regional Office, Bakery Junction, Post Box No. 6507, Thiruvananthapuram -695 033.	155	300	2
39	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	155	300	2
40	ZTC Kolkata	"Reserve Bank of India Zonal Training Centre 8, Council House Street Kolkata-700001 e-mail: ztckolkata@rbi.org.in Ph: 033-22135508	80	100	2
41	Belapur Datacenter (DC)	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.	200	1 Gbps	3
42	Kharghar Datacenter (DC)	Kharghar Data Center Reserve Bank of India RainTree Marg, Sector 7, CBD Belapur, Navi Mumbai.	200	1 Gbps	3
43	Nagpur Datacenter (DC)	Nagpur Additional Office Building Reserve Bank of India, Additional Office Building, 1st Floor, East High Court Road, P.B. No 118, Nagpur – 440 001	200	1 Gbps	3

No	Location	Address	Existing Bandwidth Mbps	Proposed Bandwidth in Mbps	No. of different ISP links to be quoted for participating as NI
44	COB-1 (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.	400	500	2
45	COB-2 (Executive floors – 16th 17th & 18th floors)	MUMBAI – Central Office Reserve Bank of India Department of Information Technology, Central Office Bldg, 14th Floor, Shahid Bhagat Singh Road, MUMBAI – 400 001.	NA	300	2
46	IFTAS DC, HYD	IFTAS DC- Hyderabad Sify technologies ltd Survey No. 115, DC Hall 3rd floor, Nanakramguda, Financial District Hyderabad 500 089	250	300	2
47	IFTAS DC, Mumbai	IFTAS DC-Mumbai GPX India Pvt Ltd, Unit-A-001, Boomerang, Chandivali Farm Road, Near Chandivali Studio, Andheri East, Mumbai 400072	250	300	2

- The bandwidths mentioned against each of the locations are indicative in nature. IFTAS reserves the right to select the appropriate bandwidth as required, at the time of releasing the Purchase Order.