



**Institute for Development and Research in  
Banking Technology**  
(Established by Reserve Bank of India)

**Request for Proposal (RFP)**

**For**

**Annual Maintenance Contract Service**

**For**

**Network and Wireless Equipment for IDRBT**

**Institute for Development and Research in Banking Technology**

**IDRBT, Castle Hills,**

**Road No.1, Masab Tank, Hyderabad – 500057, TS.**

January 2021

NOTE: This document contains 12 pages

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## **Disclaimer**

This Request for Proposal (RFP) is not an offer by the IDRBT, but an invitation to receive response from eligible interested bidders for **Annual Maintenance Contract Service for Network and Wireless equipment at IDRBT - Hyderabad and Mumbai**. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by IDRBT with the successful bidder. This document should be read in its entirety.

Any product name / function used in this document are meant to be generic and do not refer to the product of any particular company. In case such proprietary terms have been inadvertently mentioned then such terms should be taken to refer to the generic technology. Bidders with industry standard equivalent product name / function /feature under any other name will also be eligible to submit response to RFP.

## Statement of Purpose

IDRBT invites sealed tenders for **Annual Maintenance Contract Service for Network and Wireless equipment at IDRBT - Hyderabad and Mumbai**. IDRBT is looking for bidders from reputed companies having previous experience in handling successfully similar projects.

### 1. Introduction

Institute for Development & Research in Banking Technology (IDRBT) is an autonomous body Established by Reserve Bank of India. The primary goal of the Institute is, as follows:

1. Development & Research on Banking Technology.
2. The systemic requirements of the banking system
3. Offer training in banking technologies for Indian Banking sector
4. Act as a CA (Certifying Authority) for Bankers.

### 2. Objective

IDRBT has comprehensively employed technology over the years to efficiently discharge its duties in day to day functioning. IT applications are centrally hosted and the main objective of this RFP is to avail **Annual Maintenance Contract Service for Network and Wireless equipment at IDRBT - Hyderabad and Mumbai**. The switches and wireless devices are used to implement LAN/WAN network environment for hosting Critical IT Applications and providing high uptime of the application services on 24x7 basis to Member banks. The summary of the devices is as under:

S.No	Device Type	Cisco Device Model	Location	Qty
1	L2 Switch	WS-C2950-12	Hyderabad	3
2	L2 Switch	WS-C2950-24	Hyderabad	1
3	L2 Switch	SG 300-52	Hyderabad	1
4	L2 Switch	WS-C2960-48TT-L	Hyderabad	1
5	L2 Switch	WS-C2960S-24TS-L	Hyderabad	11
6	L2 Switch	WS-C2960S-24TS-L	Mumbai	1
7	L2 Switch	WS-C2960X-24PS-L	Hyderabad	24
8	L3 Switch	WS-C3560X-24T-S	Hyderabad	4
9	L3 Switch	WS-C3560X-24T-S	Mumbai	1
10	L3 Switch	N9K-C9372TX V03	Hyderabad	2
11	Wi-Fi Controller	Cisco-AIR-CT5508-HA-K9	Hyderabad	2
12	NCS Server	UCS C24 M3S	Hyderabad	1
13	Access Point	AIR-CAP2702E-D-K9	Hyderabad	13
14	Access Point	AIR-CAP2702I-D-K9	Hyderabad	32
<b>Total Number of devices</b>				<b>97</b>

### 3. Bid schedule:

<b>Tender Reference number</b>	IDRBT/SYS/ER/950/2020 - 2021
<b>Issue of RFP</b>	From 8 <sup>th</sup> January 2021
<b>Pre-Bid Meeting</b>	12 <sup>th</sup> January 2021
<b>Time and Last Date for receipts of bids</b>	19 <sup>th</sup> January 2021 16:00 Hrs
<b>Place of Opening tender offers</b>	Institute for Development and Research in Banking Technology, Road No. 1, Castle Hills, Masab Tank, Hyderabad –500057.
<b>Address of Communication</b>	The Director, Institute for Development and Research in Banking Technology, Road No. 1, Castle Hills, Masab Tank, Hyderabad 500057
<b>Contact Telephone Numbers</b>	Phone : 040 – 23294210 Fax: 040 – 23536370

### 4. Bid Submission

The Technical and Commercial bids shall be submitted in two separate sealed envelopes clearly super scribing on the envelope “**Tender No : IDRBT/CA/ER/950/2020 – 2021 dated 8<sup>th</sup> January 2021 Technical Bid for Annual Maintenance Contract Service for Network and Wireless equipment at IDRBT - Hyderabad and Mumbai**” & “**Tender No : IDRBT/CA/ER/950/2020 – 2021 dated 8<sup>th</sup> January 2021 Commercial Bid for Annual Maintenance Contract Service for Network and Wireless equipment at IDRBT-Hyderabad and Mumbai**”, on or before 16.00 Hrs of 19<sup>th</sup> January 2021.

### 5. Bidding Process

A two stage bidding procedure will be followed. The response to the present tender will be submitted in two parts i.e. the Technical Bid and the Commercial Bid.

The bidder qualified in eligibility criteria are eligible for technical bid evaluation.

In the first stage, only the eligible ‘Technical Bids’ will be opened and evaluated. Those bidders satisfying the technical requirements of **Annual Maintenance Contract Service for Network and Wireless equipment at IDRBT - Hyderabad and Mumbai**, as determined by the IDRBT and as per the requirements in Annexure – II and the terms and conditions of this document, shall be short-listed.

In Second Stage, Commercial bids of technically qualified bidders will be opened.

### 6. The Commercial Bid should contain the following:

The format of Commercial Bid to be submitted is given in Annexure – IV.

Taxes, if any, should be explicitly stated in the Commercial Bid. Sealed bids may be sent by

registered post or submitted by hand so as to reach the above-mentioned address before scheduled time.

## 7. Bidders Eligibility Criteria

Bidders must meet the following eligibility requirements. Bids of non-compliant bidders will not be technically or commercially evaluated.

Sr.No	Basic Requirement	Bidders Eligibility Criteria	Documentary evidence required
1	Legal Entity	The Bidder shall provide evidence that it is a current legal entity.	Attested copy of the Certificate of Incorporation/Registration of the Bidder
2	Duration of past experience	The Bidder should have experience of 3 years in Managing of Network devices for the organizations across India and should be in the Network System Integration Business	The Bidder should submit documentary evidence in support of minimum experience of 3 years (Copies of Purchase Order and Completion certificate to be attached)
3	Net worth	The Bidder should have positive net worth in the last three financial years (i.e. 2017-18, 2018-19, & 2019-20).	Certificate from the statutory auditor
4	Technical Capability	Bidder must have successfully completed, in the last five years, the following number of similar engagement(s) of value specified herein: <ul style="list-style-type: none"> <li>• One project of similar nature not less than the amount Rs.8 Lakhs</li> <li style="text-align: center;"><b>OR</b></li> <li>• Two projects of similar nature not less than the amount equal Rs.5 Lakhs</li> <li style="text-align: center;"><b>OR</b></li> <li>• Three projects of similar nature not less than the amount equal Rs.3 Lakhs</li> </ul>	Copies of Purchase Orders and completion certificate from client
5	General / Legal Status	The company should not be blacklisted by any Government agency / Banks / Other Financial Institutions in India.	Self-declaration on the company letter head signed by Company Secretary or Board approved Authorized Signatory.

Sr.No	Basic Requirement	Bidders Eligibility Criteria	Documentary evidence required
6	OEM's Authorization	The Bidder should have Manufacturers' authorization and a direct back-to-back support agreement with the OEM for the equipment. The Support agreement should include the activities like Technical Assistance support, Spares support etc. Submit supporting documents for same.	Bidder has to provide an Ink Signed MAF from the OEM along with Technical Bid – as per Annexure - II
7	Support	Bidder should have a local entity in Hyderabad to provide better support during the warranty	Documentary proof to be enclosed.

#### 8. Terms & Conditions:

1. All bids and supporting documentation shall be submitted in English.
2. IDRBT will not take into consideration, any variation in the \$ price.
3. All costs and charges, related to the bid, shall be expressed in Indian Rupees only.
4. Entry/Octroi will be paid at actuals on production of invoices for the same and should not be included in the total amount.
5. The **Annual Maintenance Contract Service for Network and Wireless equipment at IDRBT - Hyderabad and Mumbai** should be undertaken within 01 (One) week from the date of purchase order.
6. The Bidder is liable to be rejected if any commercial details are found along with the technical bid.
7. The cost of bidding and submission of the bids is entirely the responsibility of the Bidders, regardless of the conduct or outcome of the tendering process.
8. The bidder should be an Original Equipment Manufacturer or an authorized supplier/representative of OEM in India. An Authorization letter from the manufacturer to this effect should be furnished as enclosed in Annexure II.
9. IDRBT reserves the right to reject all or any of the quotations without assigning any reason thereof.
10. The decision of IDRBT shall be final.

#### 9. Scope of Work under ANNUAL MAINTENANCE CONTRACT

1. The contract will be on **comprehensive** basis, inclusive of repairs and replacement of spare parts without any extra payment.
2. The details of the equipment proposed to be covered under AMC is as per **Annexure – II** of this document.
3. The successful bidder is required to carry out periodic preventive maintenance activities on all the equipment under AMC. This includes periodic cleaning and replacement of parts that are subject to wear and tear, without any cost to the institute including plastic parts.
4. Replacement of parts will be at the successful bidder's cost with original spares of the brand/make/model or reputed makes with best quality spares. A working network system will have to be provided by the bidder to facilitate temporary replacement.

5. While shifting any network hardware out of the Institute's premises for repairs, the successful bidder will have to arrange for suitable replacement of the respective hardware.
6. The successful bidder shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part.
7. It shall be the responsibility of the successful bidder to make all the peripherals related network switches work satisfactorily throughout the contract period and to hand over the systems in working condition to the Institute after expiry of the contract. In case any damage is found, the firm is liable to rectify it even after the expiry of the AMC contract.
8. The successful bidder should be an authorized service provider for reputed manufacturers and must have requisite expertise in providing maintenance of computers (related to network switches) and peripherals of various brands/make.
9. Institute may replace some of the existing switches with new devices during the AMC contract period. In such cases, AMC will be paid to the bidder on pro-rata basis.
10. The contract will be effective for a period of one year. The bidder will have to enter into necessary contract with the Institute. The contract may be renewed for further period/s on mutually agreed upon terms by both the parties.

#### **11. Service Level, Uptime and Penalty**

1. Uptime of the devices should be > 99.95% (Calculated on Monthly basis)
2. Support during Business hours (9:00 AM to 6:00 PM)
3. Any Call/ Reported problem should be resolved within 4 hours
4. Monday to Saturday
5. Repair / Replace equivalent or higher version of device / IOS / Wireless Application

#### **12. Penalty for downtime**

Any equipment viz., (L2,L3 Switches and Wireless devices and application) that is reported to be down/malfunctioning should be either fully repaired or replaced by temporary substitute (of equivalent configuration) within 1 working day. In case, bidder fails to meet the above standards of maintenance, there will be a penalty chargeable as specified in the table below.

<b>SI.No</b>	<b>Item</b>	<b>Penalty chargeable per day (Rs)</b>	<b>Response Time</b>
1	L3 Switch & All Wireless devices	1,000/-	>4 Hrs and ≤ 1 day
		2,000/-	>1 and ≤ 4 days
		5,000/-	≥ 4 days
2	L2 Switch	500/-	>4 Hrs and ≤ 1 day

Sl.No	Item	Penalty chargeable per day (Rs)	Response Time
		1,000/-	>1 and ≤ 4 days
		5,000/-	≥ 4 days

#### 10. Period of Validity

- a The **Annual Maintenance Contract Service** is for one year from 1<sup>st</sup> February 2021 to 31<sup>st</sup> January 2022.
- b All the prices and other terms and conditions of the offer proposed by the Bidder should be **Valid** for a **minimum** period of three months.

#### 11. Payment Terms:

- a IDRBT shall pay the AMC charges for the devices on quarterly basis, after deducting the penalty amount, if any, on successful discharge of service.
- b All payments will be released based on separate invoices submitted to Institute by the bidder.
- c The quarterly payments will be based on the actual number of devices serviced during a quarter.

#### 12. Exit Clause

IDRBT may terminate this contract with 30 days' notice given to the successful bidder. Amount due will be calculated on a pro-rata basis on the entire bill of material or on devices basis.

#### 13. Order Cancellation:

- a. IDRBT reserves its right to cancel the order for delay in delivery beyond the specified period.

**For any questions/clarifications related to requirements, please contact us at**  
itprocurement@idrbt.ac.in

## Bidder Eligibility Criteria Format

Sr.No	Basic Requirement	Bidders Eligibility Criteria	Documentary evidence	Submitted Y/N
1	Legal Entity	The Bidder shall provide evidence that it is a current legal entity.	Attested copy of the Certificate of Incorporation/Registration of the Bidder	
2	Duration of past experience	The Bidder should have experience of 5 years in Managing of Network devices for the organizations across India and should be in the Network System Integration Business	The Bidder should submit documentary evidence in support of minimum experience of 5 years (Copies of Purchase Order and Completion certificate to be attached)	
3	Net worth	The Bidder should have positive net worth in the last three financial years (i.e. 2017-18, 2018-19, & 2019-20).	Certificate from the statutory auditor	
4	Technical Capability	Bidder must have successfully completed, in the last five years, the following number of similar engagement(s) of value specified herein: <ul style="list-style-type: none"> <li>• One project of similar nature not less than the amount Rs.10 Lakhs</li> <li style="text-align: center;">OR</li> <li>• Two projects of similar nature not less than the amount equal Rs.5 Lakhs</li> <li style="text-align: center;">OR</li> <li>• Three projects of similar nature not less than the amount equal Rs.3 Lakhs</li> </ul>	Copies of Purchase Orders and completion certificate from client	
5	General / Legal Status	The company should not be blacklisted by any Government agency / Banks / Other Financial Institutions in India.	Self-declaration on the company letter head signed by Company Secretary or Board approved Authorized Signatory.	
6	OEM's Authorization	The Bidder should have Manufacturers' authorization and a direct back-to-back support agreement with the OEM for the equipment. The Support agreement should include the activities like Technical Assistance support, Spares support etc. Submit supporting documents for same.	Bidder has to provide an Ink Signed MAF from the OEM along with Technical Bid – as per Annexure - II	
7	Support	Bidder should have a local entity in Hyderabad to provide better support during the warranty.	Documentary proof to be enclosed.	

**Annexure II**

**Technical Details of the Devices to be covered under Annual Maintenance Services  
for a period from 1<sup>st</sup> February 2021 to 31<sup>st</sup> January 2022.**

<b>S.No</b>	<b>Device Type</b>	<b>Cisco Device Model</b>	<b>Location</b>	<b>Qty</b>	<b>AMC Services Y/N</b>
1	L2 Switch	WS-C2950-12	Hyderabad	3	
2	L2 Switch	WS-C2950-24	Hyderabad	1	
3	L2 Switch	SG 300-52	Hyderabad	1	
4	L2 Switch	WS-C2960-48TT-L	Hyderabad	1	
5	L2 Switch	WS-C2960S-24TS-L	Hyderabad	11	
6	L2 Switch	WS-C2960S-24TS-L	Mumbai	1	
7	L2 Switch	WS-C2960X-24PS-L	Hyderabad	24	
8	L3 Switch	WS-C3560X-24T-S	Hyderabad	4	
9	L3 Switch	WS-C3560X-24T-S	Mumbai	1	
10	L3 Switch	N9K-C9372TX V03	Hyderabad	2	
11	Wi-Fi Controller	Cisco-AIR-CT5508-HA-K9	Hyderabad	2	
12	NCS Server	UCS C24 M3S	Hyderabad	1	
13	Access Point	AIR-CAP2702E-D-K9	Hyderabad	13	
14	Access Point	AIR-CAP2702I-D-K9	Hyderabad	32	

**Annexure III**

**MANUFACTURER'S AUTHORISATION FORM (MAF)**

No. \_\_\_\_\_ Dated \_\_\_\_\_

To

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

We \_\_\_\_\_ who are established and reputable manufactures of \_\_\_\_\_ having offices at \_\_\_\_\_ and \_\_\_\_\_ do hereby authorize M/S \_\_\_\_\_ (Name and address of Agent/Dealer) to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

We hereby extend our full guarantee and warranty as per the terms and conditions of the tender and the contract for the equipment and services offered against this invitation for tender offer by the above firm.

Yours faithfully,  
(Name) for and on behalf of M/s \_\_\_\_\_  
(Name of manufacturers)

Note: This letter of authority should be on the letterhead of the manufacturing concern and should be signed by a competent person of the manufacturer.

**Annexure - IV**

**Commercial Bid format for Annual Maintenance Services of Network and Wireless Devices for one year - period from 1<sup>st</sup> February 2021 to 31<sup>st</sup> January 2022.**

S.No	Device Type	Cisco Device Model	Qty (a)	Unit Price (b)	Tax (c)	Total Amount (d=a*b+c)	
1	L2 Switch	WS-C2950-12	3				
2	L2 Switch	WS-C2950-24	1				
3	L2 Switch	SG 300-52	1				
4	L2 Switch	WS-C2960-48TT-L	1				
5	L2 Switch	WS-C2960S-24TS-L	11				
6	L2 Switch	WS-C2960S-24TS-L	1				
7	L2 Switch	WS-C2960X-24PS-L	24				
8	L3 Switch	WS-C3560X-24T-S	4				
9	L3 Switch	WS-C3560X-24T-S	1				
10	L3 Switch	N9K-C9372TX V03	2				
11	Wi-Fi Controller	Cisco-AIR-CT5508-HA-K9	2				
12	NCS Server	UCS C24 M3S	1				
13	Access Point	AIR-CAP2702E-D-K9	13				
14	Access Point	AIR-CAP2702I-D-K9	32				
<b>Grand Total in Rs including taxes</b>							