Request for Proposal
For

Supply & Implementation, Operation & Management of MPLS & Broadband Link with SD WAN for Multi-Branches, DC & DR Locations
For BOB Financial Solution Ltd.

RFP NO: SYS: 2018/03
Dated: 19th March. 2018

BOB Financial Solutions Limited.
2nd Floor, Baroda House,
Behind Dewan Shopping Centre,
S V Road, Jogeshwari West
Mumbai - 400102

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1. Introduction

1.1 Invitation for Tender offers

BOB Financial Solutions Limited [Formally known as Bob cards Ltd.] invites sealed tender offers (Eligibility, Technical bid and Commercial bid) from eligible, reputed Service Provider for **Supply, Implementation, Operation & Management of MPLS & Broadband link with SD WAN for Multi-Branches, DC & DR Locations for BOB Financial Solution Ltd.** In this RFP, the term bidder/ prospective bidder refers to the primary bidder participating for delivering services mentioned in the scope of works.

Complete set of tender documents may be downloaded by eligible bidder from the website of the Company, the cost of tender document should be paid in the form of Bankers' Cheque / Demand Draft for Rs. 10,000/- (Ten Thousand Only) favoring BOB Financial Solutions Limited payable at Mumbai along with the bid responses. The Company reserves the right to reject any or all offers without assigning any reason.

Technical Specifications, Bill of Material documents, Terms and Conditions and various formats and pro forma for submitting the tender offer are described in this document, Annexures and Appendices.

1.2 About the Company

Established in the year 1994, BOB Financial Solutions Limited [Formally known as Bobcards Ltd.], a Company having its Regd. Office at 2nd floor, Baroda House, S V Road Jogeshwari (West), Mumbai -400 102 (herein after referred to as a 'Company') is a wholly owned subsidiary of Bank of Baroda, a large public sector bank having global presence with its vast network of over 5,500 branches.

The company has a network of 38 area offices spread throughout the country as on date. The Company is involved in both cards Issuing and Acquiring business.

The Company' s Registered Office is located at Jogeshwari West Mumbai which has got a small setup for hosting certain applications, MPLS connectivity with Bank's Data center (DC) which is located in BKC, Mumbai and Disaster Recovery center at Hyderabad. Besides this the company has got 38 Area Offices spread across the country. The company intend to Link of all branches & Area offices to DC & DR on SD Wan Link with Redundancy.

1.3 Information Provided

This document contains statements derived from information believed to be reliable at the date obtained but does not purport to provide all the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with the Company in relation to the solutions. Neither the Company nor any of its employees, agents, contractors, or advisers gives any representation or warranty, express or implied, as to the accuracy or completeness of any information or statement given or made in this document.

1.4 For Respondents Only

The document is intended solely for the information of the party to whom it is issued ("the Recipient" or "the Respondent").

1.5 Confidentiality

The Invitation document is confidential and is not to be disclosed, reproduced, transmitted, or made available by the Recipient to any other person. The Invitation document is provided to the Recipient on the basis of undertaking of confidentiality given by the Recipient to Company. Company may update or revise the document or any part of it. The Recipient acknowledges that any such revised or amended document shall be received subject to the same confidentiality undertaking. The Recipient will not disclose or discuss the contents of the document with any

officer, employee, consultant, director, agent, or other person associated or affiliated in anyway with Company or any of its customers or suppliers without the prior written consent of Company.

1.6 RFP disclaimer

This Request for Proposal containing Annexures and subsequent Addenda and Corrigenda (Herein after called as RFP or tender) has been prepared solely for the purpose of enabling the Company to select a Bidder for **Supply, Implementation, Operation & Management of MPLS & Broadband link with SD WAN for Multi-Branches, DC & DR Locations for BOB Financial Solution Ltd.** including interfaces and connectivity to Multi-Site located at various locations etc. as per specifications, terms and conditions and scope defined in this RFP (herein after referred as Solution).

The bidder will be required to be innovative, capable and would need to extend all their resources and services in order to meet the expectation of the Company towards providing the required services.

This RFP document is not a recommendation, offer or invitation to enter into a contract, agreement or other arrangement in respect of the supply and services as per the scope of this RFP.

1.7 Important Details (Schedule of Events, contact & communication details etc.)

1	**RFP No.**	**RFP:SYS:2018/03**
2	**Brief Description of the RFP**	Selection of a Service Provider for **Supply & Implementation, Operation & Management of MPLS & Broadband link with SD WAN for Multi-Branches, DC & DR for BOB Financial Solution Ltd.**
3	**Company's Address for Communication and Submission of Tender**	Assistant Manager, Systems & IT, BOB Financial Solutions LTD. 2nd Floor, Baroda House, Behind Dewan Shopping Centre, S V Road, Jogeshwari (West) Mumbai – 400 102.
4	**Date of Issue**	**19 st March 2018**
5.	Last date of submission of Queries for Pre-Bid Meeting	23 th March 2018 before 04:00hrs PM
6.	Date & Venue of Pre-Bid Meeting	26th March 2018 at 10:00Hrs IST Venue: BOB Financial Solutions Limited, 2nd Floor, Baroda House, Behind Dewan Shopping Centre, S V Road, Jogeshwari (West) Mumbai – 400 102
7.	Last date & time for submission of Bids	9th April 2018 before 3:00hrs PM
8.	Date and time of Opening of Eligibility and Technical Bid	9th April 2018 at 4:00hrs PM
9.	Date and time of Opening of Commercial Bid	The commercial bids of only those Bidders who qualify in both eligibility and technical evaluation will be opened. The date for opening of the commercial bid would be communicated separately to the technically eligible Bidders.

10.	Bid document cost (non-refundable	INR 10,000/-
11.	Bid Security (EMD)	INR 6,01,000/-
12.	Contact Person for any clarification	Mr.Subrata Sen

The above dates are tentative and subject to change without any prior notice or intimation. Bidders should check website www.bobcards.com for any changes / addendums to the above dates and/or any other changes to this RFP. Bidders to confirm with Company the time & venue -1- day prior to any of the above scheduled event.

Eligibility cum Technical bids will be opened, in the presence of the bidder's representatives who choose to attend the opening of technical bid. No separate communication shall be sent in this regard. Subsequently, the company will evaluate the Technical Bids and the bidders shall be suitably intimated about their Technical bid after evaluation.

Commercial bids will be opened in the presence of the of the bidder's representatives who are found technically qualified by Company upon evaluation and choose to attend.

1.8 Costs to be borne by bidders

All costs and expenses incurred by Bidders in any way associated with the development, preparation, and submission of their responses to the RFP, including but not limited to attendance at meetings, discussions, presentations, demonstrations, etc. and providing any additional information required by the Company, will be borne entirely and exclusively by the Bidder.

1.9 Legal Relationship

No binding legal relationship will exist between any of the Bidders and the Company until execution of a contractual agreement.

1.10 Disqualification

Any form of canvassing/lobbying/influence/cartelization, etc. by the Bidder may result in disqualification of such Bidder

1.11 Information Confidentiality

The information contained in this RFP is strictly confidential. The Bidder shall not share this information with any other person/party not connected with responding to the RFP or even with other potential Bidders. The information contained in the RFP or subsequently provided to Bidder(s), whether verbally or in writing by or on behalf of Company shall be subject to the terms and conditions set out in the RFP and any other terms and conditions subject to which such information is provided.

1.12 Recipients' Obligation to Inform Itself

It is the Recipient's responsibility to conduct all necessary investigation and analysis regarding any information contained in the document and the meaning and impact of that information.

1.13 Evaluations of Offers

Each Recipient acknowledges and accepts that the Company may, in its sole and absolute discretion, apply whatever criteria it deems appropriate in the selection of organizations, not limited to those selection criteria set out in this document. The issuance of document is merely an invitation to offer and must not be construed as any agreement or work order or arrangement nor would it be construed as material for any investigation or review to be carried out by a Recipient. The Recipient unconditionally acknowledges by submitting its response to this document that it has not relied on any idea, information, statement, representation, or warranty given in this document.

1.14 Errors and Omissions

Each Recipient should notify the Company of any error, omission, or discrepancy found in this document. Notification should be made to the address found in proposal related details.

1.15 Acceptance of Terms

The purpose of the RFP is to provide necessary information to the potential Bidders, who qualify and intend to submit their response to the RFP. Though the RFP has been prepared with sufficient care and diligence with an endeavor to provide all required information to the potential Bidders, Company acknowledges the fact that the potential Bidders may require more information than what has been provided in the RFP. Accordingly, in such cases, the potential Bidder(s) may seek additional information/clarification required from Company. Company reserves the right to provide such additional information/ clarification at its sole discretion. In order to respond to the RFP, if required, and with the prior permission of Company, each Bidder may conduct their own study and analysis, as may be necessary, at their own cost and expense ensuring they adhere to the timelines mentioned in the RFP. No additional time will be provided to Bidders to undertake any analysis or study.

Company makes no representation or warranty and shall incur no liability, whatsoever, under any law, statute, rules or regulations on any claim the potential Bidder may make in case of failure to understand the requirement and respond to the RFP.

Company may, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information given in the RFP and specify additional user requirements or cancel the RFP at any time without assigning any reason thereof and without any notice.

While due care has been taken in the preparation of this document, Company will not be held responsible for any inaccuracy in the information provided herein. The recipient of the RFP must apply its judgment, care and conduct its own investigation and analysis regarding any information contained in the RFP document including but not limited to the scope of work, Deliverables and timelines, etc.

It is the Bidder's responsibility to:

- Properly understand and examine the RFP;
- examine all other information available on reasonable inquiry relevant to the risks, contingencies and circumstances affecting its response;
- satisfy itself as to the completeness, correctness and sufficiency of its response;

A recipient will, by responding to the Company's RFP document, be deemed to have accepted the terms as stated in this RFP document.

1.16 Liabilities of the Company

This Invitation is not an offer by the Company, but an invitation for Bidder responses. No contractual obligation on behalf of the Company whatsoever shall arise from the invitation process unless and until a formal Purchase Order/Work Order is signed and executed by duly authorized officials of the Company and the select bidder.

2. Requirements Summary

2.1 Intent

The Company is issuing this RFP document (hereinafter referred to as "the RFP" which expression shall include all attachments and annexures hereto as well as all amendments, addendums, modifications and alteration hereto) to service providers, (hereinafter referred to as "the Bidder") to enable them to participate in the competitive bidding for **"Selection of Bidder for Supply, Implementation of MPLS &(Broadband link or ILL) with SD WAN for Multi-Branches, DC & DR Locations of BOB Financial Solutions Ltd.".** The selected Bidder has to installs and manages Link, the edge CPE devices, procures and manages access links from multiple NSPs, and manages all day-to-day network management aspects of the solution to achieve uninterrupted access to business applications. Mission critical applications run centrally

over a network that now spans across 40+ physical locations spread all across India and services that would be necessary as per the defined requirements of the RFP. The selected Bidder has to ensure that the desired objectives of the Company are fulfilled. The Company intends to avail the following services from Bidder:

i) MPLS VPN
ii) Broadband/ ADSL/ DSL Connectivity/ILL
iii) SD WAN Enable Device
iv) Required Appliance for Connectivity
v) Redundancy
vi) WAN optimization or analytics
vii) Self Service provisioning Portal
viii) MIS and Reporting Services

The Successful Bidder will be required to supply, install, commissioning & Manage all the required deliverables of project at the identified locations. Benchmark specifications for various types of components to be supplied & operationalized as part of this project. Bidder are required to ensure that Link & components proposed are capable to meet these benchmark specifications and are also able to adhere to the functional requirements specified in RFP.

OEM should use the industry best practices for implementation of MPLS & SDWAN in BOB Financial Solution Ltd.

2.2 Tenure

The tenure of the contract initially would be for **Five years** from the date of the issuance of first purchase order by the BFSL. BFSL can further extend this at its discretion at mutually agreed terms.

3. Pre-Qualification Criteria

3.1 Consortium Criteria

Consortiums are not allowed.

3.2 Bidder/ Prime Bidder Qualification Criteria

Sr. no	Bidder qualification criteria	Supporting Documents	Bidder's document Reference	Remarks
B1	The bidder should be a Company Registered under Company act and should be in business for at least five (5) years as on March 31, 2017.	Copy of registration certificate to be submitted.		
B2	The bidder should have a minimum average annual turnover of at least Rs. 30 Crore over the last three (3) years i.e. FY 2015, 2016 and 2017.	Supporting the fact the bidder should furnish: a) Audited annual reports for FY2014-15, FY 2015-16 and FY2016-17 and b) CA certificate for FY2014-15, FY 2015-16 and FY2016-17. The certificate should provide the details of networth, cash profit and turnover for last three years.		
B3	The bidder should have positive networth and cash profit (i.e., no cash loss) in 2 years out of last 3 years.			
B4	The Bidder should have at least three years' experience in supplying, installing,	Copies of the purchase order issued by the Bank, Financial Institutions or a		

	commissioning and Managing of MPLS & broadband and should have implemented MPLS & broadband in two Banks / Financial Institutions in India and one of them should be a BFSI Sector in India in the last 2 calendar years.	certificate/ letter from the Bank/ Financial Institutions for having undertaken/completed the project successfully and its satisfactory performance.		
B5	The Bidder should have following certifications for WAN network services: a) ISO 9001:2008 AND b) ISO 27001/ BS7799	Attested copy of the appropriate certificate to be submitted.		
B6	The Bidder (Service Provider) should have delivered MPLS VPN or managed broadband link or combination of both Link connectivity at least to 100 sites across India, out of which at least 60 sites should be of single customer.	Certification / Undertaking on company's letter head with details of customers to be submitted.		
B7	The bidder should have dual stack (IPv4 and IPv6) network.	Certification / Undertaking on letter head from the bidder with details duly signed by authorized signatory with Company seal.		
B8	The bidder should have their own Network Operating Center (NOC) existence in India for at least three years, with a centralized call logging facility to provide 24X7X365 customer support. The NOC should be managed by at least 25 certified network engineers.	Certification / Undertaking on company's letter head from the bidder duly signed by authorized signatory with Company seal.		
B9	Bidder should have Service support centres managed by own staff / contracted staff in at least 50 major cities/ locations in India covering all the locations of the bank.	The list of support centers containing Office Address, Telephone nos., contact person etc. shall be submitted		
B10	The bidder should be able to provide pre-defined Traffic transport QoS Parameters which provide throughput, latency, packet loss, jitter commitments, WAN Optimization, Analytics and application traffic prioritization	Certification / Undertaking on company's letter head from the bidder duly signed by authorized signatory with Company seal.		
B11	The Bidder should produce letter of satisfaction on their MPLS/ managed broadband service from their existing customers who have availed MPLS/ managed broadband connectivity on SD WAN technologies from them for at least 3 years continuously.	Letter of satisfaction from their existing customers		
B12	The bidder should not have been blacklisted by any Public Financial Institutions, Public	Self-declaration to this effect on company's letter head signed by company's		

	Sector Bank, RBI or IBA or any other Government agencies as on the last date of tender submission.	authorized signatory **as per Appendix 06.**		

Note:

1 Letter of Authorization shall be issued by either Managing Director having related Power of Attorney issued in his favor or a Director of the Board for submission of Response to RFP/ Tender.

2 All self-certificates shall be duly signed and Stamped by Authorized signatory of the Bidder Firm unless specified otherwise.

4. Scope of Work

Bidders are required to set up MPLS & SD WAN network localized at each Locations as per Appendix -05 to provide connectivity to DC and DR of bank of Baroda & Third party through the MPLS & broadband link with SD WAN Technology at desired speed.

The broad scope of work would include the following:

1. Understanding of Project Requirement
2. Providing, Installation and commissioning of Link & CPE hardware to nodes on end to end basis listed in Appendix -5: Details of bandwidth Requirement.
3. Supply, installation, integration with corporation's network, maintenance of network and equipment's including CPE equipment at all locations.
4. All branches & corporate office and routers located at Branch nodes to be managed by successful bidder.
5. The responsibility of obtaining necessary permission & coordination to implement Link for various location as per Appendix –8 will be responsibility of Successful bidder.
6. Obtaining IP block from CBEC/Director General of System & Data management will be the responsibility of Successful Bidder.
7. Successful bidder has to provide all Network hardware under the Managed MPLS & managed broadband connectivity with SD WAN enable.
8. Adherence of Service Level Agreement (SLA).
9. Management, operation & maintenance of All CPE equipment's & router located at Bank's DC & DR which is the responsibility of Third party who is managing same. Successful bidder has to do necessary coordination with Third party Vendor to implementation & commissioning of MPLS & SD-WAN in respective location.
10. Successful bidder to ensure last mile infrastructure (Last mile and Router) to support max bandwidth requirement for each location from day one.
11. Provide expertise and technology to integrate disparate operations and management systems across various access, transport, and network solution providers, presenting a unified view for enterprise network teams.
12. Local lead/last mile connectivity shall be the responsibility to the Successful bidder and should ensure proper installation of connectivity at premises listed in Appendix 08 without causing any disfigurement at the location. If any disfigurement is caused then the cost of the same will be recovered from Successful Bidder.
13. Provide complete MPLS & SD-WAN management, freeing-up network/IT personnel time to focus on more strategic activities that are aligned with business goals.
14. Provide SLAs that guarantee application and network performance across the distributed WAN locations.

15. Setting up system Setup as per SLA & Technical Specification.
16. Training.
17. Operations and Maintenance Services.
    i. The Successful bidder shall ensure the maintenance of the connectivity during the hiring period and should ensure data security.
    ii. Should have 24 X 7 facilities to raise trouble tickets and customer support on Remote.
    iii. Should have Onsite Support for Working Days (Monday to Friday) in working Hours (8AM to 8PM) facilities to raise trouble tickets, Coordination and customer support.
    iv. Successful bidder to inform BOB Financial Solution Limited (hereafter refer as BFSL) about the threshold limit crossed for any locations in writing. BFSL may increase the bandwidth as per the rate card/rate contract provided by the Successful bidder. The Successful bidder has to scale up the bandwidth within 48 hours of notification by BFSL.
    v. Escalation matrix along with contact details to be provided within 15 days of commissioning the connectivity.
    vi. Should intimate BFSL about planned events and service outages through alerts.
    vii. Should provide online performance monitoring reporting to BFSL indicating bandwidth utilization, network latency, packet loss, jitter, link availability parameters as per SLA (Service Level Agreement).

4.1 Setting- Up Project Office

The Bidder's project team will operate from their own NOC. All activities of the project including documentation, initial site survey, implementation coordination, testing etc. will be carried out from their Office & will update to BFSL periodically about progress of implementation. Visits & Coordination to various departments / locations of BFSL office will be made as and when required. For execution of the Project, successful bidder will designate a project Implementation & management team (One of the Team member will be operating from BOB Financial Location). These members will provide accurate and timely inputs to the BFSL as and when required.

4.2 Requirement of Each Category of Location.

The Successful Bidder will be responsible for supply, installation and commissioning of Link & hardware, including all required necessary as per below given requirement of Each Category of location.

4.2.1 Category A & B

In this category bank requires service provider level, link level and hardware level redundancy.

i. The Successful Bidder has to provide two IP MPLS VPN link, from two different service provider. The last miles should not be on wireless.

ii. The Successful bidder has to provide dual CEs. Each link to be terminated on separate CE.

iii. Both the service provider links should be active / active (High Availability) and each should act as Failover to the other.

iv. During normal operations traffic should flow across both the links. In case of failover of one SP link or CE, the connectivity should be automatically established with second SP link or CE without any delay/latency.

v. BFSL should be able to aggregate bandwidth (Bonding) from both the service providers though they are terminating on different CE.

vi. Each location shall have two CE equipment and Two MPLS VPN link as specified in Appendix-5 with required modules and accessories which shall work in active-active mode.

Note: The BFSL may procure directly additional links viz., MPLS VPN or Internet / ILL/Broadband / Cellular links, if required from other Service Providers (other than those Service Provider contracted from this RFP). The same should be terminated on the CEs.

4.2.2 Category C

In this category bank proposes to use ILL/broadband links as alternate transport media, which would be in the scope of Successful bidder as per given in the scope of this RFP,

i. The service provider has to provide Dual Link with SD-WAN connection along with CE.

ii. Successful bidder would procure and terminate Internet / Broadband / ILL links from any SP and terminate on the SD-WAN CE.

iii. All the links terminated on CE should be active / active and in case of failover of any one link, the connectivity should be automatically established with second link(s) without any latency/ delay.

iv. BFSL should be able to aggregate bandwidth (Bonding) of Internet / Broadband / Cellular links terminated on the CE. Each link shall be 1:1 or 1:2

v. Each location of Category-C shall have two link of Ratio 1:1 or 1:2 of required speed and throughput as specified in appendix -5 which shall be terminated on single CE devices.

vi. Based on business requirements, Bank may during the period of contract migrate the locations to Category 'A' / Category 'B'.

4.3 Last Mile

4.3.1 The last mile to be provided at all the locations should be preferably on wires however DC and DR will be mandatorily on Ethernet or Fiber.

4.3.2 Wireless Last Mile

In case last mile is on wireless the Service Provider to note that:

i. The maximum height of pole should preferably be not more than 6M from roof top. However acceptance of the same is subject to availability of permission from landlord.

ii. The frequency should be restricted / licensed.

iii. Weightage would be given to the bidders who provide wired connectivity.

4.3.3 The last mile at all locations should support maximum bandwidth as proposed by BFSL (refer Appendix -5), without up-gradation during the period of contract.

4.3.4 Category A locations should be on fiber/Ethernet, Category B locations should be on Fiber/Ethernet/RF & Category C locations should be on Fiber/Ethernet/DSL/ILL/RF which should be compatible to be terminated directly on LTE/RF / MPLS CE equipment which is compatible for SD WAN Technology.

4.4 Customer Premises Equipment

4.4.1 Each edge device should support the following:

i. Load-balance traffic across multiple MPLS / P2P / Internet/Cellular (ILL/LTE/DSL) paths based on load balancing algorithms efficiently using all available WAN bandwidth.

ii. The solution should be able to monitor the network performance parameters viz., jitter, latency and packet loss and should be able to make decisions to forward critical applications over the best performing path based on the defined application policy.

iii. The solution must respond to measured performance changes (degradation) in addition to link and node state changes (up / down) and adjust application forwarding accordingly.

iv. The solution should support VRRP or equivalent to maintain hardware level redundancy.

v. The solution should support Quality of Service, WAN load balancing and bonding.

vi. The solution should support Performance routing.

vii. The solution should provide detailed dashboard & reports on network performance parameters like utilization, packet loss, jitter, latency, etc.

viii. The solution should support routing based on network performance measured per application & sub-application. The solution should support Zero Touch Provisioning (ZTP) with centralized configuration templates based on category of offices.

ix. The solution should provide self-service portal to configure & manage the WAN.

x. The solution should provide visibility of network and application behavior.

xi. All licenses required to meet the throughput & features shall be provided on day one.

xii. All CPEs should be physical platform with 19" rack mountable option.

xiii. The solution should have minimum of 4 to 8 X GE ports and CPE should be Wi-Fi enabled as well.

xiv. All SD-WAN CPEs should be upgradeable to various bandwidth speeds without changing physical hardware.

xv. Edge device 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:

- ✓ Client server and web based applications
- ✓ Video Conferencing bridge and core infrastructure
- ✓ Antivirus Solution
- ✓ Operating System and Client software patching solution
- ✓ Internet Gateway
- ✓ Security solutions etc.

4.4.2 The solution must be able to dynamically control data packet forwarding decisions by looking at application type, performance, policies and path status.

4.4.3 The solution should be able to prioritize real time traffic over other traffic.

4.5 Application optimization over WAN

4.5.1 The solution must provide application-specific acceleration capabilities that improve response times while reducing WAN bandwidth requirements.

4.5.2 Successful bidder has to submit details of optimization calculation sheet (Prior utilization of BW and post SDWAN Implementation BW and with difference).

4.5.3 The solution must have application awareness with capability of deep packet inspection 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.

4.5.4 All remote site traffic must be encrypted when transported over WAN transport media viz. MPLS, P2P, Internet and cellular network for protecting Data confidentially and Integrity.

4.5.5 The encryption must be done as per IPSec Standard using AES with 128-bit or higher or coupled with Internet Key Exchange Version 2 (IKEv2) or latest.

4.5.6 The use of encryption should not limit the performance or availability of remote site applications and should be transparent to end users.

4.5.7 The solution must use hardware based encryption only and must give IMIX encryption throughput equal to or greater than the sum total of WAN bandwidth capacity per site.

4.5.8 The solution must support zone based firewall and VRFs to allow for network isolation.

4.6 Centralized Management, Monitoring and Configuration

4.6.1 All central controller shall be provided, deployed & management by Successful bidder in coordination with Data Center Vendor at BFSL data center and backup at DR Site. The solution at DC site should be in high availability to avoid single point of failure.

4.6.2 The centralized management appliance installed at DC and DR must provide a single, unified platform for network service provisioning, monitoring and assurance, change and compliance management. Required coordination shall be provided by Data Center Vendor.

4.6.3 The centralized management appliance must have web based GUI.

4.6.4 The solution must support zero touch provisioning / plug-n-play for new branches, which entails on-site branch personnel having to make physical (i.e. cabling) changes only and administrators not having to make configuration changes to bring new branches online.

4.6.5 The solution must provide guided workflows for deployment and management of SD-WAN infrastructure.

4.6.6 The solution must support end-to-end real-time flow visualization for the application paths for identifying issues and taking corrective actions.

4.6.7 All network wide configurations shall be from the centralized management appliance.

4.6.8 All application forwarding policies shall be configured from the centralized management appliance.

4.6.9 The centralized management appliance shall have NMS capabilities and must support network wide device and network visibility for all the devices in the scope of the solution.

4.6.10 The solution must be able to collect and aggregate traffic statistics for all WAN paths. Traffic statistics should include path utilization, application specific utilization and path performance.

4.6.11 The solution must support device health monitoring for all the devices within the solution scope.

4.6.12 The solution must store historical traffic and performance information to assist with trouble analysis, traffic forecasting and SLA compliance.

4.6.13 The solution must support syslog and email based alarm to notify the administrators when any device/link fault or network performance degradation happens.

4.6.14 Data Logging Framework

i. Highly scalable, reliable, optimized, policy-driven data logging framework
ii. Multiple transports & log formats – IPFIX, syslog, etc.
iii. Streaming of logs to one or more 3rd party collectors for SOC monitoring.

4.6.15 Reports & Analytics

i. Real & historical time series log event reporting
ii. Traffic usage/protocol anomaly detection
iii. Prediction-based on extrapolation of trending data
iv. Ad-hoc and scheduled reports
v. Predefined and custom report templates
vi. Report export formats: csv, pdf, xls, email notification

vii. Traffic reports per site: availability, bandwidth usage per access circuit, bandwidth usage per application, latency, packet loss, QoS per access circuit etc.
viii. Multi-site reports: connectivity, bandwidth usage and SLA metrics between sites CGNAT reports: NAT events, pool utilization etc.
ix. Forensics: packet capture for known/unknown applications and detected vulnerabilities

4.6.16 User Interface

i. Dashboard views for MPLS. SD-WAN, security, CPE functionality, per CPE
ii. Visualization using charts, real-time views, maps, grids
iii. Drilldown support to analyze data instantly for a given time range, detect trends and anomalies
iv. Automatic data enrichment
v. HTTP/HTTPS Web-based interface

4.6.17 Management

i. Role-based access control
ii. REST APIs for 3rd party Apps
iii. Historical log archival and clean-up.

4.6.18 Setting up Network Management Centre

i. Successful Bidder shall provider comprehensive support for all locations as per appendix -8 for monitor & managed.

4.6.19 Important Note

i. The solution should meet the objective of MPLS & SD-WAN as specified in Section of RFP.
ii. The entire solution proposed by the bidder should be SLA based. Any shortfall in SLA will attract Liquidity damages.
iii. The Successful bidder solution design should take into consideration redundancy/high availability of NMC.
iv. All the equipments proposed by the bidder to offer MPLS & SD-WAN connectivity should comply with the policies laid down by the Government of India, Department of Telecommunications and should not have any spyware or malware built into it and capable of tracking voice/video and data traffic from a location outside the country.
v. The Bidder will be solely responsible for all liaisoning, regulatory and follow up jobs with the external agencies e.g. DoT, WPC etc., for submitting applications/papers seeking all necessary approvals to meet project requirements/submission of payments etc., during project planning, execution, and tenure of contract.

4.7 Maintenance & Support of implemented Infrastructure

The Bidder shall be responsible for providing 24*7*365 days support for all Category A & B location's infrastructure and Working hours (8AM to 8PM) support for all category-C locations from the date of issuance of operational acceptance by the BFSL.
Also Bidders shall be provide onsite support (One Network Engineer) for working Hours (8AM to 8PM) at Noida office to monitor, Ticket Generating on behalf of Client, coordination with respective Team etc.

The maintenance and support will include following activities:

4.7.1 Maintenance of the system

The Bidder will maintain all Hardware equipment which are installed to active MPLS & SD WAN link for a period of Five years starting from commissioning of the respective Hardware (i.e. after acceptance of implementation). During the Maintenance period, the Bidder should offer services from Hardware OEM / OEM certified service providers of the highest service

standards. The Bidder should ensure that experienced, certified and qualified service engineers are present on NOC for 7x 24 –C locations.

4.7.2 Responsibilities of Bidder during Operation Period

If during the Operation Period, should any defect be found in the design and workmanship of the equipment provided by the Bidder, the Bidder shall promptly, in consultation with client, and at its sole cost, repair/replace or otherwise make good (as the Bidder shall, at its discretion, determine) such defect as well as any damage to the equipment caused by such defect. Any defective subsystem that has been replaced by the Bidder shall become the property of the Bidder

4.7.3 Change and Release Management Services

The following table provides indicative activities under Change and Release Management Services. The scope of work shall be inclusive of but not limited to the activities mentioned under the service category.

1	Planning and scheduling change and release request as per defined SLA norms
2	Ensuring all changes made are approved and adhere to strict Request for Change (RFC) policies
3	Centralizing change-related information from all identified stakeholders into a unified change management database
4	Managing and tracking changes from the moment they are proposed, through implementation in the live environment, to the evaluation of the end result
5	Determining business and technical impact, including the impact on other services, the effect of not implementing the change, and the resources required and take approval from Change Advisory Board (CAB) (if required)
6	Maintaining and updating trusted configurations to ensure a smooth release process
7	Maintaining records of all hardware and software (for in-scope solution) installation, movement, addition and change (IMAC) in the configuration database
8	Performing Impact analysis, create test plan, and rollback plans
9	Testing and implementation of patches and upgrades
10	Performing post implementation review and documented closure for all changes and tracking all changes implemented
11	Performing Link pattern updating within agreed time period of new release at the Successful Bidder site and cleaning of end user systems
12	Performing minor enhancements and changes (including configuration changes)
13	Performing enhancement arising out of new business process and / or any statutory changes.
14	Documenting complete change management/release management process as

	defined by BOB Financial Solutions Limited
15	Planning for upgrades , including the notification to allow: - An analysis to be carried out to assess the impact of such changes on applications - Provide environments for application testing of software and middleware with operating system upgrades and patches prior to going to production - Coordination between Successful Bidder and staff schedules, such that important activities (including application rollouts, application upgrades, training sessions and live service) are not affected by the changes.
16	Performing any other day-to-day administration and support activities

4.7.4 Service Window

The Successful bidder will assign a service manager for the duration of the Contract – this resource should be the "Single point of contact" for all service related matters for BOB Financial Solutions Limited and should be able to respond within the designated service window. The proposed "Service manager" should be a multi-skilled professional and supported by back-end L4-L7 support as required.

Below is the expected Service Window. However, bidder is expected to serve as per business need of BOB Financial Solutions Limited

Service	Service Window (Category A & B)	Service Window (Category C)
Link Management Services	24 x 7 x 365	8am to 8pm (Business days)
Change and Release Management Services	24 x 7 x 365	8am to 8pm (Business days)
Security Management Services	24 x 7 x 365	24 x 7 x 365

4.7.5 Exit Management Scope

In the event of termination or expiry of contract, the bidder shall be responsible for the following transition activities to be completed over a transition period of 3 months (within the contract period). These activities shall also be applicable in case of reduction in scope of services if applicable.

I. The transition period shall begin when the successful bidder has completed the following:
   - List of Hardware and Software assets
   - Handover of Technical documentation
   - Handover of Configuration and design documents

II. The bidder must provide knowledge transfer to new operations team through workshops, discussion sessions and responses to queries.

III. At least one month of shadow Operations and Maintenance Support services, where the new operations team and the bidder's operations team are working in parallel.

IV. The bidder must ensure that its team has handed over administration rights / passwords to the new operations team.

V. The Bidder shall ensure that the infrastructure (Backbone infra, Hardware &software) are handed over to BOB Financial Solutions Limited in a complete operational condition to the satisfaction of BOB Financial Solutions Limited. In case Successful Bidder is unable to address such issues, BOB Financial Solutions Limited may levy penalty or invoke the Performance Bank Guarantee of the Successful Bidder.

VI. The Bidder shall ensure that all the documentation including diagrams, policies, procedures, asset registers, configuration documents, original licenses and all other documents in relation to the Works as per the agreed terms are kept up to date and all such documentation is handed over to BOB Financial Solutions Limited .

VII. In addition, any information/ data gathered or generated by the successful Bidder during the term of the Contract would be the property of BOB Financial Solutions Limited and the same should be handed over to BOB Financial Solutions Limited in native format at the end or termination of the Contract.

VIII. BOB Financial Solutions Limited reserves the right to assign the contract for operations and maintenance to any third party on the termination or expiry of the contract.

IX. In case if BOB Financial Solutions Limited observes the lack of willingness to manage transit/ sharing of information or lack of support from Service Provider end (selected through this RFP), BOB Financial Solutions Limited shall have absolute discretion to levy severe penalties and deduct the amount from monthly billing or performance bank guarantee.

X. During transition phase, the successful Bidder shall not change or remove their key resources at any locations to enable the successful transition. In case of any such happening, BOB Financial Solutions Limited will have right to penalize the successful Bidder appropriately.

XI. The transition period being within the contract period, the bidder shall continue to be responsible for the in-scope activities under Operations and Maintenance support, unless relieve latter from Client.

4.7.6 Scope Change Management

Any change/addition/deletion in scope shall be mutually agreed between BOB Financial Solutions Limited and Successful bidder. The same should be approved by the Steering Committee.

5. Implementation Timelines and Deliverables

The implementation would be taken in phased manner as per the BFSL priorities however the implementation timelines against each Purchase order is expected to be undertaken in the following fashion:

Please note that 'T' is the time of release of Work Order.

S No	Time line (in weeks)	Milestones	Deliverables
1	T	Sign of contract or Letter of Award whichever is earlier	Performance Bank Guarantee (10% of Total Contract Value)
2	T+1	Project Kick Off - Detailed Project Plan for MPLS & SD WAN implementations & Configuration.	Agreed and finalized detailed Project Plan for Implementation of the Project. Submission of Risk Management and Mitigation Plan, Material delivery schedule,

			Manpower Deployment Plan & Commissioning of Each Link Schedule.
3	T+3	Detailed Designed Solution.	Proposed Solution Design Document
4	T+5	Site Survey, Procurement of hardware, implementation of link for inter branch connectivity	Approval on Solution submittal Document, Regular Project Status Report
5	T+7	Commissioning of Proposed System.	Regular Project Status Report
6	T+9	Final Acceptance Testing	Detailed acceptance testing plan. Final Acceptance Testing Report
7	T+10	Go-Live of Proposed System	

*Note: Expected Timelines of T + k would mean that the task is required to be complete at the end of kth calendar day from the date of Work Order.

6. Service Levels

i. The purpose of this Service Level Requirements/Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the selected bidder to the BFSL for the duration of this contract period of this engagement.

ii. Timelines specified in the above section (Work Completion Timelines and Payment Terms) shall form the Service Levels for delivery of Services specified there-in.

iii. All the payments to the Bidder are linked to the compliance with the SLA metrics specified in this document.

iv. The SLA are proposed to be performance based. For purposes of SLA, the definitions and terms as specified along with the following terms shall have the meanings set forth below:

a. “Uptime” shall mean the time period for which the IT Infrastructure Solution along with specified services / components with specified technical and service standards are available for users in all in-scope Applications across the BFSL application landscape. Uptime, in percentage, of any component & link can be calculated as :

Uptime = {1- [(System Downtime) / (Total Time – Planned Maintenance Time)]} * 100

b. “Downtime” shall mean the time period for which the MPLS & SD WAN connectivity and/or specified services / components with specified technical and service standards are not available to users. This includes CPE Equipment & link, their subcomponents etc. at all Project locations etc. The planned maintenance time / scheduled downtime will include activities like software upgrades, patch management, security software installations etc.

c. The selected Bidder will be required to schedule ‘planned maintenance time’ with prior approval of BFSL. This will be planned outside working time. In exceptional circumstances, BFSL may allow the CSP to plan scheduled downtime in the working hours.

d. “Incident” refers to any event / abnormalities in the functioning of the MPLS & SD WAN connectivity and services that may lead to disruption in normal operations.

e. “Resolution Time” shall mean the time taken (after the incident has been reported at the helpdesk), in resolving (diagnosing, troubleshooting and fixing) or escalating (to the second level) getting the confirmatory details about the same from the bidder and

conveying the same to the end user), the services related troubles during the first level escalation

v. Commencement of SLA: The SLA shall commence from implementation period itself for adherence to the implementation plan. The penalty will be deducted from the next payment milestone during the implementation period. During the O & M period, the penalty will be deducted from the quarterly payments.

vi. Successful Bidder must ensure OEM TAC support (24 hrs every day x 365 days in each year) for any Hardware/ Software issue and it is the responsibility of the Successful Bidder to ensure that BFSL avails all necessary support from the TAC team to address technical issues for timely resolution.

vii. Successful bidder will be solely responsible for any defect in service

viii. In any scenario, BFSL would have direct L1, L2 & L3 support from the OEM. Successful Bidder should explicitly state the same.

i. Penalty During Warranty & O/M Lifecycle

Sr. NO	Parameter	Uptime	Calculation Periodicity (Per Occurrence)	Penalty
1.	Category A	100%	Monthly	a) Subsequently, for every 0.5% drop in SLA criteria - 10% of QP
2.	Category B	100%	Monthly	b) Subsequently, for every 0.5% drop in SLA criteria - 10% of QP
3	Category C	>= 99.98%	Monthly	c) <99.95% to >= 99.98% - 10% of QP d) <99.90% to >= 99.95% - 15% of QP e) <99.85% to >= 99.90% - 20% of QP Subsequently, for every 0.5% drop in SLA criteria - 10% of QP

QP=Quarterly Payment

Important Points

I. The Successful Bidder has to submit all the reports pertaining to SLA Review process within 7 working days after end of the quarter.

II. All the reports must be made available to the BFSL, as and when the report is generated or as and when asked by the competent authority.

III. In case the issue is still unresolved, the arbitration procedures described in the Terms & Conditions section will be applicable.

IV. The down time will be calculated on monthly basis. Non-adherence to any of the services as mentioned below will lead to penalty as per the SLA clause and will be used to calculate downtime. The downtime calculated shall not include the following

V. Down time due to hardware/software and application which is owned by the BFSL at their premises

VI. Negligence or other conduct of the BFSL or its agents, including a failure or malfunction resulting from applications or services provided by the BFSL or its vendors.

VII. Failure or malfunction of any equipment or services not provided by the Successful Bidder.

VIII. However, it is the responsibility/ onus of the selected Bidder to prove that the outage is attributable to the BFSL. The selected Bidder shall obtain the proof authenticated by the BFSL official that the outage is attributable to the BFSL.

IX. If the deductions for two consecutive quarter exceeds 20% of the QPs on account of any reasons will be deemed to be an event of default and termination as per BFSL discretion

X. It is the right of the BFSL to bring/deploy any external resources / agencies at any time for SLA review

XI. No Carry forward of any penalties of SLA calculations can be done from any of the preceding quarters

XII. The Selected bidder shall deploy sufficient manpower suitably qualified and experienced in shifts to meet the SLA.

XIII. The Selected bidder shall appoint as many team members as deemed fit by them, to meet the time Schedule and SLA requirements.

7. RFP Response Instructions

7.1 Rules for responding to the RFP

All responses received after the due date/time would be considered late and would be rejected.

7.2 Price

I. The Bidder is requested to quote in Indian Rupee (INR). Bids in currencies other than INR would not be considered. The date for opening of price bids would be communicated separately to the successful bidders post the completion of the technical evaluation

II. The prices and other terms offered by Bidders must be firm for an acceptance period of 180 days from the opening of the commercial bid.

III. The prices quoted by the Bidder shall be all inclusive, that is, inclusive of all taxes, duties; levies etc. except GST (wherever applicable) will be paid extra. Octroi /entry tax will be paid on actual on production of original receipt. There will be no price escalation during the contract period and any extension thereof. Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.

IV. In case of any variation (upward or down ward) in Government levies/ taxes / cess / excise / custom duty etc. which has been included as part of the price will be borne by the Bidder. Variation would also include the introduction of any new tax / cess/ excise, etc provided that the benefit or burden of other taxes quoted separately as part of the commercial bid like GST and any taxes introduced instead of Service tax, VAT and levies associated to Service Tax, VAT or any new taxes (other than excise, custom duties, other duties and associated government levies) introduced after the submission of Bidder's proposal shall be passed on or adjusted to the BFSL. If the Bidder makes any conditional or vague offers, without conforming to these guidelines, the BFSL will treat the prices quoted as in conformity with these guidelines and proceed accordingly. Local entry taxes / octroi whichever is applicable, if any, will be paid by the Bank on production of relative invoices / payment receipts / documents. Necessary documentary evidence should be produced for having paid the customs / excise duty, sales tax, if applicable, and or other applicable levies

V. If any Tax authorities of any state, including, Local authorities like Corporation, Municipality etc. or any Government authority or Statutory or autonomous or such other authority imposes any tax, charge or levy or any cess / charge other than VAT or GST &entry tax or octroi and if the BFSL has to pay the same for any of the items or supplies made here under by the Bidder, for any reason including the delay or failure or inability of the Bidder to make payment for the same, the BFSL has to be reimbursed such amounts paid, on being intimated to the Bidder along with the documentary evidence. If the Bidder does not reimburse the amount within a fortnight, the

VI. BFSL shall adjust the amount out of the payments due to the Bidder from the BFSL along with the interest calculated at commercial rate Terms of payment as indicated in the Purchase Contract that will be issued by the BFSL on the Successful Bidder will be final

and binding on the Bidder and no interest will be payable by the BFSL on outstanding amounts under any circumstances. If there are any clauses in the Invoice contrary to the terms of the Purchase Contract, the Bidder should give a declaration on the face of the Invoice or by a separate letter explicitly stating as follows "Clauses, if any contained in the Invoice which are contrary to the terms contained in the Purchase Contract will not hold good against the BFSL and that the Invoice would be governed by the terms contained in the Contract concluded between the BFSL and the Bidder".

VII. The BFSL will consider the Total Cost of Ownership (TCO) over a Five year period.

7.3 Price Comparisons

a. The bidder will be required to submit commercial bids as part of the bid submission. The BFSL will open commercial bids of technically qualified bidders in front of these bidders 'representatives after the technical evaluation is completed.

b. Normalization of bids: The BFSL will go through a process of technical evaluation and normalization of the bids to the extent possible and feasible to ensure that Bidders are more or less on the same technical ground. After the normalization process, if the BFSL feels that any of the bids needs to be normalized and that such normalization has a bearing on the price bids; the BFSL may at its discretion ask all the technically short-listed Bidders to resubmit the technical bids once again for scrutiny. The BFSL can repeat this normalization process at every stage of technical submission or till the BFSL is satisfied. The Bidders agree that they have no reservation or objection to the normalization process and all the technically short listed Bidders will, by responding to this RFP, agree to participate in the normalization process and extend their co-operation to the BFSL during this process. The Bidder, by submitting the response to this RFP, agree to the process and conditions of the normalization process.

c. The Price offer shall be on a fixed price basis. Bid submitted with an adjustable price quotation will be treated as non-responsive and will be liable to be rejected. The rate quoted by the Bidder should necessarily include the following:

   i. Prices quoted by the Bidder should be inclusive of all taxes, duties and levies etc. except Service Tax/GST/ VAT / CST & Octroi /entry tax (wherever applicable) will be paid extra. Octroi / entry tax will be paid at actuals on production of original receipt. The Bidder is expected to provide a breakup of the taxes indicated in the commercial bid format. The Bidder is expected to provide the tax types and tax percentage in both the commercial and masked bids (without amounts being submitted in the technical response).

   ii. The Bidder is expected to provide for services which are required to be extended by the Bidder in accordance with the terms and conditions of the RFP and subsequent contract.

   iii. The Bidder must provide and quote for the product and services as desired by the BFSL as mentioned in this RFP. Any products / services not proposed to be provided by the Bidder will result in the proposal being incomplete, which may lead to disqualification of the Bidder.

   iv. End of Sales/ End of support: The Bidder has to ensure that any application, related software supplied / put to use as part of this RFP should not have reached end of support. In the event if any equipment supplied / put to use by the Bidder reaches end of support, within the contract period from the date of use, the Bidder has to replace the equipment/ software at no additional cost to the BFSL before end of support.

7.4 Bid Security and Performance Guarantee

I. Bid Security

- Bidders are required to submit an Bid Security/ Earnest Money Deposit (EMD) for Rupees Ten lakhs only (INR 35,00,000 only) by way of Bank Guarantee (Appendix 11 – Pro forma for Bank Guarantee) issued in favor of "BOB Financial Solutions

Limited" valid for 180 days from the last date of submission of the bid along with Technical Offer. The Bank Guarantee should be of a Scheduled Commercial Bank only and will be accepted subject to the discretion of the BFSL.

- Offers made without the Earnest Money Deposit will be rejected.
- The amount of Earnest Money Deposit would be forfeited in the following scenarios:
- In case the Bidder withdraws the bid prior to validity period of the bid and after last date of submission of the bid for any reason whatsoever;
- In case the successful Bidder refuses to accept and sign contract within 1 month of issuance of contract order/letter of intent for any reason whatsoever; or In case the successful Bidder fails to provide the performance guarantee of 10% of contract value within 45 days from the date of issuance of Purchase Order by BFSL or signing of the contract, whichever is earlier, for any reason whatsoever, the EMD will be fortified.
- EMD/Bank Guarantee should not be included with Technical or Commercial bid. It should be in separate cover to be handed over to the BFSL.

II. Performance Guarantee

- The successful Bidder shall provide a Performance Guarantee within 45 days from the date of receipt of the order or signing of the contract whichever is earlier in the format as provided in Appendix-11 to the extent of 10% of the total contract value (5 times of the year 1 TCO) for the entire period of the five year contract plus 6 months and such other extended period as the BFSL may decide for due performance of the project obligations. The guarantee should be of that of a Scheduled Commercial Bank only.
- In the event of non-performance of obligation or failure to meet terms of this RFP the BFSL shall be entitled to invoke the performance guarantee without notice or right of demur to the Bidder. Any amount pending for payment due to non-achieving of milestone/s set under the agreement or any other reason solely attributable to the Bidder should be included in the remaining amount of the contract value.
- The BFSL reserves the right to recover any dues payable by the Successful Bidder from any amount outstanding to the credit of the selected Bidder, including the pending bills and/or invoking Performance Guarantee, if any, under this contract.
- If the Performance guarantee is not submitted within the stipulated time, the BFSL reserves the right to cancel the order / contract and the earnest money deposit taken from the Bidder, will be forfeited.
- The project will be deemed complete only when all the solutions and items contracted for by BFSL are delivered in good condition, installed, commissioned, implemented, tested and accepted along with the associated certification, documentation and training provided to
- BFSL's employees in compliance with the terms of this RFP and as per the requirements of the contract executed between BFSL and the selected bidder and the acceptance criteria defined in this document is met.
- The bid security (EMD) would be returned to the successful Bidder after the submission of the performance guarantee

7.5 Others

i. Responses to this RFP by the Bidders shall not constitute an obligation on the part of the BFSL to award a contract for any services or combination of services. Failure of the BFSL to select a Bidder shall not result in any claim whatsoever against the BFSL and the BFSL reserves the right to reject any or all bids in part or in full, without assigning any reason whatsoever.

ii. By submitting a proposal, the Bidder agrees to promptly contract with BFSL for any work awarded to the Bidder, if any. Failure on the part of the selected Bidder to execute a valid contract with BFSL within 45 days from the date of Purchase order herein will relieve BFSL of any obligation to the Bidder, and a different Bidder may be selected based on the selection process of BFSL.

iii. The terms and conditions as specified in the RFP, addenda and corrigenda issued by the BFSL thereafter are final and binding on the Bidders. In the event the Bidder is not willing to accept the terms and conditions of BFSL, the Bidder may, in sole discretion of BFSL, be disqualified.

iv. The Bidder must strictly adhere to the delivery dates or lead times identified in their proposal including the project timeline. Failure to meet these delivery dates, unless it is due to reasons entirely attributable to the BFSL, may constitute a material breach of the selected Bidder's performance. In the event that the BFSL is forced to cancel an awarded contract (related to this RFP) due to the Bidder's inability to meet the established delivery dates that Bidder will be responsible for any re-procurement costs suffered by the BFSL. The liability of re-procurement costs in such an event could be limited to the amount actually spent by BFSL for procuring similar deliverables and services. The re-procurement cost would be established post a reasonable due – diligence of the re-procurement cost to be incurred.

v. By submitting the bid, the Bidder represents and acknowledges to the BFSL that it possesses necessary experience, expertise and ability to undertake and fulfill its obligations, under all phases involved in the performance of the provisions of this RFP. The Bidder represents that all services supplied in response to this RFP shall meet the proposed Solution requirements of the BFSL. The Bidder shall be required to independently arrive at a Solution, which is suitable for the BFSL, after taking into consideration the effort estimated for implementation of the same. If any services, functions or responsibilities not specifically described in this RFP are an inherent, necessary or customary part of the deliverables or services and are required for proper performance or provision of the deliverables or services in accordance with this RFP, they shall be deemed to be included within the scope of the deliverables or services, as if such services, functions or responsibilities were specifically required and described in this RFP and shall be provided by the Bidder at no additional cost to BFSL . The Bidder also acknowledges that BFSL relies on this statement of fact, therefore neither accepting responsibility for, nor relieving the Bidder of responsibility for the performance of all provisions and terms and conditions of this RFP, BFSL expects the Bidder to fulfill all the terms and conditions of this RFP. The modifications, which are accepted by the BFSL in writing, shall form a part of the final contract.

vi. The Bidder shall represent that the proposed software solution and its documentation and/or use of the same by BFSL shall not violate or infringe the rights of any third party or the laws or regulations under any governmental or judicial authority. The Bidder further represents that the documentation to be provided to BFSL shall contain a complete and accurate description of the software, hardware and other materials and services (as applicable), and shall be prepared and maintained in accordance with the highest Industry standards. The Bidder represents and agrees to obtain and maintain validity throughout the Contract, of all appropriate registrations, permissions and approvals, which are statutorily required to be obtained by the selected Bidder for performance of the obligations of the selected Bidder. The Bidder further agrees to inform and assist the BFSL for procuring any registrations, permissions or approvals, which may at any time during the contract period be statutorily required to be obtained by the BFSL for availing services from the selected Bidder.

vii. All terms and conditions, payments schedules, time frame for implementation, expected service levels as per this RFP will remain unchanged unless explicitly communicated by BFSL in writing to the Bidders. The Bidder shall at no point be entitled to excuse themselves from any claims by BFSL whatsoever for their deviations in conforming to the terms and conditions, payments schedules, expected service levels, time frame for implementation etc. as mentioned in this RFP.

viii. The Bidder covenants and represents to BFSL , the following:

- It is duly incorporated, validly existing and in good standing under as per the laws of the jurisdiction of its incorporation.
- It has the corporate power and authority to perform its obligations hereunder and to execute appropriate contracts in terms of this RFP. The performance of terms and conditions under the RFP by it and the performance of its obligations hereunder are duly authorized and approved by all necessary action.
- The execution, delivery and performance under an Agreement by such Party:
- Will not violate or contravene any provision of its documents of incorporation.
- Will not violate or contravene any law, statute, rule, regulation, licensing requirement, order, writ, injunction or decree of any court, governmental instrumentality or other regulatory, governmental or public body, agency or authority by which it is bound or by which any of its properties or assets are bound.
- Except to the extent that the same have been duly and properly completed or obtained, will not require any filing with, or permit, consent or approval of or license from, or the giving of any notice to, any court, governmental instrumentality or other regulatory, governmental or public body, agency or authority, joint venture party, or any other entity or person whatsoever.
- To the best of its knowledge, after reasonable investigation, no representation or warranty by such party in this tender and subsequent agreement, and no document furnished or to be furnished to the other party to this RFP and subsequent agreement, or in connection herewith or with the transactions contemplated hereby, contains or will contain any untrue or misleading statement or omits or will omit any fact necessary to make the statements contained herein or therein, in light of the circumstances under which made, not misleading. There have been no events or transactions, or facts or information which has come to, or upon reasonable diligence, should have come to the attention of such party and which have not been disclosed herein or in a schedule hereto, having a direct impact on the transactions contemplated hereunder.
- The selected Bidder shall undertake to provide appropriate manpower as well as other resources required, to execute the various tasks assigned as part of the project, from time to time. The BFSL has the right to interview any and all of the resources deputed by the selected bidder and only upon satisfaction will allow the resource to work on the project.
- All RFP response documents would become the property of the BFSL and the BFSL also would not return the bid documents to the Bidders.
- BFSL will not bear any costs incurred by the Bidder for any discussion, presentation, demonstrations etc. on proposals or proposed contract or for any work performed in connection therewith.
- BFSL reserves the right to reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

7.6 Other RFP Requirements

1. BFSL reserves the right to cancel this RFP any time or at any stage without any reason / notice to the vender or change/add any terms and conditions of the RFP by issuing addenda/corrigenda and putting it on BFSL's website.
2. BFSL reserves the right to extend the dates for submission of any and all responses to this document.
3. Bidders shall have the opportunity to get their doubts clarified pertaining to the RFP in order to clarify any issues they may have, prior to finalizing their responses. All questions are to be submitted to the contact officer, not later than the query submission date noted in RFP and as indicated by BFSL from time to time. Responses to inquiries and any other corrections and amendments will be distributed to all Bidders by fax or in electronic mail format.

4. If there are conflicting points in the RFP, the BFSL reserves the right to take a position on the conflicting issue which will be binding on the selected Bidder any time during the period of contract. No appeal will be entertained.

5. Preliminary Scrutiny – BFSL will scrutinize the offers to determine whether they are complete, whether any errors have been made in the offer, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule. BFSL may, at its discretion, waive any minor non- conformity or any minor deficiency in an offer. This shall be binding on all Bidders and BFSL reserves the right for such waivers and BFSL's decision in the matter will be final.

6. Clarification of Offers – To assist in the scrutiny, evaluation and comparison of offers, BFSL may, at its discretion, ask some or all Bidders for clarification of their offer. BFSL has the right to disqualify the Bidder whose clarification is found not suitable to the project requirements.

7. No Commitment to Accept Lowest bid or any bid – BFSL shall be under no obligation to accept the lowest price bid or any other offer received in response to this RFP. BFSL will not be obliged to meet and have discussions with any Bidder, and / or to listen to any representations in respect of the rejection.

8. Erasures or Alterations – The offers containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled up. Correct technical information of the product being offered must be filled in.

9. Filling up of the information using terms such as "OK", "accepted", "noted", "as given in brochure / manual" is not acceptable. BFSL may treat the offers not adhering to these guidelines as unacceptable. The proposals should be in the template that is recommended and provided in this RFP. Bids with eraser/over writing/cutting are liable to be rejected.

10. Right to Alter requirements – BFSL reserves the right to alter the requirements specified in the RFP. BFSL also reserves the right to delete one or more items from the list of items specified in the RFP. BFSL will inform all Bidders about changes, if any. The Bidder agrees that BFSL has no limit on the additions or deletions on the items for the period of the contract. Further the Bidder agrees that the prices quoted by the Bidder would be proportionately adjusted with such additions or deletions in quantities. The BFSL will have the right to increase or decrease any quantities in the bid and the unit/pro-rata rates would be applicable for such alterations in quantities till the period of the contract.

11. Since some of the payment terms warrant monthly payouts from BFSL vis-à-vis SLA monitoring, it is to be noted that any such monthly payments will be released and penalties if any, as defined by SLAs, shall be adjusted in the payment for the last month. Balance penalties, if any shall be levied in the payment for the subsequent months.

12. The Bidder shall perform its obligations under this RFP as an independent contractor, and may engage subcontractors (with requisite prior permission from bob card applicable, if any) to perform any of the deliverables or services. Neither this RFP nor the Bidder's performance of obligations under this RFP shall create an association, partnership, joint venture, or relationship of principal and agent, master and servant, or employer and employee, between BFSL and the Bidder or its employees, subcontractor; and the Bidder shall not have the right, power or authority (whether expressed or implied) to enter into or assume any duty or obligation on behalf of BFSL.

13. Details of Sub-contracts, as applicable: If required by BFSL, selected Bidder should provide complete details of any subcontractor/s used for the purpose of this engagement. It is clarified that the selected bidder will not subcontract primary functions stipulated in this RFP and notwithstanding the use of subcontractors by the selected Bidder for purposes other than main functions, the selected Bidder shall be solely responsible for performance of all obligations under the RFP irrespective of the failure or inability of the subcontractor chosen by the selected Bidder to perform its obligations. The selected

Bidder shall also have the responsibility for payment of all dues and contributions, as applicable, towards statutory benefits for its employees and sub-contractors.

14. Selected Bidder shall inform their readiness for the pre-delivery/post-delivery inspection at least 15 days in advance. Inspection of the Hardware, Equipment and application etc. will be carried out at the Site. All reasonable facilities, tools and assistance including access to drawings and production data should be provided to BFSL's officials and the representatives during inspection. There shall not be any additional charges for such inspection. However, BFSL will have the discretion to recover the costs related to travel and stay of its staff / representatives if the services offered for inspection is not as per BFSL's requirement or the test conditions are not complied with.

15. There will be an acceptance test by BFSL or its nominated representatives after installation of the Solutions. In case of discrepancy BFSL reserves the right to cancel the entire contract and the Bidder should take back its solution at its costs and risks. The test will be arranged by the Bidder at the sites in the presence of the officials of BFSL and / or its representatives. The tests will involve trouble-free operation of the complete solution during UAT apart from physical verification and testing. There shall not be any additional charges for carrying out this acceptance test. BFSL will take over the system on successful completion of the above acceptance test. The installation cum acceptance test & check certificates jointly signed by selected Bidder's representative and BFSL's official or any consultant / auditor appointed by BFSL should be submitted at Project Management Office of BFSL, along with invoice etc. for scrutiny before taking up the request for consideration of payment.

16. The Bidder has to submit the escalation matrix upto the highest management authority of the Bidder the along with necessary contact details.

17. However, the selected Bidder shall install and commission the solution, in terms of this RFP, at locations designated by BFSL or at such Centers as BFSL may deem fit and the changes, if any, in the locations will be intimated to the Bidder.

18. The selected Bidder is responsible for managing the activities of its personnel or the personnel of its subcontractors/franchisees, if any, and will be accountable for both. The Bidder shall be vicariously liable for any acts, deeds or things done by their employees, agents, contractors, subcontractors, and their employees and agents, etc. which is outside the scope of power vested or instructions issued by BFSL . Bidder shall be the principal employer of the employees, agents, contractors, subcontractors etc. engaged by Bidder and shall be vicariously liable for all the acts, deeds or things, whether the same is within the scope of power or outside the scope of power, vested under the Contract to be issued for this RFP. No right of any employment shall accrue or arise, by virtue of engagement of employees, agents, contractors, subcontractors etc. by the selected bidder, for any assignment under the contract to be issued for this RFP. All remuneration, claims, wages, dues etc. of such employees, agents, contractors, subcontractors etc. of the selected bidder shall be paid by selected bidder alone and BFSL shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of selected bidder's employee, agents, contractors, and subcontractors, etc. The selected bidder shall hold BFSL , its successors, assignees and administrators and its directors and officials, fully indemnified and harmless against loss or liability, claims, actions or proceedings, if any, that may arise from whatsoever nature caused to BFSL through the action of selected bidder 's employees, agents, contractors, subcontractors etc. However, the selected bidder would be given an opportunity to be heard by BFSL prior to making of a decision in respect of such loss or damage.

19. BFSL shall inform the selected bidder of all known breaches and claims of indemnification and the selected bidder shall be required at their expense to remedy the breaches, defend, manage, negotiate or settle such claims. The written demand by BFSL as to the loss / damages mentioned above shall be final, conclusive and binding on the selected bidder and selected bidder shall be liable to pay on demand the actual amount of such loss / damages caused to BFSL including but not limited and all costs and expenses, including, without limitation, reasonable attorneys' fees and court costs. In respect of demands levied by BFSL on the Bidder towards breaches, claims, etc. BFSL shall provide the selected bidder with details of such demand levied by BFSL. For the purposes of this section, the indemnity may include but not limited to the areas mentioned, i.e., "claims arising out of employment, non-payment of remuneration and

non-provision of statutory benefits by the selected bidder to its employees, its agents, contractors and sub-contractors." However, there are other indemnities such as indemnity for IPR violation, confidentiality breach, etc., that the Bidder is expected to provide as per the RFP. The selected bidder's representative will be the point of contact for BFSL. The delivery, installation, configuration status of the project should be reported on a weekly basis.

20. In case of software supplied with the solution the selected bidder should ensure that the same is licensed and legally obtained with valid documentation made available to BFSL.
21. Technical inspection and performance evaluation – BFSL may choose to carry out a technical inspection/audit and performance evaluation of solution offered by the Bidders. The Bidder would permit BFSL or any person/persons appointed by BFSL to observe the technical and performance evaluation / benchmarks carried out by the Bidder. Any expenses (travel, stay, etc.) incurred for the same would be borne by the BFSL.
22. The Bidder shall ensure that the solution provided and sized by the Bidder is capable of meeting BFSL's current and terminal year transaction and business volumes.

8. Additional Information

1. Selected bidder and/or its authorized service providers should have their own employees for execution of projects. However, selected bidder will be fully responsible for the service for the service providers. BFSL will not make any reference to them. In case of any deficiency in services, penalties will be levied to the selected Bidder's account only.
2. The selected bidder shall solely be responsible for all payments (including any statutory payments) to its employees and / or subcontractors and shall ensure that at no time shall its employees, personnel or agents hold themselves out as employees or agents of BFSL, nor seek to be treated as employees of BFSL for any purpose, including claims of entitlement to fringe benefits provided by BFSL, or for any kind of income or benefits. The selected bidder alone shall file all applicable tax returns for all of its personnel assigned hereunder in a manner consistent with its status as an independent contractor of services; and the selected bidder will make all required payments and deposits of taxes in a timely manner.

8.1 Numbering of Pages

All pages of the bid including brochures are to be numbered as Page --- (current page) of --- (total pages) in a seriatim along with proper index. The numbering shall be done separately for Eligibility Bid, Technical Bid and Commercial Bid, and not section-wise.

8.2 Authorized Signatory

The Bidder shall submit the bid authenticated by an authorized person from any of their offices in India. The Bidder's authorized signatory shall authenticate by sign and seal, each page of the bid in original and photocopies including brochures/ pamphlets/ write–up etc.

8.3 Cost of Preparing the Bids

The cost of preparing the response to this RFP will be the responsibility of the Bidder and BFSL will not be liable for any cost incurred by the Bidder.

8.4 Clarification on RFP Document

1. The Bidder shall carefully examine and understand the specifications /conditions of RFP, intent of the RFP and seek clarifications, if required, to ensure that they have understood all specifications /conditions/ intent of RFP for implementing the MPLS & SD WAN Connectivity Solution in total.
2. The Bidder in all such cases must seek clarification in writing in the same serial order of that of RFP by mentioning relevant page number and clause number of RFP. Such clarifications should be sought, by submitting a list of queries as per Appendix 10 – Pre Bid Query Format in writing to

   BFSL on or before the timeline prescribed in this RFP under "Schedule of activities and events"
3. All clarifications/queries on the bid are to be in writing and are to be addressed to:

The Assistant Manager, Systems

Pre-bid queries can be submitted in the format provided in Appendix 10 - Pre Bid query format on the following email-ids:

systems@bobcards.com , balram.choudhary@bobcards.com

8.5 Normalization of bids:

BFSL may go through a process of technical evaluation and normalization of the bids to the extent possible and feasible to ensure that Bidders are more or less on the same technical ground. After the normalization process, if BFSL feels that any of the bids needs to be normalized and that such normalization has a bearing on the price bids; BFSL may at its discretion ask all the technically Shortlisted Bidders to resubmit the technical and commercial bids once again for scrutiny.

The re-submissions can be requested by BFSL in the following two manners

- Incremental bid submissions in part of the requested clarifications by BFSL , OR
- Revised submissions of the entire bid in the whole

BFSL can repeat this normalization process at every stage of bid submission till BFSL is satisfied. The Bidders agree that they have no reservation or objection to the normalization process and all the Bidders will, by responding to this RFP, agree to participate in the normalization process and extend their co-operation to BFSL during this process. The Bidders, by submitting the response to this RFP, agree to the process and conditions of the normalization process.

8.6 Validity of Bids

The bids shall remain valid for a period of 180 days from the last date of submission of bids. All responses including commercial and technical bids would be deemed to be irrevocable offers/proposals from the Bidders and shall, if accepted by BFSL, form part of the final contract between BFSL and the selected Bidder. BFSL may seek further extensions of the bid validity, if required.

8.7 Bidder's Quote/Offer

I. Bidders are requested to attach a letter from an authorized signatory attesting the veracity of information provided in the responses. Unsigned responses would be treated as incomplete and are liable to be rejected.

The Bidder must furnish requirements as per the formats provided in the RFP document.

II. While submitting the bid, the Bidder is required to comply with inter alia the following CVC guidelines detailed in Circular No. 03/01/12 (No. 12-02-6 CTE /SPI (I) 2 / 161730 dated 13.01.2012): Commission has decided that in all cases of procurement, the following guidelines may be followed:

- In a tender, either the Indian agent on behalf of the Principal/OEM or Principal/OEM itself can bid but both cannot bid simultaneously for the same item/product in the same tender.
- If an agent submits bid on behalf of the Principal/OEM, the same agent shall not submit a bid on behalf of another Principal/OEM in the same tender for the same item/product.'
- The decision of the BFSL shall be final and binding in this regard.

Related Parties -

- In the following circumstances BFSL will have discretion to reject the Proposal/ response or accept the Proposal/ response with some conditions stipulated by 'BFSL'.

- Proposal/Response submitted by holding Company and its subsidiary
- Proposal/Responses submitted by companies having common director/s
- Proposal/ Responses submitted by partnership firms / LLPs having common partners
- Proposal/Responses submitted by companies having the same group of promoters/ management
- Any other proposal/ response in the sole discretion of the company is in the nature of multiple bids.

8.8 Integrity Pact

The successful bidder will be required to enter into an integrity pact with the BFSL as per the CVC guidelines. The integrity pact is available on the CVC website.

8.9 Submission of Bids

i. All envelopes with RFP response should be submitted to the authorized person at the address given in Section 1.7–Important Details (Schedule of Events, contact & communication details etc.)

ii. The response should be submitted to the authorized person on or before the last date & time of submission mentioned in section 1.7. If the last date of submission of RFP response is declared as a holiday for any reason then the last date for submission of RFP response will fall on the next working day of the BFSL. The bids which are received after the scheduled date and time will be rejected by the BFSL.

iii. The responses should not be submitted by post or by courier.

iv. All envelopes should be securely sealed and stamped.

v. For all eligibility, technical and commercial bid openings, the Bidders are required to carry authorization letter from the authorized signatories as per format specified in Appendix 03 – Authorization letter format.

The bid should constitute three separate parts. The response should be organized and submitted in the following manner:

Part I - Eligibility Bid:

The Eligibility Bid containing the response to eligibility requirements for the solutions and other applications is to be sealed in a separate Envelope superscripted on the top of the cover as “ELIGIBILITY BID for RFP for Supply, Implementation, Operation & Management of MPLS & SD WAN link for Multi-Branches, DC & DR Locations

i. Covering letter certifying eligibility criteria compliance (eligibility criteria as defined in Annexure 07);

The Eligibility bid must contain application money Demand Draft / Banker’s Cheque and Bank Guarantee as per Appendix 05 towards EMD.

ii. Letter with details of authorized signatories/Power of Attorney’s in the name of the authorized signatories who can represent the Bidder/s with regard to the obligations under the RFP or contract

iii. Hardcopy of duly filled up Annexure 07 – Eligibility criteria compliance including supporting credential letters/testimonials from relevant organizations or copies of documentation from clients or purchase order copies certifying compliance and Bid security; and

iv. CD/DVD containing the soft copy of eligibility proposal should be provided in the envelope carrying the hard copy.

Part II - Technical Bid

i. The Technical Bid containing the response to both technical and functional requirements for the Solution is to be sealed in a separate Envelope superscripted on the top of the cover as "**TECHNICAL BID FOR Selection of Service Provider for Supply, implementation, Operation & Management of MPLS & Broadband Link with SD WAN Technology for Multi-Branches, DC & DR Location."**

ii. The Bidder should also include the masked (without prices) commercial bid in the technical bid. The masked Indicative Bill of Materials which would be submitted as part of the Technical bid should contain "XX" instead of actual commercial value for ALL the corresponding commercial values. The Bidder must note that the masked commercial bid should be actual copy of the commercial bid submitted with prices masked and not the Pro-forma/format of the Appendix 11 – prof-forma for Bank Guarantee Format in the RFP.

iii. Soft copy of the response to the technical bids (in MS excel/MS word) should also be provided. The Bidder should certify that the contents of the soft copy are same as that provided in hardcopy as per Appendix 08 – Conformity with Hardcopy Letter. In case of any discrepancies between the hardcopy and softcopy the BFSL will use the hardcopy submitted by the Bidder for the evaluation. THE SOFT COPY SHOULD NOT CONTAIN COMMERCIALS AND COMMERCIALS ARE TO BE ENCLOSED ONLY IN COMMERCIAL BID COVER.

    i. The hard copy of the technical proposal should be bound in such a way that the sections of the proposal can be removed and separated easily. Signed copy of the RFP, all annexure and appendices fully filled up need to be submitted.

    ii. Hard copy of the technical bid, hard copy of the masked commercial bid and CD/DVD containing the soft copy of technical bid should be provided in the same envelope.

The Bidders have to note that the Technical Proposal must contain the following

a. Executive summary of Bidder's response
b. Duly signed covering letter by the authorized signatory as per Appendix 06 – Bid undertaking letter
c. Detailed technical write up covering the detailed scope of work
d. Masked copy of the Bidder's final commercial bid Appendix 12 –Cost Sheet duly masking the price details
e. Conformity letter as per Appendix 07
f. Conformity with hardcopy letter as per Appendix 07
g. Product roadmap of the proposed solution for the next three years
h. Proposed timelines of implementation
i. Comments on the RFP terms and conditions as per Appendix 09 – Deviation Sheet on T&C
j. Soft copy of the technical bid. Soft Copy of masked commercial bid should not be placed in technical bid.
k. Hard copy of the commercial bid as per Appendix 12 –Cost Sheet with prices masked.
l. Detailed week-wise project plan adhering to the Implementation Timelines and Deliverables mentioned in Section 2.0 of this RFP
m. Any other relevant information in general

Part III – Commercial Bid

i. The bidder will be required to submit commercial bids as a part of the bid submission.

ii. The placement of hard copy of commercial bid in eligibility bid or technical bid covers will make the bid liable for rejection.

iii. Post the commercial evaluation process the L1 bidder would be required to submit their final commercial as per Appendix 12 – Cost Sheet and other terms and

conditions of the RFP on prices. In a nutshell, the commercial Bid details will need to be provided for all requirements of the BFSL to arrive at TCO of the solution.

iv. Response to the commercial bid shall include cost of provision, installation, implementation and all the components required for commissioning and functioning of the Solution. It is the responsibility of the Bidder to provide all the items which may or may not have been mentioned in the Bid to ensure commissioning and functioning of the Solution within the final agreed price between the selected Bidder and BFSL.

v. The total cost to be specified by the Bidder must cover separately the following as detailed in Appendix 12 – Cost Sheet. The Bidders have to note that the commercial bid proposal must contain the following:

a. Covering letter duly signed by the authorized signatory
b. Table of contents
c. Soft copy of Commercial Bid

8.10 Overall Bid

1. The separately sealed envelopes containing Eligibility Bid, Technical Bid and Commercial Bid shall be submitted in another single sealed envelope super-scribed on the top of the envelope as: 'Bid for

   Supply, Implementation, Operation & Management of MPLS & Broadband link with SD WAN Technology for Multi-Branches, DC & DR Locations for BFSL.

   "DATE OF RFP RELEASE 19th March 2018"

2. The envelope is to be delivered to BFSL against acknowledgement.
3. The Bidder shall take care to submit the Bid properly filed so that the papers are intact. The Bidder shall submit the bid in suitable capacity of the file such that the papers do not bulge out and tear during scrutiny. The Bids, which are not sealed as indicated above, are also liable to be rejected.
4. The price schedule shall be submitted in commercial Bid only.
5. The Bidder while furnishing the cost under the above heads must furnish the split up cost particulars of all major components/line items under each head.
6. The commercial bid is obtained for all the solutions and BFSL will place a single order after finalizing the Bidder.
7. Further, while the Bidder has to quote for all the components of the solution, BFSL may at its discretion wherever beneficial, procure licenses for some software separately, based on any existing agreements entered into for purchase of such software.

8.11 Compliance Statement

1. The Bidder shall certify the compliance or deviation of all clauses, terms conditions and specifications stipulated in RFP, as per Appendix 07 – Conformity Letter.
2. Non-submission of duly filled & signed conformity letter and Data Sheet will make the bid liable for rejection.
3. The Bidder shall not just indicate that details are enclosed and submit brochures, manuals, documents etc. Instead, they shall detail their reply for each clause in Appendix 09 – Deviation Sheet on Terms and Conditions and they shall also indicate the Page number in the bid, at which additional information are enclosed in the brochures, manual, documents etc. The Bidder shall ensure correctness of referred page nos.

8.12 Opening of Bids

1. Opening of Eligibility and Technical Bids

- The Eligibility and Technical bid shall be opened in the presence of Bidders' representatives who choose to attend as mentioned in section 1.7 – Important Details. The Bidder representative may be present during the bid opening at our office address mentioned above well in time along with the authorization letter from the Bidder BFSL.
- The Bidders may note that no further notice will be given in this regard. Further, in case BFSL does not function on the aforesaid date due to unforeseen circumstances or holiday then the bid will be accepted on the next working day of the BFSL and bids will be opened at the same venue on the same day.
- BFSL however reserves the right to change the date & time for opening of Eligibility and Technical bid without assigning any reason whatsoever. In case there is a change in the schedule the same will be intimated to the Bidders by publishing on the BFSL's website for enabling them to be present during the Bid opening.
- During opening of the Eligibility and Technical bids, the Bidders authorized representative may attend the opening and those who are present shall sign a register evidencing their attendance.
- The bids that are not accompanied with application money document and EMD document in Eligibility Bid shall be rejected.
- The rejection or acceptance of the bid will be done only after evaluation at the discretion of BFSL.
- During evaluation of the eligibility and technical bids, BFSL may seek from the Bidder clarifications on the bid submitted by the Bidder. The request for such clarification and the response from the Bidder shall be in writing.
- After the evaluation of the eligibility bids BFSL will finalize the list of eligible bidders whose technical bid will be considered for the technical evaluation stage. The eligible bids will undergo a detailed technical evaluation as per the terms and conditions of this RFP.
- BFSL will announce the list of bidders who qualify technical evaluation and whose commercial bid will be considered for the commercial evaluation stage.

2. Opening of Commercial bid

- In case the BFSL decides to go for Open bid process for commercial evaluation, the commercial bids will be opened in front of the bidders after the technical evaluation is complete. The date of opening of commercial bids will be intimated to the Bidders who have been evaluated for Technical Bid.
- The evaluation of the Commercial Bids as per the RFP guidelines would be done subsequently.
- Post the completion of the detailed Techno commercial evaluation the final ranking of the bidders would be announced.

8.13 Examination of Bids

1. BFSL will do preliminary examination of bids to know whether they are complete in all respects, whether any computational errors have been made, whether the documents have been properly signed and whether the bids are generally in order.

- The Bidders have to note that, if there is any discrepancy between words and figures, the amounts in words will prevail.
- If there is discrepancy between percentage and amount, the amount calculated on percentage basis will prevail.
- If there is discrepancy between unit price and total price that is obtained by multiplying the unit price and quantity, the unit price will prevail and the total price shall be corrected by BFSL.

- If there is discrepancy in the total arrived at Bill of Materials, correct total will be arrived at by BFSL and the same will prevail over the total furnished in the Bill of Materials.

2. If the Bidder does not accept the correction of such errors as per the above criteria, their bid will be rejected and the EMD will be forfeited.
3. In the event the Bidder has omitted to quote for any line item in the commercial bid, BFSL would take the highest price quoted by any of the participating Bidders as the cost, for such for arriving at the TCO for the purpose of evaluation of the defaulting/deviating Bidders. However, the same shall be provided by the defaulting/deviating Bidder, in case selected at no cost to BFSL for the period of the contract.
4. BFSL ascertains and concludes that everything as mentioned in the RFP documents circulated to the Bidders and responded by the Bidders have been quoted for by the Bidders, and there will be no extra cost associated with the same other than the cost quoted by the Bidder.
5. In the event BFSL has not asked for any quotes for alternative prices, and the Bidder furnishes the alternative price in the Bidder's commercial bid, the higher of the prices will be taken for calculating and arriving at the TCO. However, payment by BFSL will be made at the lower price.
6. The Appendix 12 – Cost Sheet is a list of items used for the purpose of Bidder evaluation through TCO. The equipment quoted by the Bidders in the Appendix 12 –Cost Sheet will be decided by BFSL based on the requirements from time to time during the period of the contract. The Bidder cannot compel BFSL to avail any or all the items quoted by them in Appendix 12 –Cost Sheet. However for the purpose of calculating of TCO, bid will be considered as fixed priced bid.
7. BFSL would like to expressly state that any assumptions, terms, conditions, deviations etc. which the Bidder includes in any part of the Bidder's response to this RFP, will not be taken into account either for the purpose of evaluation or at a later stage, unless such assumptions, terms, conditions, deviations etc. have been accepted by BFSL and communicated to the Bidder in writing. The Bidder at a later date cannot make any plea of having specified any assumptions, terms, conditions, deviations etc. in the Bidder's response to this RFP.
8. During the preliminary examination, BFSL will also verify whether the Bidder has responded in full to the RFP or whether it is partial or conditional. The bids that are incomplete or conditional are liable to be rejected.

9. Evaluation Methodology

A two stage process is adopted for selection of the Bidder:

Stage1: Eligibility cum Technical Bid

Stage 2: Evaluation methodology for eligible bidder

- Technical Bid Evaluation
- Commercial Bid Evaluation
- Weighted evaluation

During evaluation of the Tenders, the BFSL, at its discretion, may ask the Bidder for clarification in respect of its tender. The request for clarification and the response shall be in writing, and no change in the substance of the tender shall be sought, offered, or permitted. The BFSL reserves the right to accept or reject any tender in whole or in parts without assigning any reason thereof. The decision of the BFSL shall be final and binding on all the Bidders to this document and BFSL will not entertain any correspondence in this regard.

9.1 Eligibility Bid

Eligibility criterion for the Bidder to qualify this stage is clearly mentioned in Appendix 07 – Eligibility Criterion Compliance to this document. The Bidder would need to provide supporting documents as part of the eligibility proof.

9.2 Evaluation Methodology for Eligible Bidder

After qualifying the eligibility criteria, the evaluation will be a three stage process. The stages are:

- Technical Bid Evaluation
- Commercial Bid Evaluation
- Weighted evaluation

The technical evaluation and the commercial evaluation shall have the weightage of 70% and 30% respectively and this weightage shall be considered for arriving at the successful bidder. The evaluation methodology vis-à-vis the weight-ages are as under:

- **Technical Bid Evaluation**

The Bidder needs to achieve a cut – off score of 70 marks in this evaluation stage to be qualified for commercial bid opening. Only those Bidders who achieve the specified cut – off scores would be short- listed for Commercial Bid Evaluation. Further the Bidder must score a minimum of 80% compliance in Technical and Functional Specifications compliance separately. Even if the Bidder meets the 70 mark cut-off and does not meet this criterion of 80% compliance, the Bidder would have deemed not to be meeting the RFP Technical requirements. The Technical Proposal will be evaluated for technical this criterion of 80% compliance, the Bidder would have deemed not to be meeting the RFP Technical requirements. The Technical Proposal will be evaluated for technical suitability and the criteria for evaluation of technical bids are as under:

Section	Sub Section	Evaluation Criteria	Maximum marks
Approach and Methodology		The bidder shall be asked to present their project management methodology, quality assurance process, Service support capability and the technical solution as a whole. Presentation date and venue will be specified within 15 days after the date of submission of bid to the eligible bidders. The approach and methodology has to be explained before the evaluation committee and the committee's scoring decision would be final. Committee will score the approach and methodology section as per following sub division: a. Project Management Methodology – 10 points maximum b. Quality Assurance Process – 5 points c. Service Support Process – 10 points d. Overall technical solution proposed – 5 point	40

Section	Sub Section	Evaluation Criteria	Maximum marks
Citation	Operations and Maintenance	Citations of completed or ongoing O&M for" similar projects of 45 site of single customer in the last 3 years. O&M period should be greater than or equal to 3 year 3 citations - 30 marks, 2 citations - 20 marks, 1 citation – 10 marks No citation- 0 marks	30
Profile	No. of Years in Business	Proof of establishment of company in providing similar Services. 5-8 Years - 10 marks, 3-5 Years - 7 marks, Less than 3 Years – 5 marks	10
	Annual Turn Over in last 3 Years	Proof of financial Audit Report of company in providing similar Services. Above 100 Cr. - 10 marks, 100 – 60 Cr. - 7 marks, Less than 60- 5 marks	10
	No. of Technical Qualified Staff in all India	List of Technical Manpower Details on Authorization letter Above 100 Staff. - 10 marks, 60 – 100 Staff – 7 marks Less than 60 - 5 marks	10
		Total	100

** **Copies of Work order and client reference to be provided. Credentials and other evaluation criteria will be computed as of RFP Date**

In case there is only one Bidder having technical score of 80 or more, the BFSL may, at its sole discretion, also consider the next highest technical score and qualify such Bidder. In case, none of the participating Bidders qualify on technical criteria and reach or exceed the cut-off score of 80, then the BFSL, at its sole discretion, may qualify two Bidders on the basis of the top 2 scores. However, the BFSL at its discretion may reject the proposal of the Bidder or will not consider Bidder below cutoff marks by relaxing as mentioned above, if in the BFSL's opinion the Bidder could not present could not present a clear work plan as described in the proposal or in case the responses received from the site visited are negative or the services to be provided does not meet BFSL's technical / functional requirement.

- **Commercial Bid Evaluation**

  The Bidder who achieves the required cut – off technical score as part of technical evaluation shall be qualified for commercial bid opening. The commercial bid would be evaluated based on a "Total Cost of Ownership" ('TCO') basis. The key considerations of the TCO would be the total payouts for entire project through the contract period of 5 years.

- **Weighted Evaluation:**

  On the basis of the combined weighted score for technical and commercial evaluation, the bidders shall be ranked in terms of the total score obtained. The proposal obtaining the highest total combined score in evaluation of quality and cost will be ranked as H-1 followed by the proposals securing lesser marks as H-2, H-3 etc. The proposal securing **the highest combined marks and ranked H-1 shall be recommended for award of contract**.

  As an example, the following procedure can be followed:

  A score (S) will be calculated for all qualified bidders using the following formula:

Clow/C X100 +T (1-X)
C stands for discounted rate arrived basis of commercial evaluation; **Clow** stands for the lowest rate arrived basis of commercial evaluation. **T** stands for technical evaluation score and **X** is equal to 0.30.

#	Bidder	Technical Evaluation Marks (T)	Discounted Rate (C)	T * 0.70 (A)	[(Clow / C) x 100] x 0.30 (B)	Score (S = A +B)
1	AAA	75	120	52.5	25	77.5
2	BBB	80	100	56	30	86
3	CCC	90	110	63	27.3	90.3

In the above example, Clow is 100.
In the above example, CCC, with the highest score becomes the successful bidder (**H1**).
In case of more than one Bidder with equal highest score (S) upto three decimal, then number of decimal will be increased.
The BFSL may in its absolute discretion engage in discussion or negotiation with H1 bidder. The decision of the BFSL shall be final and binding on all the Bidders to this document. The BFSL reserves the right to accept or reject an offer without assigning any reason whatsoever.

10. Payment Terms

The bidder must accept the payment terms proposed by the BFSL. The commercial bid submitted by the bidder must be in conformity with the payment terms proposed by the BFSL. Any deviation from the proposed payment terms would not be accepted. The BFSL shall have the right to withhold or deduct (in event of SLA breach) any payment due to the selected bidder, in case of delays or defaults on the part of the selected bidder. Such withholding of payment shall not amount to a default on the part of the BFSL. If any of the items / activities as mentioned in the price bid is not taken up by the BFSL during the course of the assignment, the BFSL will not pay the professional fees quoted by the Bidder in the price bid against such activity / item.

The payment will be released as follows:

10.1 Quarterly Recurring Charges (MRC)

The payment of Total Five year maintenance/rentals/utilization charges will be made quarterly in advance, on actuals. As below:

S. No.	Payment Milestones for the Recurring and Operations & Maintenance	%Payment of Total Recurring Cost of 5 years calculated pricing in cost summary (N).	Time Schedule (All time in Weeks)
1	Q1 – Q4	4% of N per quarter	Quarterly
2	Q5 – Q8	4.5% of N per quarter	Quarterly
3	Q9 – Q12	5% of N per quarter	Quarterly
4	Q13- Q16	5.5% of N per quarter	Quarterly
5	Q17 – Q20	6% of N per quarter	Quarterly

The payment will be on production of original invoice and against receipt of satisfactory support report of previous quarter from the BFSL's Project / Operation Manager.
There shall be no escalation in the prices once the prices are fixed and agreed to by the BFSL and the Bidder. However the BFSL expects the benefits from any unanticipated decrease in technology infrastructure costs, over the term of the contract due to reduction of prices, efficient use of IT infrastructure/reduction of statutory charges, etc. and operations management methods that yield more efficient operations, to be passed on to the BFSL through re-negotiation.
The BFSL will pay invoices within a period of 45 days from the date of receipt of undisputed invoices. Any dispute regarding the invoice will be communicated to the Successful Bidder within 15 days from the date of receipt of the invoice. After the dispute is resolved, the BFSL shall make payment within 45 days from the date the dispute stands resolved.

11. Terms & Conditions

11.1 General

- The BFSL expects the Bidder to adhere to the terms of this RFP document and would not accept any deviations to the same.
- The BFSL expects that the Bidder appointed under this RFP Document shall have the single point responsibility for fulfilling all obligations and providing all deliverables and services required by BFSL.
- Unless agreed to specifically by the BFSL in writing for any changes to the RFP document issued the Bidder responses would not be incorporated automatically in the RFP document.
- Unless expressly overridden by the specific agreement to be entered into between the BFSL and the Bidder, the RFP document shall be the governing document for arrangement between the BFSL and the Successful Bidder.

11.2 Indemnity

The Successful bidder shall indemnify the BFSL, and shall always keep indemnified and hold the BFSL, its employees, personnel, officers, directors, (hereinafter collectively referred to as "Personnel") harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including attorneys' fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against the BFSL as a result of:

- BFSL 's authorized / bona fide use of the Deliverables and /or the Services provided by Successful Bidder under this RFP; and/or
- any act of commission or omission, fraud, negligence, breach on the part the Successful Bidder and/or its employees, agents, sub-contractors in performance of the obligations under this RFP; and/or any act of omission of statutory requirement and/or
- claims made by employees or subcontractors or subcontractors' employees, who are deployed by the selected Bidder, against the BFSL ; and/or
- claims arising out of employment, non-payment of remuneration and non-provision of statutory benefits by the Successful Bidder to its employees, its agents, contractors and sub-contractors
- breach of any of the term of this RFP or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the Successful Bidder under this RFP/subsequent agreement; and/or
- any or all Deliverables or Services infringing any patent, trademarks, copyrights or such other Intellectual Property Rights; and/or
- breach of confidentiality obligations of the Successful Bidder contained in this RFP; and/or

- The acts, errors, representations, misrepresentations, willful misconduct or Negligence or gross misconduct attributable to the Successful Bidder or its employees or sub-contractors under this RFP/subsequent agreement.
- Loss of data due to Successful Bidder provided facility or
- Any deficiency in the services of selected Bidder.
- Any transaction contemplated under this RFP/subsequent agreement.
- The provisions of this Clause shall survive the termination of RFP and subsequent Agreement made thereafter.

The Successful Bidder shall at its own cost and expenses defend or settle at all point of time any claim against the BFSL that the Deliverables and Services delivered or provided under this RFP infringe a patent, utility model, industrial design, copyright, trade secret, mask work or trade mark in the country where the Deliverables and Services are used, sold or received, provided the
BFSL:

- notifies the Successful Bidder in writing as soon as practicable when the BFSL becomes
- aware of the claim; and
- Cooperates with the Successful Bidder in the defense and settlement of the claims.

However, (i) the Successful Bidder shall take sole control of the defense and all related settlement negotiations (ii) the BFSL provides will the with the assistance, information and authority reasonably necessary to perform the above and (iii) the BFSL does not make any statements or comments or representations about the claim without the prior written consent of the selected Bidder, except where the BFSL is required by any authority/regulator to make a comment/statement/representation.
If use of deliverables is prevented by injunction or court order because of any such claim or deliverables is likely to become subject of any such claim then the selected Bidder, after due inspection and testing and at no additional cost to the BFSL , shall forthwith either 1) replace or modify the software / equipment with software / equipment which is functionally equivalent and without affecting the functionality in any manner so as to avoid the infringement; or 2) obtain a license for the BFSL to continue the use of the software / equipment, as required by the BFSL as per the terms and conditions of this RFP and subsequent Agreement and to meet the service levels; or 3) refund to the BFSL the amount paid for the infringing software / equipment and bear the incremental costs of procuring a functionally equivalent software / equipment from a third party, provided the option under the sub clause (3) shall be exercised by the BFSL in the event of the failure of the Successful Bidder to provide effective remedy under options (1) to (2) within a reasonable period which would not affect the normal functioning of the BFSL .
The Successful Bidder shall not be liable for defects or non-conformance resulting from:

- Software, hardware, interfacing, or supplies for the solution not approved by selected Bidder; or
- any change, not made by or on behalf of the selected Bidder, to some or all of the software/deliverables supplied by the Successful Bidder or modification thereof, provided the infringement is solely on account of that change;

11.3 No liability

- *All employees engaged by the Service Provider shall be in sole employment of the Service Provider and the Service Provider shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall BFSL be liable for any payment or claim or compensation (including but not limited to compensation on account of injury/death/termination) of any nature to the employees and personnel of the Service Provider.*

- *BFSL shall not be held liable for and is absolved of any responsibility or claim/litigation arising out of the use of any third party software or modules supplied by the Service Provider as part of this Agreement.*
- *Under no circumstances BFSL shall be liable to the Service Provider for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this project , even if BFSL has been advised of the possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business*

11.4 Extension of Contract Post Expiry

- The BFSL desires to appoint the Bidder for a total period specified in the RFP, considering the effort and investments required in the arrangement. However, understanding the complexities of the entire arrangement, BFSL would like to safe guard the interests of all the entities involved in the arrangement. Therefore, the BFSL would like to have options to revisit the arrangements and terms of contract as well as to re-price the same (rates similar or less than existing arrangement) after the contract expiry, if necessary.
- The BFSL expects the benefits from any unanticipated decrease in technology infrastructure costs, over the term of the contract due to reduction of prices, efficient use of IT infrastructure/reduction of statutory charges, etc. and operations management methods that yield more efficient operations, to be passed on through re-negotiation. No conflict between the Selected Bidder and the BFSL will cause cessation of services.

11.5 Termination of Contract

i. BFSL shall have the option to terminate any subsequent agreement and / or any particular order, in whole or in part by giving Bidder at least 90 days prior notice in writing. It is clarified that the Bidder shall not terminate the subsequent Agreement for convenience. However the BFSL will be entitled to terminate subsequent agreement, if Bidder breaches any of its obligations set forth in this RFP and any subsequent agreement and Such breach is not cured within thirty (30) Working Days after the BFSL gives written notice; or if such breach is not of the type that could be cured within thirty (30) Working Days, failure by Bidder to provide the BFSL , within thirty (30) Working Days, with a reasonable plan to cure such breach, which is acceptable to the BFSL . Or Non conformity of the Deliverables or Services with the terms and Specifications of the RFP as observed during post-delivery audit or otherwise; or serious discrepancy in the quality of service/hardware/software expected during the implementation, rollout and subsequent maintenance process.

ii. In the event of a termination of the Contract by the BFSL, the Bidder shall do all such acts or deeds as may be required to fully compensate the BFSL for all expenditure incurred by the BFSL in executing or obtaining the execution of the Project, till such time of termination and for any removal and/or relocation that may be required by the BFSL following such termination. The BFSL shall not bear any liability in this regard. The BFSL shall recover all the cost of replacing Bidder and or the BFSL shall impose the liquidated damages. In the event of the BFSL communicating its intention to terminate the Contract, selected bidder shall continue to render such Services as it is required to under this RFP/bid and subsequent Contract, including but not limited to Facilities Management, support and maintenance for the Deliverables for a period up to 12 months following notice of intention to termination, until such time that the BFSL indicates that it has been able to make alternative arrangements for the provision of such Services, in accordance with the terms, including those pertaining to payment, contained herein.

iii. In the event of the BFSL communicating its intention to terminate the Contract due to change in its policy or Business Practice or any other reason which may arise due to unforeseen circumstances, selected bidder shall continue to render such Services as it is required to under this RFP/bid and subsequent Contract, including but not limited to Facilities Management, support and maintenance for the Deliverables for a period up to 12 months following notice of intention to termination, until such time that the BFSL indicates that it has been able to make alternative arrangements for the provision of such Services, in accordance with the terms, including those pertaining to payment, contained herein.

iv. Any other reason.

Other Rights or Remedies

Termination of the contract in whole or part is without prejudice to any other rights or remedies that either Party may have under the contract including the invocation of the performance guarantee by the BFSL, and does not affect any accrued rights or liabilities of either Party at the date of termination.

Effects of Termination

Notwithstanding termination of the contract in whole or in respect of any part of the Services for any reason, the contract continues in force to the extent necessary to give effect to those of its provisions which expressly or implicitly have effect after termination; and

Where BFSL terminates any Part of the Project, the parties shall continue to perform their respective obligations under the contract in connection with that portion of the Project in respect of which there has been no termination.

Consequence of Termination

If BFSL terminates the contract in whole or in respect of any part of the Project in accordance with its terms, it will incur no liability to the selected bidder as a result of such termination, other than:

- the charges or any other amounts due to selected bidder up to the date of termination; Amounts payable for any Services already performed at the date of the termination;
- amounts payable for Services yet to be performed but which the parties agree not to terminate after performance of those services; and

  The selected bidder understands the scale, tenure and criticality of this Project and that it would require tremendous commitment of financial and technical resources for the same from the selected bidder for the tenure of this tender and subsequent Agreement/Contract. The parties therefore agree and undertake that an exit at any point in time resulting due to expiry or termination of RFP and subsequent Agreement/Contract for any reason whatsoever would be a slow process over a period of six (6) months, after the completion of the notice period of three

  Months, and only after completion of the selected bidder's obligations under a reverse transition mechanism. During this period of Reverse Transition, the selected bidder shall continue to provide the Deliverables and the Services in accordance with this RFP and subsequent Agreement/Contract and shall maintain the agreed Service levels.

  Upon BFSL 's request, with respect to (i) any agreements for maintenance, disaster recovery services or other third-party applications/solutions, and any Deliverables not owned by the selected Bidder, being used by the selected Bidder to provide the Services and (ii) the assignable agreements, selected Bidder shall, use its reasonable commercial endeavors to transfer or assign such agreements and selected Bidder's equipment to BFSL and its designee(s) on commercially reasonable terms mutually acceptable to both parties.

  Upon BFSL's request in writing, selected bidder shall be under an obligation to transfer to BFSL or its designee(s) the Deliverables being used by the selected bidder to perform the Services free and clear of all liens, security interests, or other encumbrances at a value calculated as stated.

  As part of the reverse transition services, BFSL shall have the right, and selected bidder shall not object to or interfere with such right, to contract directly with any selected bidder's subcontractor.

  Procedure for transition and migrating to the new appointed Bidder is as follows:

- Time frame for parallel run Skill transfer mechanism and in specific cases, the human resources requirement
- Reverse Transition Plan

Reverse Transition Services are the services provided by selected bidder to BFSL during the reverse transition period which will start after completion of the three (3) months' notice period to facilitate an orderly transfer of the Services to BFSL or to an alternative third partly service provider nominated by BFSL . Where BFSL elects to transfer responsibility for service delivery to multiple Bidders, BFSL will nominate a services provider who will be

responsible for all dealings with such Bidders regarding the delivery of Reverse Transition Services.
The Reverse Transition Services, to be provided by the selected bidder to the BFSL shall include the following:

Data Migration
The selected Bidder will assist the BFSL in migration exercise without any cost to the BFSL.

Knowledge Transfer
The selected bidder shall provide such necessary information, documentation to the BFSL or its assignee, for the effective management and maintenance of the deliverables under this RFP. Selected bidder shall provide documentation (in English) in electronic form of all existing procedures, policies and programs required to support the services. Such documentation will be subject to the limitations imposed by selected bidder's Intellectual Property Rights of this RFP and shall include:

- Operational work instructions
- Listing of all events being monitored and the monitoring frequency
- Listing of all third (3rd) party Bidders those have been directly related to the provision of the Services and that may be the subject of a request by BFSL or the replacement service provider for assignment, cancellation or renovation

All trainings that the BFSL feels are necessary to be imparted to the BFSL or its designees' personnel, the same shall be scoped and reasonably charged additionally.

- All the warranties held by or in the name of the selected bidder shall be assigned or transferred "As Is" in the name of the BFSL. The selected bidder shall execute any and all such documents as may be necessary in this regard.
- The parties shall return confidential information and will sign-off and acknowledge the return of such confidential information.
- Selected bidder shall provide all other services as may be agreed to by the parties in connection with the reverse transition services. However, in case any other services, in addition to the above are needed, the same shall be scoped and reasonably priced. Reverse transition services shall be charged based on selected bidder's then current time and materials rates.
- The selected bidder recognizes that considering the enormity of the assignment, the transition services listed herein are only indicative in nature and the selected bidder agrees to provide all assistance and services required for fully and effectively transitioning the services provided by the selected bidder under this tender and subsequent agreement, upon termination or expiration thereof, for any reason whatsoever.

11.6 Compliance with Laws

I. Compliance with all applicable laws: The Bidder shall undertake to observe, adhere to, abide by, comply with and notify the BFSL about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this tender and shall indemnify, keep indemnified, hold harmless, defend and protect the BFSL and its employees/officers/staff/personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.

II. Compliance in obtaining approvals/permissions/licenses: The Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate the BFSL and its employees/officers/staff/personnel/ representatives/agents from and against all claims or demands of liability and all

consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from and the BFSL will give notice of any such claim or demand of liability within reasonable time to the Bidder.

III. The Bidder is not absolved from its responsibility of complying with the statutory obligations as specified above. Indemnity would cover damages, loss or liabilities suffered by the BFSL arising out of claims made by its customers and/or regulatory authorities.

11.7 Assignment

1. The selected bidder agrees that the selected bidder shall not be entitled to assign any or all of its rights and/or obligations under this tender and subsequent agreement to any entity including selected Bidder's affiliate without the prior written consent of the BFSL.
2. If the BFSL undergoes a merger, amalgamation, takeover, consolidation, reconstruction, change of ownership, etc., this RFP/contract shall be considered to be assigned to the new entity and such an act shall not affect the rights of the BFSL and the Bidder under this RFP.

11.8 Transportation and Insurance

All the costs should include cost, insurance and freight (c.i.f). However, the selected bidder has the option to use transportation and insurance cover from any eligible source.

11.9 Inspection of Records

All records of bidder with respect to any matters covered by this RFP shall be made available to the BFSL or its designees at any time during normal business hours, as often as the BFSL deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data. Said records are subject to examination. BFSL would execute confidentiality agreement with the Bidder, provided that the auditors would be permitted to submit their findings to the BFSL, which would be used by the BFSL. The cost of the audit will be borne by the BFSL. The scope of such audit would be limited to Service Levels being covered under this RFP and subsequent contract, and financial information would be excluded from such inspection, which will be subject to the requirements of statutory and regulatory authorities. The Bidder's records and sites managed for the BFSL shall also be subject to Regulator/BFSL inspection.

11.10 Publicity

The Bidder shall not make any press releases or statements of any kind including advertising using the name or any service marks or trademarks of the BFSL regarding the contract or the transactions contemplated hereunder without the explicit written permission of the BFSL. The Bidder shall not, use the BFSL 's name as a reference, without the express written permission of the BFSL first being obtained, and then only strictly in accordance with any limitations imposed in connection with providing such consent. The BFSL agrees not to use the Bidder's trade or service marks without the Bidder's prior written consent.

11.11 Solicitation of Employees

During the term of the Contract and for a period of two years after any expiration of the contract period/termination or cancellation of the Contract, both the parties agree not to hire, solicit, or accept solicitation (either directly, indirectly, or through a third party) for their employees directly involved in this contract during the period of the contract and two year thereafter, except as the parties may agree on a case-by-case basis. The parties agree that for the period of the contract and two year thereafter, neither party will cause nor permit any of its directors or employees who have knowledge of the agreement to directly or indirectly solicit for employment the key personnel working on the project contemplated in this proposal except with the written consent of the other party.

1. The above restriction would not apply to either party for hiring such key personnel who initiate discussions regarding such employment without any direct or indirect solicitation by the other party; or

2. Respond to any public advertisement placed by either party or its affiliates in a Publication of General circulation.

11.12 Visitorial Rights

The BFSL and its authorized representatives, including Reserve Bank of India (RBI) or any other regulator shall have the right to visit any of the Bidder's premises without prior Request for Proposal - Selection of notice to ensure that data provided by the BFSL is not misused. The selected bidder shall cooperate with the authorized representative/s of the BFSL and shall provide all information/ documents required by the BFSL.

11.13 Monitoring and Audit

Compliance with security best practices may be monitored by various periodic security audits performed by or on behalf of the BFSL. The periodicity of these audits will be decided at the discretion of the BFSL. These audits may include, but are not limited to, a review of: access and authorization procedures, physical security controls, backup and recovery procedures, security controls and program change controls. To the extent that the BFSL deems it necessary to carry out a program of inspection and audit to safeguard against threats and hazards to the confidentiality, integrity, and availability of data, the selected bidder shall afford the BFSL's representatives access to the selected bidder's facilities, installations, technical resources, operations, documentation, records, databases and personnel. The selected bidder must provide the BFSL access to various monitoring and performance measurement systems (both manual and automated). The BFSL has the right to get the monitoring and performance measurement systems (both manual and automated) audited without prior approval/notice to the selected bidder.

11.14 Guarantees

i. Bidder shall guarantee that the software and allied components used to service the BFSL are licensed and legal. All hardware and software must be supplied with their original and complete printed documentation.

ii. The Bidder also undertakes to keep all the licenses in force till the expiry of the contract period by renewing them as and when necessary.

11.15 Force Majeure

i. The Selected Bidder shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if any to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.

ii. For purposes of this Clause, "Force Majeure" means an event explicitly beyond the reasonable control of the Selected Bidder and not involving the Selected Bidder's fault or negligence and not foreseeable. Such events may be due to or as a result of or caused by act of God, wars, insurrections, riots, earth quake and fire, revolutions, civil commotion, floods, epidemics, quarantine restrictions, trade embargos, declared general strikes in relevant industries, satellite failure, act of Govt. of India, events not foreseeable but does not include any fault or negligence or carelessness on the part of the parties, resulting in such a situation. In the event of any such intervening Force Majeure, either party shall notify the other in writing of such circumstances or the cause thereof immediately within five calendar days.

iii. Unless otherwise directed by the BFSL in writing, the Selected Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

iv. In such a case the time for performance shall be extended by a period(s) not less than duration of such delay. If the duration of delay continues beyond a period of three months, the BFSL and the Selected Bidder shall hold consultations in an endeavor to find a solution to the problem.

v. Notwithstanding above, the decision of the BFSL shall be final and binding on the Selected Bidder.

11.16 Resolution of Disputes

1. The BFSL and the selected bidder shall make every effort to resolve amicably, by direct informal negotiation between the respective project managers of the BFSL and the selected bidder, any disagreement or dispute arising between them under or in connection with the contract.
2. If the BFSL project manager and Empaneled bidder's project manager are unable to resolve the dispute after thirty days from the commencement of such informal negotiations, they shall immediately escalate the dispute to the senior authorized personnel designated by the selected bidder and BFSL respectively.
3. If after thirty days from the commencement of such negotiations between the senior authorized personnel designated by the selected bidder and BFSL, the BFSL and the selected bidder have been unable to resolve amicably a contract dispute; either party may require that the dispute be referred for resolution through formal arbitration.

11.17 Arbitration:-

1. Any dispute, controversy or claims arising out of or relating to this RFP, its validity, breach or termination thereof, shall be settled by arbitration in accordance with the provisions of the Indian Arbitration and Conciliation Act, 1996.
2. All questions, claims, disputes or differences arising under and out of, or in connection with the RFP/ subsequent contract or carrying out of the work whether during the progress of the work or after the completion and whether before or after the determination, abandonment or breach of the RFP/ subsequent contract shall be referred to arbitration by a sole Arbitrator to be appointed by the BFSL.
3. The place of arbitration shall be at Mumbai.
4. The arbitral procedure shall be conducted in the English and any award or awards shall be rendered in English. The procedural law of the arbitration shall be the Indian law.
5. The award of the arbitrator shall be final and conclusive and binding upon the Parties, and the Parties shall be entitled (but not obliged) to enter judgment thereon in any one or more of the highest courts having jurisdiction. The Parties further agree that such enforcement shall be subject to the provisions of the Indian Arbitration and Conciliation Act, 1996 and neither Party shall seek to resist the enforcement of any award in India on the basis that award is not subject to such provisions.
6. The rights and obligations of the Parties under or pursuant to this Clause, including the arbitration clause in this RFP, shall be under the exclusive jurisdiction of the courts located at Mumbai only.
7. If a notice has to be sent to either of the parties following the signing of the contract, it has to be in writing and shall be first transmitted by facsimile transmission by postage prepaid registered post with acknowledgement due or by a reputed courier service, in the manner as elected by the Party giving such notice. All notices shall be deemed to have been validly given on (i) the business date immediately after the date of transmission with confirmed answer back, if transmitted by facsimile transmission, or (ii) the expiry of five days after posting if sent by registered post with A.D., or (iii) the business date of receipt, if sent by courier.

11.18 Governing Law and Jurisdiction

This RFP and subsequent agreement with the Selected Bidders shall be governed and construed in accordance with the laws of India and courts in Mumbai will have the exclusive jurisdiction to determine the issues arising out of this RFP.

11.19 Corrupt and Fraudulent practice

1. As per Central Vigilance Commission (CVC) directives, it is required that Bidders observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of this policy.

2. "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of an official in the procurement process or in contract execution.
3. "Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the BFSL and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the BFSL of the benefits of free and open competition.
4. The BFSL reserves the right to reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
5. The BFSL reserves the right to declare a Bidder ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.
6. The successful bidder will be required to enter into an integrity pact with the BFSL as per the CVC guidelines. The integrity pact is available on the CVC website.

11.20 Waiver

No failure or delay on the part of either party relating to the exercise of any right, power, privilege or remedy provided under this RFP or subsequent agreement/contract with the other party shall operate as a waiver of such right, power, privilege or remedy or as a waiver of any preceding or succeeding breach by the other party nor shall any single or partial exercise of any right, power, privilege or remedy preclude any other or further exercise of such or any other right, power, privilege or remedy provided in this RFP all of which are several and cumulative and are not exclusive of each other or of any other rights or remedies otherwise available to either party at law or in equity.

11.21 Violation of Terms

The BFSL clarifies that the BFSL shall be entitled to an injunction, restraining order, right for recovery, specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain the bidders from committing any violation or enforce the performance of the covenants, obligations and representations contained in this RFP. These injunctive remedies are cumulative and are in addition to any other rights and remedies the BFSL may have at law or in equity, including without limitation a right for recovery of any amounts and related costs and a right for damages.

11.22 Addition/Deletion of Qualified Offerings

1. Both parties agree that the intent of this RFP is to establish an initial set of service offerings. The BFSL recognizes that, as the use of these services expands, it is possible that additional services and/or service categories will be needed. In addition, the BFSL recognizes that from time to time, hardware and software products that are provided as part of selected bidder's services will be upgraded or replaced as technology evolve. Replacement and/or supplemental hardware and software products that meet or exceed the minimum proposal requirements may be added with the prior approval of the BFSL. For this purpose, a Change Order Procedure will be followed. BFSL may request a change order in the event of actual or anticipated change(s) to the agreed scope of work, services, deliverables and schedules. The selected bidder shall prepare a change order reflecting the actual or anticipated change(s) including the impact on deliverables schedule. The selected bidder shall carry out such services as required by the BFSL. The terms of the contract would apply to such incremental deliverables and services.
2. The selected bidder shall agree that the price for incremental offering cannot exceed the original proposed cost and the BFSL reserves the right to re-negotiate the price. At the unit rates provided for TCO calculations, the BFSL has the right to order as much as it wants at those rates. However, this excludes the hardware to be provided by the Bidder at their cost due to under sizing.

3. The BFSL is under no obligation to honor such requests to add service categories or amend this contract.
4. As a method for reviewing selected bidder's services and BFSL requirements, the BFSL will sponsor regular reviews to allow an exchange of requirements and opportunities.
5. All quantities mentioned in this RFP are indicative. The quantities of components to be procured as part of this RFP can be varied by the BFSL. This also includes the right to modify the number of source systems, targets, reports & statements, dash boards, score cards, concurrent users etc.

11.23 Service Level Agreement and Non-Disclosure Agreement

1. The Successful Bidder shall execute:

a. Service Level Agreement (SLA), which must include all the services and terms and conditions of the services to be extended as detailed herein, and as may be prescribed or recommended by the BFSL

b. Non-Disclosure Agreement (NDA), the Successful Bidder shall execute the SLA and NDA Within two months the date of acceptance of letter of appointment or as intimated by the BFSL.

c. The stamp duty or any other associated charges to execute the above mentioned document shall be borne by the successful bidder.

11.24 Liquidated Damages

a. **Liquidated Damages and penalty**

1. BFSL expects that the selected bidder complete the scope of the project as mentioned in section 6 – Project timeline of this document within the timeframe specified. Inability of the selected bidder to either provide the requirements as per the scope or to meet the timelines as specified would be treated as breach of contract and would invoke the penalty clause. The proposed rate of penalty would be 0.5% of the entire project cost/TCO per week of delay or non-compliance. BFSL at its discretion may apply this rule to any major non-delivery, non-adherence, non-conformity, non-submission of agreed or mandatory documents as part of the Project.
2. Thereafter, at the discretion of the BFSL, the contract may be cancelled. BFSL also has the right to invoke the Performance Guarantee, Penalty Clause on delay which is not attributable to BFSL and is attributable to the selected Bidder.
3. Inability of the selected bidder to provide services at the service levels defined would result in breach of contract and would invoke this clause.
4. Notwithstanding anything contained above, no such penalty will be chargeable on the selected bidder for the inability occasioned, if such inability is due to reasons entirely attributable to BFSL.
5. The maximum amount that may be levied by way of penalty pursuant to clause above shall not exceed 10% of the Total Contract value.

11.25 Set Off

Without prejudice to other rights and remedies available to the BFSL it shall be entitled to earmark , set-off or adjust any amounts due to the BFSL , under any clause of the RFP, from the selected bidder Provider against payments due and payable by the BFSL to the selected bidder/Service Provider for the services rendered.

The provisions of this Clause shall override all other clauses and shall survive the termination of this Agreement.

11.26 Information Ownership

All information processed, stored, or transmitted by equipment belongs to the BFSL. By having the responsibility to maintain the equipment, the Bidder does not acquire implicit access rights to the information or rights to redistribute the information. The Bidder understands that civil, criminal, or administrative penalties may apply for failure to

protect information appropriately ISMS Framework (ISO 27001:2005): The selected bidder and the team shall abide by the ISMS framework of the BFSL which includes Incident Management, Change Management, Capacity Management, Configuration Management etc.

11.27 Sensitive Information

Any information considered sensitive must be protected by the selected bidder from unauthorized disclosure, modification or access.
Types of sensitive information that will be found on BFSL 's systems the selected bidder may support or have access to include, but are not limited to: Information subject to special statutory protection, legal actions, disciplinary actions, complaints, IT security, pending cases, civil and criminal investigations, etc.

11.28 Privacy and Security Safeguards

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

11.29 Confidentiality

1. "Confidential Information" means any and all information that is or has been received by the selected bidder ("Receiving Party") from the BFSL ("Disclosing Party") and that relates to the Disclosing Party; and is designated by the Disclosing Party as being confidential or is disclosed in circumstances where the Receiving Party would reasonably understand that the disclosed information would be confidential or is prepared or performed by or on behalf of the Disclosing Party by its employees, officers, directors, agents, representatives or consultants.
2. Without limiting the generality of the foregoing, Confidential Information shall mean and include any information, data, analysis, compilations, notes, extracts, materials, reports, drawings, designs, specifications, graphs, layouts, plans, charts, studies, memoranda or other documents, or materials relating to the licensed software, the modules, the program documentation, the source codes, the object codes and all enhancements and updates, services, systems processes, ideas, concepts, formulas, methods, know how, trade secrets, designs, research, inventions , techniques, processes, algorithms, schematics, testing procedures, software design and architecture, computer code, internal documentation, design and function specifications, product requirements, problem reports, analysis and performance information, business affairs, projects, technology, finances (including revenue projections, cost summaries, pricing formula), clientele, markets, marketing and sales programs, client and customer data, appraisal mechanisms, planning processes, etc. or any existing or future plans, forecasts or strategies in respect thereof.
3. "Confidential Materials" shall mean all tangible materials containing Confidential Information, including, without limitation, written or printed documents and computer disks or tapes, whether machine or user readable. Information disclosed pursuant to this clause will be subject to confidentiality forever.
4. Nothing contained in this clause shall limit the selected bidder from providing similar services to any third parties or reusing the skills, know-how and experience gained by the employees in providing the services contemplated under this clause, provided further that the selected bidder shall at no point use the BFSL 's confidential information or Intellectual property.

5. The Receiving Party shall, at all times regard, preserve, maintain and keep as secret and confidential all Confidential Information and Confidential Materials of the Disclosing Party howsoever obtained and agrees that it shall not use the BFSL's confidential information or IPR, without obtaining the written consent of the BFSL.

11.30 Disclosing Party

1. The Disclosing Party shall disclose, transmit, reproduce or make available any such Confidential Information and materials to any person, firm, BFSL or any other entity other than its directors, partners, advisers, agents or employees, sub-contractors and contractors who need to know the same for the purposes of maintaining and supporting the solution provided as a part of the RFP/ Contract. The Receiving Party shall be responsible for ensuring that the usage and confidentiality by its directors, partners, advisers, agents or employees, sub-contractors and contractors is in accordance with the
2. terms and conditions and requirements of this RFP; or
3. Unless otherwise agreed herein, use of any such Confidential Information and materials for its own benefit or the benefit of others or do anything prejudicial to the interests of the Disclosing Party or its customers or their projects.
4. In maintaining confidentiality hereunder, the Receiving Party on receiving the Confidential Information and materials agrees and warrants that it shall:

    a. Take at least the same degree of care in safeguarding such Confidential Information and materials as it takes for its own confidential information of like importance and such degree of care shall be at least, that which is reasonably calculated to prevent such inadvertent disclosure

    b. Keep the Confidential Information and Confidential Materials and any copies thereof secure and in such a way so as to prevent unauthorized access by any third party

    c. Limit access to such Confidential Information and materials to those of its directors, partners, advisers, agents or employees, sub-contractors and contractors who are directly involved in the consideration/evaluation of the Confidential Information and bind each of its directors, partners, advisers, agents or employees, sub-contractors and contractors so involved to protect the Confidential Information and materials in the manner prescribed in this document

    d. Upon discovery of any unauthorized disclosure or suspected unauthorized disclosure of Confidential Information, promptly inform the Disclosing Party of such disclosure in writing and immediately return to the Disclosing Party all such information and materials, in whatsoever form, including any and all copies thereof

5. The Receiving Party who receives the Confidential Information and Materials agrees that on receipt of a written demand from the Disclosing Party, immediately return all written Confidential Information, Confidential Materials and all copies thereof provided to, or produced by it or its advisers, as the case may be, which is in Receiving Party's possession or under its custody and control
6. To the extent practicable, immediately destroy all analyses, compilations, notes, studies, memoranda or other documents prepared by it or its advisers to the extent that the same contain, reflect or derive from Confidential Information relating to the Disclosing Party
7. So far as it is practicable to do so, immediately expunge any Confidential Information relating to the Disclosing Party or its projects from any computer, word processor or other device in its possession or under its custody and control
8. To the extent practicable, immediately furnish a certificate signed by its director or other responsible representative confirming that to the best of his/her knowledge, information and belief, having made all proper enquiries, the requirements of this paragraph have been fully complied with

9. The rights in and to the data/information residing at the BFSL 's premises, even in the event of disputes shall at all times solely vest with the BFSL
10. The Bidder represents and agrees that during the term of this RFP and subsequent contract, the BFSL shall not be responsible for any loss/damage (including malfunctioning or non-functioning of Deliverables) caused to the Deliverables for any reason, unless such loss/damage (including malfunctioning or non-functioning of Deliverables) is caused due to the willful act or gross willful misconduct of the BFSL or any of its personnel as certified jointly by the BFSL and Selected bidder. In such an event, the selected bidder shall promptly repair and/or replace the non-performing Deliverable with a suitable replacement, if required, without affecting the service level standards in this RFP.
11. The restrictions in the preceding clause shall not apply to:
    a. Any information that is publicly available at the time of its disclosure or becomes publicly available following disclosure (other than as a result of disclosure by the Disclosing Party contrary to the terms of this document); or any information which is independently developed by the Receiving Party or acquired from a third party to the extent it is acquired with the valid right to disclose the same.
    b. Any disclosure required by law or by any court of competent jurisdiction, the rules and regulations of any recognized stock exchange or any enquiry or investigation by any governmental, statutory or regulatory body which is lawfully entitled to require any such disclosure provided that, so far as it is lawful and practical to do so prior to such disclosure, the Receiving Party shall promptly notify the Disclosing Party of such requirement with a view to providing the Disclosing Party an opportunity to obtain a protective order or to contest the disclosure or otherwise agree to the timing and content of such disclosure.
12. The Confidential Information and Materials and all copies thereof, in whatsoever form shall at all times remain the property of the Disclosing Party and its disclosure hereunder shall not confer on the Receiving Party any rights whatsoever beyond those contained in this document or subsequent agreement.
13. Confidential Information is any and all proprietary information disclosed by one party to the other. Confidential Information does not include information that is or becomes available to the recipient prior to the party providing such information or is public information in accordance with the applicable laws. Software in human-readable form (e.g. source code) and the BFSL's data values stored in computers will be considered Confidential Information whether or not marked as such.
14. The selected bidder shall also undertake to keep confidential all information (written or oral) concerning all facts of the business of the BFSL, which has been obtained or understood during the course of the assignment. The confidentiality obligations shall survive the expiry or termination of the agreement/ contract between the Selected Bidder and the BFSL.

11.31 Technological Advancements

The selected bidder shall take reasonable and suitable action, taking into account economic circumstances, at mutually agreed increase/decrease in charges, and the Service Levels, to provide the Services to the BFSL at a technological level that will enable the BFSL to take advantage of technological advancement in the industry from time to time.

11.32 Grievance Redressal

Any Bidder who claims to have a grievance against a decision or action with regards to the provisions of this RFP may file a request to **The Vice President, Head IT Infrastructure - balram.choudhary@bobcards.com.** It may please be noted that the grievance can be filed by only that Bidder who has participated in Procurement proceedings in accordance with the provisions of this RFP.

---------- End of Document ----------

Annexures & Appendices

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