



## **BOMBAY MERCANTILE CO-OPERATIVE BANK LTD.**

**INFORMATION TECHNOLOGY DEPT.**

**SUPPLY OF NETWORK CONNECTIVITY WITH MANAGED SERVICES**

### **REQUEST FOR PROPOSAL – RFP.**

**SUPPLY OF NETWORK CONNECTIVITY AT HEAD OFFICE, BRANCH OFFICES, DATA CENTER, AND DISASTER RECOVERY SITE WITH MANAGED SERVICES.**

**RFP No.87/IT/1881**

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## Table of Contents

<b>DEFINITIONS AND ACRONYMS .....</b>	<b>4</b>
<b>PART - I.....</b>	<b>7</b>
<b>TENDER NOTICE .....</b>	<b>7</b>
<b>GENERAL TERMS .....</b>	<b>7</b>
<b>1. BOMBAY MERCANTILE CO-OPERATIVE BANK LTD. ....</b>	<b>7</b>
1.1 INTRODUCTION .....	7
<b>2. PROJECT OVERVIEW AND OBJECTIVE .....</b>	<b>7</b>
2.1 STANDARDS.....	8
<b>3. PROJECT SCOPE.....</b>	<b>8</b>
<b>4. TERMS AND CONDITIONS.....</b>	<b>9</b>
4.1 CONTRACT TERMINATION .....	12
<b>5. THE BROAD REQUIREMENTS FOR NETWORK CONNECTIVITY .....</b>	<b>13</b>
5.1 TENURE .....	14
5.2 SERVICE LEVELS.....	14
5.3 DOWNTIME PENALTY .....	16
5.4 EXCEPTIONS.....	16
5.5 PENALTY RATE .....	16
5.6 PROCEDURE FOR CHARGING PENALTY .....	16
5.7 IMPORTANT POINTS.....	17
5.8 VIOLATION OF TERMS: .....	17
5.9 CONFIDENTIALITY: .....	18
5.10 TERMS AND CONDITIONS .....	18
5.11 PATENT RIGHTS.....	19
5.12 CORRUPT AND FRAUDULENT PRACTICE .....	19
5.13 BUSINESS CONTINUITY .....	20
5.14 NO EMPLOYER-EMPLOYEE RELATIONSHIP.....	20
5.15 RIGHT TO ALTER QUANTITIES .....	20
5.16 NO COMMITMENT TO ACCEPT.....	20
5.17 PREVENTIVE MAINTENANCE .....	20
5.18 AUDIT OBSERVATIONS AND COMPLIANCE .....	21
5.19 PRE-BID MEETING.....	21
5.20 PROJECT MONITORING COMMITTEE.....	21
5.21 REVIEW MEETINGS .....	22
<b>6. BIDDER SELECTION PROCESS .....</b>	<b>22</b>
6.1 BID EVALUATION PROCESS .....	22
6.2 SINGLE-STAGE: TWO-ENVELOPE BIDDING PROCEDURE.....	23
6.3 BID EVALUATION AND COMPARISON .....	23
6.4 PRICE-BID EVALUATION.....	23
<b>7. IMPLEMENTATION TIMELINES AND DELIVERABLES.....</b>	<b>23</b>
7.1 LIQUIDATED DAMAGES.....	23
<b>8. OTHER TERMS .....</b>	<b>23</b>
8.1 GOVERNING LAW AND JURISDICTION .....	24
8.2 PRIVACY AND SECURITY SAFEGUARDS .....	24
8.3 RFP RESPONSE INSTRUCTIONS.....	24
<b>9. ADDITIONAL INFORMATION .....</b>	<b>28</b>
9.1 CLARIFICATION ON RFP DOCUMENT.....	28
9.2 VISITORIAL RIGHTS .....	28
9.3 CLARIFICATIONS .....	28
<b>PART - II.....</b>	<b>30</b>
<b>ELIGIBILITY CRITERIA .....</b>	<b>30</b>
<b>10. ELIGIBILITY CRITERIA FOR NETWORK CONNECTIVITY SERVICE PROVIDER .....</b>	<b>30</b>
10.1 DOCUMENTS TO BE SUBMITTED .....	30
10.2 MANDATORY REQUIREMENTS .....	32
<b>PART – III .....</b>	<b>34</b>



<b>TECHNICAL BID</b> .....	<b>34</b>
<b>11. SCOPE OF WORK FOR NETWORK CONNECTIVITY</b> .....	<b>34</b>
11.1 CSITE (RBI) REQUIREMENTS AND COMPLIANCE.....	39
<b>12. TECHNICAL EVALUATION CRITERIA</b> .....	<b>40</b>
12.1 TECHNICAL EVALUATION.....	40
<b>PART – IV</b> .....	<b>42</b>
<b>COMMERCIAL BID</b> .....	<b>42</b>
<b>13. COMMERCIAL EVALUATION</b> .....	<b>42</b>
13.1 PRICE BID.....	42
13.2 PRICE COMPARISON.....	42
13.3 TERMS OF PAYMENT .....	43
<b>ANNEXURES</b> .....	<b>44</b>
<b>ANNEXURE-1</b> .....	<b>44</b>
LIST OF ALL BRANCHES.....	44
<b>ANNEXURE-2</b> .....	<b>51</b>
TENDER OFFER COVER LETTER .....	51
<b>ANNEXURE-3</b> .....	<b>53</b>
PRE-QUALIFICATION CRITERIA TEMPLATE .....	53
<b>ANNEXURE-4</b> .....	<b>55</b>
DETAILS OF THE VENDOR .....	55
<b>ANNEXURE-5</b> .....	<b>56</b>
1.1 DETAILS OF LOCATION AND BANDWIDTH REQUIREMENTS. ....	56
1.2 DETAILS OF THIRD-PARTY CROSS-CONNECTION AND REQUIREMENTS.....	62
1.3 DETAILS OF HUB CONNECTIVITY (DC) AND REQUIREMENTS.....	63
1.4 DETAILS OF HUB CONNECTIVITY (DR) AND REQUIREMENTS.....	63
1.5 DETAILS OF PUBLIC IP REQUIREMENTS.....	63
<b>ANNEXURE-6</b> .....	<b>64</b>
TECHNICAL COMPLIANCE .....	64
<b>ANNEXURE-7</b> .....	<b>65</b>
BIDDER SUPPORT CENTER .....	65
<b>ANNEXURE-8</b> .....	<b>66</b>
FORMAT FOR CONNECTIVITY .....	66
<b>ANNEXURE-9</b> .....	<b>69</b>
PRE-BID QUERY FORMAT.....	69
<b>ANNEXURE-10</b> .....	<b>70</b>
BIDDERS QUOTE.....	70
<b>ANNEXURE-11</b> .....	<b>72</b>
NON-DISCLOSER AGREEMENT .....	72
<b>ANNEXURE-12</b> .....	<b>74</b>
UNDERTAKING .....	74



## DEFINITIONS AND ACRONYMS

AD	Active Directory
AMC	Annual Maintenance Contract
APT	Advance Persistent Threat
ATM	Automated Teller Machine
BANK	Bombay Mercantile Co-operative Bank Ltd.
BOM	Bill of Material
BOQ	Bill of Quantities
CAPEX	Capital Expenditure
CBS	Core Banking Solution
CCTV	Closed-Circuit Television
CDCP	Certified Data Center Professional
CEO	Chief Executive Officer
COS	Condition of Satisfaction
CPE	Customer Premises Equipment
CVC	Central Vigilance Commission
DB	Database
DC	Data Center
DDoS	Distributed Denial of Service
DMS	Document Management System
DMZ	Demilitarized Zone
DR	Disaster Recovery
EDP	Electronic Data Processing
EMD	Earnest Money Deposit
EMS	Enterprise Mobility & Security
EOL	End of Life
EP	Enterprise Portal
EPS	Event per Second
ERM	Enterprise Risk Management
FC	Fiber Channel
FW	Firewall
GST	Goods and Services Tax
HO	Head Office
HR	Human Resources
IaaS	Infrastructure as a Service
IDS	Intrusion Detection System
INR	Indian Rupee
IP	Internet Protocol
IPR	Intellectual Property Rights
IPS	Intrusion Prevention System
IPSec	Internet Protocol Security
IPV4	Internet Protocol Version 4
IPV6	Internet Protocol Version 6
ISO	International Organisation for Standardisation
ISP	Internet Service Provider
IT	Information Technology



ITIL	Information Technology Infrastructure Library
ITMG	Information Technology Management Group
LOA	Letter of Approval
LUN	Logical Unit Number
MPLS	Multi-Protocol Label Switching
MUX	Multiplexer
MZ	Militarized Zone
NAC	Network Access Control
NEFT	National Electronic Fund Transfer
NGFW	Next Generation Firewall
NIC	Network Interface Controller
NMS	Network Monitoring System
NOC	Network Operations Center
OEM	Original Equipment Manufacturer
OPEX	Operational Expenditure
OS	Operating System
OSPF	Open Shortest Path First
OVM	Oracle Virtual Machine
OWASP	Open Worldwide Application Security Project
P2P	Peer to Peer
PaaS	Platform as a Service
PAN India	Presence Across Nation - India
PBG	Performance Bank Guarantee
PERT	Project Evaluation and Review Technique
PI	Process Integrator
PM	Per Month
PMC	Project Monitoring Committee
PMP	Project Management Professional
PO	Purchase Order
QoS	Quality of Service
RAM	Random Access Memory
RBI	Reserve Bank of India
RF	Radio Frequency
RFP	Request for Proposal
RPO	Recovery Point Objective
RTGS	Real Time Gross Settlement
RTO	Recovery Time Objective
SaaS	Software as a Service
SAN	Storage Area Network
SAS	Serial Attached SCSI
SB	Selected Bidder
SDWAN	Software Defined Wide Area Network
SIEM	Security Information and Event Management
SLA	Service Level Agreement
SMS	Short Message Service
SOC	Security Operations Center
SOW	Scope of Work
SP Link	Service Provider Link



SPLA	Services Provider License Agreement
SR	Service Request
SSH	Secure Shell
SSL	Secure Sockets Layer
TB SSD	Terabytes Solid State Drive
TRAI	Telecom Regulatory Authority of India
UTM	Unified Threat Management
vCPU	Virtual Central Processing Unit
VMs	Virtual Machines
VPN	Virtual Private Network
vSAN	Virtual Storage Area Network
VSAT	Very Small Aperture Terminal
WAF	Web Application Firewall
WAN	Wide Area Network



## Part - I

### TENDER NOTICE

### GENERAL TERMS

#### 1. Bombay Mercantile Co-operative Bank Ltd.

##### 1.1 Introduction

The Bombay Mercantile Co-operative Bank Ltd., hereinafter referred to as "BANK" or "BMCB", established in 1939 has created a niche in terms of credibility with the trust of 4,56,231 patrons and over 4,18,583 shareholders. Nearly 90% of the shareholders of the Bank belong to the lower middle class. The RBI in the year 1988 granted the Bank the status of a "Scheduled Bank". The Bank takes modest pride in being the first "Co-operative Bank" authorized by the RBI to deal in Foreign Exchange Business. It is at the forefront among Indian Banks in financing the country's exports. The Bank also extends banking services to Non-Resident Indians. Today, BMCB has a network of 55 branches spread across the country in the states of Maharashtra, Gujarat, Delhi, Jammu & Kashmir, Rajasthan, Madhya Pradesh, Telangana, Uttar Pradesh, Bihar and West Bengal. The Bank takes modest pride in being the first Cooperative Bank to be granted Scheduled status by the Reserve Bank of India (RBI) in 1988, and the A Category license to deal in foreign exchange business.

To meet the growing challenges, some of the Key Initiatives undertaken by the bank are IMPS, RTGS, ATM, POS, BBPS, UPI, Tab Banking, EKYC, etc.

#### 2. Project Overview and Objective

The Bank is focused on achieving its long-term goals and business objectives while enhancing operational efficiency. To support this vision, we recognize the opportunity to transition our services, as our current contract with the hosting service provider for the Primary Data Centre and Disaster Recovery and Network Service Providers approaches its conclusion. The management has decided to migrate and expand its Core Banking System, Database, and Services to private cloud infrastructure at both locations, which will improve the performance and reliability of the operations.

The bank invites proposals from Network Service Providers (referred to as Vendors or Bidders) to supply Network Connectivity for our Head Office, Branch Offices, Primary Data Center (DC), and Disaster Recovery Center (DR), along with Managed Services. Vendors are required to prepare and submit both Technical and Commercial proposals. The selected vendor will enter into a contract with the bank for five (5) years.

The Technical Proposal (including Managed Services) and the Commercial Proposal must be submitted separately. The vendor should be capable of providing all necessary network connectivity and managed services. This includes physical network infrastructure for servers, high-performance computing, storage, and managed security services designed to support performance-intensive applications such as Core Banking Solutions (CBS) and Digital Banking services. These services should feature dedicated instances and hardware networking resources to ensure consistently high performance. The service must adhere to the following standards.



## 2.1 Standards

- 1. Scalability** - Automatically adjust capacity to maintain high performance during demand spikes or lulls. Quickly change the performance and number of instances as needs evolve.
- 2. Reliability** - Availability of multiple connectivity, within a region for fault tolerance and disaster recovery to ensure business continuity.
- 3. Resource Optimization** - Tools and analytics to monitor usage and change the size and number of connectivity and resources as needed.
- 4. Security** - Ensuring robust security, advanced identity management features for access control (IAM), Confidentiality, Integrity of Data, and Availability of Services (CIA).
- 5. Compliance** - To Comply with RBI's Cyber Security Framework/Circulars /Notifications, CSITE Audit and Compliance, Bank's Internal and External Audit including third-party audit, and compliance with IS Audit and VAPT.

## 3. Project Scope

The detailed requirements for each of the areas mentioned below are available in the "Scope of Work" section of this document. However, the Bank reserves its right to change the scope of the RFP considering the size and type of the requirements and the changing business scenario. Bank's Data Centre (DC and DR) infrastructure and service is presently hosted and managed by a Data Centre Cloud Service Provider in Mumbai and Bangalore respectively on an Operating Expenses (OPEX) Model including Managed Networks and Security.

The Network Services should provide at least 99.90% availability per month for the entire proposed infrastructure & managed services, seamlessly for end-users.

The Service Provider should provide 24x7x365 support for the overall environment within the minimum response time.

The Service Provider should propose suitable hardware and software at DC, DR Centres, Head Office, and Branches of the appropriate size. The Service Provider should provide the Networking Devices and managed services for its administration.

Managed Services should provide status reports, alerts, 24/7 network monitoring; and online portal-based access to the performance monitoring and reporting system.

The Service provider will be responsible for the Provisioning and Commissioning of Network links, Network orchestration, and Aggregated bandwidth.

The proposal should include deployment and operating support including, but not limited to, architecture, design, and implementation, along with adequate physical and logical security parameters. The Service Provider should agree to permit the audit of the Bank's Networking infrastructure.

Based on the Scope of the RFP, the Service Provider shall be required to independently design a solution, which is suitable for the Bank's requirements. The Network Service Provider shall be solely responsible for





implementing the end-to-end solution itself or through any of their authorized Partners.

The Network Service Provider will be the single point of contact for the Bank, in regards to this RFP. The Bank categorically stipulates that the selection of the Service Provider under this RFP is on the express understanding that this RFP contains.

The Network Service Provider shall be required to perform all such tasks, render requisite services, and make available such resources as may be necessary for the successful completion of the entire assignment, at no additional cost to the Bank.

The Service Provider will deploy On-Site Engineers from the date of Go-Live and a remote Help Desk with Ticketing Tool on a 24x7x365 basis during the currency of the contract.

#### 4. Terms and Conditions

Sealed Technical & Commercial Proposals are invited by the Bombay Mercantile Co-operative Bank Ltd. for the selection of a Network Service Provider (NSP) for the **Supply of Network Connectivity at the Head Office, Branch Offices, Data Center, and Disaster Recovery Site with Managed Services for Five (5) Years** as per the terms and conditions governing the RFP as under:

- a. The sealed tenders are to be submitted in the prescribed format on the organization's business letterhead duly stamped, signed, and dated on each page as indicating unconditional acceptance of the terms prescribed by the Bank in the tender document. Details/supporting documents wherever applicable, if attached with the tender should be fully authenticated by the tenderer/bidder. No overwriting shall be accepted unless authenticated with the full signature of the bidder. Incomplete bids received shall be summarily rejected.
- b. The tender document may be obtained during working hours from 20<sup>th</sup> Feb 2025 to 17<sup>th</sup> Mar 2025 (till 5.00 PM) on all working days on payment of Rs. 5000/- (Rupees Five thousand only) from Bombay Mercantile Co-operative Bank Ltd. IT. Department, Patel, and Soni Arcade, Maulana Azad Road, Mumbai - 400 008 or by payment through **NEFT** in favour of **The Bombay Mercantile Co-operative Bank Ltd., A/c. No. 010110100090917, IFSC Code: BMCB0000010, Maulana Azad Road Branch**, or by submitting a Demand Draft in favour of **"Bombay Mercantile Co-operative Bank Ltd"**. The tender document can also be downloaded from the website of the Bank [www.bmcbankltd.com](http://www.bmcbankltd.com), for which the tenderer/bidder would be required to enclose a Demand Draft of Rs. 5000/- or payment through NEFT towards the cost of the tender document along with their quotes, failing which the tender shall be out rightly rejected.
- c. Tenderer(s)/Bidder(s) are required to deposit **Rs. 2,00,000/- [Rupees Two Lakhs only]** towards earnest deposit money (EMD) by way of crossed demand draft in favour of **"Bombay Mercantile Co-operative Bank Ltd."** payable at Mumbai. or by payment through **NEFT** in favour of **The Bombay Mercantile Co-operative Bank Ltd., A/c. No. 010110100090917, IFSC Code: BMCB0000010, Maulana Azad Road Branch**. The earnest money of tenderer(s)/bidder(s) will be refunded without interest within 90 (Ninety) days from the date of finalization of the Tender.



- d. The tenderer/bidder is required to submit the **Technical and Commercial bids separately in two different sealed envelopes**. Sequential page numbering should be marked on all the pages of the bid submitted (including supporting documents). The sealed envelopes containing the technical bid and commercial bid should be duly superscribed as “Technical Bid” and “Commercial Bid” respectively for easy identification. The Demand Draft of the EMD amount should be submitted with the Technical Bid. Both the envelopes should be placed together in a bigger envelope superscribed, as **“Supply of Network Connectivity at Head Office, Branch Offices, Data Center and Disaster Recovery Site with Managed Services.”**
- e. The sealed tender duly superscribed, **“Supply of Network Connectivity at Head Office, Branch Offices, Data Center and Disaster Recovery Site with Managed Services”**, should be addressed to the **Managing Director, Bombay Mercantile Co-operative Bank Ltd.** and sent to the Bank’s Head Office at 78, Mohammed Ali Road, Mumbai – 400003, either by Registered Post/Speed Post/or dropped in the Tender Box placed at the Head Office and **should reach on or before 24<sup>th</sup> March 2025, before 5.00 PM.**

**Address:**

**Bombay Mercantile Co-operative Bank Ltd.**

Chief Operating Officer’s Office,  
78 Mohammed Ali Road, 3<sup>rd</sup> floor,  
Zain G. Rangoonwala Building,  
Mumbai – 400 003.

Tenders received after the stipulated date and time shall not be entertained. The bank shall not be liable for any postal delays whatsoever and the tender received after the stipulated time/date is liable to be rejected summarily without giving any reason.

- f. The Eligibility Criteria and Technical Bid shall be opened by the Bank for Technical Evaluation as the First Step.
- g. The bank shall have the right to assess the competencies and capabilities of the tenderer/bidder by going through the credentials given in the Technical Bid and based on such credentials, the Bank may accept or reject the candidature of the tenderer/bidder without assigning any reason. In such case(s) the Commercial Bid shall not be opened for that particular tenderer/bidder. The Commercial Bid of only those parties who qualify in the technical scrutiny shall be opened in the IT Strategy Committee of the Bank.
- h. Non-acceptance of any of the terms & conditions, as stated in the tender and non-submission of the stipulated Earnest Money Deposit (EMD), shall render the Tender invalid. Only tenderer(s)/bidder(s) whose Technical/Infrastructure particulars as stated in the tender are determined to be aligned with the bank’s requirements shall be considered further in the Tender Evaluation Process.
- i. The tenderer/bidder should be a registered company under the Companies Act, 1956 of India for at least 5 (Five) years from the date of the submission of the tender.
- j. The tenderer(s)/bidders should study the bank’s complete set-up while quoting for the **“Supply of Network Connectivity at Head**



**Office, Branch Offices, Data Center and Disaster Recovery Site with Managed Services”.**

**k. Security Deposit**

The Tenderer/Bidder whose tender is accepted by the Bank shall be required to give a Security Deposit or Irrecoverable Bank Guarantee in addition to the EMD amount from any Scheduled Bank for 5% of the Amount of Annual Recurring Charges for faithful performance of the Tender. The Bank Guarantee shall be valid for 5 (Five) years and shall be submitted within 10 (ten) days of the award of tender/work.

If the Bidder fails to execute the work as per the tender, fails to deliver the services satisfactorily, or fails to execute SLA, the Bank will have the right to invoke the said Bank Guarantee. No interest will be payable by the Bank on the security deposit so held.

1. Bank reserves the right to accept or reject any or all tenders including the lowest tender/s without assigning any reason at its sole discretion and the decision of the Bank will be final and binding on all concerned bidders.
- m. The bank does not bind itself to accept the lowest or any tender or to assign any reason thereof and also reserves the right to accept the tender in whole or in part. The part acceptance of the tender will not violate the terms and conditions of the contract and the tenderer/bidder will execute the work at the specified rates without any extra charges or compensation within the stipulated period.
- n. The whole work included in the Tender shall be executed by the Tenderer/Bidder and the Tenderer/Bidder shall not directly or indirectly transfer assign or sublet the contract or any part thereof or interest therein without the prior written consent of the Bank.
- o. In case of any work for which there is no specification in the Tender, such work shall be carried out with the directions of the Bank after receiving the acceptance in writing thereof.
- p. The Tenderer/Bidder is advised to visit and inspect the sites at its own cost for the feasibility of network/connectivity as per the locations given in **Annexure-5**. It shall be responsible for securing all necessary information, that may be required for completing the tender. Ignorance of site conditions or local information shall not be considered as an excuse for non-performance of the contract. All costs, charges, and expenses that may be incurred by the Tenderer/Bidder in connection with the preparation of its tender shall be borne by itself and the Bank will not accept any liability whatsoever in this regard.
- q. Time is the essence of the contract and the tenderer/Bidder is required to complete the work in all respects within the stipulated time and hand over the same duly completed in all respects to the satisfaction of the Bank.
- r. All corrections in the tender shall be attested by the initials of the Tenderers/Bidders. Corrections, if not attested may entail rejection of tender.
- s. It shall be clearly understood that the rates quoted in the tender will be for the complete work at the site, as per instructions to Tenderers/Bidders, Conditions of the Contract, Specifications, and



Drawings, and also for all such works as are necessary for the proper completion of the contract, although specific mention thereof may not have been made in the Specifications or Drawings or tender documents. The rates shall be fixed and shall not be subject to cost escalation. The tenderers/bidders shall quote rates exclusive of all statutory levies, **taxes, charges, surcharges, GST, & other taxes, etc.** No component of cost shall be paid by the Bank unless the same is included specifically in the quotations. No request for any change in the rate after the opening of the tender shall be entertained.

- t. Every page of the tender shall be signed on the left side bottom corner by the person in token of his/her having acquainted himself/herself with the general conditions etc. as laid down. Any tender is liable to be treated as defective and liable to be rejected if any of the pages is not signed. All corrections and alterations made while filling the tender must be attested by the initials of the Tenderer/Bidder's authorized personnel. Cuttings and overwriting are not permitted. Failure to comply with either of these conditions will render the tender liable for rejection.
- u. Bank's Data – Means all Data, files, including hypertext markup language files, documents, audio and visual information, graphics, scripts, programs, applets or servlets that the Bank creates, installs, uploads to, or transfers in or through the services or provides in the course of using the service. The Bank is the absolute owner of the data within the hosted environment used and the successful bidder will have no right or ownership of this. The successful bidder will submit the data periodically as desired/whenever requested by the Bank and maintain full Confidentiality and security of the Data.

#### 4.1 Contract Termination

- i. The Bank without prejudice to any other remedy, reserves the right to terminate the Tender/Contract in whole or in part and also to blacklist the successful Tenderer/Bidder for a suitable period in case the successful bidder fails to honour his bid/contract without sufficient grounds or found guilty for breach of condition/s of the tender/contract due to negligence, carelessness, inefficiency, fraud, mischief, and misappropriation or any other type of misconduct by such Tenderer/Bidder or by its staff or in case there are more than three penalties imposed on the Service Provider in any month.
- ii. In case of the failure to perform the services as per the agreed SLA, then the Bank shall give thirty (30) days Notice for adherence to the terms and performance of the SLA.
- iii. In case of failure thereof by the bidder, the Bank reserves the right to terminate the contract by giving 90 days' notice, for failure of performance as per the SLA. Further, any pending or unresolved operational issues, performance, unpaid fees, and any other remedies shall continue by both parties during the period of termination notice and the same must be satisfied before this agreement is terminated.
- v. The bank will entertain no claim for interest on any outstanding amount, which may be in its hands, owing to a dispute between itself and the Tenderer/Bidder.
- w. In case of any dispute, claims, and demands arising in relation to or pursuant or touching to the meaning or interpretation of this tender and the contract, the authorized official of the Bank and the



Tenderers/Bidders will address the disputes/differences for mutual resolution and failing which the matter shall be referred to the sole arbitrator to be appointed by the Bank. The provisions of the Arbitration and Conciliation Act, 1996, or any statutory modifications on re-enactment thereof as in force will apply to the arbitration proceedings. The venue of the arbitration shall be at Mumbai. The cost of the Arbitration proceedings shall be shared equally by both the parties. The decision/award of the arbitrator shall be final and binding. All disputes arising out of this tender are subject to the jurisdiction of Courts in Mumbai only.

## 5. The Broad Requirements for Network Connectivity

- a. Managed Services should include, delivering up/down status reporting, performance management, change management (including device configuration, backups, and log reporting), escalation, and resolution; 24/7 network monitoring; and online portal-based availability performance reporting. The bank's IT Dept. needs to have 24/7 access to the portal with named user credentials.
- b. The proposal should have deployment and operation support including, but not limited to, design, architecture, implementation, and support of all the proposed components with adequate physical & logical security parameters.
- c. The bidder is required to provide the latest hardware/software for all the Networking components. If any Networking component is at the End of Life (EOL) and End of Support (EOS) then Bidder shall be responsible for replacing the said EOL component without any cost thereof, during the currency of the contract.
- d. The successful bidder will have to provide completely managed IP, MPLS/SD-WAN, and VPN-based WAN connectivity at all its locations in HUB and SPOKE architecture. The end-to-end connectivity should be encrypted. As a part of the contract, the service providers are required to provide, last mile connectivity, required bandwidth, Router, MUX, etc. on an OPEX basis and carry out management, monitoring, reporting, change management, audit compliance, etc.
- e. The bidder should provide SD-WAN and MPLS-WAN options with solutions as per the requirements of the bank.
- f. The bidder should provide Primary and Secondary connectivity links to DC and DR Sites, the Bank's Head Office, Branches, IT Department, Service Branch, and Replication Link between DC to DR Sites and any third-party application service providers (IMPS/ATM/UPI/NEFT/RTGS NFS Switches, etc.) to DC and DR. Refer **Annexure-5**.
- g. Primary Link Types must be MPLS and Secondary Link Types would be MPLS/RF/IPsec-VPN tunnel using Broadband as per the requirements.
- h. The bidder should provide Primary and Secondary connectivity links to DC and DR Sites, the Bank's Head Office, Branches, IT Department, and Service Branch, and Replication Link between DC to DR Sites, P2P Replication Link between DC & DR – P2P Primary & Secondary Connectivity from two different Network Service Providers/ISP.
- i. The bidder has to propose the primary and secondary connectivity based on the applications, keeping in mind the Location-Wise Bandwidth as mentioned in **Annexure-5**.



- j. The required Router/SD-WAN/Switches at the last mile (branches and other locations) to terminate the Primary and Secondary Links will be owned and provisioned by the bidder.
- k. The bidder will be responsible for auto-failover configuration mode for the Primary and Secondary Connectivity.
- l. The bidder will be required to implement the centralized Internet Gateways at the Data Center, to access WAN securely by all the locations, Network Orchestration, aggregated bandwidth, etc.
- m. The connectivity to the last-miles of all locations should be preferably on wires. However, DC and DR will be mandatorily on Fiber.
- n. Wireless Last Mile (RF):

In case the last mile is on wireless connectivity, the bidder has to ensure that:

The maximum height of the pole should preferably not be more than 6 Mt from the rooftop of the building. However, acceptance of the same is subject to the availability of permission from the landlord of the premises. The frequency should be restricted/licensed. Weightage would be given to the bidders who provide wired connectivity. The last mile at all locations should support maximum bandwidth as proposed by the Bank (refer to **Annexure-5**), which may be upgraded during the period of the contract.

- o. Number of Public IPs Required **Annexure-5**

### 5.1 Tenure

The tenure to provide the services would initially be for **Five (5) Years** from the date of Go-Live. All the recurring charges will be applicable from the date of Go-live. The bank may further extend the services at its discretion at mutually agreed terms.

### 5.2 Service Levels

- a. The purpose of this Service Level Requirement/Agreement (hereinafter referred to as SLA) is to clearly define the levels of service that shall be provided by the selected bidder to the Bank for the duration of this contract and the period of this engagement.
- b. The successful bidder has to sign an SLA with the Bank within 10 days of issuing the Letter of Acceptance (LOA) for the provision and execution of services as per the tender terms.
- c. The bidder shall be responsible for providing a safe and secure computing environment to the Bank and shall be responsible for any cyber loss that may be incurred by the Bank due to negligence of the bidder in providing safe and secure services to the Bank.
- d. The work as detailed in this RFP shall be executed and completed within the period stipulated in the Work Order that will be issued as per the Tender documents. Technical Specifications, Bill of Quantities and Drawings, and Solution documents to the satisfaction of the Bank. The work shall however be carried out and completed in phases for which the start date and completion date shall be mutually discussed and agreed upon before the award of the work order. The work shall not be considered completed until the Bank certifies in writing that the same has been completed.



- e. The charges payable per annum/monthly under the said SLA for five (5) years, shall however be fixed and should be mentioned clearly in the price Bid.
- f. Timelines specified in the above section (Implementation Timelines and Deliverables (point 7) shall form the Service Levels for delivery of Services specified therein.
- g. All the payments to the Bidder are linked to compliance with the SLA metrics specified in this document.
- h. The SLA is 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:
- i. **“Uptime”** shall mean the period for which the IT Infrastructure & Connectivity Solution along with specified services/components with specified technical and service standards are available for all users in all in-scope Applications across the Branches, Offices, and Departments of the Bank. Uptime, in percentage, of any component & link can be calculated as:  
  
$$\text{Uptime} = \{1 - [(System\ Downtime)/(Total\ Time - Planned\ Maintenance\ Time)]\} * 100$$
- j. **“Downtime”** shall mean the period for which the IT Infrastructure & MPLS Primary and Secondary Connectivity and/or specified services/components with specified technical and service standards are unavailable to users in all in-scope Applications across the Branches, Offices, and Departments of the Bank This includes Customer Premise Equipment (CPE) & link, etc. The planned maintenance time/scheduled downtime will include activities like software upgrades, patch management, security software installations, etc.
- k. The selected Bidder will be required to schedule “planned maintenance time” with prior approval of the Bank. This will be planned outside working time. In exceptional circumstances, the bank may allow the service provider to plan scheduled downtime during working hours.
- l. **“Incident”** refers to any event/abnormalities in the functioning, connectivity, and services that may lead to disruption in normal operations.
- m. **“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 incident from the bidder and conveying the same to the end user), the services related troubles during the first level escalation.
- n. **Commencement of SLA:** The SLA shall commence from the commencement of implementation for adherence to the implementation plan. The penalty will be deducted from the next payment date during the implementation period.

The successful bidder will be solely responsible for any defect/ disruption in the services.



### 5.3 Downtime Penalty

A single SLA will be signed between the Bank and the Service Provider for all services mentioned in this RFP. The Service Provider should assure 99.95 % uptime availability of the infrastructure & connectivity for all locations and the same will be calculated monthly.

Subject to exceptions as per clause (k) and (i) of this RFP, in the event the Service Provider fails to provide the Bank with the Services required by the Bank as per the RFP, such failure resulting from unavailability of Services, such event will be treated as “Qualified Downtime Event” which will be calculated location-wise, for which the Bank will charge a penalty to the Service Provider as downtime mentioned in the clause “**Penalty Rate**”.

### 5.4 Exceptions

The following events do not constitute a Downtime and shall not be eligible to be considered for any penalty:

- i. Interruption due to scheduled maintenance, alteration, or implementation, where the Service Provider provides at least one day’s prior notice;
- ii. Negligence or other conduct on the part of the Bank or its Authorized Users.
- iii. Failure or malfunction of any equipment or services not provided by the Service Provider;
- iv. Any abuse or fraud, or failure to comply with the Acceptable User Policy on the part of the Bank and its Authorized Users.
- v. Any Scheduled Service Downtime.
- vi. Force Majeure event.

### 5.5 Penalty Rate

<b>Penalty for Branches Downtime</b>				
<b>S. No.</b>	<b>Parameter</b>	<b>Downtime Period</b>	<b>Per-Branch /Occurrence</b>	<b>Penalty</b>
1	Branches	<= 30 min	Per-Occurrence	No Penalty
2	Branches	> 30 min & >= 2 hrs.	Per-Occurrence	Rs.1000/- per branch per occurrence
3	Branches	< 2 hrs. & >= 4 hrs.	Per-Occurrence	Rs.2000/- per branch per occurrence
4	Branches	Above 4 hrs.	Per-Occurrence	Rs.3000/- per branch per occurrence per day

**The Maximum Penalty shall not be more than 30% of the Monthly Recurring Charges Payable.**

### 5.6 Procedure for Charging Penalty

Whenever the Bank encounters a Service Outage, the following procedure will be followed;

- I. The Bank’s staff or an authorized person will contact the Service Provider’s “Support Desk” or its authorized person and register the





complaint/request by phone or email within 15 minutes of the outage. They will then request a Trouble Ticket number immediately and track the Trouble Ticket number until the Trouble Ticket is closed upon resolution of the outage.

- II. The bank will then inform the Service Provider about the applicable penalty for the outage as per the SLA. The Service Provider will carry out a background check to verify the applicability of the penalty.
- III. If the Service Provider in its reasonable commercial judgment believes that it has failed to provide the Services as per the scope, the Service Provider will confirm to the Bank for the penalty, from the day the Trouble Ticket is issued to the Bank till the Trouble Ticket is closed on resolution of the outage.

Penalty will be recovered from quarterly payments payable to the service provider.

## 5.7 Important Points

The Service Provider has to submit all the reports about the SLA Review process within 7 working days after the end of the quarter.

- i. All the reports must be made available to the Bank, as and when the report is generated or as and when asked for by the competent authority.
- ii. In case the issue is still unresolved, the arbitration procedures described in the Terms & Conditions section will be applicable.
- iii. The downtime will be calculated monthly on a per-occurrence basis for MPLS. Non-adherence to any of the services mentioned below will lead to a penalty as per the SLA clause and will be used to calculate downtime. The downtime calculated shall not include the following.
  - iv. Failure or malfunction of any equipment or services not provided by the Service Provider.
  - v. However, it will be the responsibility/onus of the Service Provider to prove that the outage is attributable to the Bank. The Service Provider shall obtain the proof authenticated by the Bank official that the outage is attributable to the Bank.
  - vi. If the deductions for two consecutive quarters exceed 20% of the QPs on account of any reasons, it will be deemed to be an event of default and termination as per the Bank's discretion.
  - vii. No Carry forward of penalties of SLA calculations can be carried forward from any of the preceding quarters.
  - viii. The Service Provider shall deploy sufficient manpower suitably qualified and experienced in shifts to meet the SLA.
  - ix. The Service Provider shall appoint as many team members as deemed/necessary fit, to meet the Schedule and SLA requirements.

## 5.8 Violation of Terms:

The Bank clarifies that the Bank 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 Service Provider 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 Bank may have at law or in equity,



including without limitation of right for recovery of any amounts and related costs and a right for damages.

### **5.9 Confidentiality:**

- IV. The BIDDER acknowledges that all material and information which has and will come into its possession or knowledge in connection with this agreement or the performance thereof, whether consisting of confidential and proprietary data or not, whose disclosure to or use by third parties may be damaging or cause loss to Bank will at all times be held by it in strictest confidence and it shall not make use thereof other than for the performance of this agreement and to release it only to employees requiring such information, and not to release or disclose it to any other party. The BIDDER agrees to take appropriate action concerning its employees to ensure that the obligations of non-use and non-disclosure of confidential information under this agreement are fully satisfied. In the event of any loss to the Bank in divulging the information by the employees of the BIDDER, the Bank shall be indemnified. The BIDDER agrees to maintain the confidentiality of the bank's information after the termination of the agreement.
- V. The BIDDER/Bank will treat as confidential all data and information about the BIDDER /Bank/Contract, obtained in the execution of this tender including any business, technical, or financial information, in strict confidence and will not reveal such information to any other party.
- VI. The selected bidder must undertake that they shall hold in trust any Information received by them under the Contract/Service Level Agreement, and the strictest of confidence shall be maintained in respect of such Information. The bidder has also to agree:
- VII. To maintain and use the Information only for the purposes of the Contract/Agreement and only as permitted by BANK;
- VIII. To only make copies as specifically authorized by the prior written consent of the Bank and with the same confidential or proprietary notices as may be printed or displayed on the original;
- IX. To restrict access and disclosure of Information to such of their employees, and agents, strictly on a "need to know" basis, to maintain confidentiality of the Information disclosed to them by this Clause, and
- X. To treat all Information as Confidential Information.
- XI. Conflict of interest: The Bidder shall disclose to BANK in writing, all actual and potential conflicts of interest that exist, arise, or may arise (either for the Bidder or the Bidders team) in the course of performing the Service(s) as soon as possible after it becomes aware of that conflict.

### **5.10 Terms and Conditions**

- I. During the contract period, the Personnel of the service provider will have access to confidential information of the Bank such as Customer data, Data configuration, IP addresses, device configuration, network architecture, etc. The service provider or its Personnel shall not disclose at any point in time to any other person/third party the information so received and use the same degree of care to maintain the confidentiality of the information as if the information is their own. Also, the service provider may use the information only for serving the Bank's interest and restrict disclosure of information solely to those employees of the service provider needing to know such information to accomplish the



purpose stated above, advise each such employee, before he or she receives access to information, of the obligation of service provider under this agreement and require such employees to maintain these obligations.

- II. In case the selected vendor acts as extending similar services to multiple customers, the vendor shall take care to build strong safeguards so that there is no co-mingling of information, documents, records, and assets related to services within the ambit of this RFP and subsequent purchase order.
- III. The shortlisted bidder shall submit a non-disclosure agreement as per **Annexure-11** on non-judicial stamp paper of appropriate value.
- IV. Violation of the NDA will lead to legal action against the vendor for breach of trust, forfeiture of PBG, and blacklisting.

### 5.11 Patent Rights

- I. In the event of any claim asserted by a third party of infringement of copyright, patent, trademark, industrial design rights, etc. arising from the use of the Goods or any part thereof in India or abroad, the Supplier shall act expeditiously to dispel such claim. If the Supplier fails to comply and the Bank is required to pay compensation to a third party resulting from such infringement, the Supplier shall be responsible for the compensation including all expenses, court costs, and lawyer fees. The Bank will give notice to the Supplier of such a claim, if it is made, without delay.
- II. The Bank will give notice to the supplier of any such claim without delay, provide reasonable assistance to the Supplier in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim.

### 5.12 Corrupt and Fraudulent Practice

As per Central Vigilance Commission (CVC) directives, it is required that Bidders/Suppliers/Contractors observe the highest standard of ethics during the execution of this RFP and subsequent contract(s). In this context, the bidders are to note the following:

- I. **“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 contract execution.
- II. **“Fraudulent Practice”** means a misrepresentation of facts to influence a procurement process or the execution of the contract to the detriment of the Bank and includes collusive practice among bidders (before or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.
- III. **“Coercive Practice”** means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence any person’s participation or action in the Bidding Process;
- IV. **“Undesirable Practice”** means (i) establishing contact with any person connected with or employed or engaged by the Bank with the objective of canvassing, lobbying, or in any manner influencing or attempting to influence the Bidding Process; or (ii) having a Conflict of Interest; and
- V. **“Restrictive Practice”** means forming a cartel or arriving at any understanding or arrangement among Bidders to restrict or manipulate a full and fair competition in the Bidding Process.



- VI. The Bank reserves the right to declare a bidder ineligible for three years to be awarded a contract if at any time it determines that the bidder has engaged in corrupt or fraudulent practices in competing for or executing the contract.

### **5.13 Business Continuity**

The bidder agrees to the following continuity arrangements to ensure the business continuity of the Bank:

- I. If this agreement comes to an end on account of termination or by the expiry of the term/renewed term of the agreement or otherwise, the bidder shall render all reasonable assistance and help to the Bank and any new service provider engaged by the Bank, for the smooth switch over and continuity of the services.
- II. In the event of failure of the bidder to render the service, without prejudice to any other right the Bank shall have as per this agreement, the bank at its sole discretion may make alternate arrangements for getting the services from any other source. And if the bank gives a prior notice to the service provider before availing such service from any other alternative source, the service provider shall be liable to reimburse the expenses, if any incurred by the bank in availing such services from the alternative source.

### **5.14 No Employer-Employee Relationship**

The selected bidder or any of its holding/subsidiary/joint-venture/affiliate/group/client companies or any of their employees'/officers'/staff/personnel/representatives/agents shall not, under any circumstances, be deemed to have any employer-employee relationship with the Bank or any of its employees/officers/staff/representatives' personnel/agents.

### **5.15 Right to Alter Quantities**

The bank reserves the right to:

- I. Alter the requirement (increase/decrease) specified in the RFP or change the specification of the infra proposed by the bidder.
- II. Delete one or more items from the scope of work specified in the RFP.

### **5.16 No Commitment to Accept**

- I. The Bank reserves the right to accept or reject any proposal, and to annul the RFP process and reject all proposals at any time, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for its action.
- II. The Bank makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- III. The Bank will not be obliged to meet and have discussions with any bidder and/ or to entertain any representations in this regard.
- IV. This RFP document does not constitute an offer by the Bank. The bidder's response to this RFP may result in a selection of bidder(s) after completion of the selection process as detailed in this RFP document.

### **5.17 Preventive Maintenance**

- I. The preventive maintenance at the locations should be carried out at least once in quarter year.
- II. The service provider has to prepare a PM schedule and intimate the Bank. The onsite resource deployed by the bidder at the Bank has to coordinate with the field engineers during PM.



- III. On completion of PM, the service provider has to submit the report.

### **5.18 Audit Observations and Compliance**

- I. The selected service provider must take the audit observations into consideration while delivering the desired services. Further in the event of any observation by any of the audits regarding security, access control to CPE, hardening, access control, etc., the same will be intimated to the service provider. The service provider will be required to ensure compliance with the audit observation as communicated by the bank.
- II. It shall be the responsibility of the Bidder to configure the solution as per the requirement of the Bank/Industry best practices, fixing security vulnerabilities, mitigation of various audit points, and taking prompt action on the alerts/advisories shared by the Bank at any point in time during the validity of the contract period.
- III. In case any additional information about the security of the network or deployed solution is required by the auditor, the bidder would be intimated to provide the necessary information. The bidder has to provide the information within the period communicated by the bank.
- IV. No additional cost whatsoever would be paid by the Bank.

### **5.19 Pre-Bid Meeting**

The Bank shall hold a pre-bid meeting on **12.03.2025**. The purpose of the meeting is to bring utmost clarity on the scope of work and terms of the RFP being floated. The Bidders are expected to use the platform to have all their queries answered. No query will be entertained after the pre-bid meeting.

- I. It would be the responsibility of the Bidder's representatives (only one person per bidder) to be present at the venue of the meeting.
- II. Clarification sought by the bidder should be made in writing (Letter/E-mail) as per **Annexure-9** and submitted on or before the date indicated. The bank has the discretion to consider any other queries raised by the bidder's representative during the pre-bid meeting.
- III. The text of the clarifications asked (without identifying the source of inquiry) and the response given by the Bank, together with amendment/corrigendum to the bidding document, if any, will be posted on the Bank's website after the pre-bid meeting. The bidder would be responsible for checking the bank's website before the final submission of bids.
- IV. If the Bank, in its absolute discretion, deems that the originator of the question will gain an advantage by a response to a question, in that case, the Bank reserves the right to communicate such response to all Respondents.

### **5.20 Project Monitoring Committee**

- I. The service provider should deploy a full-time project manager at the Bank office in Mumbai within one week from the date of placing the order.
- II. The project manager should coordinate with various teams for solution architecture design, implementation, and acceptance at all locations.
- III. A Project Monitoring Committee (PMC) would be formed with representatives of the Bank and/or outsourcing partner and the project manager of the selected Service Provider.

## 5.21 Review Meetings

- I. **During Implementation**- The vendor's representative would meet daily to review the progress of the project till acceptance of the solution at all locations is completed.
- II. **Monthly Review** - Monthly review meeting during the first week of every month, throughout the contract. Minutes to be submitted within 5 working days
- III. **Discussion** - Discuss the progress of implementation and performance of the solution, including technical manpower performance.
- IV. **Annual Review** - The Bank will also carry out an annual review of the contract yearly to ascertain the financial stability of the bidder, performance of the solution, addition of new customers, etc.
- V. **Documentation** - The bidder is required to submit the Security certification, audited balance sheet, CA certificate, details of customers added during the year, etc.

## 6. Bidder Selection Process

1. Issue of tender notification
2. A pre-bid meeting with Vendors
3. Submission of Bids
4. Opening of Eligibility Criteria & Technical Bids
5. Presentation by Bidder(s) and clarification of queries – The Bidder(s) are expected to present the major jobs which it will be doing under this project as per the scope and deliverables sought in this tender document along with a schedule.
6. Technical/Infrastructure bids evaluation
7. Short-listing of Bidders for Commercial bids opening.
8. Commercial bids opening.
9. Commercial bids evaluation
10. Discussion with the IT Strategy Committee of the Board.
11. Issuance of Letter of Appointment (LOA)
12. Acceptance of the LOA.
13. Finalization and signing of SLA.

### 6.1 Bid Evaluation Process

The following are the key considerations that form part of the bid evaluation process:

- a) Alternate bids are not allowed.
- b) The evaluation team will thoroughly review the proposals submitted by various bidders.
- c) Presentation meetings & Site visits will be conducted for all the bidders. Each of the bidders will be requested to demonstrate the architecture/solution being proposed in the technical evaluation phase of the process.



## **6.2 Single-Stage: Two-Envelope Bidding Procedure**

In the single-stage two-envelope bidding procedure, bidders should submit two sealed envelopes simultaneously, one containing the eligibility criteria & technical proposal with a soft copy of the proposals without any encryption and password and the other containing the price proposal, enclosed together in an outer single envelope. Initially, only the eligibility criteria & technical proposals will be opened at the date and time as advised by the Bank. The price proposals shall remain sealed and will be held in custody by the MD of the Bank. The eligibility criteria & technical proposals will be evaluated by the Bank. No amendments or changes to the technical proposals will be permitted except if required by the Bank.

Bids of bidders that do not conform to the mandatory requirements may be termed as non-responsive and will not be evaluated further. Commercial Proposals of the technically qualified bidders shall be opened in the Bank's IT Strategy Committee Meeting. The price proposals will be evaluated and technically qualified bidders shall be called for discussion with the IT Strategy Committee.

## **6.3 Bid Evaluation and Comparison**

Initially, the bidders' responses will be reviewed for compliance with the terms and conditions mentioned across different sections of this RFP document. The bidders who fail to comply with any of the terms and conditions mentioned may be termed as non-responsive and will not be evaluated further. For those bidders who have qualified for the terms and conditions, the technical evaluation will be conducted followed by the price-bid evaluation. The bidders who qualify for the minimum technical requirement will be considered for the price bid evaluation. The price proposals will remain sealed until the technical evaluation is completed.

## **6.4 Price-Bid Evaluation**

The price bid evaluation is done only for those bids that are technically qualified.

## **7. Implementation Timelines and Deliverables**

The work as detailed in this tender shall be executed and completed within the period stipulated in the Work Order that will be issued in accordance with the Tender documents. Technical Specifications, Bills of Quantities, Drawings, and solution documents are required to the satisfaction of the Bank. The work shall however be carried out and completed within 10 weeks for which the start date and completion date shall be mutually discussed and agreed upon before the award of the work order. The work shall not be considered completed until the Bank certifies in writing that the same has been completed.

The vendor has to submit date date-wise activity details report for completion of the project plan with contact persons and escalation matrix.

### **7.1 Liquidated Damages**

If the Tenderer fails to deliver the project and services or complete the installation/commissioning within the period specified in the purchase/work order, the Bank shall without prejudice to its other remedies, deduct as liquidated damage One (1) percent of the price of Project Cost for every week of delay or part thereof.

## **8. Other Terms**

- a) The Bidder will not have any direct interaction with any third-party agency on behalf of the Bank.



- b) The bidder must have a proven track record in leadership roles with the provisioning of infrastructure, connectivity, and related fields.
- c) The bidder shall not use or disclose any Confidential Information of the Bank except as specifically contemplated herein. For purposes of this tender/contract "Confidential Information" means information that: (i) is sufficiently secret to derive economic value, actual or potential, from not being generally known to other persons who can obtain economic value from its disclosure or use; and (ii) is the subject of efforts that are reasonable under the circumstances to maintain its secrecy or confidentiality.

### **8.1 Governing Law and Jurisdiction**

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

### **8.2 Privacy and Security Safeguards**

The selected bidder shall not publish or disclose in any manner, without the Bank'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 Bank 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 Bank data and sensitive application software & data. The selected bidder shall also ensure that all subcontractors who are involved in providing such security safeguards or part of it shall not publish or disclose in any manner, without the Bank'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 Bank location.

### **8.3 RFP Response Instructions**

- a) Responses to this RFP by the Bidders shall not constitute an obligation on the part of the Bank to award a contract for any services or combination of services. Failure of the Bank to select a Bidder shall not result in any claim whatsoever against the Bank and the Bank reserves the right to reject any or all bids in part or in full, without assigning any reason whatsoever.
- b) By submitting a proposal, the Bidder agrees to promptly contract with the Bank for any work awarded to the Bidder, if any. Failure on the part of the selected Bidder to execute a valid contract with the Bank within 30 days from the date of the Purchase order herein will relieve the Bank of any obligation to the Bidder, and a different Bidder may be selected based on the selection process of Bank.
- c) The terms and conditions as specified in the RFP, addenda, and corrigenda issued by the Bank thereafter are final and binding on the Bidders. In the event the Bidder is not willing to accept the terms and conditions of the Bank, the Bidder may, at the sole discretion of the Bank, be disqualified.
- d) 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 Bank, may constitute a material breach of the selected Bidder's performance. If the Bank 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 Bank. The liability of re-procurement costs in such an event could be limited to the amount spent by the Bank 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.

- e) By submitting the bid, the Bidder represents and acknowledges to the Bank that it possesses the necessary experience, expertise, and ability to undertake and fulfil its obligations, under all phases involved in the performance of the provisions of this RFP. The Bidder acknowledges that all services supplied in response to this RFP shall meet the proposed Solution requirements of the Bank. The Bidder shall be required to independently arrive at a Solution, which is suitable for the Bank, 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 the proper performance or provision of the deliverables or services under 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 Bank. The Bidder also acknowledges that the Bank 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, the Bank expects the Bidder to fulfil all the terms and conditions of this RFP. The modifications, which are accepted by the Bank in writing, shall form a part of the final contract.
- f) All terms and conditions, payment schedules, time frame for implementation, and expected service levels as per this RFP will remain unchanged unless explicitly communicated by the Bank in writing to the Bidders. The Bidder shall at no point be entitled to excuse themselves from any claims by the Bank whatsoever for their deviations in conforming to the terms and conditions, payment schedules, expected service levels, time frame for implementation, etc. as mentioned in this RFP.
- g) 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 Bank has the right to interview any of the resources deputed by the selected bidder and only upon satisfaction will allow the resource to work on the project.
- h) All RFP response documents would become the property of the Bank and the Bank would not return the bid documents to the Bidders.
- i) Bank will not bear any costs incurred by the Bidder for any discussion, presentation, demonstrations, etc. on proposals or proposed contract or any work performed in connection therewith.
- j) Bank 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.



- k) The bank reserves the right to cancel this RFP at any time or any stage without any reason/notice to the vendor or change/add any terms and conditions of the RFP by issuing addenda/corrigenda and putting it on the Bank's website.
- l) Bank reserves the right to extend the dates for submission of any responses to this document.
- m) Bidders shall have the opportunity to get their doubts clarified about the RFP to clarify any issues they may have, before finalizing their responses. All questions are to be submitted to the contact officer, not later than the query submission date mentioned in the RFP and as indicated by Bank from time to time. Responses to inquiries and any other corrections and amendments will be communicated to all the Bidders by fax or in electronic mail format.
- n) If there are conflicting points in the RFP, the Bank 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.
- o) Preliminary Scrutiny – The bank 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. The bank may, at its discretion, waive any minor non-conformity or any minor deficiency in an offer. This shall be binding on all Bidders and the Bank reserves the right for such waivers and the Bank's decision in the matter will be final.
- p) Clarification of Offers – To assist in the scrutiny, evaluation, and comparison of offers, the Bank may, at its discretion, ask some or all Bidders for clarification of their offer. The bank has the right to disqualify the Bidder whose clarification is found not suitable to the project requirements.
- q) No Commitment to Accept Lowest bid or any bid – Bank shall be under no obligation to accept the lowest price bid or any other offer received in response to this RFP. Bank will not be obliged to meet and have discussions with any Bidder, and/or to listen to any representations in respect of the rejection.
- r) 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 about the product being offered must be filled in.
- s) Filling up the information using terms such as “OK”, “accepted”, “noted”, and “as given in brochure/manual” is not acceptable. Bank 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/overwriting/cutting are liable to be rejected.
- t) There will be an acceptance test by the Bank or its nominated representatives after installation of the Links. In case of discrepancy, the Bank reserves the right to cancel the entire contract.



- u) The Bidder has to submit the escalation matrix upto the highest management authority of the Bidder along with necessary contact details.
- v) However, the elected Bidder shall install and commission the Primary and Backup Links, in terms of this RFP, at locations designated by the Bank or at such Centres as the Bank may deem fit and the changes, if any, in the locations will be intimated to the Bidder.
- w) 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 the Bank. 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 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 the selected bidder alone and the Bank 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 the Bank, 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 the Bank 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 the Bank before deciding in respect of such loss or damage.
- x) The bank 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 the Bank as to the loss/damages mentioned above shall be final, conclusive, and binding on the selected bidder, and the selected bidder shall be liable to pay on demand the actual amount of such loss/damages caused to the Bank including but not limited and all costs and expenses, including, without limitation, reasonable attorneys' fees and court costs. In respect of demands levied by the Bank on the Bidder towards breaches, claims, etc. Bank shall provide the selected bidder with details of such demand levied by the Bank. For the purposes of this section, the indemnity may include but is 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 the Bank. The delivery, installation, and configuration status of the project should be reported weekly or as desired by the bank.

- y) In the 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 the Bank.
- z) Technical inspection and performance evaluation – The Bank may choose to carry out a technical inspection/audit and performance evaluation of the solution offered by the Bidders. The Bidder would permit the Bank or any person/persons appointed by the Bank 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 Bank.

The Bidder shall ensure that the solution provided and sized by the Bidder is capable of meeting the Bank's current and terminal year transaction and business volumes.

## 9. Additional Information

- a) 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, on each page of the bid in original and photocopies including brochures/pamphlets/ write up, etc.
- b) Cost of Preparing the Bids- The cost of preparing the response to this RFP will be the responsibility of the Bidder and the Bank will not be liable for any cost incurred by the Bidder.

### 9.1 Clarification on RFP Document

- I. The Bidder shall carefully examine and understand the specifications/conditions of the RFP, and the intent of the RFP and seek clarifications, if required, to ensure that they have understood all specifications/conditions/intent of the RFP for implementing the MPLS Primary and Secondary Connectivity in total.
- II. The Bidder in all such cases must seek clarification in writing in the same serial order as that of RFP by mentioning the relevant page number and clause number of RFP. Such clarifications should be sought, by submitting a list of queries as per **Annexure-9** – Pre-Bid Query Format in writing to the Bank on or before the timeline prescribed in this RFP under “Schedule of activities and events”

### 9.2 Visitorial Rights

The Bank shall have the right to visit any of the Vendor's premises without prior notice to ensure that data provided by the Bank are not misused.

### 9.3 Clarifications

For any details/clarifications, Bidders should contact:

Mr. M. Nawaz A. Shaikh  
Bombay Mercantile Co-operative Bank Ltd.  
I.T. Department,  
Patel & Soni Arcade  
Maulana Azad Road  
Mumbai – 400008  
Land Line #: 022-23019803, Mobile #: 7738654500  
Email: [nawazshaikh@bmcbank.co.in](mailto:nawazshaikh@bmcbank.co.in)



The Vendor will have to submit queries about the RFP as per the RFP Schedule in the format specified in “**Annexure-9**” in this document to the communication address specified above.

The bank will respond to these queries as per the schedule of the RFP. If required there will be a meeting with the Vendors who have obtained this RFP at the agreed time to address any queries in connection with the document.



## Part - II

### Eligibility Criteria

#### 10. Eligibility Criteria for Network Connectivity Service Provider

The bidder must possess the requisite experience, strength, and capabilities to provide the services necessary to meet the requirements, as described in the tender document. The bidder must also possess the technical know-how and the financial wherewithal that would be required to successfully provide Network Services sought by the Bank. The bids must be complete in all respects and should cover the entire scope of work as stipulated in the tender document. The invitation to bid is open to all bidders who meet the eligibility criteria as given below. Eligibility criteria are mandatory and any deviation from the same will attract bid disqualification.

This RFP is open to all Private/Public Limited Companies within India, who are eligible to do business in India under relevant Indian laws as in force at the time of bidding should fulfil the eligibility conditions subject to the following requirements:

- a. The bidding company can participate in the bid independently or in consortium with one or many vendors. Or through their authorized Partner [A registered Private/Public Limited Company as per the Companies Act 1956].
- b. All the members of the consortium should have proper teaming agreements and also should have valid authorization letters from each member from an Authorized signatory of the respective companies.
- c. The Bidder shall submit the role, and responsibilities of each Service Provider with whom the Bidder is tying up.
- d. All Companies represented by the bidder shall be legally liable jointly and severally for the execution of the Contract under the Contract terms, and a statement to this effect shall be included in the bid and the Contract.
- e. Bidders who are responsible for a specific component(s) of the project must meet the relevant minimum qualification criteria for that particular component/Product individually:

##### 10.1 Documents to be Submitted

S.NO.	Eligibility Criteria	Documents to be Submitted
1.	The bidder must be an Indian firm/ organization registered under Indian Companies Act. 1956	Copy of Certificate of Incorporation issued by Registrar of Companies
2.	The bidder should have a minimum average turnover of Rs.25 Crores for last 3 audited Financial Years (2021-22, 2022-23, 2023-24)	Copy of the audit Annual Reports and /or certificate of the Chartered Accountant.
3.	The bidder should not be currently blacklisted by any Bank/Central/State Govt. dept. /Public Sector Unit.	Certificate from Company Chief Executive as per <b>Annexure-12</b>



5.	The bidder should have experience in providing Network services to at least 10 Banks and Companies registered under the Companies Act, 1956/Government organizations/RBI. Services offered to the client should encompass among others: <ul style="list-style-type: none"> <li>• Connectivity and Network Services</li> </ul>	Copy of work orders/client certificates.
6.	The bidder should have either of valid ISO/IEC 27001 Certifications	Valid Certification
7.	The bidder should have a positive net worth (measured as paid-up capital plus reserves) in the last completed financial year	Copy of the audited annual accounts of the company for last completed financial year.
8.	a) The bidder must have on its roll <b>at least 10</b> technically qualified professionals in networking, hardware, systems integration having prior experience in providing the Network and Connectivity maintenance services as on <b>31-12-2024</b> .	a) Certificate from bidder's HR Department for total number of Technically Qualified professionals employed by the company.
9.	The bidder should provide complete Bio-data of all resources that will be deputed to this project.	Copy of Bio-data of resources
10.	Preferably Bidders with SC (Support Centre) and project office based in Mumbai would be preferred.	Copy of the address proof
11.	Bidders should provide a detailed time schedule for the total implementation of the connectivity and link services.	Copy of detailed time schedule with implementation plan should be provided by the bidder
12.	The bidder should provide address details of their project office and support centre for personal visit by the concerned Bank officials.	Copy of address detail should be provided.
13.	The Bidder or consortium should have at least three years' experience in supplying, installing, commissioning and managing of SD WAN, MPLS & VPN tunnel using Broadband and should have implemented SD WAN, MPLS & VPN tunnel using Broadband in five Banks/Financial Institutions in India and one of them should be a BFSI Sector in India in the last 3 calendar years.	Copies of the purchase order issued by the Bank, Financial Institutions or a certificate/ letter from the Bank/ Financial Institutions for having undertaken/completed the project successfully and its satisfactory performance.
14	The Bidder or consortium should have the following certifications for WAN network services: <ul style="list-style-type: none"> <li>a) ISO 9001:2008 AND ISO 27001/ ISO 23001</li> </ul>	Attested copy of the appropriate certificate to be submitted.
15	The Bidder or consortium (Service Provider) should have delivered MPLS VPN or managed VPN tunnel using Broadband link or combination of both Link connectivity to at least 60 sites PAN India of single customer.	Certification/Undertaking on Company's letter head with details of customers to be submitted.
16	The bidder or consortium 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.
17	The bidder or consortium should have their own Network Operating Center (NOC) existing 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 engineers.	Certification/Undertaking on Bank's letter head from the bidder duly signed by authorized signatory with company seal
18	The bidder or consortium 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.
19	The Bidder or consortium should produce letter of satisfaction on their MPLS/ managed broadband service from their existing customers who have availed MPLS/ managed broadband connectivity from them for at least 3 years continuously	Letter of satisfaction from their existing customers
20	If bid in consortium	Copy of mutual agreement with agreed SLA clause.
21	Bidder or consortium should have required TRAI /Regulatory Authority permission/License as required	Permission details and copies to be provided

## 10.2 Mandatory Requirements

The following is the list of the mandatory requirements that need to be fulfilled/provided by the bidder as part of the bid response:

S.NO.	Criteria	Documents to be provided
1.	Solution document: Solution document provided by the bidder as part of response should include the following parameters:  a) Complete scope of work and list of the activities to be executed as part of the project. b) Security principles: The procedures, best practices which are followed and adopted.	Solution document as part of bid response document
2.	Solution document for establishment of connectivity between DC, DR, Head office and other locations of Bank with following details: a) Primary and secondary link details of all locations. b) Details of Hardware and software which will be used in the proposed solutions. c) Uptime details of proposed solution. d) Security details of proposed solution.	Solution document for connectivity as part of bid response document
3.	The bidder shall commit that the key personnel to be employed for the project have been sufficiently involved in the similar implementations and that once assigned to the project will not be moved out of it, except for	Self-Certification





	reasons beyond the control of the bidder. In such case an equally competent employee shall be provided as a replacement.	
3.	Power of Attorney/Authorization Letter is to be submitted in-favour of the person, who is signing and submitting the RFP on behalf of the bidder.	Self-Attested Letter
4.	The bidder shall submit the responses in accordance with the format specified in the tender and under no circumstance shall leave any response item unanswered. If any row or column does not contain the response, the entire response may not be taken up for consideration. Any response not as per the format may not be included for any further consideration.	-
5.	The bidder shall furnish relevant documentation supporting the above eligibility/qualification criteria separately and it shall not be enclosed in the sealed envelopes containing the technical bid and commercial bid. In case of non-compliance to any of the eligibility criteria mentioned above the bidder shall be disqualified without any notice and the bids of the bidder may not be processed further.	-

**Tender Offer Cover Letter, Pre-Qualification Criteria, Details of the Vendor, and Technical Compliance.**

**Please see attached Annexure-2, Annexure-3, Annexure-4 and Annexure-6**



## Part – III

### Technical Bid

**The current Network setup of Bombay Mercantile Co-operative Bank Ltd is managed by a Service Provider as per Annexure-5.**

**Current Connectivity - Primary and Secondary links and routers installed at DC, DR, and branches are installed and managed by a Network Service Provider/Data Center Service Provider. Current Branch Locations and addresses are as per Annexure-1.**

#### 11.Scope of Work for Network Connectivity

- a) Preferably Software-defined WAN solution is required to connect the Primary Site, Disaster Recovery Site, Banks Head Office, Branch Offices IT department, and Service Branch.
- b) Connectivity has to be a Layer-3 MPLS solution on dedicated ports with a 1:1 committed information rate for endpoint **Ethernet** hand-out.
- c) Primary Link – MPLS (Preferably)
- d) Secondary Link – MPLS/RF/VPN tunnel using Broadband Connectivity.
- e) The vendor should ensure that the links commissioned on the Bank's locations should be on Hub and Spoke.
- f) The circuit should be available in Full Duplex Mode with sending and receiving available on the same circuit. For example, on a 2 Mbps circuit, 2 Mbps sending and 2 Mbps receiving should be possible simultaneously.
- g) The last mile should be preferably on OFC with self-healing ring-based architecture with MUX terminations at hub locations.
- h) Other locations (as per the list attached) will be connected on Wireline/RF/as the last mile subject to feasibility.
- i) Both the primary last mile and secondary last mile would be connected on Banks SDWAN.
- j) The bank would arrange to provide permission for Roof Top for RF. The vendor should provide all the relevant details required for the same.
- k) The bidders are expected to do a complete & detailed site survey for the feasibility and positioning of the terminating equipment. They should clearly state the equipment that will be deployed for its physical, electrical & any other related requirements. Estimation of the cabling & related activities should also be specified. The charges towards cabling & other activities should be factored in the link commissioning charges as per Rate Format. Any extra material /quantity required for the project execution not mentioned in the Rate Format must be supplied and deployed by the vendor at no extra cost to the Bank. During the installation of any equipment, the party should verify that the power connections



- provided by the Bank are as per the standard required for equipment. The bank will not pay any equipment damage charges in case the equipment fails during the installation of equipment.
- l) Routers at all locations would be provided maintained and configured by Vendor.
  - m) For SD-WAN connectivity CPE hardware and SD-WAN licenses would be provided, maintained, and configured by the vendor.
  - n) Supply, Installation, and configuration of WAN end equipment like modems, last mile equipment, etc. would be done by the vendor to provide the solution. IP address used on the Bank end shall remain the same as per the current schema implemented in the Bank at all Locations.
  - o) Service-level agreements should be in line with the specifications given in the Compliance sheet. The specification will entail parameters such as Uptime, Latency, Throughput assurance, Jitter, Link error, etc.
  - p) In case of a change in location required by the Bank at a later date, necessary reasonable charges shall be paid as quoted by the vendor as per feasibility. No other charges shall be paid apart from those quoted.
  - q) The COS to be implemented in this solution will be mutually discussed & finalized after the bidder gets the contract. The bidder should however ensure that there is a provision defining at least three Class of Services. The vendor should ensure that traffic is prioritized as per the listing given by the Bank. The actual division could change over time as per the requirement of the Bank. The vendor should be able to make changes as required by the Bank.
  - r) **Setting- Up Project of 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 Bank periodically about the progress of implementation. Visits & Coordination to various departments/locations of the Bank Branch will be made as and when required. For the execution of the Project, the successful bidder will designate a project Implementation & management team. These members will provide accurate and timely inputs to the Bank as and when required.
  - s) **Requirement for Branch Locations.**  
The Successful Bidder will be responsible for the supply, installation, and commissioning of Primary and secondary Link, hardware, and software including all required necessary as per the below-given requirements of Each Category of location.  
  
Branch Locations in this bank require service provider level and link-level redundancy.
    - i. The Successful Bidder has to provide two links, from two different service providers.
    - ii. Both the service provider links should be active/active (High Availability) and each should act as a Failover to the other.



- iii. During normal operations, traffic should flow across both the links. In case of failover of one Service Provider (SP) link or CE, the connectivity should be automatically established with a second SP link or CE without any delay/latency.
  - iv. The bank should be able to aggregate bandwidth (Bonding) from both service providers though they are terminating on different CEs.
  - v. Note: The Bank may procure directly additional links viz., MPLS VPN or Internet/ILL/VPN tunnel using Broadband/Cellular links, if required from other Service Providers (other than those Service Providers contracted from this RFP). The same should be terminated on the CEs.
- t) **Last Mile**
- i. 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.
  - ii. Wireless Last Mile - In case the last mile is wireless the Service Provider is to note that:
  - iii. The maximum height of the pole should preferably be not more than 6M from the rooftop. However, acceptance of the same is subject to the availability of permission from the landlord.
  - iv. The frequency should be restricted/licensed.
  - v. Weightage would be given to the bidders who provide wired connectivity.
  - vi. The last mile at all locations should support maximum bandwidth as proposed by the Bank (refer to **Annexure-5**) without up-gradation during the period of the contract.
- u) **For SD-WAN solutions**
- i. SD-WAN solution should employ centrally managed WAN edge devices placed in branch offices to establish logical connections with DC, DR, and other branch edge devices across the physical WAN. These logical connections should create secure paths across multiple WAN connections and carriers, such as hybrid Internet, LTE, 5G, and Multiprotocol Label Switching (MPLS) architecture. SD-WAN solutions should allow for load sharing of traffic across multiple WAN connections efficiently and dynamically that can be based on business and/or application policies. SD-WAN solution should dramatically simplify the complexity associated with the management, configuration, and orchestration of WANs.
  - ii. Secondary pre-configured Physical SD-WAN edge devices are required for critical locations, and branches as per the requirements- listed. (Critical)
    - a. Mumbai
    - b. Aurangabad
    - c. Ahmedabad
    - d. New Delhi
    - e. Varanasi



- iii. The proposed solution should also provide self-service capabilities that give configuration access to the Bank and the on-site engineers deployed by the service providers at the site(s).
  - iv. The proposed solution should support distributed cloud gateway architecture to facilitate the communications between sites on private WAN (MPLS) and public Internet.
  - v. The proposed SD-WAN solution should have the following minimum features: Application visibility and Analytics, Centralized Orchestration & Policy Management, Transport Independent Overlay Solution, Application-Aware Routing, Performance-based App Aware Routing & Load Sharing, Segmentation & Dynamic Topologies, Application QoS, Central Internet break-out, Path Brownout, Security & Encryption, Managed service offering, Self Service Portal etc.
  - vi. OEM AUTHORIZATION: BID Specific authorization (MAF) is mandatory with letter head including contact person name, mail ID and Phone number and gives the certification that particular bid model which was submitted by the bidder was not obsolete in next 5 (Five) years & Without MAF , the submitted Tender Documents will be disqualified /rejected
- v) **Customer Premises Equipment**  
Each edge device and solution should support the following:
- vii. Load-balance traffic across multiple MPLS/P2P/Internet/Cellular (ILL/LTE/5G/DSL) paths is based on load-balancing algorithms efficiently using all available WAN bandwidth.
  - viii. 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.
  - ix. The solution must respond to measured performance changes (degradation) in addition to link and node state changes (up/down) and adjust application forwarding accordingly.
  - x. The solution should support Quality of Service, WAN load balancing, and bonding.
  - xi. The solution should support Performance routing.
  - xii. The solution should provide a detailed dashboard & reports on network performance parameters like utilization, packet loss, jitter, latency, etc.
  - xiii. 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 the category of offices.



- xiv. The solution should provide a self-service portal to configure & manage the WAN.
  - xv. The solution should provide visibility of network and application behavior.
  - xvi. All licenses required to meet the throughput & features shall be provided on day one.
  - xvii. All CPEs should be physical platforms with a 19" rack mountable option.
  - xviii. The solution should have a minimum of 4 to 8 X GE ports and CPE should be 5G enabled, SDWAN with 4 routable ports.
  - xix. All CPEs should be upgradeable to various bandwidth speeds without changing physical hardware.
  - xx. Edge devices must be able to identify and classify applications, including application-encrypted traffic. Identification and classification of at least the following classes of application types must be supported by the solution:
    - a. Client-server and web-based applications
    - b. Video Conferencing
    - c. Antivirus Solution
    - d. Operating System and Client software patching solution
  - xxi. The solution must be able to dynamically control data packet forwarding decisions by looking at application type performance, policies, and path status.
  - xxii. The solution should be able to prioritize real-time traffic over other traffic.
  - xxiii.
- w) **User Interface, Reporting, and Analytics**
- a. Dashboard views for MPLS Primary and Secondary Line per CPE
  - b. Visualization using charts, real-time views, maps, grids
  - c. Drilldown support to analyze data instantly for a given
  - d. time range, and detect trends and anomalies.
  - e. Automatic data enrichment.
  - f. HTTP/HTTPS Web-based interface.
- x) **Management**
- Role-based access control
  - REST APIs for 3<sup>rd</sup> Party Apps
  - Historical log archival and clean-up
- y) Setting up Network Management Centre

Successful Bidder shall provide comprehensive support for DC, DR, and all locations as per **Annexure-1** for monitoring & management.



z) **Maintenance and Support of implemented Infrastructure:**

The Bidder shall be responsible for providing 24x7x365 days support for all Branch locations. Also, Bidders shall provide onsite support (One Network Engineer) for working Hours (8 AM to 8 PM) at the Bank IT Dept. to monitor, Ticket Generating on behalf of the Client, coordination with respective Team, etc.

aa) **Maintenance of the System:**

The Bidder will maintain all Hardware equipment that is installed to active MPLS Primary and Secondary links for Five years starting from the commissioning of the respective Hardware (i.e. after acceptance of implementation)

bb) **Responsibilities of Bidder during the 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 the 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.

cc) **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 Bombay Mercantile Co-operative Bank 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 support as required.

Below is the expected Service Window. However, the bidder is expected to serve as per the business needs of the Bank.

Service	Service Window
Link Management Services	24 x 7 x 365

dd) Training - Immediately after placing the order, the service provider should provide training on the SDWAN technology (all components) to a batch of six. The training should be for at least three full working days and should cover the technical and security aspects of SD-WAN including core devices (controller, director, analytics, NGFW, etc.).

**11.1 CSITE (RBI) Requirements and Compliance**

- I. **Devices to Integrate:** Ensure that SD-WAN Devices, Routers, Switches, and CPE devices are fully integrated with the SIEM (Security Information and Event Management) tool to collect logs for real-time monitoring and threat analysis.
- II. **Documentation & Monthly Report:** Provide documentation detailing the integration steps, configurations, and maintenance



procedures. Generate monthly reports summarizing security events, anomalies, and performance metrics.

- III. **Simple Network Management Protocol (SNMP) Version – 4:** Configure SNMPv3 (and higher version) on SDWAN devices for secure network management across all the branches, ensuring data privacy and integrity in managing network devices.
- IV. **Any Other CSITE Compliance and Audit:** The Service Provider must ensure that any other Cyber Security and Information Technology Examination (CSITE) alerts, advisories, and audits, are timely complied with from time to time in the future.

## 12. Technical Evaluation Criteria

S No.	Eligibility	Document proof
1	Bidder should have a minimum of 5 years' experience in doing the same kind of work.	
2	Bidder should provide complete Bio-data of all resources that will be deputed to this project.	
3	Bidder should be able to produce the certifications such as ISI/ISO/IEC certifications regarding the quality and security of its services. The firm should submit the documentary proof for the same.	
4	Bidder should provide the list of the clients with whom contract has been executed for the last three years.	

### 12.1 Technical Evaluation

#### Presentation by Bidders

- i. Presentation meeting & Site visit will be conducted with all the bidders. Each of the bidders will be requested to demonstrate the architecture/solution being proposed in the technical evaluation phase of the process.
- ii. The bank shall communicate the venue, date, and time of Presentation to the Bidders separately. No request for a change in date/time shall be entertained after communication by the Bank. The bank reserves the right to change the venue, date, and time with due intimation to the Bidders.
- iii. If a Bidder does not come up for Presentation at the appointed date and time, it will be construed that the Bidder is not interested in bidding for the project.

#### **Undertaking on Technical Compliance, Bidder Support Center**

**Please refer attached Annexure-6, and Annexure-7 as part of the technical criteria.**

**Bidder has to propose Network Connectivity Services as per the format Annexure-8. Vendor can add or delete any component as per their solution.**







## Part – IV

### Commercial Bid

#### 13. Commercial Evaluation

- a) Technically Qualified bidders will be called for Discussion with the Bank's IT Strategy Committee.
- b) The bidder will be required to submit commercial bids as a part of the bid submission.
- c) The placement of a hard copy of the commercial bid in the eligibility bid or technical bid covers will make the bid liable for rejection.
- d) Post the commercial evaluation process the L1 bidder would be required to submit their final commercial as per **Annexure-10** – 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 Bank to arrive at the TCO of the solution.
- e) Response to the commercial bid shall include the cost of provision, installation, implementation, and all the components required for the 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 the commissioning and functioning of the Solution within the final agreed price between the selected Bidder and Bank.
- f) The total cost to be specified by the Bidder must cover separately the following as detailed in **Annexure-10** – Cost Sheet. The Bidders have to note that the commercial bid proposal must contain the following:

##### 13.1 Price Bid

- a) The Bidder shall indicate in the Price Schedules the all-inclusive Unit Rates for the supply and erection of each good and service which includes supply, erection, and commissioning.
- b) The Bidder shall quote rates exclusive of all statutory levies, taxes, charges, surcharges, GST & other taxes if any, etc. The Prices for the supply portion and execution portion shall be FIRM throughout the contract.
- c) Any alteration in the rates etc. will not be allowed on any ground, such as mistake, misunderstanding, etc., after the Bid has been submitted.
- d) The Bidder shall quote the rate only in Indian Rupees.

##### 13.2 Price Comparison

- i. The prices and other terms offered by Bidders must be fixed for an acceptance period of 180 days from the date of opening of the commercial bid.
- ii. The bidder will be required to submit commercial bids as part of the bid submission. The Bank will open commercial bids of technically qualified bidders in its Meeting.
- iii. Normalization of bids: The Bank 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 Bank feels that any of the bids need to be normalized and that such



normalization has a bearing on the price bids; the Bank may at its discretion ask all the technically short-listed Bidders to resubmit the technical bids once again for scrutiny.

- iv. The Price offer shall be on a fixed price basis. A 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:
- v. Prices quoted by the Bidder should be exclusive of all taxes, duties levies, etc. 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 percentages in commercial bids.
- vi. The Bidder is expected to provide services that are required to be extended by the Bidder under the terms and conditions of the RFP and subsequent contract.
- vii. The Bidder must provide and quote for all the products and services as desired by the Bank as mentioned in this RFP. If the Bidder does not quote for all the products/services then the proposal will be treated as incomplete, which may lead to disqualification of the Bidder.
- viii. End of Sales/ End of support: The Bidder has to ensure that the device and CPE provided put to use as part of this RFP should not have reached the end of support. If any equipment supplied/put to use by the Bidder reaches the 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 Bank before the end of support.

### **13.3 Terms of Payment**

- i. Recurring Charges will be paid at the end of each quarter.
- ii. One-time charges shall be paid after supply, physical acceptance, successful installation, and commissioning of Networks.
- iii. The charges payable per annum/monthly under the said SLA for Five (5) years, shall however be fixed and firm and mentioned clearly in the price Bid.
- iv. The bidder's request for payment shall be made to the Bank in writing, accompanied by invoices, and delivery receipts, accompanied by the supporting documents.
- v. Payments shall be made promptly by the Bank, no later than Thirty (30) days after submission of an invoice, and the acceptance of the same by the Bank.



## ANNEXURES

### Annexure-1

#### List of all Branches

Sr. No.	Branch Name	Address	Phone No
1	Head Office Branch	Main Branch (Head Office) 78. Mohamed Ali Road, Mumbai-400 003	022-23425961-64 022-23114800
2	Head Office – Admin	Admin Building, 89, Mohamed Ali Road, Mumbai-400 003	022-23425961- 64 022-23114800
3	Byculla	Byculla Branch 1-B, Alexandra Terrace, Dr. Ambedkar Marg, Mumbai-400 027.	022-23711476
4	E R Road	Ebrahim Rahimtoola Road Branch 71, Ebrahim Rahimtoola Road, Mumbai - 400003.	022-23708831
5	Fort	Fort Branch, Birya House: 265, Bazar Gate Street, Fort, Mumbai-400 001.	022-22616707
6	Jogeshwari	Jogeshwari Branch, MTNL Building, S. V. Road, Jogeshwari (West), Mumbai-400 102	022-26799216
7	Khara Tank	Khara Tank Road Branch, Shop No. 1/2/5/6, Ground Floor, Nisar Manzil, 18/20, Jail Road (E), Dongri, Mumbai 400 009	022-23776984
8	Kurla	Kuria Branch, Kanakia Zillion, Shop No. 14, Phase 2, LBS Marg, Kurla (W), Mumbai 400 070.	022-26525591 022-26524154



SUPPLY OF NETWORK CONNECTIVITY WITH MANAGED SERVICES

9	Mahim	Mahim Branch, 224, Veer Savarkar Marg, Mahim, Mumbai-400016	022-24440047
10	M A Road	Maulana Azad Road Branch, Patel & Soni Arcade, Maulana Arad Road, Mumbai -400 008.	022-23073155
11	Musafirkhana	Musafirkhana Branch, Bhopala Building, Shop No. 1, Ground Floor, 38, Carnac Road, Mumbai-400 003	022-23405469
12	Null Bazar	Null Bazar Branch, 6AB-7AB, Jariwala Building, Null Bazar, Mumbai-400 003.	022-23462778
13	P. D' Mello Road	P. D' Mello Road Branch, Nav Ratan Bldg., 69, P. D'Mello Road Near Carnac Bunder, Mumbai-400 009.	022-23486502 022-23481762 022-66010700
14	Girgaon	Girgaon Branch, Dhoota Papeswar, J. Shankarshet Road, Girgaon, Mumbai-400 004	022-23826814
15	Kemps Corner Branch	Kemps Corner Branch, 404/501/601, Shreepati Arcade, A. K. Marg, Nana Chowk, Grant Road (West), Mumbai -400 036	022-23800630
16	Vashi Sect. 7	Vashi Branch (Navi Mumbai), Sector 7, Shop No. 25-28, Navi Mumbai-400 703	022-27821268
17	Colaba	Colaba Branch Shahid Bhagat Singh Road, Shop No. 20. Cusrow Baug, Colaba, Mumbai-400 001.	022-22831231
18	Malad	Malad Branch, Kothari Mile Stone Mall, 3rd Floor, S. V. Road, Malad (West), Mumbai-400 064	022-28883321



SUPPLY OF NETWORK CONNECTIVITY WITH MANAGED SERVICES

19	A R Street	Abdul Rehman Street Branch 89, Mohamed Ali Road, Mumbai-400 003	022-23420152
20	Andheri	Andheri Branch Om Niketan Co-operative Housing Society, 314, Pali Ram Road, Andheri (W), Mumbai-400 058	022-26281630
21	Bandra	Bandra Branch Shop No.8, Gr. Floorr, Rizvi Palace CHS, Chinchpokli Road, Hill Road, Bandra (W), Mumbai - 400 050	022-26401717
22	Bhiwandi	Bhiwandi Branch, 38, Kotergate, Bhiwand 421 302.	02522-251497 02522-252307
23	Vashi Sect.17	Vashi Branch (Navi Mumbai) Sector 17 Vardhman Chambers Co-operative. Hsg. Society, Shop No. 5 to 7 & 11, Plot No. 84, Sector-17, Vashi, Navi Mumbai-400 705	022-27890592
24	Versova	Versova Branch, Shop No 1 & 2, Ground Floor, Sliver Arch B Building Co- operative. Housing Society, Opp. Millat Nagar, Lokhandwala Complex, Andheri (West), Mumbai 400 058.	022-26363721
25	Santacruz	Santacruz Branch, Shop No. 1, Ground Floor, Rachana Building, 128-B, Station Road, Santacruz (W), Mumbai-400 054.	022- 26496446
26	Panvel	Panvel Branch, Jasdanwala Complex. Opp. Pravin Hotel, Mumbai Pune Road, Panvel-410 206	022-27453842



SUPPLY OF NETWORK CONNECTIVITY WITH MANAGED SERVICES

27	SWIFT (FOREX) P.D'Mello Road	P.D'Mello Road Branch, Nav Ratan Bldg., 69, P. D'Mello Road Near Carnac Bunder, Mumbai-400 009.	022-66010700 To 022-66010723
28	Pune	Pune Branch, Shop No. 17, Ground Floor, M.G Road, Pune 411 001	020-26130773 020-26111980
29	Solapur	Solapur Branch, 131, Siddeshwar Peth, Civil Chowk, Solapur-413 001	0217-2627678
30	Aurangabad Main	Aurangabad Main Branch Juna Bazar, Aurangabad-431 001	0240-2334585 0240-2334634
31	Aurangabad LADIES	Aurangabad Ladies Branch, Sadiya Talkies Compound, Near Paithan Gate, Aurangabad -431 001.	0240-2334735
32	Aurangabad CIDCO	Aurangabad CIDCO Branch Unit No. 17, Block No. 2, B-1, Zone Complex CIDCO, Cidco Cannaught Town Centre, Aurangabad-421003.	0240-2485250 0240-2480678
33	Khuldabad	Khuldabad Branch, Zarzari Zar Bux Road, Khuldabad-431 101.	02437-241047
34	Nanded	Nanded Branch, B.M.C. Bank Bldg., Mahatma Gandhi Road, Near Habib Talkies, Nanded-431 604	02462-234971 02462-235891
35	Hyderabad	Hyderabad Branch 5-5-489, Hussaini Bldg., Complex Moazam Jahi Market Road, Hyderabad-500 001	040-24600636 040-24735833
36	Nanded Ext. Counter	Nanded Extension Counter, Nanded Municipal Council, Station Road, Nanded-431 602	02462-234970



SUPPLY OF NETWORK CONNECTIVITY WITH MANAGED SERVICES

37	Malegaon	Malegaon Branch, Opp. A.T.T. High School Kidwai Road, Malegaon-423 203.	02554-230692
38	Gandhi Road	Gandhi Road Branch 1886, Fuvara Gandhi Road, Ahmedabad-380 001	079-25357390 079-25357391 079-25357393
39	Khanpur Road	Khanpur Road Branch, Chota Chand Suraj Estate, Khanpur Road, Ahmedabad-380 001	079-25501641 079-25501642
40	Relief Road	Tilak Road Branch Tilak Road (Relief Road), Ahmedabad-380 001.	079-22171470
41	Palanpur	Palanpur Branch, Vardhaman Shopping Centre, 1st Floor, Gatta Naman Gate, Palanpur-385 001	02742-254622
42	Surat	Surat Branch 4/3163 (A), Salabatpura, Zampa Bazar, Surat-395 003	0261-2412200
43	Baroda	Vadodara Branch Aanal Apartment, Darbar Desai Road, Nagarwada, Vadodara-390 001	0265-2420988 0265-2420625
44	Ajmer	Ajmer Branch 125/30, Sitaram Bazar, Kaizer Gunj, Ajmer-305.001.	0145-2428530
45	Delhi	Delhi Branch 36, Netaji Subhash Marg, Darya Gang, New Delhi-110 002.	011-23273786 011-23270786
46	Jodhpur	Jodhpur Branch Stadium Shopping Centre, Opp. Ummed Rajkiya Stadium, Jodhpur - 342 001.	0291-2940050





SUPPLY OF NETWORK CONNECTIVITY WITH MANAGED SERVICES

47	Jaipur	Jaipur Branch H/19, Subhash Marg, "C" Scheme, M. I. Road, Jaipur-302001.	0141-2378115
48	Aligarh	Aligarh Branch Fatima Plaza, Dodhpur, Civil Lines, Aligarh-202 001.	0571-2407187
49	Moradabad	Moradabad Branch 35, Prince Road, Moradabad-244 001	0591-2492827
50	Lucknow	Lucknow Branch 18, Qaiser Bagh, Lucknow-226 001	0522-2610455 0522-2622783
51	Varanasi	Varanasi Branch D-50/129-130 Nai Sarak, Varanasi-221 002.	0542-2416527
52	Patna	Patna Branch, First Floor, Hamdard Buliding. Opp. B. N. College, Ashok Rajpath, Patna-800004	0612-2677687
53	Bhopal	Bhopal Branch 62, Rehbar Apartment, Peer Gate Chowraha, Peer Gate, Bhopal-462 001	0755-2533068
54	Kolkata	Kolkata Branch 1-B, Circus Row, Park Circus, Kolkata-700 017	033-22805178
55	Srinagar	Srinagar Branch 1st Floor, Budshah Building, Budshah Chowk, Srinagar-190 001	0194-2475160
56	Srinagar Ext. Counter	Srinagar Extension Counter Nallahamar Road, Behind Maharaj Gunj Srinagar-190 001	0194-2479685
57	IT. Department	Maulana Azad Road Branch, Patel & Soni Arcade, Maulana Arad Road, Mumbai -400 008.	022-23019803



**Note: Contact**  
**IT Department, Maulana Azad Road, Mumbai:**  
**022-23019803/23019822/9004957926 (Vinod Kumar)**



## **Annexure-2**

### **Tender Offer Cover Letter**

(Company Letterhead)

RFP Reference No

Date: \_/ \_/ 2025

To

Bombay Mercantile Co-operative Bank Ltd.

Dear Sir,

Having examined the tender documents including all annexures the receipt of which is hereby duly acknowledged, we, the undersigned, offer to **SUPPLY OF NETWORK CONNECTIVITY AT THE HEAD OFFICE, BRANCH OFFICES, DATA CENTER, AND DISASTER RECOVERY SITE WITH MANAGED SERVICES** for the Bank as mentioned in RFP document in conformity with the said tender documents, and by the Commercial bid and made part of this tender. We understand that the RFP provides generic specifications about all the items and it has not been prepared to keep in view, any specific bidder.

We agree to abide by this tender offer for 180 days from the date of tender opening and our offer shall remain binding upon us and may be accepted by the Bank any time before the expiration of that period.

If our bid is accepted, we are to be jointly and severally responsible for the due performance of the contract. Vendor means the bidder who is decided and declared so after examination of commercial bids.

If our offer is accepted, we undertake to provide a Performance Bank Guarantee in the form, in the amount, and within the time specified in the bidding documents.

We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to the Bank is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the Bank as to any material fact.

We confirm that we have noted the contents of the RFP and have ensured that there is no deviation in filing our response to the RFP and that the Bank will have the right to disqualify us in case of any such deviations subject to clauses in the Form Deviation Sheet of the RFP.



Until a formal contract is prepared and executed, this tender offer, together with the Bank's written acceptance thereof and the Bank's notification of award, shall constitute a binding contract between us.

We agree to abide by this tender offer till 180 days from the closing date of tender and our offer shall remain binding upon us and may be accepted by the Bank any time before the expiration of that period.

We understand that the Bank is not bound to accept the lowest or any bid you may receive and in turn, we will not have any rights to raise any claim, whatsoever it may be, due to or arising out of the rejection of our bids.

We confirm that we are not blacklisted by Central/State Government Ministry/Department PSU/Government Company or any Co-operative Bank. We also confirm that we're not under any legal action for indulging in corrupt practice, fraudulent practice, coercive practice, undesirable practice, or restrictive practice with any Indian Central/State Government Ministry/Department/PSU Government Company/ Co-operative Bank.

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 20

Signature: \_\_\_\_\_

Name and designation of Signatory

Name of Company and Address



### Annexure-3

### Pre-Qualification Criteria Template

(Company Letterhead)

S.N.	ITEM	INFORMATION TO BE FURNISHED BY THE BIDDER	
1.	<b>Name of Organization:</b>		
2.	<b>Address (including telephone numbers and email-id)</b>		
3.	<b>Name of the official in charge of this bid with phone/mob. Nos.</b>		
4.	<b>Type of organization:</b> (Pvt. Ltd./Public Ltd)		
5.	<b>Year of establishment</b> (Certificate of Incorporation attached) Ref.: Pre-qualification-	Yes <input type="checkbox"/>	No <input type="checkbox"/>
6.	<b>Work Orders confirming year and area of activity and Memorandum and Articles of Association attached.</b>		
7.	<b>Client References.</b> (Copy of Work orders/Client certificates of at least 10 companies) Ref.: Pre-qualification-	Yes <input type="checkbox"/>	No <input type="checkbox"/>
9.	<b>Whether ISO/IEC 27001 certified.</b> (Copy of certification attached) Ref.: Pre-qualification –	Yes <input type="checkbox"/>	No <input type="checkbox"/>
10.	<b>Whether ISO 23001/ISO 27001 Certified.</b>		



SUPPLY OF NETWORK CONNECTIVITY WITH MANAGED SERVICES

11.	<b>Average annual turnover during the last three financial years</b> Ref.: Pre-qualification-7 & 8 (to be supported by auditor's Certificate)		2021-22	2022-23	2023-24
		Turnover			
		PAT			
12.	<b>Certified Professionals</b> Ref.: Pre-qualification –	<b>Certification</b>	<b>No of employees</b>		
		PMP			
13.	<b>Whether bidder has been declared ineligible for corrupt practices or blacklisted with any Govt. Agencies.</b> (Self-Declaration should be given)				
14.	<b>Whether the bidder has the following certifications.</b> Ref.: Pre-qualification –	TIA 942	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
	<b>Arrangements are provided for DC &amp; DR.</b> Ref.: Pre-qualification-	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
21.	<b>Details of previous job, if any, done for Bank.</b>				

**Date:**

**Name and Signature of Bidder**

**with Corporate Seal**



## Annexure-4

### Details of the Vendor

(Company Letterhead)

Details filled in this form must be accompanied by sufficient documentary evidence, to verify the correctness of the information.

S. No	Item	Details
1	Name of Company	
2	Postal Address	
3	Telephone and Fax numbers	Telephone:                      FAX:
4	Constitution of the Company	
5	Name and designation of the person authorized to make commitments to the Bank [An authorization letter is required from the company]	
6	Email Address	
7	Year of commencement of Business	
8	GST Number	
9	TAN Number and PAN Number	
10	Turnover for last 2 Financial Year 2022-23, 2023-24 Attached Certified copy of the Accounts with Tax Audit Report	



## Annexure-5

### 1.1 Details of Location and Bandwidth Requirements.

S. No.	Bank Location	Exist. Primary Bandwidth	Req. Primary Bandwidth	Exist. Secondary Bandwidth	Req. Secondary Bandwidth	CPE Req.	Type of Link Primary/Secondary	No. of Links	Req. Uptime
1	Head Office Branch	3	8	4	8	2	MPLS/RF/VPN tunnel using Broadband	2	99.50%
2	Head Office - Admin	4	8	4	8	2	MPLS/RF/VPN tunnel using Broadband	2	99.50%
3	Byculla	2	2	2	2	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
4	E R Road	2	2	2	2	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
5	Fort	2	2	2	2	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
6	Jogeshwari	2	2	2	2	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
7	Khara Tank	2	2	2	2	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
8	Kurla	2	4	2	2	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%





SUPPLY OF NETWORK CONNECTIVITY WITH MANAGED SERVICES

<b>9</b>	Mahim	2	2	2	2	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
<b>10</b>	M A Road	2	4	2	2	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
<b>11</b>	Musafirkhana	2	2	2	2	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
<b>12</b>	Null Bazar	2	2	2	2	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
<b>13</b>	P. D'Mello Road	2	4	2	4	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
<b>14</b>	Girgaon	2	2	2	2	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
<b>15</b>	Kemps Corner Branch	2	2	2	2	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
<b>16</b>	Vashi Sect7	2	2	2	2	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
<b>17</b>	Colaba	2	2	2	2	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
<b>18</b>	Malad	2	2	2	2	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
<b>19</b>	A R Street	2	0	2	0	0	MPLS/RF/VPN tunnel using Broadband	0	99.50%



SUPPLY OF NETWORK CONNECTIVITY WITH MANAGED SERVICES

<b>20</b>	Andheri	2	4	2	2	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
<b>21</b>	Bandra	2	2	2	2	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
<b>22</b>	Bhiwandi	2	4	2	4	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
<b>23</b>	Vashi Sec17	2	2	2	2	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
<b>24</b>	Versova	2	2	2	2	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
<b>25</b>	Santacruz	2	2	2	2	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
<b>26</b>	Panvel	2	2	2	2	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
<b>27</b>	SWIFT - (FOREX) P. D'Mello Road	2	2	2	2	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
<b>28</b>	Pune	2	2	2	2	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
<b>29</b>	Solapur	2	2	2	2	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
<b>30</b>	Aurangabad Main	2	4	2	4	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%



SUPPLY OF NETWORK CONNECTIVITY WITH MANAGED SERVICES

<b>31</b>	Aurangabad LADIES	2	2	2	2	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
<b>32</b>	Aurangabad CIDCO	2	2	2	2	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
<b>33</b>	Khuldabad	2	2	2	2	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
<b>34</b>	Nanded	2	4	2	2	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
<b>35</b>	Hyderabad	2	2	2	2	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
<b>36</b>	Nanded Ext. Counter	2	2	2	2	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
<b>37</b>	Malegaon	2	2	2	2	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
<b>38</b>	Gandhi Road	2	2	2	2	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
<b>39</b>	Khanpur Road	2	4	2	4	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
<b>40</b>	Relief Road	2	2	2	2	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
<b>41</b>	Palanpur	2	2	2	2	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%



SUPPLY OF NETWORK CONNECTIVITY WITH MANAGED SERVICES

<b>42</b>	Surat	2	2	2	2	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
<b>43</b>	Baroda	2	2	2	2	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
<b>44</b>	Ajmer	2	2	2	2	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
<b>45</b>	Delhi	2	6	2	4	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
<b>46</b>	Jodhpur	2	2	2	2	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
<b>47</b>	Jaipur	2	2	2	2	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
<b>48</b>	Aligarh	2	2	2	2	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
<b>49</b>	Moradabad	2	4	2	2	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
<b>50</b>	Lucknow	2	4	2	2	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
<b>51</b>	Varanasi	2	2	2	2	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
<b>52</b>	Patna	2	2	2	2	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%



SUPPLY OF NETWORK CONNECTIVITY WITH MANAGED SERVICES

<b>53</b>	Bhopal	2	2	2	2	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
<b>54</b>	Kolkata	2	4	2	2	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
<b>55</b>	Srinagar	2	2	2	2	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
<b>56</b>	Srinagar Ext. Counter	2	2	2	2	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
<b>57</b>	IT Department	4	8	4	8	1	MPLS/RF/VPN tunnel using Broadband	2	99.50%
<b>58</b>	Backhaul Port DC	20				2	MPLS/VPN	2	100%
<b>59</b>	Backhaul Port DR	20				2	MPLS/VPN	2	100%



## 1.2 Details of Third-Party Cross-Connection and Requirements

Third Party Channels	BMC Link	Bandwidth Mbps	Service Provider	DC / DR	Service Provider Location	BMC - Data Center
<b>ATM / UPI</b>	Primary	2	Sarvatra Tech.	DC	SIFY - Rabale Mumbai	New-DC
	Secondary	2				
	Primary	2	Sarvatra Tech.	DR	SIFY Hyderabad	New-DR
	Secondary	2				
<b>IMPS</b>	Primary	2	Finacus Solutions	DC	SIFY - Andheri Mumbai	New-DC
	Secondary	2				
	Primary	2	Finacus Solutions	DR	SIFY Bangalore	New-DR
	Secondary	2				
<b>IFTAS</b>	Primary	2	IFTAS – Cloud	DC	SIFY Hyderabad	New-DC
	Secondary	1				
	Primary	2	IFTAS - Cloud	DR	SIFY Cyber Park Bangalore	New-DR
	Secondary	1				
	Primary	2	IFTAS – Infinet	DC	SIFY Hyderabad	New-DC
	Secondary	1				
	Primary	2	IFTAS – Infinet	DR	SIFY Cyber Park Bangalore	New-DR
Secondary	1					



### 1.3 Details of Hub Connectivity (DC) and Requirements

<b>DC Link</b>	<b>Existing</b>		<b>Required</b>	
<b>Type</b>	<b>Location</b>	<b>BW - Mbps</b>	<b>Location</b>	<b>BW - Mbps</b>
Primary	DC	40	New DC	100
Secondary	DC	20	New DC	100
Additional	Existing DC	50		Nil
Internet Link	DC	20	New DC	40

### 1.4 Details of Hub Connectivity (DR) and Requirements

<b>DR Link</b>	<b>Existing</b>		<b>Required</b>	
<b>Type</b>	<b>Location</b>	<b>BW - Mbps</b>	<b>Location</b>	<b>BW - Mbps</b>
Primary	DR	40	New DR	50
Secondary	DR	20	New DR	50

### 1.5 Details of Public IP Requirements

No of Public IPs Required for present and future requirements is 50 Nos.



## **Annexure-6**

### **Technical Compliance**

<<Company Letterhead>>

Dated:

**To,**  
Bombay Mercantile Co-operative Bank Ltd.,

Dear Sir,

**Sub: Undertaking on compliance to technical specifications mentioned in the RFP**

**Ref.: SUPPLY OF NETWORK CONNECTIVITY AT HEAD OFFICE, BRANCH OFFICES, DATA CENTER, AND DISASTER RECOVERY SITE WITH MANAGED SERVICES.**

We, hereby, undertake that we will comply with all the technical specifications mentioned in this RFP for the components to be supplied. We understand that any non-compliance to any of the specifications may lead to rejection of our bid by the Bank.

Yours sincerely,

(Authorized Signatory on behalf of ...)





## Annexure-7

### Bidder Support Center

<<Company Letterhead>>

Dated:

S. No.	Support Center Details		
	Complete Address	Phone No. (Landline)	Contact Person

### Authorised Signatory

**Name:**  
**Signature**



## Annexure-8

### Format for connectivity

Format for connectivity							For SD WAN Solution	
S.N.	Bank Location	Primary link type	Primary Bandwidth	Secondary link type	Secondary Bandwidth	Router Make & model	WAN CPE	SD-WAN license
1	Head Office Branch						2	
2	Head Office - Admin						2	
3	Byculla						1	
4	E R Road						1	
5	Fort						1	
6	Jogeshwari						1	
7	Khara Tank						1	
8	Kurla						1	
9	Mahim						1	
10	M A Road						1	
11	Musafirkhana						1	
12	Null Bazar						1	
13	P. D'Mello Road						1	
14	Girgaon						1	
15	Kemps Corner Branch						1	
16	Vashi Sect7						1	



SUPPLY OF NETWORK CONNECTIVITY WITH MANAGED SERVICES

17	Colaba						1	
18	Malad						1	
19	A R Street						1	
20	Andheri						1	
21	Bandra						1	
22	Bhiwandi						1	
23	Vashi Sec17						1	
24	Versova						1	
25	Santacruz						1	
26	Panvel						1	
27	SWIFT-(FOREX) P. D'Mello Rd.						1	
28	Pune						1	
29	Solapur						1	
30	Aurangabad Main						1	
31	Aurangabad LADIES						1	
32	Aurangabad CIDCO						1	
33	Khuldabad						1	
34	Nanded						1	
35	Hyderabad						1	
36	Nanded Extension Counter						1	
37	Malegaon						1	
38	Gandhi Road						1	
39	Khanpur Road						1	
40	Relief Road						1	
41	Palanpur						1	



SUPPLY OF NETWORK CONNECTIVITY WITH MANAGED SERVICES

42	Surat						1	
43	Baroda						1	
44	Ajmer						1	
45	Delhi						1	
46	Jodhpur						1	
47	Jaipur						1	
48	Aligarh						1	
49	Moradabad						1	
50	Lucknow						1	
51	Varanasi						1	
52	Patna						1	
53	Bhopal						1	
54	Kolkata						1	
55	Srinagar						1	
56	Srinagar Extension Counter						1	
57	IT Department						1	
	Backhaul Port DC						2	
	Backhaul Port DR						2	
	DC to DR P2P Link							



## Annexure-9

### Pre-Bid Query Format

(Company Letterhead)

S. No.	Page No.	Point No.	Tender Original Clause	Clarification	Request for change /addition/modification deletion



## Annexure-10

### Bidders Quote

(Company Letterhead)

The bidder should quote the prices as per the details given below:

S.NO.	Services Cost	Charges per Month/Annum (in Rs.) (Including Service Tax and any other Taxes applicable)				
		QTY.	Unit Cost	GST	Total Unit Cost	Total Cost
1	Total one-time cost with Item wise break up.					
2	Recurring Cost on annual/monthly basis with item wise break up.					

S.NO.	Services Cost	Charges per Month/Annum (in Rs.) (Including Service Tax and any other Taxes applicable)				
		QTY.	Unit Cost	GST	Total Unit Cost	Total Cost
1	Total one-time cost with Item wise break up.					
2	Recurring Cost on annual/monthly basis with item wise break up.					



SUPPLY OF NETWORK CONNECTIVITY WITH MANAGED SERVICES

S.NO.	Services Cost	Charges per Month/Annum (in Rs.) (Including Service Tax and any other Taxes applicable)				
		QTY.	Unit Cost	GST	Total Unit Cost	Total Cost
	<b>Last Mile Charges</b>					
1	Total one-time cost with Item wise break up.					
2	Recurring Cost on annual/monthly basis with item wise break up.					

S.NO.	Services Cost	Charges per Month/Annum (in Rs.) (Including Service Tax and any other Taxes applicable)				
		QTY.	Unit Cost	GST	Total Unit Cost	Total Cost
	<b>Network Device Charges</b>					
1	Total one-time cost with Item wise break up.					
2	Recurring Cost on annual/monthly basis with item wise break up.					

S.NO.	Services Cost	Charges per Month/Annum (in Rs.) (Including Service Tax and any other Taxes applicable)				
		QTY.	Unit Cost	GST	Total Unit Cost	Total Cost
	<b>Manage Services</b>					
1	Total one-time cost with Item wise break up.					
2	Recurring Cost on annual/monthly basis with item wise break up.					

**The vendor can add any additional charges if any with due reason.**



## Annexure-11

### Non-Discloser Agreement

*(To be executed on a non-judicial stamped paper of requisite value based on place of execution)*

WHEREAS, we, \_\_\_\_\_, having registered office at \_\_\_\_\_, hereinafter referred to as the COMPANY, are agreeable to execute “\_\_\_\_\_” as per the scope defined in the Request for Proposal (RFP) **No. 87/IT/1881 dated Feb 15, 2025**, for Bombay Mercantile Co-operative Bank Ltd, having its Head office at Zain G. Rangoonwala Building, 78 Mohamad Ali Road, Mumbai-400 003, (hereinafter referred to as the BANK) and,

WHEREAS, the COMPANY understands that the information regarding the Bank’s Infrastructure shared by the BANK during the execution of the project is confidential and/or proprietary to the BANK, and

WHEREAS, the COMPANY understands that in the course of submission of the offer for the said RFP and/or in the aftermath thereof, it may be necessary that the COMPANY may perform certain jobs/duties on the Bank’s properties and/or have access to certain plans, documents, approvals, data or information of the BANK;

NOW THEREFORE, in consideration of the foregoing, the COMPANY agrees to all of the following conditions, to induce the BANK to grant the COMPANY specific access to the BANK’s property/information, etc.;

The COMPANY will not publish or disclose to others, nor, use in any services that the COMPANY performs for others, any confidential or proprietary information belonging to the BANK, unless the COMPANY has first obtained the BANK’s written authorization to do so;

The COMPANY agrees that information and other data shared by the BANK or, prepared or produced by the COMPANY to submit the offer to the BANK in response to the said RFP, will not be disclosed during or after submission of the offer to the BANK, to anyone outside the BANK;

The COMPANY shall not, without the BANK’s written consent, disclose the contents of this Request for Proposal (Bid) or any provision thereof, or any specification, plan, pattern, sample, or information (to be) furnished by or on behalf of the BANK in connection therewith, to any person(s) other than those





employed/engaged by the COMPANY to submit the offer to the BANK and/or for the performance of the Contract in the aftermath. Disclosure to any employed/engaged person(s) shall be made in confidence and shall extend only so far as necessary for such performance.

Yours sincerely,

Date

Place:

Name of the Authorised Signatory

Designation

Seal



## **Annexure-12**

### **Undertaking**

#### **Undertaking for Non-Blacklisting/Non-Debarment of the Bidder**

**To**

**The Managing Director**

Dear Sir,

#### **Sub: RFP Network and Connectivity Service**

We, M/s \_\_\_\_\_, the undersigned, hereby confirm that we have read and understood the eligibility criteria and fulfil the same.

- a) We further confirm that all the information as per the requirement of the Bank has been included in our bid.
- b) We have not been blacklisted by any Nationalized Bank/RBI/IBA or any other Government agency/ICAI. No legal action is pending against us for any cause in any legal jurisdiction.
- c) We undertake that an adequate number of resources as required by the Bank, will be deployed for the project to complete the assignment within the stipulated time.

Name and Signature of the Authorized Official